The Top 10 Percent: 11 Tips to Improve Your Mail Center

EVOLVE 2017

Twin Cities Postal Customer Council

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The Berkshire Company

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110 Tips to Improve Your Mail Center

- **Organization**

- **Employees**

- **Education & Training**

- **Procedures**

- **Security & Disaster Recovery**

- **Inbound/Internal Mail**

- **Outbound Mail**

- **Budgeting**

- **Purchasing**

- **USPS**

- **You**

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THE TOP TIP

Initiate a cross-training program within your department.

Instead of a roster of experts, develop a team of generalists. It will increase your "bench strength".

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Praise in public, criticize in private.

Never put your employees, or

yourself, in an embarrassing situation.

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Read or listen to at least one business management book a year. These books are the source for many of your company's management's ideas and language.

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Review the production report with your

manager to ensure that

he/she understands it. Not everyone knows

mail as well as you

do. Make sure your message is getting

through.

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THE TOP TIP

Create a "go kit". A "go kit" contains

the essential information for

running your department – SOPs, call

trees, equipment lists,

spare cellular phones, laptops, etc.

Store duplicate copies, one onsite

and another off-site.

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Use automated systems to track accountable mail. If your shop signs for something, get a signature from the final recipient.

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> **THE TOP TIP**
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> **Make sure you're using the right class of mail. Don't use certified mail if a certificate of mailing is acceptable. The savings are in the dollars per piece.**

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THE TOP TIP
Calculate your "cost-per-piece" every month. Monitor for any changes, and chart trends

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Always call references before deciding on a purchase. Whenever possible, visit a similar-sized operation that uses the product you are considering.

And talk to the users,

not just the managers.

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Set aside an hour each month to review your Mailer Scorecard with your team, including vendors.

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> THE TOP TIP
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> **Set personal/professional goals every year. If you don't know where you're going, you'll never get there.**

Questions?

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About The Berkshire Company

An independent management consulting firm, The Berkshire Company specializes in improving your business process, including analyzing your operation, developing and selecting solutions, and providing project management.

The Berkshire Company has helped more than 75 organizations improve their operations with:

Process Evaluations & Improvements
Strategy Development
Project Management
Outsource vs. Insource
Mail Center Security
New Technology

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