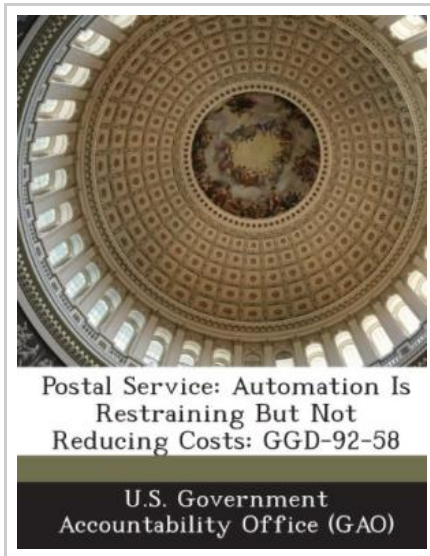




Postal Service: Automation Is Restraining But Not Reducing Costs: Ggd-92-58

By -

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...



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