

Management Metric Development Services

Define the measures of your success

Effective use of production metrics can help you monitor both your process and operator performance and pinpoint areas for operational improvement.

Our Management Metric Development Services consist of a one-year engagement that assists production mail managers, support engineers and floor supervisors in establishing and utilizing meaningful metrics to help increase productivity, lower costs and achieve service-level agreements (SLAs).

A one year engagement

We'll review process and inserter operator performance to develop a profile of your current operations. Based on our analysis, we'll establish operator performance goals and present this information in highly useable graphic format – so you can better understand and manage your inserting operation.

Key deliverables include:

- * Customized production and performance displays or “dashboards” – highlighting your key areas of operation and operator performance on an ongoing basis
- * Quarterly analyses and reports that capture performance trends and identify issues and opportunities within your operations

We will also, throughout the course of our engagement, make recommendations on other areas with opportunities for improvement as they come to light – guiding you to a higher level of performance.

Additional programs available today

Our Management Metric Development Services are part of a series of Pitney Bowes Workflow Solutions education and professional services programs available to further enhance your operational performance:

- * Production Mail Management Training
- * Materials Procurement in ADF Operations Training
- * Operations Site Assessment
- * High-Speed Integration Services
- * Design and Layout Services
- * System Optimization Services
- * Best-in-Class ADF Assessment
- * Operations Review
- * ADF Management Development Program
- * Lean Six Sigma



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Meaningful metrics make management easier.

Call us at 877-536-2736 for more information on this service or visit us on the Web at www.pbdmt.com.

Pitney Bowes is a leader in end-to-end integrated mail and document solutions. Our leading-edge hardware, software and services can help you grow revenue, cut costs and strengthen customer loyalty, to drive your long-term profitability.

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 **Pitney Bowes**
Engineering the flow of communication™

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