



John (Jack) E. Potter

Postmaster General and Chief Executive Officer

Since becoming the 72nd Postmaster General of the United States of America on June 1, 2001, John E. Potter has led the Postal Service to record levels of service, efficiency, and financial performance.

Through the development and implementation of the 2002 Transformation Plan, Potter brought a renewed focus on growth, operational efficiency, and the enhancement of a performance-based culture, critical strategies in an increasingly competitive delivery and communications marketplace.



The results of the Plan speak for themselves. In 2005 the Postal Service achieved a sixth straight year of productivity growth. Outstanding debt, which exceeded \$11 billion as recently as 2001, was completely retired. A cumulative \$13 billion in costs were removed from the system since 2002. At the same time independently measured service performance and customer satisfaction reached record levels. Mail volume reached a record 212 billion pieces in 2005, led by an awareness that direct mail offers unparalleled value for marketers and consumers. The 2006-2010 Strategic Transformation Plan places continued emphasis on these successful strategies.

Potter has encouraged innovation throughout the organization, resulting in the introduction of new products and service features—Click-N-Ship, Carrier Pickup, Negotiated Service Agreements, Automated Postal Centers, Flat Rate and Prepaid Priority Mail packages—to name only a few. They make postal services more accessible and convenient to customers throughout the nation, whether through Post Offices, the Postal Service's award-winning Web site, usps.com, or through thousands of retail partners. Potter has also supported the development of a strong privacy program, resulting in the Postal Service being named the most trusted government agency by the respected Ponemon Institute in 2006.

Through service-wide initiatives to improve the workplace environment and to improve relations with the postal unions and management associations, employee satisfaction and safety in the workplace also are at record high levels.

A Bronx native who began his Postal Service career as a clerk in New York in 1978, Potter and his wife Maureen have two children. Potter holds a degree in economics from Fordham University. He is a Sloan Fellow and earned a master's degree at the Massachusetts Institute of Technology. Prior to becoming Postmaster General, he had been Chief Operating Officer. He also served as Vice President, Labor Relations, as well as a number of other senior operational positions at Headquarters and in the Field. Potter also serves as a member of the Board of Governors of the Postal Service.