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### About Wolters Kluwer

- Publishes approximately 300 journals
  - Society-owned
  - Proprietary
  - Proprietary with a society affiliation
- A few of the journal workflows managed at WK include:
  - Traditional article-based and issue-based workflow. Content posts online prior to publication in an issue. Mix of Open Access and embargoed content.
  - Fully Open Access journals. Typically online only.
  - Continuous publication journals. Articles publish in final format as they are ready and are collated into issues.

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### Impact of Metrics

- Maintaining customer and internal business expectations regarding turnaround times
- Non-subjective data source
- Monitoring vendor performance and vendor staffing levels
- Aid in ascertaining the source of production delays and opportunities for efficiencies
- Monitoring and evaluating staff performance

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### Cross-Publication Reporting

- The same tracking can be done on a cross-publication reporting site
- Metrics can be tracked by customer, by vendor, by staff member or functional team

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### Open Access Payments

- Capability to track open access payments.
- Production tracking system allows for ad hoc email reminders to authors if necessary.
- Time in production adjusted in relation to when payment is received vs when content is transmitted.

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### Why is This Important?

- Accurately assessing production metrics helps us meet the expectations of customers and authors
- Assists in setting SMART (specific, measurable, achievable, realistic, timely) goals with customers
- Increases internal awareness of productivity and vendor performance
- Identify trends in content flow
- Identify where senior management may need to assign additional resources (staffing, financial support, etc.)

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Thank you!

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