Preceded by: 21-Project Close Out (PM17)
21a-Vendor Evaluation (OS10)
Followed by: 22-CourseSmart (18)

Why: *The Operations Department is responsible for ensuring that project assignments are made to vendors in accordance with the PHHE goals for each vendor (Pre-press and Manufacturing).*
Who: *Operations Specialist, In-house Liaison and/or Project Manager*
Skills Needed: *Ability to objectively evaluate prepress and manufacturing vendors*
Knowledge Base Needed: *PIMS, Microsoft Excel*

Operations is also responsible for communicating assignments to the vendors on a monthly basis. Report is generated and distributed by **Associate Director of Operations** or designee.

TASK: Prepress Vendor Evaluations

Prepress Vendors: Each Operations Specialist (OS) will be assigned one pre-press vendor to evaluate.

Step 1: The **In-house Project Manager (PM)/Liaison** will be responsible for the completion of a Vendor Scorecard for each project (in Excel) and entering the applicable data into PIMS TEAM >Vendor Evaluation Layout.

Step 2: When **In-house PM/Liaison** has finished their portion of the evaluation, he or she forwards the scorecard to the OS responsible for the project so the OS can complete the Operations-related fields (Budget, Invoicing, Communication and Archiving).

> *NOTE:* Online score-card is in development and available at:
> http://phheproduction.pearsoned.com/

Step 3: The OS forwards the completed scorecard to Project Management Departmental Assistant (Nancy Bauer) who will compile (by vendor) all scorecards on a monthly basis and forward each OS the scorecards for the vendor for which he or she is responsible.

Step 4: The OS reviews the scorecards and overall ratings and discusses any anomalies with the appropriate team members.

Step 5: The OS will then provide feedback to the pre-press vendors (Full-Service Vendor (FSV), Compositor (Comp) on their performance and provide the rest of Operations and Team-Based Project Management with the findings.

Step 6: When the load strategy for the upcoming year is being discussed, the OS will be responsible for providing a recommendation for the vendor.

TASK: Manufacturing Vendor Evaluations

Manufacturing Vendors: Each Senior Operations Specialist (SOS) will be assigned one Manufacturing vendor (text or component) to evaluate.

Step 1: The SOS for the project will be responsible for the creation and completion of a Vendor Scorecard for each of his or her projects and enter the data into PIMS TEAM >Vendor Evaluation Layout.

PRODUCT	PRODUCTION	DESIGN	VISUAL	TEAM	SCHEDULE	BUDGET	MANUFACTURING	MEDIA	REPRINTS	PO

• Team Structure • Author • Create/Modify Team • **Vendor Evaluation** • Access to Extranet

* 0 indicates lowest rating and 9 indicates highest rating.

VENDOR(S)	QUALITY RATING	ON TIME	ON BUDGET	SERVICE	OVERALL EVALUATION	COMMENTS
Failsafe Media Co./Lake Zurich	Select	Select	Select	Select	Select	
Carlisle Publishers Services	Select	Select	Select	Select	Select	
RR Donnelley/OH	Select	Select	Select	Select	Select	
Phoenix Color	Select	Select	Select	Select	Select	
"Not Yet Assigned"	Select	Select	Select	Select	Select	

save reset

Step 2: The OS will complete the text as well as the component portions of the scorecard but will also obtain/input feedback from the **Art Director (AD)** regarding any issues in the manufacturing of the components.

Step 3: The completed scorecard is then forwarded to the OS responsible for the vendors that printed the job.

Step 4: The OS will then compile the scorecards on a monthly basis and review the scorecards and overall ratings and discusses any anomalies with the appropriate team members.

Step 5: The OS will then provide feedback to the supplier on its performance and provide the rest of Operations with the findings.

Step 6: When load strategy for the upcoming year is being discussed, the OS will be responsible for providing a recommendation for the vendor.