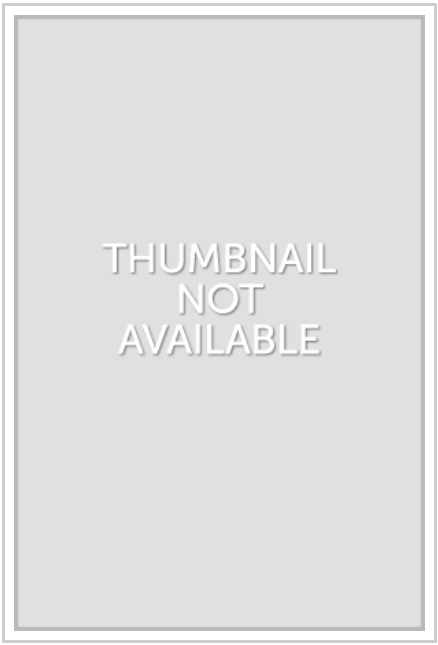


DOWNLOAD

Government Operations: Quality of Mail Service in Bozeman, Montana: Ggd-81-73

By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 36 pages. Dimensions: 9.7in. x 7.4in. x 0.1in.GAO reviewed certain operations at the Bozeman, Montana, Post Office to determine the impact on and changes in mail service resulting from the implementation of area mail processing (AMP) and to assess employee morale. GAO found that specific data on the quality of Bozemans mail service prior to the implementation of AMP does not exist and that performance statistics maintained by the Postal Service are too general to reflect the current quality of Bozemans mail service. Consequently, GAO could not determine whether the quality of Bozemans mail service has changed as a result of AMP implementation. Two principle problems exist in the mail service. For every delivery area, the timeliness of both incoming and outgoing mail was below the Postal Services 95 percent ontime delivery goal. Only 52 percent of the GAO test letters and only 12 percent of those deposited in special mail boxes received a correct postmark. Delayed mail and incorrect postmarks reflect poor service performance and cause customer dissatisfaction. Corrective actions are being implemented to improve mail service, and periodic mail tests are planned to evaluate performance. Morale...

READ ONLINE
[4.45 MB]

Reviews

This is actually the greatest pdf i actually have read until now. it absolutely was writtern really properly and beneficial. Your life period will be change when you complete looking over this pdf.

-- ***Lurline Little***

Completely among the best pdf We have at any time study. We have study and i am sure that i am going to likely to read yet again once again in the foreseeable future. Once you begin to read the book, it is extremely difficult to leave it before concluding.

-- ***Penelope O'Conner DDS***