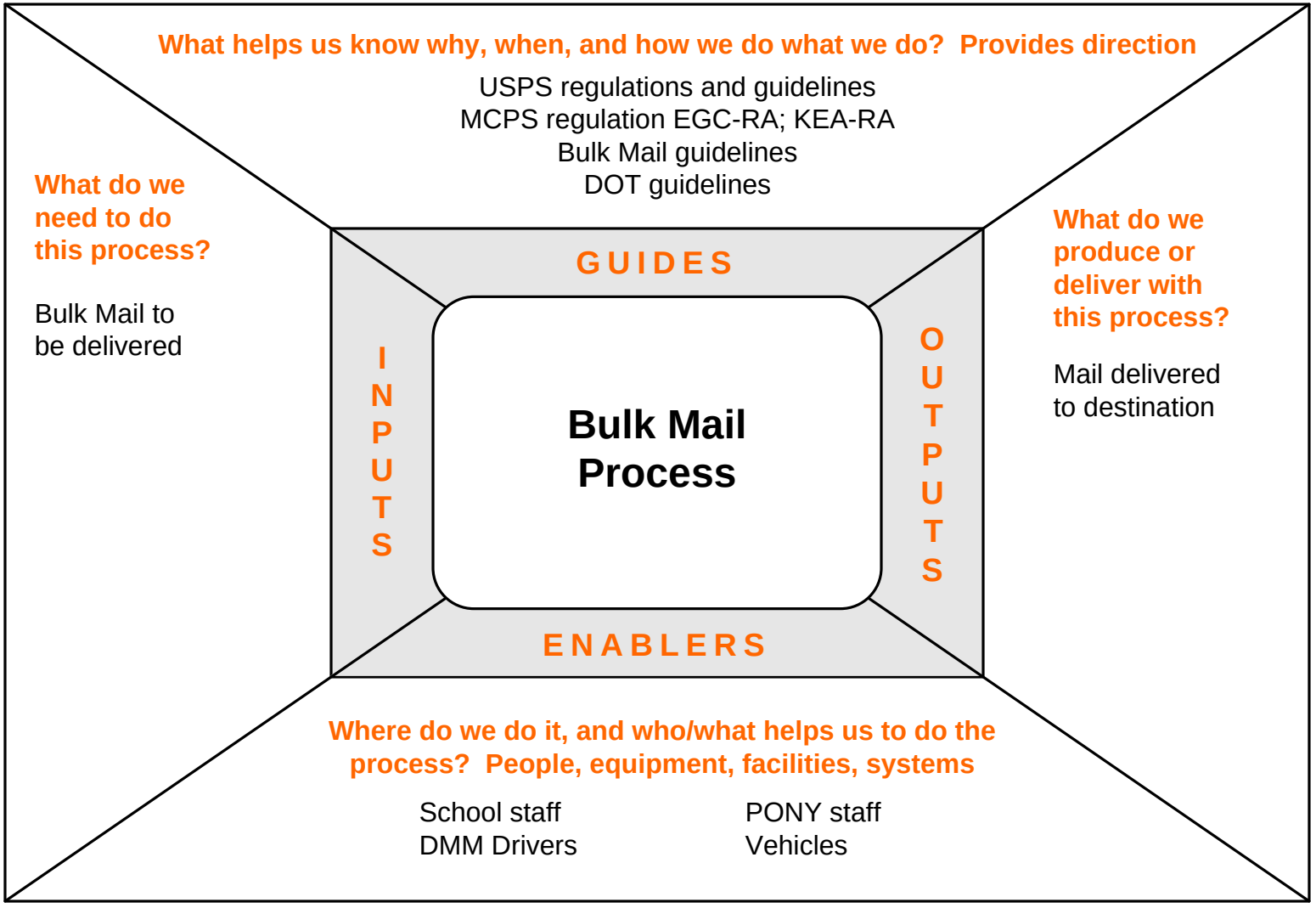
Process Begins *when*

Customer needs to send out a bulk mailing

Process complete *when*

Bulk mail is delivered

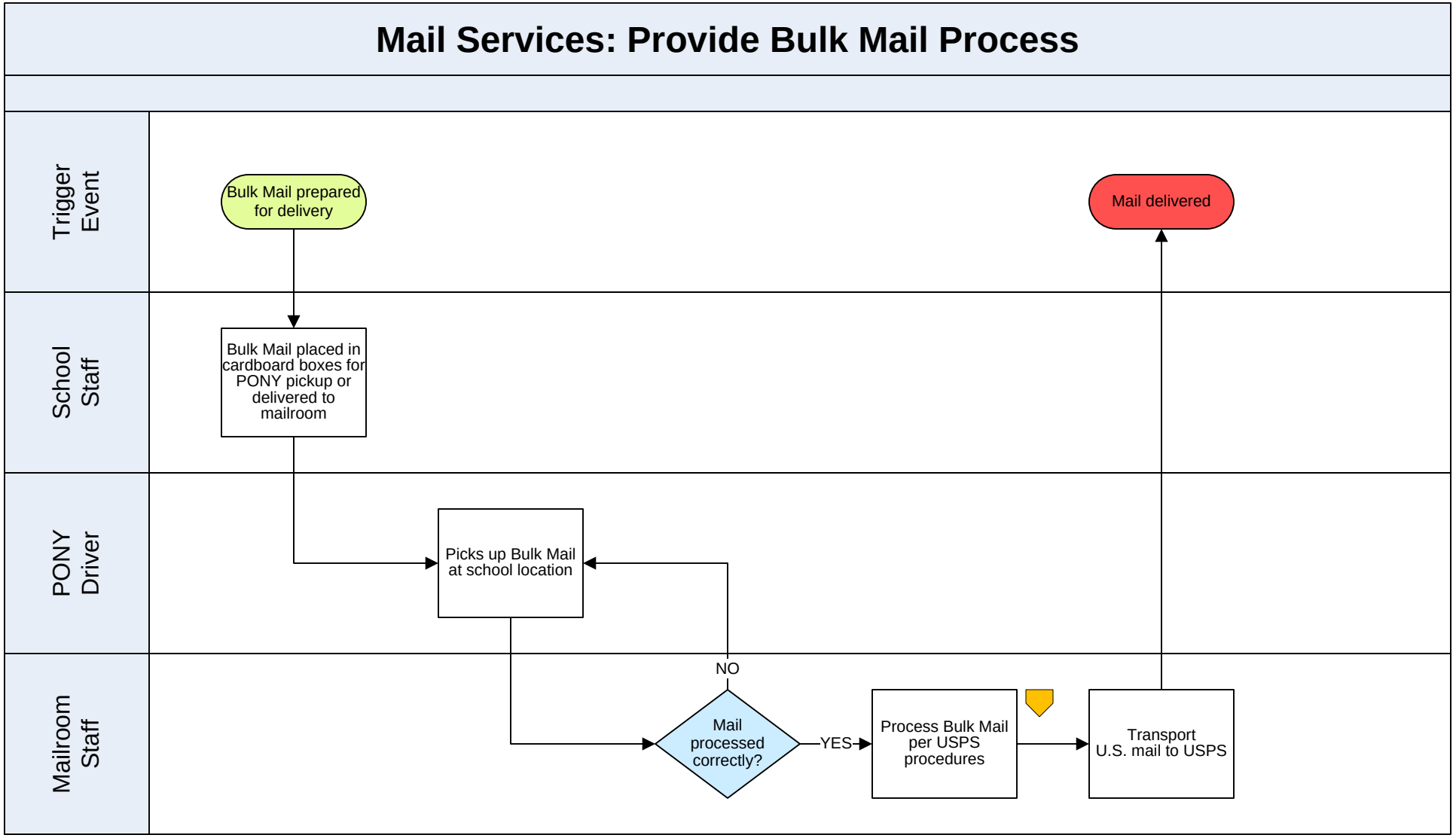


Performance Measures

M – 1 Qty U.S.; PONY; Copy Plus mail
M – 2 Time to Process
M – 3 Customer satisfaction
M – 4 Cost per piece

To Key Process

Mail Services: Provide Bulk Mail Process



Return to IGOE