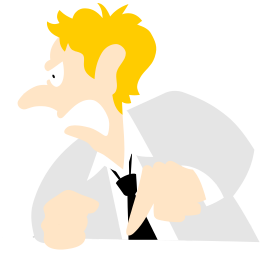


Rhetorical Questions ? (or,) I Wish We Had Answers



What follows is quite a few questions that may have no answers, but *really need* to be answered. These are a few of the problems facing the Phoenix plant that will cause us to falter in our goal of quality service. Unfortunately, the answers (if any) are in the hands of management!

1. If it's national policy *NOT* to switch to minus PM before 11:45 PM on the cancellation equipment, then why does our office switch at 10:30 PM whenever they feel ?
2. Why do operation MDOs have the OCRs gap setting switched to a '2' setting (which is outside MTSC guidelines and for increased throughput), then bring mail that is non-automatable? Along with this, they intimidate the clerks to keep the machine running with a full ledge, which forces the clerk to run mail that should have been culled if given the time !! Don't the MDOs understand that more mail will be processed if the clerks are allowed to cull the mail properly?
3. Why, on tour *three*, is mail being run on sort plans designated as tour *one* only?
4. After maintenance modifies the 010 slides for *reduced* damaged mail, why are the operation supervisors allowed to continue pulling the mail down the slides so that the mail gets *damaged* again?
5. Why does operation keep farming out non trained clerks to automation? Don't the supervisors know that the mail will be

processed more *efficiently* if the clerks are given *proper* training? (This doesn't even address the *safety* issue!)

6. How is it that when it comes down to any training on the equipment, maintenance ends up getting so much of the '*show and tell*' training? Doesn't management know that the plant will be better off if we get *detailed* training on *all* aspects of the equipment?
7. Doesn't it make sense that if the *top* plant management threatens its own subordinate management often enough, with no real *consequences*, that the lower management will just do what ever they please?
8. Why are there MDOs in the plant that seem to run their entire operation with intimidation and control?
9. Along the lines of #2, why doesn't operations implement and *use* a system that would cull out and prep all the mail *before* it gets to automation equipment? If they are so concerned with leakage (read as, *numbers*), then wouldn't this make the most sense?

This is just **NINE** simple questions that should **NEVER** have had to be asked. Isn't it any wonder that morale is so low ?