

Reinventing The Post Changing Postal Thinking

This volume, the result of the 21st Conference on Postal and Delivery Economics (Ireland, 2013), describes the continuing problem of the decline of the postal sector in the face of electronic competition and offers strategies for the survival of mail s

"First (originally) published in Great Britain in 2007 by Politico's Publishing ..."--Title page verso.

This book addresses some of the major issues facing postal and delivery services throughout the world. Postal operators worldwide have been slow to address the threats from and opportunities created by electronic competition. The European Commission and member states are wrestling with these issues, while at the same time continuing to deal with the interrelated issues of implementing entry into postal markets and maintaining the universal service obligation. The Postal Accountability and Enhancement Act of 2006 in the U.S. exacerbated financial and managerial problems faced by USPS that result in part from electronic substitution for letter delivery. Comprised of original essays by prominent researchers in the field, this book addresses the new reality of the postal industry and proposes ways in which postal operators might reinvent themselves. Issues discussed include cross-border parcel delivery, e-commerce, the transformation of postal networks, and the effects of postal liberalization. This book will be of interest to postal operators, regulatory commissions, consulting firms, competitors and customers, experts in the postal economics, law, and business, and those charged with the responsibility for designing and implementing postal sector policies. Researchers in regulatory economics, transportation technology, and industrial organization will also find useful information in this volume.

Towards A Renaissance

Grassroots Movements in Portugal

The Changing Postal and Delivery Sector

Mail-Orders

House of Commons official report

Reinventing Public Service Delivery in India

Business Model Innovation

*'Reinventing the Information Technology Department' is both anecdotal and informal but deals with a subject which is of vital interest to Chief Information Officers and IT Managers, addressing questions such as: * How does the IT department keep pace with business change? * How do we provide stable and responsive IT platforms? * How do we add recognised value to the organisation? * How do I reinvent my department? * How do I get onto the board? It offers an alternative view of the new roles of the in-house IT function and proposes a rethink about IT services within companies, suggesting a self-help approach to redefining/reinventing in-house IT for CIOs. The author explains that new modes of business thinking and operation are essential if a company is to succeed in the near future and in light of this covers topics such as self-organising systems, knowledge management, multi-stakeholder perspectives, and empowerment initiatives in relation to the overall business and in particular the IT function. Each chapter contains implementation templates for the readers to take themselves through the repositioning or reengineering of the IT function and their own departments.*

Why are there so many gaps between what firms know they should do and what they actually do? Why do so many companies fail to implement the experience and insight they've worked so hard to acquire? The Knowing-Doing Gap is the first book to confront the challenge of turning knowledge about how to improve performance into actions that produce measurable results. Jeffrey Pfeffer and Robert Sutton, well-known authors and teachers, identify the causes of the knowing-doing gap and explain how to close it. The message is clear--firms that turn knowledge into action avoid the "smart talk trap." Executives must use plans, analysis, meetings, and presentations to inspire deeds, not as substitutes for action. Companies that act on their knowledge also eliminate fear, abolish destructive internal competition, measure what matters, and promote leaders who understand the work people do in their firms. The authors use examples from dozens of firms that show how some overcome the knowing-doing gap, why others try but fail, and how still others avoid the gap in the first place. The Knowing-Doing Gap is sure to resonate with executives everywhere who struggle daily to make their firms both know and do what they know. It is a refreshingly candid, useful, and realistic guide for improving performance in today's business.

"Whether you are still building your career or are on the road to reinvention, your personal brand is the ticket that will get you there. Consider this book your bus fare. In Reinventing You, strategy and communication consultant Dorie Clark provides a step-by-step guide to help you assess, build, and reinvent your personal brand. You may be taking on a new challenge or a career change, shifting into more meaningful work, or simply need to build your own narrative. No matter the reason, taking control of your brand will mean the difference between success and failure. Mixing personal stories with interviews and examples from well-known personalities, Clark walks you through the process of identifying, developing, and then launching your new brand. Reinventing You is a critical step on your road to success"--Provided by publisher.

Reinventing Government in the Information Age

Using New Technology to Improve Service and Cut Costs : Hearing Before the Subcommittee on Regulation and Government Information of the Committee on Governmental Affairs, United States Senate, One Hundred Third Congress, First Session, December 2, 1993

Reinventing the Post: Changing Postal Thinking

A Lithuanian Case Study

Competitiveness Creation and Maintenance in the Postal Services Industry

Selected Case Studies

Reinventing Government

'Professors Crew and Kleindorfer have once again assembled a valuable collection of essays that address timely and important issues in postal sectors throughout the world. The essays employ diverse methodologies to provide useful insights about recent and likely future developments in the postal industry. This book will be a valuable resource for researchers, industry practitioners, and policymakers alike.' -- David E.M. Sappington, University of Florida, US
In our increasingly technology-focused world, demand for traditional postal services is steadily shrinking. This timely volume examines the major challenges that the worldwide postal sector is facing as a result of growing electronic competition, and offers expert recommendations for reshaping postal structures to strengthen their competitiveness in an electronic age. Drawn from a selection of papers presented at the 20th Conference on Postal and Delivery Economics in Brighton, UK, this book showcases expert contributions on the rapidly changing postal sectors in both the United States and Europe. Topics discussed include the various financial challenges posed by decreasing demand for postal services, recent changes in how postal services are provided, and new structures and modes of operation, such as privatization, that are currently affecting the industry. Contributors offer a thorough breakdown of the issues as well as ideas for keeping the postal sector alive in a world that is growing ever more reliant on purely electronic means of communication. Economists with an interest in regulatory economics, innovation and public sector economics will find this volume useful and informative, as will institutional libraries and industry professionals.

Will information technology help reinvent government? It might, but only if it is correctly managed. This book provides a new model for management of information age reform, based on international case-studies drawn from the US, UK, mainland Europe, and developing countries. It offers practical guidance and analytical insights and will be of value to practitioners, students, educators and researchers in both public administration and information systems.

Business model innovation is an important source of competitive advantage and corporate renewal. An increasing number of companies have to innovate their business models, not just because of competitive forces but also because of the ongoing change from product-based to service-based business models. Yet, business model innovation also involves organizational change process that challenges existing processes, structures and modes of control. This volume features thirteen chapters written by authorities on business model innovation. The specific angle, and the novel feature of this book, is to thoroughly examine the organizational dimension of business model innovation. Drawing on organizational theory and empirical observation, the contributors specifically highlight organizational design aspects of business model innovation, focusing on how reward systems, power distributions, routines and standard operating procedures, the allocation of authority, and other aspects of organizational structure and control should be designed to support the business model the firm chooses. Also discussed is how existing organizational structures, capabilities, beliefs, cultures and so on influence the firm's ability to flexibly change to new business models.

Oversight of the U.S. Postal Service

The Role of the Postal and Delivery Sector in a Digital Age

The Contribution of the Postal and Delivery Sector

General Oversight of the U.S. Postal Service

Reinventing the Post: Building a Sustainable Future

Handbook of Worldwide Postal Reform

Reinventing Democracy

The compilation of original papers selected from the 19th Conference on Postal and Delivery Economics and authored by an international cast of economists, lawyers, regulators and industry practitioners addresses perhaps the major problem that has ever faced the postal sector - electronic competition from information and communication technologies (ICT). This has increased significantly over the last few years with a consequent serious drop in mail volume. All postal services have been hard hit by ICT, but probably the hardest hit is the United States Postal Service, which has lost almost a quarter of its mail volume since 2007. The loss of mail volume has a devastating effect on scale economies, which now work against post offices, forcing up their unit costs. Strategies to stem the loss in volume include non-linear pricing or volume discounts, increased efficiency and the development of new products. This loss of mail volume from ICT is one of a number of current problems addressed in this volume. The Universal Service Obligation (USO) continues to be a leading issue and concern that ICT undermines postal services' ability to finance the USO is discussed. The importance of measuring and forecasting demand and costs take on even greater importance as ICT undermines the foundations of the postal business. This thought provoking book brings to bear new analyses of the most serious threat post offices have ever faced and raises fundamental questions as to the future of mail. Multi-Modal Competition and the Future of Mail is an ideal resource for students, researchers in regulation and competition law, postal administrations, policy makers, consulting firms and regulatory bodies.

In recent years, the postal sector has undergone radical changes, which have primarily been driven by operational and technological developments. Not only has the advent of Information and Communication Technology (ICT) added competition to the market, but it has also provided ample opportunity for the broadening and improvement of services and product range. x000D_ This book deals with the challenges faced by the postal sector in the digital age, and with the vast opportunities that technological advancements offer postal operators with regard to developing new business solutions and services tailored to the needs of their customers. It provides an analysis of these opportunities and identifies the ways in which postal operators might benefit from the digital age and new market requirements. The book is divided into three main parts: various digital dimensions; e-commerce challenges; and opportunities for partnership with governments. A final chapter discusses the developments described in the book and the views and ideas of the authors. x000D_ The book will be of interest to all those responsible for developing and running postal services, as well as to anyone affected by the changes which have already taken place or the possibilities opening up for new and improved services.

This book expands debates on democracy, citizenship and participation, their forms, pathologies and potentials, through case studies of the Portuguese experience.

Mail Technology

Between E-Commerce and E-Substitution

Proposals to Amend the Postal Reorganization Act of 1970

Parliamentary Debates (Hansard).

New Realities in an Urbanizing World

Computerworld

Hearings Before the Subcommittee on Postal Service of the Committee on Post Office and Civil Service, House of Representatives, Ninety-third Congress, Second Session, on H.R. 15511 ...

This book addresses major issues facing postal and delivery services throughout the world. Worldwide, there is currently a considerable amount of interest in postal and delivery economics. The industry is in a state of near crisis and drastic change is needed. The European Commission and member States are still wrestling with the problem of how to implement entry liberalization into postal markets, how to address digital competition, and how to maintain the universal service obligation (USO). The Postal Accountability and Enhancement Act of 2006 in the U.S. has perhaps created and exacerbated the problems faced by USPS. Post Offices (POs) have been slow to address the threat of electronic competition. On the other hand, e-commerce presents opportunities for POs to expand their presence in parcel delivery and perhaps help finance or redefine the USO. A major aim of this book is to address strategies POs can use to reinvent themselves for the digital age. This book compiles original essays by prominent researchers in the field, which will be selected and edited from papers presented at the 25th Conference on Postal and Delivery Economics held in Barcelona, Spain, May 24-27, 2017. That conference, and this volume, commemorates the memory of Michael Crew who organized twenty-four prior conferences and co-edited previous conference volumes. This book is a useful tool not only for graduate students and professors, but also for postal administrations, consulting firms, and Federal Government departments.

In this book-- the first that attempts to establish firm estimates of the shadow work force-- Paul C. Light explores the reasons why the official size of the federal government has remained so small while the shadow of government has grown so large.

This book analyzes contemporary challenges and solutions to problems facing rural communities. The idea of reinvention is offered as a description of how rural communities adapt by changing focus to alternative economic development strategies and by focusing on improved quality of life. The image of rural given is one of dynamism and resiliency.

The Future of the Postal Sector in a Digital World

Joint Hearing Before the Subcommittee on Civil Service, Post Office, and General Services of the Committee on Governmental Affairs, United States Senate, and the Committee on Post Office and Civil Service, House of Representatives, Ninety-ninth Congress, Second Session, June 18, 1986

Executive Education after the Pandemic

Federal Probation

The Knowing-Doing Gap

Postal Rate Commission Study of Preferred Mail

Business Model You

This volume focuses on successful cases of innovative change in public service delivery and offers comment on initiatives to continue change and further develop best practice.

This compilation of original essays by an international cast of economists, regulators and industry practitioners analyzes some of the major issues now facing postal and delivery services throughout the world as competition from information and communication technologies has increased.

Worldwide, postal operators have been slow to address the threats from and opportunities created by electronic competition. The European Commission and member states are wrestling with these issues, while at the same time continuing to deal with the interrelated issues of implementing entry into postal markets and maintaining the universal service obligation. The Postal Accountability and Enhancement Act of 2006 in the U.S. exacerbated financial and managerial problems faced by USPS that result in part from electronic substitution for letter delivery. A major aim of this book is to examine policies to address postal operations in a digital world and ways in which postal operators might reinvent themselves to respond to threats and exploit opportunities. Potential opportunities examined include parcels, e-commerce, digital delivery, regulatory innovations and pricing. This book will be of interest to postal operators, regulatory commissions, consulting firms, competitors and customers, experts in the postal economics, law, and business, and those charged with the responsibility for designing and implementing postal sector policies. Researchers in regulatory economics, transportation technology and industrial organization will also find considerable food for thought in this volume.

Union Postale

The True Size of Government

Reinventing You

The Fiction of Letters in Postmodern Culture

Hearings Before the Committee on Post Office and Civil Service, House of Representatives, One Hundred Third Congress, First Session, April 14, 19, 26; May 17, 24; June 8, 1994

Reforming the Postal Sector in the Face of Electronic Competition

Reinventing Britain

A one-page tool to reinvent yourself and your career
The global bestseller Business Model Generation introduced a unique visual way to summarize and creatively brainstorm any business or product idea on a single sheet of paper. **Business Model You** uses the same powerful one-page tool to teach readers how to draw "personal business models," which reveal new ways their skills can be adapted to the changing needs of the marketplace. To reveal new, more satisfying, career and life possibilities. Produced by the same team that created **Business Model Generation**, this book is based on the **Business Model Canvas** methodology, which has quickly emerged as the world's leading business model description and innovation technique. This book shows readers how to: Understand business model thinking and diagram their current personal business model Understand the value of their skills in the marketplace and define their purpose Articulate a vision for change Create a new personal business model harmonized with that vision, and most important, test and implement the new model When you implement the one-page tool from **Business Model You**, you create a game-changing business model for your life and career.

Business education and executive development has been one of the most fascinating industries in the world and the fastest growing segment of higher education over the past decades. Today, it is experiencing change on a scale unprecedented since the foundation of the first business schools in the early 20th Century, both due to changes in the corporate environment and also due to the impact of the COVID-19 pandemic across all industries. In this context how do you create world-class educational and training institutions that can cope with those challenges, and be rigorous, vocationally relevant and suited to the corporate growing needs in this new fluid world? And how do you combine the very best of traditional academic values with new learning technologies to create an educational model that is fit to compete in the global economy, threatened today by populism, nationalism and economic turmoil? Yet, as daunting as it is, some institutions have already made significant progress in the journey. In this book Santiago Iñiguez de Onzoño, President of IE University, and Peter Lorange, former President of IMD, bring together contributions from leading figures from some of the world's major universities. They share their experiences in addressing some of the challenges that the industry faces today, such as diversity and inclusion, employability, the role of AI and the advent of innovative new platforms. Packed with case studies of successful initiatives in business education and executive training, this is a truly visionary book. Authors anticipate future trends and share their in-depth knowledge of what it takes to build world-class educational providers - and their vision of higher education in the future.

For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network.

International Practice in IT-Enabled Public Sector Reform

Hearing Before the Subcommittee on Federal Services, Post Office, and Civil Service of the Committee on Governmental Affairs, United States Senate, One Hundred Third Congress, First Session, March 18, 1993

Reinventing the IT Department

How Smart Companies Turn Knowledge into Action

Evolution to e-Revolution

Constitutional Change Under New Labour

A One-Page Method For Reinventing Your Career

An introduction to the multidisciplinary field of strategic management, which incorporates knowledge from traditional business fields such as economics, management, marketing, finance, and operations management as well as non-business fields like psychology, sociology, and anthropology. The text co

Explores contemporary uses of letters and letter writing—including electronic mail—in literature, film, and art.

With contributions from industry thought leaders the world over, this study presents important perspectives on strategy, transformation, and innovation as it questions the future shape and direction of the postal industry and what its business will be in the future. The book first addresses how and to what the post can reinvent itself before proceeding to focus on postal delivery and concentrate on the opportunities for building on the historical trust enjoyed by postal services. Additional sections address the opportunities for using digital technology solutions to build on the traditional physical capabilities of the post and explore how postal services can exploit these in their business propositions. Finally, this analysis tackles the global challenge of sustainability from the industry's perspective. Four complementary case studies highlight how traditional postal networks are being reinvented in Africa, Australia, and Europe, and two final reflective pieces examine the past and the future to see what lessons can be learned. The insights provided by the industry professionals who contributed to this book reveal the many different ways in which the postal sector is being reborn and reinvented for a new generation and provide strong examples of the energy and life that there still is in the industry.

Reinventing Rural

Reinventing the Postal Sector in an Electronic Age

Multi-Modal Competition and the Future of Mail

Strategic Management

Great American Post Offices

Define Your Brand, Imagine Your Future

A Vision for the Future

Mail Technology Evolution to e-Revolution explores how rapid technological advances and liberalization of the postal world is transforming individuals and business customers' options and expectations.

This compilation of original essays by an international cast of economists, regulators and industry practitioners analyzes some of the major issues now facing postal and delivery services throughout the world as competition from information and communication technologies (ICT) has increased. Competition has become increasingly important in the postal sector for some time in the form of alternative entrants providing mail delivery. However, the competition from ICT in the form of email and instant messaging, the Internet, Facebook and other forms of social networking and portable wireless devices such as the iPad and Kindle may be even more significant. Mail volumes are falling and the economies of scale that have made possible daily deliveries to every address are being eroded. This book assesses volume these declines resulting from this so-called eSubstitution and looks at the ways the postal sector can adapt to the rapid changes resulting from ICT. The impact of electronic invoicing on transactions mail, and the impact on bulk mail of electronic forms of advertising are examined. Strategies, including pricing and access policies, are discussed in the context of the increasing impact of ICT. A rethinking of the role of mail in an electronic age is taking place and this book provides the cutting-edge of this rethinking and the attempts of POs to reinvent themselves while continuing to meet the public s expectation of continuing ubiquitous daily deliveries of traditional mail products. Undergraduate and postgraduate students and researchers in regulation, competition law, innovation and public sector economics along with institutional libraries and industry professionals will find this volume informative and useful.

Before the advent of mass communication, the neighborhood post office and the church were the very heart of civic life throughout most of rural America. The Smithsonian's postal historian James Bruns takes us on a fascinating journey through three centuries of American history as embodied in its post offices. Bruns covers 500 historic post office sites across the U.S. 181 photos.

Concepts and Cases
Oversight Hearings on the U.S. Postal Service--1994

Postal Services in the Digital Age

The Organizational Dimension

Hearings Before the Subcommittee on the Postal Service of the Committee on Government Reform and Oversight, House of Representatives, One Hundred Fourth Congress, First Session, February 23; March 2 and 8; May 23; and June 7, 14, and 28, 1995

今日郵政

This book examines the changing business and economic environment for postal services in Lithuania and the upcoming challenges for this industry. Postal services continue to play a central part in the development of national economies. However, the economic and social role of postal services has changed rapidly and fundamentally over the last two decades. In most industrialized countries, paper-based communications are in serious decline, while the demand for parcel delivery services is rising steadily with the continuing development of e-commerce, just-in-time production techniques, and global supply chains. For the postal sector as a whole, the centre of gravity has shifted dramatically from letters and documents to parcels. The authors explain how the organizational paradigm has inexorably shifted from that of a national, government-owned postal administration providing the basic delivery services required by society, to a system of interdependent local and regional undertakings that both compete and cooperate with one another. The book argues that there are no indications that the postal sector has stopped changing, and that it seems most probable that the European Union's postal sector will look quite different in 2035 than it does today. In closing, the book explains how the shareholders of postal services companies have recently confirmed that the time has come to rethink the strategy of creating and maintaining competitiveness in the postal services industry.

The postal and delivery sector has been the subject of considerable interest in recent years. This book brings together a number of contributions directed at understanding developments in the field of postal reform. The authors review the experience and plans of individual countries to provide some perspective on the problems faced in the area and the varied approaches being taken to address it. They also review key elements of policy and strategy that are important in this debate.

Reinventing the Post: Building a Sustainable Future is the third book in this series which explore how the postal sector is changing in order to meet new challenges. This volume addresses the fundamental issues which face the sector, not just to survive but to have sustainable economic business models that will secure a future for the industry and continuing work for its employees. This in turn benefits other stakeholders and society as a whole whilst also taking care of the planet by making less use of scarce resources and reducing negative environmental impacts. The postal sector has an enormous impact on the daily life of nations, businesses and households reaching right across countries, lubricating economies, providing universal services accessible to rural and city communities and employing millions of people. When taken together with related businesses and sectors, it has a vast daily footprint across the globe, covering every aspect of life. So much so that it can, almost uniquely and by itself, be a very powerful agent for change and arguably a vehicle with more traction and prospect of moving things forward than inter-governmental initiatives that rely for their momentum on political agreements to aspirational targets. If the sector collectively changes its thinking and behaviour, it can take its employees, customers and suppliers with it, along with all the people and activities associated with them. So this volume is more than showcasing perspectives from the industry to stimulate and challenge thinking about sustainability, it is also a call to action for the whole of the sector to play a major global leadership role in facing the very real existential threats to our planet and life on earth. This will take much more radical thinking and imagination than we have applied to reinventing the post or developing new business strategies - it requires us to face some very fundamental questions about our very existence.