

**FOR IMMEDIATE RELEASE:** October 5, 2017

No. 17-41

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# **GPO NAMES MANAGING DIRECTOR OF CUSTOMER SERVICES**

Washington –The U.S. Government Publishing Office (GPO) Director Davita Vance-Cooks names Sandra MacAfee as GPO’s Managing Director of Customer Services. MacAfee replaces Bruce Seger, who retired from the agency.

MacAfee will oversee GPO’s Customer Services business unit, a public/private sector partnership, which consists of printing professionals located in Washington D.C. and a nationwide network of regional offices. Customer Services is dedicated to ensuring that GPO Federal customers’ publishing requirements are met with quality products and solutions provided in a timely, cost-effective, and professional manner through a network of private sector printers and publishers nationwide.

“Sandy is a natural choice for this important position of providing leadership to the business unit that works daily with Federal Agencies to meet their publishing and printing procurement needs,” said GPO Director Davita Vance-Cooks. “Her institutional knowledge of GPO and its procurement operations will continue to provide a focused dedication of excellent customer service to our Federal Agency customers.”

MacAfee has 28 years of experience at GPO with extensive experience in the agency’s customer services and print procurement operations. She recently served as Deputy Managing Director of Customer Services and other positions that were responsible for developing organizational policies, procedures, and enhancements to improve and streamline Customer Services’ workflow and customer agency satisfaction. She is currently leading the system modernization for the business unit’s procurement legacy systems and recently launched an extensive program to enhance the customer experience. She implemented the simplified purchase agreement program. Before coming to GPO in 1989, MacAfee worked at USA Today as a production coordinator. MacAfee earned a Bachelor of Science degree in Graphic Communications from Arizona State University.

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