

Supplier Tracking and Reporting Matters

Accurate departmental data tracking and reporting should be behind most of your business decisions. What has driven you to raise or lower your prices, change your hours of business, invest in new technology, hire more employees, expand or reduce your service or product offering, or outsource certain tasks? It should be from a series of investigative numbers that has been tracked and analyzed over time that determines your important business decisions or changes to them.

So, you are confident that you, as an organization, have a comprehensive tracking and reporting system across all departments. That is great! Have you stopped to ask yourself “What do my suppliers offer me regarding tracking and reporting?”

In keeping this brief, let's concentrate on your non-core service center or back office areas. If you have employed a supplier to handle these services, the following are just a few tracking and reporting data and benefits your supplier should be delivering.

- Flexible and adaptable to your style of reporting to meet YOUR needs
- Ability to create custom reports, tracking and reporting the data that is most important and beneficial to your operations
 - Custom reports are important to your management team to monitor production levels and trends, relevant expenses, staff utilization, quality performance, and identify areas where additional training or education is necessary. These indicators provide both you and also your supplier's management staff with a simple, easy to use tool for monitoring all aspects of service delivery and performance
- Track and present detailed information regarding productivity, volumes, savings, expenses, and other key performance indicators that assist you in making key business decisions
 - Allows you the ability to see where improvements have been made throughout each reporting period
 - Trend analysis provides tools which can assist in budgeting for the following year as well as provide specific areas of focus in order to achieve higher savings
 - Tracking that captures daily, weekly monthly, quarterly and yearly reporting
- The following are a just a few back office managed service reports that can and should be offered:
 - Incoming/outgoing mail volumes (including presort, first class, accountable, packages, postage expense, other)
 - Courier/logistics: deliveries, stat runs, trips made, other
 - Copy/Print: black/white and color volumes, wide format print jobs, clicks by month, finishing services, scans, batches, other
 - Savings: Mail, print/copy, shipping/receiving, dock, switchboard, medical records, fulfillment, other

OMG's motto is “**if it moves, it gets measured**”. If you would like to know more about this topic or what OMG offers regarding tracking and reporting, please contact us at 513-429-9526 or e-mail us at info@omgservices.com.