

7. Requests for Improvement of MPC Services (Free Responses)

Requests in this area overlap somewhat with those in that of new services (to be described below). The major requests in the three customer categories (individuals, companies, and institutions) as a whole were: higher speed and reliability, improvement of service quality, more careful handling of mail items, use of different transport means, better training (in areas such as treatment of customers and knowledge of the business), display of easy-to-understand explanations of services, improvement and announcement of rate schedules, marketing, repair of post offices and higher levels of cleanliness at them, and expansion of business hours and the post office network.

7.1. Individuals (General Public and Consumers)

Requests for Improvement of Existing MPC Services

(Examples of Free Responses by Individuals)

● Assurance of the privacy of communication
● Improvement of reliability, speed, and image
● Establishment of an auditing office
● Training (in dealing with customers, knowledge of services, etc.)
● Increase in the incentive of MPC employees
● Door-to-door delivery system
● Increase in delivery speed and disclosure of performance
● Improvement of the timeliness of delivery
● Expansion of transportation contractors (consignees) and increase in the delivery speed
● Expansion of express mail services
● Increase in the speed of remittance
● Improvement of mail-related products
● Improvement of waiting conditions and installation of mail boxes at post office counters
● Display of explanation of services in terms that are easy for customers to understand
● Improvement and announcement of rate schedules
● Incorporation of new technology and equipment
● Structural reform through privatization
● Maintenance of quality services
● Expansion of the post office network
● Repair of post offices and improvement of cleanliness and air (i.e., air conditioning)

7.2. Companies (Private and Public)

Requests for Improvement of Existing MPC Services

(Examples of Free Responses by Companies)

● Improvement of reliability and speed
● More careful handling of mail items
● Improvement of envelopes and parcel packaging
● Increase in the number of PO boxes
● Door-to-door delivery of newspapers
● Expansion of the post office network
● Review and full notification of rate schedules
● Education of employees
● Marketing
● Improvement of the labor environment
● Privatization

7.3. Institutions (Government Agencies and International Organizations)

Requests for Improvement of Existing MPC Services

(Examples of Free Responses by Companies)

● Improvement of image and service quality
● Improvement of reliability
● Improvement of speed
● Sorting at branch post offices
● Increase in the number of deliveries
● Door-to-door delivery
● Establishment of a residence system
● More careful handling of mail
● Review of the rate schedule
● Employee education
● Expansion of the post office network
● Expansion of business hours
● Improvement of mail vehicles

8. Requests for New MPC Services (Free Responses)

As noted before, requests in this area resemble those for improvement of services to some extent. The major ones in the three customer categories (individuals, companies, and institutions) as a whole were expansion of door-to-door delivery, expansion of express mail service, and incorporation of a wide range of services (financial/ remittance, mail-related insurance, retail sales, mail-order sales, business center service, etc.). Companies and institutions also expressed needs for discount services in the event of large-volume use.

8.1. Individuals (General Public and Consumers)

Requests for New Services (Examples of Free Responses by Individuals)

● Installation of mail boxes (on the street) or more PO boxes
● Door-to-door delivery service
● Expansion of types of newspapers sold
● Express services based on tie-up with DHL, etc.
● Expansion of express mail service
● Advance notification of mail by telephone
● Mail-related insurance services
● Establishment of new post offices
● Introduction of wide-ranging services
● Retail sales service and business center service
● Library service
● Financial/remittance services
● Mail-order sales service
● Telecommunications service
● Internet cafe
● Prize services
● Incorporation of new technology
● Marketing campaigns

8.2. Companies (Private and Public)

Requests for New MPC Services (Examples of Free Responses by Companies)

● Expansion of PO box services
● Notification of mail delivery by telephone
● Door-to-door delivery service
● Express mail
● Discount service
● Payment by credit card
● Mail-order sales service
● Repair service for electrical products for the home
● Retail sales service
● Telecommunications service
● Internet service
● Marketing and expansion of locations
● Expansion of business hours
● Services for a better lifestyle

8.3. Institutions (Governmental Agencies and International Organizations)

Requests for New MPC Services (Examples of Free Responses by Companies)

● Top priority on assurance of the reliability of mail
● Expansion of PO box services
● Door-to-door delivery service for official documents, etc.
● Marketing
● Introduction of discount service
● LETAX
● Pension payment service
● Effective operation and expansion of the post office network
● Expansion of business hours
● Retail sales service
● Telecommunications service
● Internet service
● Instruction of the staff in basic medical know-how