




# The Production Vendor Relationship


Nancy Devaux  
Process Improvement Manager  
Sheridan Journal Services

## Sheridan


- 5 print sites
- Sheridan PubFactory (online hosting)
- Sheridan Journal Services
  - 125 employees, 90+ customers, >200 titles
  - Editorial and composition ... through print and online deliveries
  - Production process management
  - Technology solutions

2






trust  
respect  
problem solving  
cooperation  
confidence  
on schedule  
meet quality expectations  
basic understanding



3



**Production and  
Editorial ...  
*are we in sync?***

4



- Complete submissions keep schedules on track
  - ...make sure the source material is ready to go into production
- Processes are staged and scheduled – production, print, online, etc
  - ...watch the milestone deadlines
- New initiatives and workflow changes take time to scope, develop, test, revise, and implement
  - ...allow for this in early discussions about the timeline
  - ...get input from vendor; they've likely done this before
- Clear expectations and timely answers reduce confusion and rework
  - ...provide ample detail as soon as it's available
  - ...be clear about what you need and *expect* it will be done right
- We all have the same goals
  - ...if you don't like something, tell them ... involve them in the solution
  - ...if things are going well, tell them that too!

5

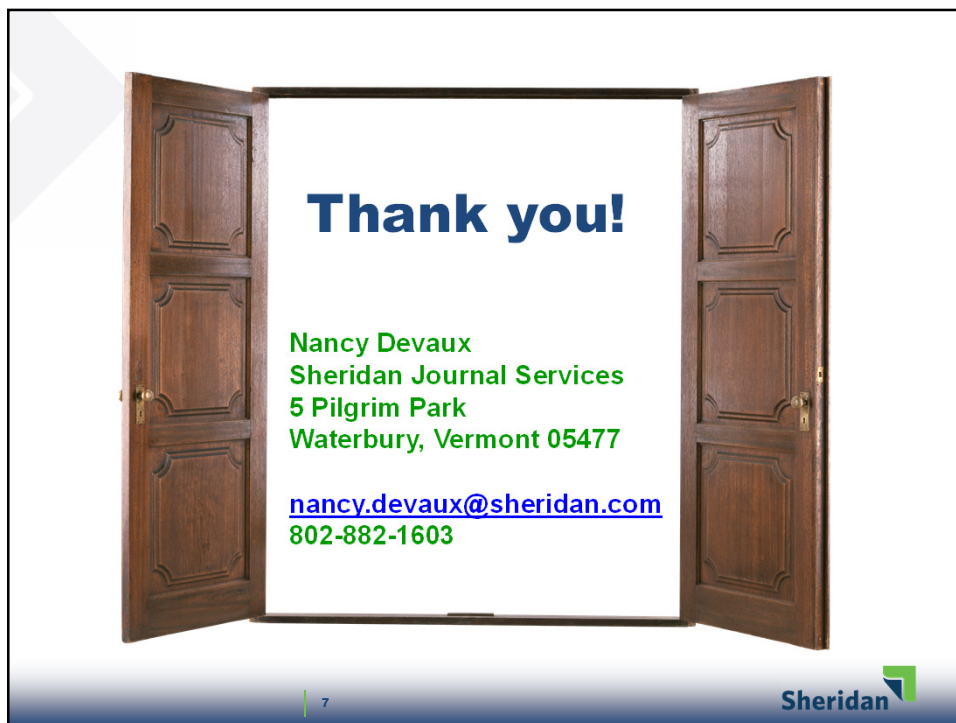
Sheridan 

### **Provide advance notice of anything out of the ordinary...**

late, but must-include article      new initiative  
 special issue  
 high-maintenance author  
 must-meet conference or special meeting  
 staff change  
 vacations and holidays  
 journal redesign      new article type  
 change with online display  
 high-profile editorial or lead article  
 style change      special collections      new element  
 new EIC  
 schedule delay      change with other vendors

6

Sheridan 



**Thank you!**

Nancy Devaux  
Sheridan Journal Services  
5 Pilgrim Park  
Waterbury, Vermont 05477

[nancy.devaux@sheridan.com](mailto:nancy.devaux@sheridan.com)  
802-882-1603

7

Sheridan