

Performance Monitoring

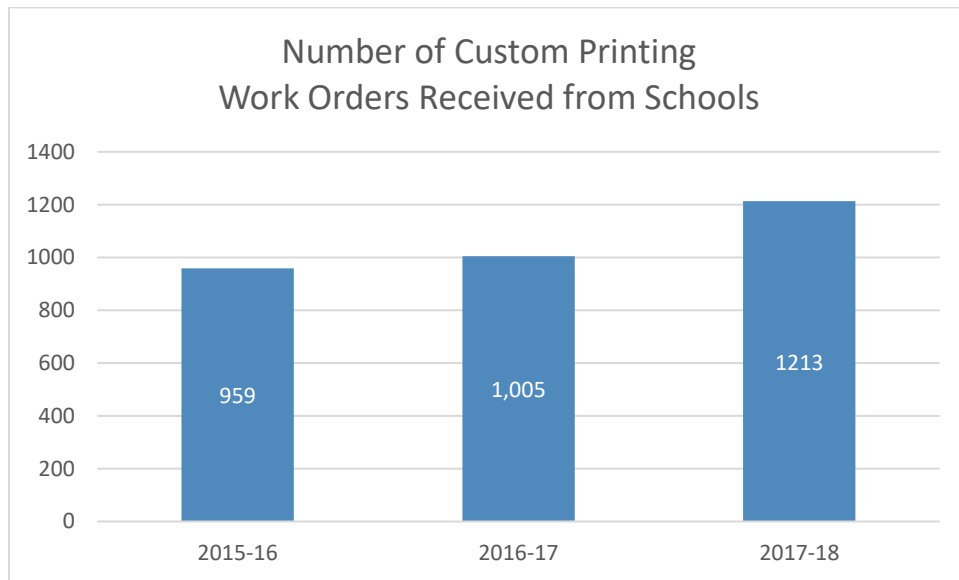
Family: Customer Focus

Custom Printing for Schools

Mission: To fulfill individual requests from schools for customized printed materials in support of their specific programs

Objective: Increase number of job orders by schools for custom-printing services, as opposed to commercial vendors

Goal: Annual increase



Action Plan

Tool to Measure Performance	Benchmark	Formula	Process	Person responsible	Time period
Identify the scope of work requested by each school	FY 2012	<i>Number of work orders completed (invoiced)</i>	Set appointment with school office staff. Present information and examples of custom products	P. Patellis	Weekly
			Present at various PLC meetings	K. Williams J. Marshall C. Lee	Quarterly
			Report results to DMM director	J. Marshall	Annually
			Update EGPS website	R. Russell D. Marks	Annually