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TELEWORKING PROGRAM MAKES GPO REGIONAL TEAMS MORE PRODUCTIVE FOR CUSTOMERS

WASHINGTON – The U.S. Government Publishing Office (GPO) is improving printing and publishing services for Federal agencies by restructuring the Agency’s regional customer services teams throughout the country. GPO’s successful telework and remote work policy has provided the flexibility required to make these teams more responsive and productive. After conducting a pilot with the Chicago team, all regional teammates have been reorganized into seven regional teams that are no longer tied to a physical office location, meaning that members of that team may be located anywhere in the country. Not only will GPO’s Federal agency customers see enhanced service, but GPO will also save taxpayers nearly \$1 million annually by removing the cost of rent and reducing overhead expenses for physical spaces.

“These 58 regional teammates have demonstrated the flexibility and success that can come from a strong telework and remote work policy,” said GPO Director Hugh Nathaniel Halpern. “I believe if something is working well for our customers and teammates, we need to do more of it. By vacating physical regional offices, GPO is able to better serve our customers, reduce costs, and enhance the work-life balance for our teammates, all by refocusing our customer services teams on meeting our customers where they are, rather than where GPO is.”

Customers and prospective customers may find the list of new regional customer service teams on GPO’s [team locations web page](#).

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