



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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November 19, 2020

Board Memo 084-2020: USPS HQ Announces Officer Transitions and Organizational Changes

Executive Board,

Please see the attached memorandum from Postmaster General DeJoy announcing officer transitions and corresponding memorandum from Chief Human Resources Officer, Isaac Cronkhite, regarding organizational changes to support the Postal Service mission.

This will also be posted on our website at <https://naps.org/Bulletin-Board-Archive>.

Thank you and be safe

NAPS Headquarters



November 19, 2020

OFFICERS

SUBJECT: Officer Transitions

I am writing to share some key leadership changes within the Postal Service.

David E. Williams, Chief Logistics and Processing Operations Officer and Executive Vice President, informed me of his intent to retire next year. I have asked Isaac Cronkhite to take over the role after Dave retires in order to ensure a smooth transition. We intend to double encumber the position until Dave's retirement.

Dave has been an outstanding leader within the Postal Service. He served in numerous field, area and headquarters positions throughout his career, including serving for more than five years as Chief Operating Officer and Executive Vice President, with responsibility for mail processing, networks, maintenance, delivery and retail operations, as well as facilities. Through his leadership, he has streamlined mail processing, delivery and operations while driving the use of data and information to advance innovation and system improvements. We value his many contributions and thank him for his distinguished service. I would also like to extend my personal gratitude to Dave for all of the assistance he provided to me both before and during my transition to the Postal Service.

During the holiday shipping and mailing season, Dave will continue to manage day-to-day operations. Isaac will begin transitioning from his current position, Chief Human Resources Officer and Executive Vice President, to Chief Logistics and Processing Operations Officer and Executive Vice President.

During the transition, Isaac will work on strategies that will drive operational efficiencies and support logistics and processing operations in preparation for the change. Throughout his Postal Service career, Isaac has been a leader in leveraging technology, data and business insights to improve efficiency and strengthen our organizational performance. I am confident these skills will serve him well in his new role.

Doug Tulino, who currently serves as Vice President, Labor Relations, will become Chief Human Resources Officer and Executive Vice President. In this role, Doug will be responsible for the professional development of our 644,000-member workforce and oversee labor relations, leadership and career development, compensation and benefits, the HERO platform, recruitment and hiring processes and the Human Resources Shared Service Center, among other responsibilities.

Katherine ("Kate") Attridge, Manager, Collective Bargaining and Arbitration, will become Vice President, Labor Relations. In this role, Katherine will help manage our relationships with our labor unions and management associations, along with providing Equal Employment Opportunity services for USPS and other organizations.

Please join me in extending Isaac, Doug, and Kate your cooperation in their new assignments.

A handwritten signature in black ink that reads "Louis DeJoy".

Louis DeJoy



November 19, 2020

OFFICERS

SUBJECT: Organizational Structure to Support the Postal Service Mission

In August, we began initial efforts to align our structure to key organization goals and to put the Postal Service on a footing to achieve operational excellence and financial stability. The goal of our new organizational structure is to ensure clear lines of authority and accountability for the Postal Service's executive leaders.

We are establishing new organizations and realigning teams to create more manageable and focused units. This round of realignments will also enable new leaders to more directly assess work performed and improve operational efficiencies and performance within their areas of responsibility.

To finalize the executive leadership team and continue the restructuring of other officer roles, the following organizations are being established:

- Within the organization of Steve Monteith, who has been named Chief Customer and Marketing Officer after serving in that role on an acting basis, we will establish a group led by the new **Vice President, Product Solutions**, Tom Foti.

The Product Solutions organization will be responsible for managing existing product offerings and interfacing with external business customers to understand and adjust to meet market needs. This organization will include product management, the Pricing and Classification Service Center, product classification, new solutions, commercial acceptance, and business acceptance solutions.

The Product Innovation organization will be dissolved and all functions will be reassigned to different organizations based on current work responsibilities. Some teams will go to the Commerce and Business Solutions function and others will realign to Technology.

- Within the organization of Scott Bombaugh, who has been named Chief Technology Officer after serving in that role on an acting basis, we will establish a group led by the new **Vice President, Innovative Business Technology**, Gary Reblin.

The Innovative Business Technology organization will be responsible for delivering technology solutions to internal customers of retail, delivery, logistics and processing, in addition to our external business and commerce customers.

This organization will leverage customer insights and needs to develop innovative solutions through technological opportunities. Teams will include mailing services, digital business, product technology innovation and mail/package information systems.

Additionally, I am pleased to announce Linda Malone has been named Vice President, Engineering Systems, after serving in that role on an acting basis since August.

- Within the organization of Pritha Mehra, who has been named Chief Information Officer after serving in that role on an acting basis, we will establish a group led by **Vice President, Technology Applications**, Marc McCrery, and acting **Vice President, Network and Compute Technology**, Bill Koetz.

The Information Technology (IT) organization will be split into two new organizations. The Technology Applications group will be responsible for application development within the IT solution centers, enterprise data warehouse, commercial payments and commercial systems. The Network and Compute Technology group will be responsible for the enterprise-wide telecommunication technologies of digital networks and compute technologies of servers, software, cloud, and data center operations.

The functions currently within the Vice President, Mail Entry and Payment Technology, organization will be moved to other VP organizations to better streamline operational effectiveness. Customer-facing organizations responsible for commercial acceptance and business acceptance solutions will be realigned to the Product Solutions organization, while commercial payments and systems will be aligned to the Vice President, Technology Applications, organization.

The Information Systems resources that currently report into Area and District offices will report into a new organization, Enterprise Endpoint Technology, to provide direct line-of-sight and alignment with the headquarters and will work closely with the headquarters enterprise computing support function. These positions will continue to support the local offices with IT support functions.

- Within Chief Human Resources Officer's organization, under the leadership of Doug Tulino, we will establish a **Vice President, Human Resources**, Simon Storey, and a **Vice President, Organization Development**, Jenny Utterback.

In August, the field Human Resources teams at the Area and District level had a change in reporting relationship into the Vice President, Employee Resource Management, organization, providing direct line-of-sight and accountability into those HR positions directly supporting the field.

In this round of realignments, the Employee Resource Management group will be dissolved and replaced with the new organizations, Vice President, Human Resources, and Vice President, Organization Development.

The Vice President, Human Resources, will be responsible for leading the execution and planning of national human resource programs and policies in the areas of safety and injury compensation, health and medical services, HQ human resources, the Human Resources Shared Service Center (HRSSC), complement management, hiring, staffing, retention, onboarding and overall workplace environment in the field. This group will drive accountability and compliance for the implementation of all HR policies and procedures.

The Vice President, Organization Development, is responsible for leading learning and development, compensation and benefits, HR technology, talent acquisition and diversity, and employee engagement at the headquarters level. This organization will focus on developing HR programs, policies and processes that align with corporate and HR strategic initiatives aimed at improving performance at the individual, team and organizational levels. The Organization Development team will work closely with the Vice President, Human Resources, and the Vice President, Labor Relations, organization to ensure that field HR and labor relations are equipped with programs to support the Postal Service.

- Reporting directly to the Postmaster General, Jeff Adams has been named Vice President, Corporate Communications. He has been acting in the role since August, overseeing the Postal Service's relationships with the news media, as well as employee communications, social media and other responsibilities.

In addition to helping better align the Postal Service, these appointments show our commitment to career development of our own employees by building talent and promoting from within. Altogether, these announcements include 11 promotions, five new officers, two lateral moves and one detail assignment.

These organizational changes do not initiate a reduction-in-force, and there are no immediate employee impacts. At this time, the hiring freeze will remain in effect. The intent of the hiring freeze is to minimize impacts expected during future phases of these ongoing organizational change by facilitating employee reductions through natural attrition.

Organizations not referenced in this announcement remain unchanged at this time. We are continuing to evaluate the work across all functions and we will further modify the organization in a phased approach over the next several months. Completing change in a phased approach allows for transparency into the process and opportunities to involve employees. As the overall organizational assessment evolves and decisions are made, we will continue to keep our employees and stakeholders informed of progress.

An updated leadership organizational chart reflecting these changes can be found on about.usps.com.

Thank you for all you do.



Isaac S. Cronkhite