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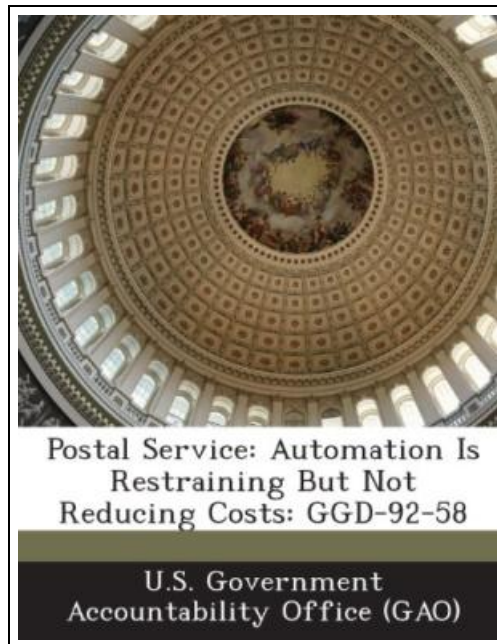
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U.S. Government Accountability Office (GAO)

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BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 48 pages. Dimensions: 9.7in. x 7.4in. x 0.1in.Pursuant to a congressional request, GAO reviewed U. S. Postal Services (USPS) automation program, focusing on: (1) automations effect on postal costs; and (2) the prospect for future cost reductions. GAO found that: (1) although it provides one of the best and most needed cost savings opportunities for USPS, automation is unlikely to be a panacea that will reverse the tendency for costs to outpace inflation; (2) in fiscal year 1991, USPS operating expenses were 295 million more than expected despite a decrease in career employment and additional automation; (3) the decrease in career employment was offset by increases in overtime and noncareer employees; (4) although USPS handled less mail in 1991 than it did in the previous year, it used more work hours; (5) the number of hours worked decreased in functions most directly affected by automation, but the 1-percent reduction over the previous year was only about about 65 percent of the planned amount due to an unexpected increase in work that directly supports mail distribution and a failure to capture savings in time spent by carriers preparing the mail for delivery; (6) overhead functions and work load subject to automation had increases that offset any savings; (7) work-hour savings are also being overwhelmed by annual increases in labor costs; (8) USPS audits of postal operations identified over 187 million in potential savings that were not captured due to inefficient personnel and equipment management in automation and related operations; and (9) the magnitude of management challenges compared to the work-year savings being captured by automation makes it unlikely that the automation program represents a breakthrough in changing the upward trend of overall postal costs. This item ships from La...

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