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Postmaster General, CEO



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OFFICERS

Donahoe provides the subject of his memo, but not the specific topic.

SUBJECT: Officer Organization Chart

I am pleased to provide you with an important update on our senior management structure and to share our new officer organizational chart. As you will see, the structure I am sharing with you today represents a flatter, leaner organization that has the flexibility to more quickly adapt to coming changes.

What do the words flatter and leaner mean?

How does Donahoe set the tone for this memo?

In early December I charged the Executive Leadership Team with the responsibility of aligning the organization structure with our core business strategies. Since then Paul Vogel, Megan Brennan, Joe Corbett, Ellis Burgoyne, Tony Vegliante, Mary Anne Gibbons, and I have worked collaboratively with many others to create a smaller, more efficient structure that will empower senior executives with authority and provide the resources necessary to lead significant change.

Who is responsible for the the changes taking place?

The attached chart establishes a number of new positions and functions and reflects changed reporting structures. These changes proved a more integrated focus toward accomplishing our key goals: strengthening the business-to-consumer channel, improving the customer experience, competing for the package business, and becoming a leaner, faster, and smarter organization.

Is there an organizational chart in this memo?

Specifically:

- Developing both market dominant and competitive products is now the responsibility of one officer, the Vice President of Domestic Products. Where those products are sold – in retail, on-line or in alternate spaces – become the responsibility of the Vice President of Channel Access.
- All customer interaction and support, whether for large corporations, small businesses, or individual consumers, will be the responsibility of the Vice President of Consumer and Industry Affairs.
- The engineering technology and systems that keep mail moving and prepare the Postal Service for the future of mail, including Intelligent Mail, will become and integral part of the Information Technology Department.
- All human resources functions will be lead by the Chief Human Resources Officer, supported by the Vice Presidents of Labor Relations and Employee Resource Management.

The bulleted list provides the new organizational heads and duties. How could these be stated more clearly?

What role will the finance department play?

We will continue our leadership role in greening the Postal Service and the mailing industry with the creation of a Chief Sustainability Officer, reporting to the Deputy Postmaster General. As we push to improve our profitability through cross-functional initiatives, a strategy team within the Finance Department will play a primary role in coordinating these efforts.

There are organizations that do not continue under the officer structure announced today. Some offices will be accepting other assignments within the organization that will allow the Postal Service to better leverage their expertise and broad knowledge. Those updates will be shared as appropriate.

Donahoe saves the possibly bad news for last, but does not list the organizations which will not continue. Is it ethical to use euphemisms if people will be losing their jobs?

What is the actual topic of this memo? Is the tone appropriate?