

Jody:

I think the current approach to service standards is fine. The attached recommendation is to bring attention to the tail of the delivery cycle. The 5% in this example that does have a standard should have one.

Other comments on service standards:

All first class mail must be covered by the standards and measurement system.

A realistic approach to service standards must be considered, as an example a 100% standard for the 1, 2, or 3 days categories would be very expensive to try to achieve and unrealistic. (I admit my proposal is somewhat unrealistic but I am trying to make the point that operating plans need to address this "late" mail.)

Performance by each standard must be available to all mailers, at least from the 3 digit origin to 3 digit destination level.

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