CONFERENCE ON POSTAL AND DELIVERY SERVICES
May 18–21, 1994—Grand Hôtel Saltsjöbaden, Stockholm, Sweden

Organizing Committee
Toru Azumi (IPTP)
James Campbell (IECC)
Robert Cohen (U.S. Postal Rate Comm.)
Wynne Jones (Coopers-Lybrand)
Kathleen Mullin (U.S. Postal Service)
Virpi Palo (Finland Post)
Ian Reay (British Post Office)
Paul Richards (European Commission)
James Rogers (United Parcel Service)
Jacques Salais (La Poste)
Marc Smith (U.S. Postal Service)
Walpurga Speckbacher (DBP-Postdienst)
Börje Spong (Sweden Post)
William M. Takis (Price Waterhouse)
Elmar Toine (New Zealand Post)
Joëlle Toledo (La Poste)
Sture Wallander (Sweden Post)
Anton van der Lande (EEO)

Fees and Expenses
• A registration fee of $725 is payable to the Center for Research in Regulated Industries.
• The charge for food and lodging for the duration of the Conference is 3,729 SEK.
• The conference fee is waived for a limited number of employees of sponsoring organizations.

Conference Staff
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Workshop Organizer
Ms. Linda S. Brennan,
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A related program from the Center for Research in Regulated Industries:
Workshop in Postal and Delivery Economics
Hakone, Japan
June 1-4, 1994

Host and principal sponsor: Institute for Posts and Telecommunications Policy, Japan.

For more information on the Workshop, please contact Michael Crew.

The Rutgers University, Graduate School of Management,
Center for Research in Regulated Industries,
The University of Pennsylvania, Wharton School,
Center for Risk Management and Decision Processes
Deutsche Bundespost Postdienst
La Poste
United Parcel Service
The United States Postal Service
The British Post Office
Sweden Post
Federal Express
Price Waterhouse
The United States Postal Rate Commission
European Commission
Finland Post
New Zealand Post
Coopers-Lybrand

present

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Stockholm, Sweden

The Center for Research in Regulated Industries aims to further the study of regulation by research in economics, finance, and institutions. Its publications, seminars, workshops, and courses make available the latest advances to academics, managers, and regulatory commission staff. The Center's Journal of Regulatory Economics is an international scholarly quarterly intended to provide a forum for the highest quality research in regulatory economics.

The Center for Research in Regulated Industries is pleased to be the recipient of The Hermes Award, 1992, awarded by the European Express Organization.
**CONFERENCE ON POSTAL AND DELIVERY SERVICES**

**Wednesday, May 18, 1994**

5:00 - 6:00  
Registration

6:00 p.m.  
Reception

7:00  
Welcome and Introduction to Conference  
Michael A. Crew and Paul R. Kleindorfer

Dinner & Speech  
*Ulf Dahlsten*, President and Chief Executive Officer, Sweden Post

9:00  
After Dinner Drinks

**Thursday, May 19, 1992**

7:30 a.m.  
Breakfast

9:00 - 11:00  
Setting the Stage  
Chair: Michael A. Crew  
Discussants: James A. Cotton-Betteridge, Mario Dunn, and John Haldii

*James I. Campbell, Jr.:* Postal Green Paper  
*Maurice C. Castro:* Deregulation of Australia’s Postal Services  
*Ulrich Stumpf and Frank Pieper:* Restructuring the Postal Sector—The German Case

11:00 - 11:20  
Coffee Break

11:20 - 12:30  
Customer Needs and Changing Technology  
Chair: Frank Heselton  
Discussants: Ross Hinds and Alan Robinson  
*Colin J. Mitchell:* A Consumers’ Groups’ View of New Services, Quality and Regulation  
*Hannu Tuominen:* Use of Technology Arising From Customers’ Needs

12:30 - 2:00  
Lunch

2:00 - 3:15  
Service Quality and Scope  
Chair: Virpi Palo  
Discussants: Ian M. Reay and Torsten Zillén  
*Heinz Hofmann:* Measuring the Performance of the Public Postal Service Provider in Germany  
*Thomas Grzesiak and Thomas Reenberg:* Measuring Quality of Service of International Mail

3:15  
Break

6:00  
Reception

7:00  
Dinner & Speech  
*Elmar Toime,* Chief Executive, New Zealand Post

9:00  
After Dinner Drinks

**Friday, May 20, 1994**

7:30 a.m.  
Breakfast

9:00 - 11:00  
Regulation  
Chair: Börje Spong  
Discussants: Per Forsberg and John C. Panzar  
*William E. Kovacic:* The Application of Legal Safeguards Against Predation to the Postal Services Industry  
*Walburga Speckbacher:* Price Caps for Postal Service  
*Jeanne Calvet:* How Controllable?

11:45 - 12:15  
Concluding Roundtable Discussion  
Chair: Michael A. Crew  

12:15 - 12:20  
Coffee Break

12:20  
Lunch

**Saturday, May 21, 1994**

7:30 a.m.  
Breakfast

9:00 - 10:15  
Macro and Comparative I  
Chair: Joëlle Toledano  
Discussant: Jan-Erik Leistedt and Frank Pieper  
*John F. Alepa and Kathleen Mullin:* Economic Adjustments as a Determinant for Inter-Administration Pricing of Postal Services  
*Robert H. Cohen, William W. Ferguson, and Spyros S. Xenakis:* An Exploratory Quantitative Comparison of Postal Administrations in Industrial Countries

10:15 - 10:30  
Coffee Break

10:30 - 11:45  
Macro and Comparative II  
Chair: Paul R. Kleindorfer  
Discussant: Heikki Nikali and Börje Spong  
*John Nankervis and Frank Rodriguez:* Aggregate Letter Traffic Demand and the Economy  
*Toru Azumi:* Structure of Postal Demand and the Method for Forecasting

11:45 - 12:15  
Concluding Remarks —Michael A. Crew  
Lunch
Rutgers, The State University of New Jersey
Graduate School of Management
Center for Research in Regulated Industries
CONFERENCE ON POSTAL AND DELIVERY SERVICES
Grand Hôtel Saltsjöbaden, Stockholm, Sweden—May 18–21, 1994

Application

Name ___________________________________________
Title ___________________________________________
Company _______________________________________
Address _________________________________________

Telephone Number _________________________________
Fax Number ______________________________________

Billing Information:
☐ Employee of sponsoring organization.
☐ Payment enclosed.*
☐ Send invoice to participant at above address.
☐ Send invoice to: _______________________________________

Fees: The fee for the conference is $725 per person which includes all coffee breaks, receptions, and instructional materials. The charge for food and lodging is 3,729 SEK for the duration of the Conference. Instructions for payment will be provided upon receipt of your completed application form. The conference fee is waived for employees of sponsoring organizations.

CANCELLATION POLICY: Until April 1, 1994 refunds will be allowed in full. After this date the conference fee is due in full whether or not the participant actually attends the conference. Substitutions may be made at any time.

Signature of Participant: ___________________________

Please return completed application form by April 1, 1994** to:
Linda S. Brennan, Rutgers University, Graduate School of Management, 180 University Avenue, Newark, NJ 07102, U.S.A.
or FAX your application to: (201)648-1348.

* Make check in U.S. funds payable to “Rutgers University.” Credit cards are not acceptable for payment of conference fees.
** Space is highly limited. Early application is advised.

SPEAKERS/DISCUSSANTS/CHAIRS

John F. Alepa, United States Postal Service
Toru Azumi, ITPP
James I. Campbell, Jr., International Express Carriers Conference
Maurice C. Castro, Australia Post
Robert H. Cohen, U.S. Postal Rate Commission
James A. Cotton-Betteridge, Royal Mail International, British Post Office
Helmuth Cremer, Institut D’Economic Industrielle, University of Toulouse
Michael A. Crew, Rutgers University
Marc Derycke, La Poste
John R. Dolling, Royal Mail International, British Post Office
Mario Dunn, Union of Communciation Workers
Hans Dydensborg, Price Waterhouse/KO
William W. Ferguson, U.S. Postal Rate Commission
Per Forsberg, Sweden Post
Jeanne Golay, U.K. Post Office
André Grimaud, Institut D’Economic Industrielle, University of Toulouse
Thomas Grzesiak, Price Waterhouse
John Haldi, Haldi Associates, Inc.
Frank Hesleton, Unites States Postal Service
Ross Hinds, IPC Unipost
Heinz Hofmann, BAPT
Anders Jeansson, Sweden Post
Wynne Jones, Coopers-Lybrand
Paul R. Kleindorfer, University of Pennsylvania
William E. Kovacic, George Mason University School of Law
Jan-Erik Leistedt, Sweden Post
Markku Mäkitalo, Finland Post
Colin J. Mitchell, European Mail & Express Users Association
Kathleen Mullin, Unites States Postal Service
John Nankervis, University of Surrey, UK
Heikki Nikali, Finland Post
Viripi Palo, Finland Post
John C. Panzar, Northwestern University
Frank Pieper, WIK
Ian M. Reay, Royal Mail, U.K. Post Office
Thomas Reenberg, Price Waterhouse
Paul Richards, European Commission
Alan Robinson, Klick, Kent & Allen, Inc.
Frank Rodriguez, U.K. Post Office
Cathy M. Rogerson, Unites States Postal Service
Walpurga Speckbacher, Deutsche Bundespost Postdienst
Börje Spong, Sweden Post
David Storer, Coopers & Lybrand
Ulrich Stumpf, Wissenschaftliches Institut für Kommunikationsdienste
Joëlle Toledoano, La Poste
David Treworgy, Price Waterhouse
Hannu Tuominen, Finland Post
Sture Wallander, Sweden Post
Spyros S. Xenakis, U.S. Postal Rate Commission
Torsten Zillén, Sweden Post