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THE DEPUTY POSTMASTER GENERAL
Washington, DC 20260-0050

March 18, 1991

MEMORANDUM FOR REGIONAL POSTMASTERS GENERAL
REGIONAL DIRECTORS, OPERATIONS SUPPORT
FIELD DIVISION GENERAL MANAGERS/POSTMASTERS

SUBJECT: Corporate Delivery Plan

During the past year, each of you, your directors and managers and, in many cases, large associate office postmasters have received a detailed briefing on the Corporate Delivery Plan. In support of the plan's objectives, router guidelines were issued in March of last year. A copy of the original cover memo and guidelines are enclosed. The key points focusing on preparedness contained in these guidelines are:

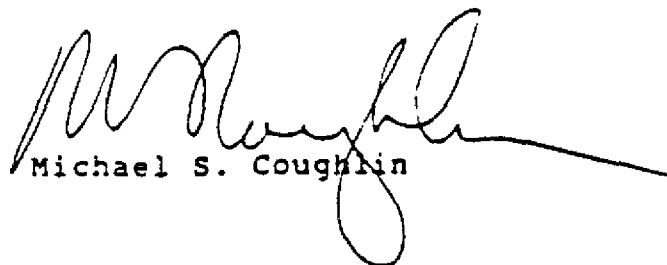
- o We must control the growth in delivery routes. The intent of this process is to insure that alternative delivery strategies are reviewed and utilized prior to the establishment of an auxiliary or full-time route. The approval of your Regional Director, Operations Support, is necessary if you are going to create a new route with less than 700 deliveries.
- o We must provide the foundation for capturing savings associated with vertical flats, sector/segment sortation of letter mail and eventual delivery sequencing of letter mail by stabilizing the routes so that these series of programs do not cause continual changes in route structure, assigned territory and schemes; plus the impact on carrier route presort customers must be considered. This is done by establishing a buffer or router hours in advance.

- o We must plan to build a buffer that equates to approximately one hour per average route for vertical flats and sector/segment, with an additional hour for delivery sequencing. The option of building the buffer in one step or two steps is dependent on individual equipment deployment schedules and sortation implementation.

In addition, route inspections are to be used to evaluate today's operations and to set up the buffer. During FY 91, approximately 38,000 route inspections are required based on a headquarters survey of divisions and the percent of carriers who failed to achieve minimum standards. In support of the Router Guidelines and the need to establish dependable baseline operations prior to automation deployment, there will be additional inspections scheduled for FY 92 and beyond.

Unless a route stabilization agreement can be reached with the NALC, the establishment of a base in delivery operations must be done in accordance with the mail count, route inspection, evaluation and adjustment process outlined in the M-39 Handbook, "Management of Delivery Services," and the M-41 Handbook, "City Delivery Carriers Duties and Responsibilities," and in accordance with the National Agreement. No other process for the adjustment of city delivery routes is authorized. Adjustments through the use of the Unit and Route Review Process are not permitted except for minor adjustments with appropriate documentation as required by the M-39 Handbook (Section 141). These procedures are to be accurately followed.

Every effort must be exerted to ensure the success of the Corporate Delivery Plan and its linkage to the overall Corporate Automation Plan. This can only be achieved if each delivery unit is prepared by developing a five-digit delivery unit plan by route in order to accomplish the short-term requirements of effectively matching workhours to workload while achieving the restructuring necessary for reaching tomorrow's goals.


Michael S. Coughlin

Enclosure

cc: Mr. Cummings
Mr. Kane