

1. Proposed organization:

U.S Postal Service (USPS)

Problem statement: The United States Postal Services lacks procedures to help managers distinguish and address erroneous scans of competitive products, and resolving customer issues or otherwise addressing scanning irregularities.

I recommend that USPS, (1) identify and adopt internal control standards for its operational activities such as for scanning of competitive products; (2) improve the communication of procedures for scanning competitive products; and, (3) create systems for supervisors on how to address inaccurate scans and resolve scanning issues.

Thesis: USPS can improve tracking of all products and enhances customer service by incorporating UPS' customer service and package tracking automation which would ensure packages are accounted and delivered on time and.

2. Preliminary Literature Review

USPS has not based its operational procedures for scanning on any internal control standards ("U.S. Postal Service: Enhancing Procedures Could Improve Product Scanning," 2018). USPS authorities said the strategies depended on USPS's different responsibilities obligations, the board involvement, and sound business rehearsals. However, the leadership couldn't recognize explicit guidelines or a structure that they pursued as the reason for the methodology. USPS leadership said they didn't trust any interior controls norms connected to

these strategies. By not putting together techniques concerning benchmarks, USPS may pass up on chances to enhance how it accomplishes its primary goal to sweep and quantify the execution of focused items. Also, USPS's examining methodology reports, for example, for illustrating exact conveyance filtering steps, are not invariably predictable, and USPS depends on.

Increasingly casual strategies, for instance, gatherings with workers to communicate changes.

What's missing from the past studies is a complete structured approach to managing constraints.