



# POSTAL NEWS

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## **U.S. POSTAL SERVICE HONORS EIGHT OUTSTANDING COMPANIES WITH 2004 'QUALITY SUPPLIER AWARD'**

WASHINGTON, DC – Postmaster General John E. Potter today recognized eight companies the United States Postal Service considers “the best of the best” in supplying its employees with the equipment, tools and services they need to deliver superior products and services to the American public.

“It is the hard work and innovative spirit all of you bring to the table that allows us to add value to our services, to find new ways to improve efficiency, and to reduce our costs and yours,” Potter told key executives of the award-winning companies during a ceremony at Postal Service headquarters. “You have worked with us to introduce new ideas, new practices, and new procedures that ultimately result in higher quality products and services.”

Keith Strange, Vice President of Supply Management for the U.S. Postal Service, said that thanks to the work of all Quality Supplier Award winners – and the Postal Service Supply Management team – the Postal Service saved or avoided some \$620 million in costs this past year.

“Working together, we have set a higher standard of performance and excellence that continues to change and reconfigure the way we manage our supply chain and improve our supplier relationships,” said Strange. “You have helped us reduce costs and improve service, while finding newer and smarter ways to improve the services and products you provide.”

According to Strange, purchasing supplies and materials is no small task. In fiscal year 2004, the Postal Service spent more than \$12 billion for transportation, facilities, supplies, services, and equipment with a supplier base that included more than 25,000 suppliers. Each supplier recognized is one of only eight companies receiving a Quality Supplier Award this year.

The eight 2004 “Supplier and Best Practices” Quality Supplier Award winners are:

**Boise Cascade Office Products** of Itasca, IL  
(Provides office supplies to Postal Service facilities nationwide)

*“We are honored to be selected as a recipient of the Postal Service’s Quality Supplier Award. Your recognition underscores our ongoing commitment to driving value for our customers in support of the Postal Service Supply Chain Management initiative. We look forward to building upon our successful partnership and further growing our relationship and positive outcomes with the Postal Service.”*

**-- Chris Milliken, Chief Executive Officer, OfficeMax, a Boise Company**

**ConEdison Solutions** of White Plains, NY  
(Energy Services)

*“As one of the United States Postal Service’s largest providers of energy services, ConEdison Solutions is proud to be recognized for helping to deliver significant energy savings for hundreds of Postal Service locations. The U.S. Postal Service is one of our charter customers, and it has long recognized that innovative energy technology delivers significant returns on investment, while promoting energy independence, protecting the environment, and creating a customer-friendly atmosphere. ConEdison Solutions looks forward to continuing our partnership with the Postal Service.”*

**-- JoAnn F. Ryan, President and Chief Executive Officer**

**Maritz Research** of Fenton, MO  
(Provides mystery shoppers to measure customer service)

*“We are deeply honored to receive this recognition from the United States Postal Service. We are proud to have a strong partnership with this great organization. This award symbolizes our commitment to not only delivering the highest quality research, but also adding value as we help our clients achieve their business potential.”*

**-- Michael Brereton, President**

**MSC Industrial Supply Company** of Melville, NY  
(Provides maintenance, repair, and operating products via eBuy catalog)

*“MSC’s mission is clear – to be the best Industrial Distributor in the world as measured by our associates, customers, owners, and suppliers. We are thrilled to be awarded the Quality Supplier Award from the U.S. Postal Service, as it is a clear indication that our customers see us carrying out our mission. We greatly value our relationship with the postal community, and anticipate great progress going forward as we work together to more effectively manage our mutual supply chain. This award is deeply appreciated by our company and I am confident it will inspire our organization to reach new levels of excellence.”*

**-- David Sandler, President**

**Northrop Grumman Security Systems** of Elkridge, MD  
(Designed and built the automated Biohazard Detection System)

*“Northrop Grumman is honored to receive its second U.S. Postal Service Quality Supplier Award. This award recognizes the contributions of employees at Northrop Grumman and the Postal Service, and the results that can be achieved from a strong partnership, whether in the deployment of bio-detection systems or in advanced mail processing technology.”*

**-- Vicki Spira, Vice President**

**Northrop Grumman Automation and Information Systems**

**Ricoh Corporation** of West Caldwell, NJ  
(Provides copiers and related services)

*“Ricoh is honored to be a recipient of the 2004 United States Postal Service Quality Supplier Award. It is highly committed to delivering the best document management products and solutions that enhance the proficiency of customers’ business operations. Ricoh is dedicated to its joint efforts with the United States Postal Service and together we have been devoted to the common goal of instilling efficient business practices and providing an improved customer experience. We at Ricoh are delighted to be recognized for our hard work and dedication to supplying quality products to the United States Postal Service and look forward to future endeavors and building on our business relationship.”*

**-- Thomas Salierno, President, Ricoh U.S.**

**Siemens Dematic Postal Automation L.P.** of Arlington, TX  
(Developed DIOSS EC – Delivery Bar Code Sorter I/O Subsystem Expanded Capability)

*“Siemens is honored by the Postal Service’s recognition and we share the commitment to the success of the DIOSS EC program. The DIOSS EC is based on the proven DBCS machine platform, the current workhorse of Postal Service letter mail processing. This directly supports Postal Service goals to standardize equipment and processes throughout the network. Siemens is adding a range of capabilities and improvements into this machine, enabling greatly improved productivity in letter mail processing for the future. Besides the new technology, the Postal Service and Siemens have used a new, cooperative program management approach on this program, the Parallel Path Evaluation. It benefited both organizations because it established a level of predictability and trust that allowed Siemens, for example, to make investments in the stacker modification that accelerated deployments six months ahead of schedule. This in turn provided the Postal Service with several million dollars in additional savings in this current year.”*

**-- Heribert Stumpf, Executive Vice President  
Siemens Logistics and Assembly Systems, Inc.**

**W.W. Grainger, Inc.** of Lake Forest, IL  
(Provider of custodial products and services for Postal Service facilities nationwide)

*“Grainger is extremely proud to receive the U.S. Postal Service Quality Supplier Award for the second year in a row. The Postal Service works hard to deliver the mail. Grainger works hard by supplying the products the Postal Service needs to maintain more than 40,000 post office facilities across the country. Our partnership means that the Postal Service can reduce its costs and keep the price of mailing a letter anywhere in the United States affordable. I accept the award on behalf of all the Grainger employees who help the Postal Service achieve this goal.”*

**-- James T. Ryan, Grainger Group President**