

DEVELOPING PEOPLE

- ✓ Workplace Environment Improvement
- ✓ Record Safety Performance
- ✓ Training and Development Innovations
- ✓ Corporate Succession Planning
- ✓ Performance-Based Pay Systems

PURSuing REFORM

- ✓ Consensus on Need for Change
- ✓ President's Commission on Postal Service
- ✓ CSRS Funding Reform Legislation
- ✓ Pending Legislation
- ✓ Reforming Our Own Processes

MANAGING COSTS

- ✓ \$5 B in Cost Reductions
- ✓ Fourth Straight Year of Positive TFP
- ✓ Reduced Debt by \$4 B
- ✓ Transformed Administrative, Network, Purchasing Processes

**Delivering
Results** 

GROWING REVENUE

- ✓ Stable Rates
- ✓ Customer-Driven Product Innovations
- ✓ Click-N-Ship
- ✓ Customer Connect
- ✓ Carrier pickup
- ✓ Parcel Return Service
- ✓ Additional Innovations

IMPROVING SERVICE

- ✓ Record End-to-End Service Performance
- ✓ Record Customer Satisfaction
- ✓ Unrivaled Access to Services and Information
- ✓ Quick, Easy, Convenient