Overview

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

Apex CoVantage

- Herndon, VA Headquarters
  - 1,500+ Employees
  - 9 Global Offices
  - Content Services
- India Offices
  - Hyderabad
  - Chennai
  - Rajkot
  - New Delhi
Key Performance Indicators

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

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

Source Discrepancies

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

- Focus on avoiding correction passes
- Accelerate workflow to publication

Workflow Management

- Facilitated by end-to-end production life cycle tools
- Workflows mapped to milestone tasks
- Define user roles and measures
- Make reporting visible

- Ideally, the system is configurable
- Key benefits:
  - Real-time tracking
  - Single repository for data with links to issue management, reporting and delivery

Individual Performance Metrics

- Focus on key variables
- Not all reports need to be complicated
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