Manufacturing Services department vision

Highest Print Quality at the Lowest Price While Meeting Our Customers Timeframe

Be Knowledgeable of the Printing Industry

★ Understand the foundations of printing such as quality measurements, standards and specifications

★ Understand paper grades, specifications and uses

★ Understand the project in its entirety

★ Understand postal regulations

★ Offer multiple printing options to customers

Be Knowledgeable of Software Applications

★ Trouble shoot files

★ Offer and request assistance from team members

★ Create clean press ready files for the print vendors

★ Determine how new technology can improve our processes

Manage Continuous Vendor Evaluation

★ Solicit information from new vendors

★ Determine the best quality and price from current and new vendors

★ Maintain vendor information and share with everyone in the company: including pricing, personnel and equipment changes

Be a Good Communicator

★ Listen to customer/printer needs

★ Explain quality issues in objective terms

★ Pay attention to details

★ Ask questions and have a proactive attitude

★ Develop professional working relationships by good communication and feedback

Implement Efficient and Innovative Processes

★ Think outside the cube

★ Continually challenge yourself by setting and achieving goals

★ Create workflows that are easy to follow and regularly-maintained

★ Implement the most efficient processes

★ Cross train to be a more efficient team

★ Utilize production knowledge for producing a more efficient project

★ Align our goals and actions with those of the corporation

★ Perform continuous department evaluations

★ Focus on the outcome

Provide Excellent Customer Service

★ Respond quickly to questions and concerns

★ Be realistic about meeting tight timeframes; commit to only what you can deliver

★ Build confidence with perspective clients

★ Ensure that every project is approved for content and color

★ Help customers to communicate their projects by providing user friendly order forms

★ Treat everyone as your equal

★ Suggest ways to save money and ways to achieve a better quality final product

★ Follow up with status