

That Pentagon feeling

John Young says (July-August *Measure*) that the HP way is alive and well “only if we model it in our daily lives,” and I couldn’t agree more. But every day I see more signs that the HP way is in danger.

For example, a friend recently moved to a new assignment within Hewlett-Packard and was laying out offices for himself and his staff. He gave himself a 10-foot x 10-foot office, and the secretary 10 feet x 14 feet, because that’s where the files, slide plotters and paraphernalia were stored.

But he hadn’t reckoned with the HP Bureau of Office-Size Equalization, which apparently edicts office sizes by job level. And the upshot is that my friend lost the battle. It almost feels like the Pentagon.

True, the incident isn’t important in its impact on selling something, but it’s another nagging reminder that this company isn’t the same one where office sizes were assigned locally and had something to do with the job that needed doing. (I guess it has always been true that window assignments may have favored managers. But they still could choose size and location.)

It’s hard to confirm these facts, but the first-person account is sobering to me—and disappointing. I know bigness brings inevitable rigidity and homogenization. But one would like to think that local decisions still count. Is there any way left to resist such things? I wish.

JOHN MINCK
Palo Alto, California

Doggone good story

Having just read the “Puppy love” article in the September-October issue, I just thought I’d write to say how much I enjoyed the article.

I am often pleasantly surprised when I hear of how HP and its employees are helping the community, but this was just great: people devoting their time to raising such great dogs, only to give them to people in the Canine Companions for Independence program to make their lives that much better.

The way that HP allows the dogs to go to work with both the trainers and the eventual recipients is truly commendable.

Congratulations to everyone involved, and keep up the good work.

ANTHONY STUBBS
Bristol, England

A simple measure

What is the reason for continuing to send *Measure* magazine via the U.S. Postal Service directly to employee homes, rather than in bulk mailings to HP sites?

I understand continuing direct mail for retired HP employees. It seems that bulk mailing to active employees would be a simple “measure” to take to reduce costs.

LIZ EBY
Loveland, Colorado

Mailing the magazine to employees’ homes is a fairly reliable way to guarantee that most employees and their families receive consistent and timely information on topics such as company strategy, business direction, employee recognition and what’s going

on at HP sites worldwide. (We send bulk copies of Measure to HP locations outside the United States because of the complications of international postal regulations.)

Yes, sending bulk copies through the HP mail system in the United States would save the cost of postage. However, that would mean the additional time and money to ship the magazine to more than 100 HP manufacturing and sales locations, as well as the administrative costs of keeping track of how many copies go to each site. Sending Measure by third-class mail helps keep mailing costs to a minimum. —Editor

Please send mail

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