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OPERATIONS MANAGER NAMED FOR GPO'S PUEBLO DISTRIBUTION CENTER

WASHINGTON—The U.S. Government Printing Office (GPO) appointed Michael Alston as the Operations Manager for the Public Documents Distribution Center in Pueblo, Colorado. The facility is responsible for processing and distributing orders for consumer publications. GPO Pueblo employees work with the General Services Administration's (GSA) Federal Consumer Information Center to process customer orders. The facility opened for business in 1971, and since that time, it has distributed more than 800 million publications worldwide. The American Customer Satisfaction Index has consistently given the Pueblo distribution center above average customer satisfaction ratings.

As Operations Manager, Alston is responsible for nearly 40 employees. He oversees the customer service and order fulfillment programs. Alston brings more than two decades of logistical, distribution and customer service experience to GPO. He previously worked for Coca-Cola Enterprises Inc. as the Supply Chain Manager for the New York Market Unit. He managed nearly 800 employees and was responsible for distributing 32 million cases in one year. Alston spent seven years working for the Kellogg Company in several managerial positions in warehousing, distribution, corporate quality, logistic innovation and customer logistics. He is credited with saving millions of dollars by improving supply chain efficiencies and leading supply chain innovation. Alston also has 20 years of service in the U.S. Coast Guard.

"GPO welcomes Michael to an important part of the agency's customer service program," said Public Printer Bob Tapella. "The Pueblo distribution center has a long successful record of keeping Americans informed on the workings of our democracy. Michael's leadership and managerial experience will be a great asset to this operation as this facility continues to serve the needs of the American people with superior customer service."

Alston is a native of Richmond, VA. He earned a Bachelor's Degree in Political Science (Minor: Philosophy) from Virginia State University and a Master in Business Administration and Master of Science in Management Information Systems from Strayer University. Alston now resides in Pueblo, Colorado with his wife Rebecca and their son Caleb.

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