

Evaluation of Quick Copy Center

March 11, 1963

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I. General

An evaluation was made of the material reproduced by the Quick Copy Center to determine:

- a. What use is made of the copies reproduced
- b. If there is a real need for these copies
- c. If there is a more effective way to obtain copies

The evaluation was made during the week of November 13-19, 1962, a typical week with a representative workload.

The establishment of the Quick Copy Center eliminated 22 copying machines. However, 30 machines at 26 individual stations remain in use.

II. Findings

A. Number of copies made by Bureau.

2,060 copies were made exclusive of work done for Bureau of Chief Postal Inspector. Reproduction breakdown by bureaus and offices as follows:

Bureau of Finance	401	Bureau of Facilities	214
Office of Research and Engineering	327	Bureau of Personnel	188
Bureau of Operations	303	Postmaster General	149
Office of General Counsel	272	Deputy Postmaster General	105
		Bureau of Transportation	101

B. Need for copies and number of copy jobs.

Most copies consisted of two or more for each item reproduced with an average of over four pages each.

<u>Reason for Making Copy</u>	<u>No. of Jobs</u>
1. Other than addressees needed information copy of material received.	53
2. File copy needed	52
a. more than one case covered	
b. original returned - Congressional mail	
c. original belonged to another office	
d. damaged by coffee (1); reading copy (1)	
3. Individual copy for division director, branch head, section chief	48
4. Project information	37
5. General information or precedent	27
6. To postmaster, regional director, etc. for report, receipt, comment, or action to be taken. (Facilities uses this a lot to obtain receipts for blanket shipments)	24
7. Each participant at conference or on committee (regional controller's conference, plant maintenance engineers, etc.)	20
8. Statement for distribution at hearing or in court	18
9. Information copy for others than listed on copy distribution	13
10. Information copy to each regional office or Federal Reserve Bank	18
11. Furnished another government agency	12
12. To industry (principally concerning projects or claims)	11
13. Background information for other in section	11
14. Insufficient copies typed for addresses or file	12
15. Clearance copies	10
16. For Headquarters discussion, report or investigation	12
17. Form letter, unauthorized form or worksheet	9
18. Official personnel folder of individual named	2
19. Form 186 lost; copy made to continue clearance	2
20. Advance copy for approval of bureau officials	2
21. Changed mind and did not distribute	7
22. Personal whim	2
23. Tracer copy	1

In at least seven instances an original only of a memo was typed, then 15 or more copies run on the Xerox 914 machine.

There were 15 occasions of typing insufficient copies. More copies than needed were run for 11 persons. Facilities put "10" in the wrong fill-in box and got 80 more copies than needed.

Some distinct lack of need, or doubtful areas uncovered, were for example:

1. An additional copy of a weekly report made by a division while sufficient copies were available at the source - Office of the Assistant Postmaster General.

2. Copies were made of 137 replies to an inquiry to facilitate preparation of bureau's reply to each one and then apparently not used.
3. A pencil original was prepared and then copied instead of typing with sufficient carbon copies.
4. A job consisting of 14 pages was mislaid in the division and rerun.

Much of the copy work is due to the trend at Headquarters of doing things by project, committee, or by coordinators. More people need copies to be informed.

### C. Internal Operation

STAT Clerks using the center are not familiar with Headquarters Circular [redacted] dated April 24, 1962, Headquarters Quick Copy Service Center. There is little or no instruction on the individual machines. These machines vary from time to time as new models or experimental ones are introduced. Employees do not know which machine is the most efficient for their particular needs.

Machine utilization is seldom up to a normally expected standard. This is due to machine shutdown for mechanical reasons which is caused by machine malfunction, or incorrect operation by the employee. Machines are often out of paper or mats are lacking. While refills are made, the multilith or a Xerox 914 is out of operation. The constant variations in adjustments of the machines by persons running their own copies produces a waste of paper and time. Roughly, for every good copy run, one goes in the waste basket, doubling the cost per copy.

### III. Conclusions

A. There is not a real need for ten percent of the copies reproduced which represents a minimum of \$2600 annually in man hours and materials. For example:

1. The addressee often furnishes unsolicited to others an information or alibi copy which is not needed.
2. The original copy could circulate more often for the information of others and then be filed in a central file for further use of all. This also reduces the volume of duplicate filing material.
3. The originator, by better planning, can provide sufficient copies at the source.
4. There is a certain amount of waste that can be eliminated by simply being more careful, such as jobs rerun because first run mislaid, and orders carelessly written for improper amounts.

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- B. The extent to which each bureau or office uses the Quick Copy Center is not particularly significant in view of the fact that in addition to this center, there are 30 machines at 26 individual stations at Headquarters.

IV. Recommendations

The following recommendations provide a more effective way of obtaining necessary copies.

- A. Issue the attached Headquarters Circular instructing personnel to plan correspondence and typed material so that sufficient copies, up to the capacity of the typewriter, are prepared at the source. This Circular to include the fact that "copies" are creating additional records and files. Cooperation of all must be stressed to hold the copies to a "need to know" basis. The originator of the material, whether at Headquarters or in the field, know the required number of copies so they can be prepared at the source. The originator must prepare a mat for reproduction on the Multilith if 15 or more copies are to be reproduced, in accordance with the procedures and operating rules for the Copy Center; see III C and D, Headquarters Circular

[REDACTED]

- B. Distribute Headquarters Circular [REDACTED] at the Quick Copy Center and to each employee using facilities of the Quick Copy Center with instructions to read and learn.
- C. Quick Copy Center employees instruct employees using the Center on the proper operation of each machine. If using employee does not show a satisfactory degree of proficiency, request the bureau or office to send another employee who can learn.

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*File*  
*Office Machines*

OFFICE MACHINES

RENTED XEROX MACHINES

#914

36 each now rented (Includes 4 each in PSD)  
Basic rental \$25.00 per month plus .035 per copy cost  
Minimum of 2,000 copies per month

Results in monthly minimum of \$95.00 each.

#813

16 each now rented (Includes 1 each in PSD)  
Basis rental \$10.00 per month plus .045 per copy cost  
Minimum of 800 copies per month

Results in monthly minimum of \$46.00 each.

DUPLICATING AND COPYING MACHINES

(3610)

<u>Nomenclature</u>	<u>Quantity</u>	<u>Dollar Value</u>
Duplicating Machine Offset Process Multigraph	59	234,534.70
Duplicating Machine Spirit Process	85	40,911.64
Duplicating Machine Stencil Process	72	71,571.06
✓ Printing and Heat Developing Machine Thermofax	221	72,191.60
✓ Printing and Wet Developing Machine (Autostat) (Verifax)	47	13,081.00
✓ Printing and Dry Developing Machine (Ozalid)	24	53,957.24
✓ Photocopying - Processing Machine (Photocopier - Electrostat)	42	35,812.50
✓ Photocopying and Processing Machine Photostat	17	112,792.00
PSD } Reproduction Machine Xerox Copyflow Model #1	2	105,000.00
Xerox Copyflow Model #2	2	118,000.00
TOTALS .....	571	857,851.74

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