

FOR IMMEDIATE RELEASE  
May 20, 2004

Contact: Media Relations  
202-268-2155  
News Release No. 04-034  
[www.usps.com](http://www.usps.com)

**POSTAL SERVICE'S CENTRAL REPAIR FACILITY  
GAINS PRESTIGIOUS INTERNATIONAL CERTIFICATION**

WASHINGTON – The U.S. Postal Service's Central Repair Facility in Topeka, Kan., has received international recognition for its quality management and customer service, postal officials announced this week. The facility annually repairs and returns to service more than 135,000 parts that are used to maintain mail processing equipment. Last year the Postal Service processed and delivered more than 202 billion pieces of mail.

The facility is the first of two Postal Service repair facilities to be registered to meet the international quality standard for ISO 9001:2001 certification. The second repair facility located in Indianapolis, Ind., is pending certification. ISO 9001:2000 certification, recognized by 148 countries worldwide, is the authoritative documentation that a company is dedicated to meeting its customers' quality expectations.

"ISO certification for the Central Repair Facility demonstrates the facility's ability to operate in a world-class manner in the repair of mail-processing-equipment parts. And the certification process has increased productivity resulting in lower per unit costs. Both the Postal Service and its customers benefit from this achievement," said Thomas G. Day, Postal Service, vice-president, Engineering, on announcing the certification.

The U.S. Postal Service Central Repair Facility provides repairs and overhaul service for postal electronic and electromechanical equipment, printed circuit boards, and electronic units, electromechanical and mechanical items. These repairs require automatic test equipment, test fixtures, special testers/devices and test equipment in the repair areas. The facility staff also develops repair specifications and designs, builds and maintains test fixtures in support of material management activities.