

# **Auxiliary Services Goals and Assessments Year 2012- 2013**

## **Department: Printing Services**

### **Department Goals:**

- **Inventory**
- **Market**
- **Print Smith (Software Package) Implementation**

### **Specific Objectives:**

- **Inventory; Tracking inventory from purchase to out-the-door**
- **Market (First Right of Refusal) Capture 50% College Outside Printing**
- **Print Smith (Web-2-Print) Pricing & Workflow System**

### **Assessment Plan:**

- **Inventory System providing costing and forecasting methods meeting expectations**
- **Tracking Response (Customer Resource Management), Monitoring customer receptivity via job tracking and revenue tracking, Assess through valued customer services and customer education-market services**
- **Implementation of profession pricing and workflow system**

### **College Priority & Goal:**

#### **Strategy Priority IV – Strengthen Institutional Support, Objective IV B:**

### **Outcomes:**

- **Inventory Cost Savings – Just in time purchase-Lower overhead**
- **Increase revenues 50% - maintain price competitiveness**
- **Presence-College Wide, Increase revenues via Product Ordering System**