

(d) Coordinating the strategic planning process.

(e) Assisting in the development of comprehensive and effective plans.

(f) Identifying and evaluating economic, political, social, technical, and market trends and events.

(g) Developing a projection of long-range business targets as a basis for setting goals and objectives.

(h) Formulating alternative business strategies.

(i) Conducting special economic studies.

[54 FR 29708, July 14, 1989]

PART 225—ORGANIZATIONS REPORTING DIRECTLY TO THE DEPUTY POSTMASTER GENERAL

AUTHORITY: 39 U.S.C. 203, 204, 401(2) 402, 403, 404, and 409.

§ 225.1 Operations Support Group.

The Operations Support Group is headed by an SAPMG. The group consists of three departments, each reporting to the SAPMG.

(a) *Delivery, Distribution, and Transportation Department.* The Delivery, Distribution, and Transportation Department is responsible for:

(1) Developing and implementing national policies, procedures, and short- and long-range operational plans for the collection, distribution, transportation, and delivery of all classes of domestic, international, and military mail.

(2) Developing and implementing national policies, procedures, and short- and long-range operational plans for field retail operations.

(3) Establishing and controlling national (inter-regional) distribution and transportation networks.

(4) Establishing requirements and managing the acquisition and deployment of mail transport equipment.

(5) Developing procurement policies for the transportation of mail.

(6) Managing the development of policies and procedures to ensure the optimum use and benefits of automated equipment.

(b) *Operations Systems and Performance Department.* The Operations Sys-

tems and Performance Department is responsible for:

(1) Defining, operating, and maintaining the major operating performance management systems.

(2) Setting goals, analyzing trends, and assessing performance in key operations areas.

(3) Identifying and resolving operating problems.

(4) Developing operating management systems, computer models, and new methods for distribution and delivery.

(5) Directing the acquisition, deployment, maintenance, and disposal of postal vehicles.

(6) Directing the maintenance and improvement of address information and related systems.

(c) *Engineering and Technical Support Department.* The Engineering and Technical Support Department is responsible for:

(1) Planning and approving all operating requirements and standards for mechanized and automated facilities.

(2) Establishing national policy and programs for the maintenance of facilities and mail processing, customer services, and delivery services related mechanization.

(3) Maintaining a technical and field support capacity for new and modified equipment and providing for the overhaul of major mail processing equipment.

(d) The Regional Postmasters General report to the Deputy Postmaster General.

[54 FR 29708, July 14, 1989]

PART 226—GROUPS AND DEPARTMENTS REPORTING TO THE ASSOCIATE POSTMASTERS GENERAL

Sec.

226.1 The Associate Postmaster General (Systems).

226.2 Facilities and Supply Group.

226.3 Human Resources Group.

226.4 Marketing and Communications Group.

226.5 Associate Postmaster General (International).

AUTHORITY: 39 U.S.C. 203, 204, 401(2), 402, 403, 404, and 409.

SOURCE: 52 FR 46999, Dec. 11, 1987, unless otherwise noted.

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§ 226.1 The Associate Postmaster General (Systems).

The Associate Postmaster General (Systems) is responsible for managing groups, headed by an SAPMG, and departments which make up the support functions of the Postal Service.

[54 FR 29709, July 14, 1989]

§ 226.2 Facilities and Supply Group.

(a) *General.* The Administrative Services Group consists of three departments headed by an Assistant Postmaster General and one department headed by the Judicial Officer.

(b) *Facilities Department.* The Facilities Department is responsible for:

- (1) Designing, constructing, modifying, and repairing facilities.
- (2) Leasing, purchasing, managing, and disposing of real estate.
- (3) Developing policies, procedures, and new technology in support of facilities programs.
- (4) Maximizing the use of real estate assets.

(c) *Procurement and Supply Department.* The Procurement and Supply Department is responsible for:

- (1) Developing, implementing, and reviewing procurement and contracting policies and procedures.
- (2) Developing, implementing, and reviewing warehousing and inventory of equipment and supplies.
- (3) Directing the day-to-day maintenance and repair of the headquarters building.

(d) *Information Resource Management Department.* The Information Resource Management Department is responsible for:

- (1) Providing data processing support services including systems analysis and programming.
 - (2) Establishing policy and procedures on the use of computers and telecommunications.
 - (3) Guiding the development of information systems.
 - (4) Managing a national data and voice communications systems.
 - (5) Providing payroll processing and distribution services and general accounting services.
 - (6) Providing technical solutions to information requirements.
- (e) *Judicial Officer.*

(1) The Judicial Officer is responsible for:

(i) The performance of quasi-judicial duties and the issuance of final decisions and orders.

(ii) Serving as the agency for the purposes of the requirements of the Administrative Procedure Act.

(iii) Presiding at the reception of evidence as provided in rules of practice.

(iv) Revising or amending the rules governing eligibility to practice before the Postal Service, revising or amending Postal Service rules of practice governing proceedings conducted under the Administrative Procedure Act, and issuing and revising rules of practice for other proceedings.

(v) Serving as Chairman of the Board of Contract Appeals and performing the functions of the agency head under the Contract Disputes Act of 1978, as amended.

(vi) Administratively supervising Administrative Law Judges and hearing appeals from their decisions.

(2) Board of Contract Appeals is responsible for processing, hearing and issuing final agency decisions in connection with contract disputes.

(3) Office of Administrative Law Judges. Administrative Law Judges are responsible for presiding at administrative hearings as delegated by the Judicial Officer.

[52 FR 46999, Dec. 11, 1987; 54 FR 29709, July 14, 1989]

§ 226.3 Human Resources Group.

(a) *General.* The Human Resources Group consists of three departments, each reporting to the SAPMG.

(b) *Employee Relations Department.* The Employee Relations Department is responsible for:

(1) Managing programs and policies for new and revised organization structures, staffing patterns, and job descriptions.

(2) Establishing outside recruitment and selection and internal promotion procedures.

(3) Managing all employee compensation and benefits programs and policies.

(4) Administering all equal employment opportunity and affirmative action programs.

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(5) Managing medical, safety, and injury compensation programs and policies.

(c) *Labor Relations Department.* The Labor Relations Department is responsible for:

(1) Negotiating and interpreting collective bargaining agreements.

(2) Coordinating programs that affect bargaining unit employees.

(3) Developing policies and procedures for administering the national grievance and arbitration programs.

(4) Administering programs to improve the quality of working life in the Postal Service.

(d) *Training and Development Department.* The Training and Development Department is responsible for:

(1) Developing all course materials for craft, supervisory, and management employees training.

(2) Providing training for employees at the Technical Training Center and the William F. Bolger Management Academy, and at other training centers.

(3) Designing in-service employee development programs.

[52 FR 46999, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 226.4 Marketing and Communications Group.

(a) *General.* The Marketing and Communications Group is headed by an SAPMG. The group consists of three departments, each reporting to the SAPMG.

(b) *Marketing Department.* The Marketing Department is responsible for:

(1) Market research, market analysis, customer feedback, and marketing management information system support.

(2) Product analysis, planning, development, and program management activities, including the development of advertising and sales promotion support.

(3) Development and management of sales and sales promotion programs that support implementation by the field marketing organization of programs designed for principal customer segments of national, key, major, and local accounts.

(c) *Communications Department.* The Communications Department is responsible for:

(1) Planning, approving, and managing public affairs programs.

(2) Providing information to employees through in-house publication of newsletters, posters, films, videotapes, and other periodicals.

(3) Providing senior management with assistance in the development and production of presentations and speeches.

(d) *Philatelic and Retail Services Department.* The Philatelic and Retail Services Department is responsible for:

(1) Designing, manufacturing, and distributing postage stamps and stationery items.

(2) Establishing and implementing philatelic marketing programs.

(3) Managing mail order services for philatelic products.

(4) Managing special programs to promote philately and philatelic products and services.

(5) Establishing policy, business strategy, and procedures for the retail sale of postal services, products, and postage and the acceptance of mail at retail outlets.

(e) *Technology Resource Department.* The Technology Resource Department is headed by the Consumer Advocate who reports to the Associate Postmaster General, and is responsible for:

(1) Developing long-term technology development plans to meet changing technological trends and developments.

(2) Managing research and development directed to the application of new concepts to Postal Service functions.

(3) Monitoring the technological interaction between the Postal Service and the outside environment. Responding to customer inquiries and complaints regarding postal products and services.

(f) *Consumer Affairs Department.* The Consumer Affairs Department is headed by the Consumer Advocate who reports to the Associate Postmaster General (Systems), and is responsible for:

(1) Responding to customer inquiries and complaints regarding postal products and services.

(2) Developing, with the Communications Department, programs to inform

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the public on mailing programs, procedures, and policies.

(3) Tracking service problems and identifying trends to resolve operating programs.

[52 FR 46999, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 226.5 Associate Postmaster General (International).

(a) *General.* The Associate Postmaster General (International) is responsible for directing activities designed to increase international postal business, and for the relationship with foreign postal administrations.

(b) *International Postal Affairs Department.* The International Postal Affairs Department reports to the Associate Postmaster General (International) and is responsible for:

(1) Representing the United States in the Universal Postal Union (UPU) and the Postal Union of the Americas and Spain (PUAS).

(2) Providing liaison with all foreign postal administrations.

(3) Negotiating bilateral and multilateral postal treaties and agreements with foreign governments.

(4) Providing policy guidance on all aspects of international postal affairs.

[54 FR 29709, July 14, 1989]

PART 227—HEADQUARTERS RELATED FIELD UNITS

Sec.

227.1 General.

227.2 Inspection Service.

227.3 Procurement and Supply Department.

227.4 Engineering and Technical Support Department.

227.5 Employee Relations Department.

227.6 Training and Development Department.

227.7 Information Resource Management Department.

227.8 Operations Systems and Performance Department.

227.9 General Counsel.

227.10 Controller Department.

227.11 Philatelic and Retail Services Department.

AUTHORITY: 39 U.S.C. 401, 402, 403, and 404.

SOURCE: 52 FR 47000, Dec. 11, 1987, unless otherwise noted

§ 227.1 General.

Headquarters Related Field Units are typically single function organizations that report directly to Headquarters and serve the entire Postal Service.

[52 FR 47000, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 227.2 Inspection Service.

(a) *General.* The Inspection Service is divided into regional and divisional entities.

(b) *Inspection Service—Region.* The Inspection Service at the regional level is responsible for:

(1) Protecting the mails, enforcement of Postal laws, facility and employee security, and internal auditing.

(2) Managing the accomplishment of national programs and policies.

(3) Coordinating with other law enforcement organizations on security, audit, and other law enforcement matters.

(c) *Inspection Service—Division.* The Inspection Service at the division level is responsible for all inspection and investigation activities within the division area served.

[52 FR 47000, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 227.3 Procurement and Supply Department.

(a) *Materiel Distribution Centers.* There are two materiel distribution centers, one at Somerville, New Jersey, and one at Topeka, Kansas. Materiel Distribution Centers are responsible for:

(1) Procuring, storing, and issuing basic supplies for use in all postal facilities.

(2) Arranging for the transportation of supplies to facilities.

(b) *Mail Equipment Shop.* The Mail Equipment Shop, located in Washington, DC, is responsible for:

(1) Manufacturing mail bags, sacks, and pouches.

(2) Manufacturing locks and keys.

(3) Manufacturing hardware items used for mail security and for customer service lobby equipment.

[54 FR 29709, July 14, 1989]