

Production Metrics and Workflow Management

Adding value to multichannel workflows in distributed publishing environments

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Overview

- Apex
- Key Performance Indicators
- Workflow Management
- Quality Improvement
- Q&A

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Apex CoVantage

- Herndon, VA Headquarters
 - 1,500+ Employees
 - 9 Global Offices
 - Content Services
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Key Performance Indicators

- Turnaround Time Performance (TAT)
- Source Discrepancies (SDs)
- Alterations Tracking
- Individual Performance Measures

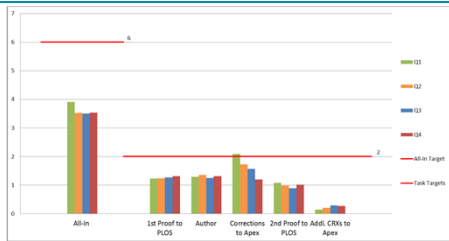
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Turnaround Time Tracking



- Chart shows business day TAT averages by quarter
- Summary is for year. Data analyzed weekly.
- Important for Process Control and Process Improvement

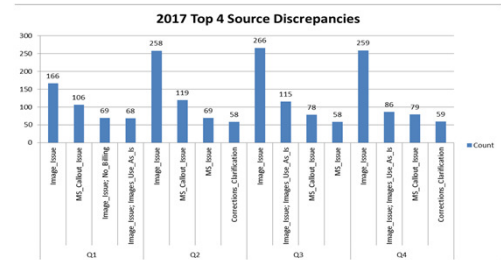
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Source Discrepancies



- Focus on improving input quality to accelerate delivery
- Partnership activity between publisher and vendor

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