
Table of Contents

Foreword	iv
Chapter 1: Introduction	1
Chapter 2: Reinventing the Post Office <i>By Pierre Guislain and Graeme Lee</i>	5
Chapter 3: What Drives Postal Performance – A Cross-Country Analysis <i>By Charles Kenny</i>	16
Chapter 4: Questioning the Monopoly-Supported Postal USO in Developing Countries <i>By Charles Kenny</i>	29
Chapter 5: Postal Policy and Regulatory Reform in Developing Countries <i>By Boutheina Guermazi and Isabelle Segni</i>	42
Chapter 6: Case Studies <i>By Isabelle Segni and Juan Ianni</i>	52
Morocco	53
Tanzania	59
Trinidad and Tobago	66
Chapter 7: Conclusion	72
Bibliography	75
Authors	78