

Changes and Movement. For Better or Worse..

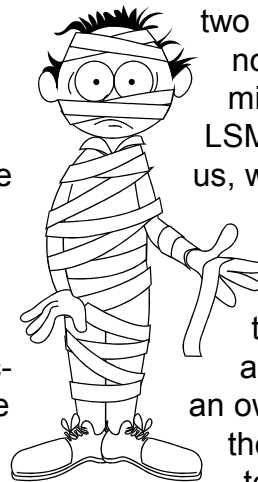
There has been a lot of changes with the Maintenance Moments lately. Mostly, I have been ordered not to publish or distribute the Moments at work. Even though this sounds like a direct violation of my first amendment rights, I chose not to push the situation. What I have chosen to do is to take my publication to the WEB. I may make some changes due to the fact that it is now on the web, but I intend to continue with voicing the feeling of the crafts in general. Specifics will have to be left to the banter amongst ourselves!

I have been writing quite a few letters to the Direct Line. This is a forum where the questions put forth are to be routed to those responsible for such matters. In each of the responses that management has made, I have rediscovered one thing; they do not take any position that might lead to accountability! I truly believe that with the present attitude in management, then there can never be any real change in the morale of us here at work. My last issue made the point that it has to be changed from the top down. If the upper management has unreal expectations of the lower levels of management, then there is already a barrier to cooperation and teamwork. And a team is the only way we all are going to get the job at hand done. All the positions in all the crafts work together to do one thing; deliver the mail. Management should see this, and structure themselves to the role of facilitator and help, instead of control, the workers. Then the mail would move more smoothly with less finger pointing and frustration. Accountability as a *facilitator* would be more culpable to manage-

ment, and in turn would create a more stable environment to work in. As has been pointed out, it has got to start at the top.

So, I suppose what I am seeing is that even the front line supervisors and managers are subject to the control and power that is coming from *their* managers. If unreal and unobtainable goals were not set, then all the jobs here at work would be more doable. But because a bonus or a rung on the ladder is more important, we end up having to do

more with less; like the clerks who with



two people have to run a machine with no takeaway belts or area to work in (mind you, the DBCS replaced the LSM which took 17 people to run !), or us, who have to work on machines without proper training, or the PTFs who work six days a week from here on. The idea of working as a team will only work if management acts as a facilitator to the crafts not an owner. Most services will thrive when the workers feel that they are part of a team. Even managers can feel better knowing they are part of a team.

As I started out saying, a lot of my questions to the Direct Line have been answered with 'pat' answers. One comment I made was answered with an invitation to join the 204B program! I'm sorry, but I believe in the this quote; " I would rather be part of the solution than part of the problem." And to that end, I will write these Moments and write my letters to the Direct Line and see what happens.