The Production Vendor Relationship

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

Production and Editorial ... are we in sync?
• 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!

Provide advance notice of anything out of the ordinary…

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

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