



POSTAL NEWS

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U.S. Postal Service Releases New Five-Year Plan *Vision 2013 Focuses on Meeting Customer Needs*

WASHINGTON, DC — The U.S. Postal Service has released *Vision 2013*, its new five-year strategic plan that balances near-term priorities with long-term needs to adapt to changing customer needs.

The plan acknowledges that postal customers, and the mailing industry as a whole, are hard pressed by current economic conditions, and that service improvements and cost reductions remain crucial. *Vision 2013* offers a broad perspective of what it will take for the Postal Service to succeed in the future, while providing affordable, universal service.

“The customer is at the center of all our efforts,” said Postmaster General John Potter and Board of Governors Chairman Alan Kessler in a joint letter included in the report. “In this time of uncertainty, we see opportunity to build on a solid foundation. We will continue to invest in the Intelligent Mail® barcode, flexible networks, the new Flats Sequencing System, and other initiatives that promise new gains in service, efficiency and customer value in the years ahead.”

At the same time, *Vision 2013* says the Postal Service must listen to what customers have to say as the Postal Service strives to make its products, services, channels and processes more convenient.

“Serving the customer is the objective and *Vision 2013* is the roadmap,” wrote Potter. “As we move down this road over the next five years, we expect change to be the hallmark of the postal industry. Embracing change will require innovation and collaboration on an unprecedented scale.”

Vision 2013 is available online at <http://www.usps.com/strategicplanning/vision2013.htm>.

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An independent federal agency, the U.S. Postal Service is the only delivery service that reaches every address in the nation, 146 million homes and businesses, six days a week. It has 37,000 retail locations and relies on the sale of postage, products and services, not tax dollars, to pay for operating expenses. The Postal Service has annual revenue of \$75 billion and delivers nearly half the world's mail.

