



Be a Change Agent

The Postal Service is committed to accelerating innovation to provide excellent customer experiences, build an engaged and empowered workforce, grow new revenue and maximize profits, and create opportunities for long-term growth and profitability in all areas.

Our success in all of these areas depends on our ability to adapt to change. Everyone has a role in making positive changes happen at USPS.

Here are some tips for effecting change:

- Act with a sense of urgency in implementing the change.
- Work together as a team.
- Understand the vision and strategy.
- Empower yourself and others to act.
- Produce short-term wins.
- Don't let up.
- Help create a new culture.

Implementing positive changes at the Postal Service ensures our continued success.

And that's smart business.