



MTAC WORK GROUP GUIDELINES

SUBMISSION OF NEW/PROPOSED ISSUES

Any MTAC representative or Postal Service executive or manager may propose the formation of a new Work Group. The proposal – in the form of an issue statement (template available on PostalPro) – is submitted to the appropriate MTAC Leadership Committee Focus Area sponsors (industry and postal) for their consideration. If the person submitting the proposal is uncertain as to which Leadership Focus Area sponsors to involve, he or she may submit the issue to the MTAC Program Manager and/or MTAC Program Team Leader for assignment. The Leadership Focus Area sponsors will discuss the suitability of the issue the proposed Work Group would address, and then determine whether to approve the Work Group, refer the issue/proposal to a more appropriate track, reject the issue/proposal, or table it for further research. Upon approval by the Leadership Focus Area sponsors, the issue statement is circulated to the full Leadership Committee for comment. Any suggested changes will be reviewed by the Leadership Focus Area sponsors.

Once the issue statement for a Work Group is approved and finalized, it is submitted to MTAC@USPS.GOV for entry into the MTAC Issue Tracking Summary (MITS) system. This can be requested by the Work Group leaders, or by the MTAC Program Manager or Team Leader. The Leadership Focus Area sponsors are responsible for managing the progress of the newly- formed Work Group.

APPROVAL CRITERIA

1. All Work Groups must support the stated purpose of MTAC:

The Postmaster General's Mailers Technical Advisory Committee (MTAC) is a venue for the United States Postal Service (the Postal Service) to share technical information with mailers, and to receive advice and recommendations from mailers on matters concerning mail-related products and services, to enhance customer value and expand the use of these products and services for the mutual benefit of the Mailing Industry and the Postal Service. *[From the MTAC Charter.]*

2. The problem/issue on which a Work Group is focused must be of relatively broad interest to the industry, not merely of specific interest to an individual company. Company-specific concerns should be addressed by that company with the appropriate postal officials.
3. Work Group issues should be current, and both industry and the Postal Service should be interested in a potential solution.
4. Proposed issues should not duplicate those already the focus of existing Work Groups.
5. Proposed issues should have defined, measurable objectives. A proposed timetable for completion must be included with the issue statement.

WORK GROUP LEADERSHIP

The Work Group's Leadership Focus Area sponsors will appoint industry and postal co-leaders. The Work Group co-leaders are jointly responsible for directing the Work Group's activities:

- Work Group leaders assume primary responsibility for ensuring that the direction of Work Group efforts and recommendations meet the stated objectives, and are acceptable to both Industry and the Postal Service.
- Work Group leaders select members of the Work Group (see below), schedule Work Group meetings, and ensure that those meetings are conducted in a professional and constructive manner.
- Work Group leaders will appoint a postal scribe, who prepares minutes of all Work Group meetings and promptly enters them into [the appropriate Work Group folder located on the MITS share drive](#).
- Work Group leaders must provide the MTAC Program Manager or Team Leader with a roster of the Work Group's participants as soon as it is finalized, and promptly submit changes any time a participant joins or departs from the Work Group.
- Work Group leaders determine the frequency and duration of each meeting to make sure the group's work is accomplished within the timetable established by the Focus Area sponsors. A Work Group's meeting schedule should encourage as much progress as possible between quarterly MTAC meetings.

- Work Group leaders maintain a current record of all Work Group activities and submit them via the postal scribe into the appropriate Work Group folder located on the MITS share drive. to ensure that Focus Area sponsors are kept updated on the Work Group's progress.
- If the Work Group leaders determine that there are obstacles to the Work Group's timely completion of its work (e.g., lack of resources, significant delays, unusual conflicts), the co-leaders will report the situation to the Focus Area sponsors and request guidance/assistance.
- Work Group leaders may be called upon to make formal progress reports at MTAC Membership Assembly or other meetings.
- Work Group leaders are responsible for submitting a final written report detailing the Work Group's resolution of the issue, and listing recommendations for any proposed implementation plan.
- The lead name and contact information provided on the final report and resolution statement will be either the Industry or Postal Service Work Group Leader. The Work Group co-leaders will agree upon the initial status and response date for the recommendations.
- Work Group Leaders who are non-MTAC Members are permitted to attend the quarterly MTAC meetings as a guest of the MTAC Leadership Committee and shall act as a liaison to the Work Group they are leading.

MEMBERSHIP & PARTICIPATION

The Leadership Focus Area sponsors and Work Group leaders will extend an invitation to key stakeholders and mailing industry representatives to participate in the Work Group. The invitation should clearly define the mission of the Work Group, the expected outcome, and the timeline for completion. Invitations may be extended through any appropriate venue, including but not limited to: a presentation/announcement during an MTAC Membership Assembly; a message sent to the MTAC email distribution list, or an article in a designated trade publication or association newsletter. *[NOTE: In accordance with Section XII of the MTAC Charter, Executive Committee approval is required before an invitation can be extended to prospective participants who are not MTAC representatives.]* By joining a Work Group, participants agree to attend Work Group meetings (in person whenever possible), take part in conference calls, share their experiences and those of their associations'

members and/or companies, and participate in test or pilot projects.

The Work Group's postal co-leader will arrange for participation by postal staff with the appropriate skills and expertise to benefit the Work Group's mission.

OBJECTIVES

The first order of business for each Work Group is to review the group's purpose and objectives as set by the Leadership Focus Area sponsors. Work Group leaders are responsible for ensuring that the group's participants understand its goals, and for developing a work plan that aligns with the identified timeline. Any proposed modification to the Leadership Focus Area sponsors' expressed objectives and timeline must be discussed with the Leadership Focus Area sponsors.

MEETINGS

Work Group meetings and conference calls should be scheduled between quarterly MTAC meetings so that as much as possible is accomplished between them. Meeting times, locations and agenda should be provided in MITS for Work Group participants. Every attempt should be made to schedule meetings far enough in advance (30 days whenever possible) to reasonably ensure participation by all Work Group members.

Complete information regarding Work Group-related meetings, tours, and activities (e.g., date, start and end time, locations, directions, hotel recommendations, conference call-in numbers, etc.) should be included in the MITS announcements.

A Work Group's postal co-leader(s) will be responsible for making all necessary arrangements for meetings located at Postal Service headquarters. Arrangements must be made in advance for headquarters conference room reservations, audio-visual or conference call equipment, and building access for meeting participants. At least two days prior to an on-site Work Group meeting, the postal co-leader will provide all participants' names to headquarters building security to minimize delays at the security desks. Postal co-leaders are also responsible for making sure a sufficient number of escorts** are available to walk Work Group members to and from the 1P/Lobby level security desks and the meeting room. The MTAC Program Manager and/or Team Leader should be contacted as early in the process as possible regarding requests or plans for meetings at Postal Service headquarters so that the MTAC Program Team can assist with these requirements. ***Note: The Postal*

Service headquarters security policy

*requires all visitors – including Work Group participants – **who do not have active, unexpired Badges issued by the U.S. Postal Inspection Service** to be escorted at all times while on headquarters premises by a postal employee or MTAC member with an active Badge.]*

MINUTES

For each Work Group meeting, the scribe will prepare accurate, unbiased minutes that will include a list of attendees. Within ten (10) days after the meeting, minutes will be distributed to Work Group participants and the MTAC Leadership Focus Area sponsors, and placed in the appropriate Work Group folder on the MITS share drive.

INTERIM REPORTS

The Leadership Focus Area sponsors will determine when a status report should be given at an MTAC Membership Assembly or other MTAC meeting. Leadership Focus Area sponsors will be prepared to provide status updates to the full Leadership Committee at the Committee's quarterly meetings.

FINAL REPORT AND RESOLUTION STATEMENT

The appropriate Leadership Focus Area sponsors will inform the full Leadership Committee when their Work Group considers its task completed. The Leadership Committee typically accepts this decision, though additional information and follow-up may be requested. The date on which the Leadership Committee is notified of a Work Group's intention to close is entered into MITS as the "initial closure date." Work Group leaders are responsible for ensuring this information is entered into the appropriate Work Group folder on the MITS share drive.

A final report and resolution statement must be prepared by a Work Group to confirm its work has been completed. Work Group leaders submit these documents for approval to the Leadership Focus Area sponsors. The final report should provide detailed findings, implications, and next steps. It is normally presented at the next quarterly MTAC Membership Assembly meeting, recorded in the Work Group's minutes, and submitted by the Work Group leaders via the postal scribe for entry into the appropriate Work Group folder on the MITS share drive. The resolution statement is also posted in MITS; it provides an overview of the

Work Group's objectives, accomplishments, next steps and supplementary materials, if any. At this point, the Work Group's "final closure date" is recorded in MITS, and its status is changed to "complete."

If a Work Group has reached a point where active meetings are suspended with remaining outstanding items the MTAC Executive Committee, will determine if the Work Group should remain open for a period of time until such items may be completed or the Work Group should be closed with the MTAC Executive Committee determining where outstanding items should be transferred for further review and completion. Sponsors and leaders may make recommendations; however, the Executive Committee will have final approval.

WORK GROUP "SUB-GROUPS"

On occasion, the complexity of a Work Group issue or the large number of deliverables necessary to accomplish its goals may require the formation of one or more sub-groups to focus on specific aspects of the Work Group's mission. Here are the procedures governing the establishment and operation of sub-groups:

- The Work Group co-leaders and the all Focus Area Leaders (postal and industry) must approve a sub-group(s).
- The Work Group co-leaders will appoint co-leaders (postal and industry) for the sub-group.
- The sub-group will prepare a Statement of Objectives describing how it will contribute to the achievement of the Work Group's deliverables.
- The sub-group must complete its task(s) in time for the Work Group itself to meet the requirements of its timeline. The sub-group ends by or before the time the Work Group's tasks are "completed."
- The sub-group is strongly encouraged to establish a regular meeting schedule, and send it to MTAC@USPS.GOV for inclusion on the MTAC calendar maintained by Postal Pro.
- Minutes of all sub-group meetings will be placed in the appropriate folder via the postal scribe for entry into MITS along with the Work Group minutes.
- Work Group co-leaders will convene regular teleconferences (at least monthly) for sub-group co-leaders in order to provide status reports, keep communications current, identify common issues, and attempt to resolve potential impasses.

All sub-group members are considered members of the parent Work Group, and as such must be approved by the MTAC Executive Committee. The sub-group co-leaders will submit sub-group participant lists to the Work Group co-leaders and the MTAC Program Manager or Team Leader.

RESOLUTION PROCESS FOR PARTICIPANT ETIQUETTE

All MTAC Work Group participants (USPS, MTAC Representative, or non-MTAC participant) are expected to follow the MTAC Meeting Etiquette Guidelines as outlined in the current MTAC Membership Guide. In the event that a Work Group participant's actions are outside of the Meeting Etiquette Guidelines, the following progressive escalation process will be followed, which may lead up to the dismissal of the Work Group participant from future meetings of the related MTAC Work Group.

1. The Work Group co-leaders (both USPS and Industry) will speak to the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them. The Work Group co-leaders will also notify the MTAC Focus Area Leadership of the situation.
2. The Work Group co-leaders will ask the MTAC Focus Area Leadership (both USPS and Industry) to speak with the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them.
3. The MTAC Focus Area Leaders will ask the MTAC Executive Committee co-chairs (both USPS and Industry) to speak with the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them.
4. Should the Work Group participant continue to refuse to participate in the manner outlined in the MTAC Meeting Etiquette Guidelines, the MTAC Executive Committee will exercise its authority pursuant to Articles XI and XII of the MTAC Charter, and issue a formal letter to the Work Group participant dismissing them from further meetings of the Work Group.

Re-admittance to the Work Group by a formally dismissed participant will be at the discretion of the Work Group co-leaders with approval by the MTAC Executive Committee and MTAC Focus Area Leaders.

QUESTIONS?

Questions and suggestions regarding these guidelines should be directed to the MTAC Program Manager or Team Leader, or sent to MTAC@USPS.GOV, for prompt response.