

Operation MDO's Rob Customers of Quality Service !!

This has got to be the worst case of management not giving the customers a quality product. Everyone knows what I am going to get at. **CULLING THE MAIL !!** The supervisors are constantly exemplifying their priorities by ordering the clerks to run mail that in many cases doesn't even make it to the end of the machine that it is fed on ! Tonight I watched as the tour three MDO insisted that an OCR be started even though it was not ready for the type of mail that was going to be run next. After questioning why the machine was not running, the clerks had to start it and begin loading whatever mail they had. With the constant

cadence of *keep the ledge loaded and keep the feeder on*, the clerks on all four of the OCRs were pushed into running mail that should have NEVER been run. Other MDOs insist that the mail be culled to the extent that the mail should be able to run through at least five machine cuts and all types of automation machines, this MDO wants the mail moved even if it means putting an unacceptable portion of it in body bags! Operation is pushing for minimum throughputs, but they haven't a clue that the clerks will never be able to obtain the goals with non-machinable mail ! The most disgusting part of this, is that the mail gets damaged when there is no reason for it! This is almost criminal. He should never be allowed to push mail through an operation that cannot support it. I'm sorry that management got rid of the LSMs, and don't want to pay OT or higher level for the 030 operation, **BUT THIS HAS GOT TO STOP !!** If the customers' mail is not the biggest and sole priority of operation supervisors, then maybe Western region should

FIRE the lot of them !! (NOT promote or transfer !!)

Maybe it sounds as if I am just blowing steam. Maybe I am, but the bottom line is that operation management has completely lost sight of our business name. The Postal **SERVICE !!** We provide a service to our customers, and they deserve the best we can give them. If their mail is damaged or obliterated, do any of you think that the customer won't be upset with that fact?? By and large, the crafts are willing and want to provide the best **SERVICE** they can, but are completely hindered by supervisors that are driven by bonuses and status.

How and when is the management style of operations ever going to change? Maybe right before a Senate investigation into the problems that are dogging the Postal Service. It would be really nice if someone in a regional position would put their foot down on these abusive, misguided, totally unproductive managers. *If the clerks would just be allowed to do the jobs they know how to do, customer satisfaction would go through the roof !*

