Inplant Best Practices

acup+
ASSOCIATION OF
COLLEGE AND UNIVERSITY PRINTERS

2024, Rochester NY

Presenters
Lisa Scott
Donna Horbelt
Laura Lockett

Agenda

1. Defining Success
2. Understanding Costs and How They Relate to Pricing
3. Automation Through MIS and Online Order Systems
4. Information Resources
5. Marketing Your In-Plant
6. Professional Development

Defining Success

Success is defined by you, your boss and your university. What may be labeled successful by one in-plant, may not resonate with every in-plant. However we feel there are some best practices that have helped to define what makes a successful in-plant.

Understanding Costs and How They Relate to Pricing

+ Are you cost recovery, partially funded or profit center
+ Be careful when comparing pricing from other in-plants
+ Budgeted Hourly Rates
+ Competitive bids from commercial shops

Knowing costs and how they relate to pricing – this is important if you are a cost-recovery department. If you don't know what your true costs are, it's difficult to establish pricing that will work. Costs hide in lots of different places, including supplies, labor, overhead, utilities, maintenance, and errors.

Are you cost recovery or profit center – This is where it's important to know what your financial goals are as established by your boss and the organization.

Be careful when reviewing pricing from other in-plants – This can be dangerous without knowing if the

in-plant you're comparing to is a cost recovery operation, what their labor and overhead costs are, the size of their operation, their maintenance cost, etc.

Budgeted Hourly Rates

EQUIPMENT COSTS

+ Cost of equipment
+ Finance period in month
+ Interest Rate
+ Monthly Principle Cost (approx)
+ Annual Repairs & Maint. Costs
+ Square Feet
+ Cost Per Sq. foot lease rate
+ Total Annual Equip. cost

LABOR COSTS

+ Hourly Rate of Operator
+ Allocation of Indirect Labor
+ Percent Labor for taxes/fringes
+ Maximum Hours Available
+ Hours Vacation
+ Hours Holidays
+ Hours Misc. absences
+ Annual Est'd Labor Cost
+ Available Production Hours

OVERHEAD ALLOCATIONS

+ Total Fixed Overhead Costs less depreciation, interest, repairs
+ Maintenance, equip. leases
+ Total Admin. Salaries
+ Total Sales Salaries
+ Percent of above overhead supported by this equipment?
+ Total Overhead Assigned to this equipment:
+ How many hours a day is this equipment running?

Automation Through MIS and Online Order Systems

Differences between MSI and Online Order Systems

- + MIS systems handle all customers, estimating, job ticket production, inventory, scheduling, billing, job tracking, job history
- + Online Order Systems handle order intake, possibly variable templates for stationery/business cards, some tracking available, estimates and possibly bills projects. May or may not interface with an MIS system.

IT Department assistance

Security Requirements

Information Resources

Differences between MSI and Online Order Systems
+ How are you budgeting for equipment?
+ What role is automation playing in your equipment planning?
+ "If you build it, they will com," doesn't necessarily mean only looking at what's going off campus.

Keeping Up with Technology

+ Vendor reps and open houses

+ Software/Equipment User Groups – In-person events or social media groups

+ USPS – Local PCC (Postal Customer Council)

+ Conferences

+ Trade Shows

+ List Serves

+ Magazines

List Serves

+ **Hardcopy -** HARDCOPY-L@LISTS.OU.EDU – Open to Educational institutions only – no vendors. A current member must email to add new individuals to the list

+ **Cunimail** – feature of NACUMS – National Association of College and University Mail Services – Sign up on NACUMS website: https://nacums.memberclicks.net/index.php?option=com_mcform&view=ngforms_&id=2031208#!/ - Note: you do not need to be a member to be added to this list

+ **IPMA –** Membership reguired – Open Forum

+ **ACUP -** More details to come at our Membership meeting!

Conferences and Trade Shows

+ **Inkjet Summit** – Invitation Only – April 22-24, 2024

+ **IPMA** – Inplant Print and Mail Association – June 2-6, 2024, Des Moines Iowa

+ **NPF** – National Postal Forum – June 2-5, 2024, Indianapolis, ID

+ **NACUMS** – July 14-17, 2024 – Austin, TX

+ **Printing United** – September 10-12, 2024 – Las Vegas NV

+ **SUPDMC** – Southwest University Print, Digital and Mail Conference – October 13-16, 2024 Savannah, GA

+ **ACUP –** March 30- April 3, 2025 – Location to be announced at the Gala

Magazines – Printed and online

+ In-Plant Impressions - https://www.inplantimpressions.com
+ Printing Impressions - https://www.piworld.com
+ Digital Output - https://digitaloutput.net
+ Printing United Journal - https://www.printing.org/library/publications/journal
+ Parcel - https://parcelindustry.com
+ Mailing Systems Technology - https://mailingsystemstechnology.com/flex-1-Home.html
+ What They Think - https://whattheythink.com

Marketing Your Inplant

+ Departmental Tours
+ Group presentations
+ e-newsletter
+ Social media
+ Giveaway items
+ Customer testimonials
+ New employee orientation
+ Annual Calendars
+ Apparel/delivery driver shirts

Professional Development

+ Conferences
+ Networking with peers
+ LinkedIn Learning
+ Equipment Training
+ Specialty Installation Training
+ Professional Certifications
+ iLearning through Printed United Alliance
+ Your campus leadership/supervisor training

+ **Needs to be on-going and both self driven and management led/supported**

+ Professional Certifications – USPS – Mail Design Professional, Mail Center Manager, Direct mail Marketing
IPMA - Certified Graphic Communications Manager (CGCM) and Certified Mail Manager (CMM)

+ Printing United iLearning – Color Management Professional Certifications, Customer Service Proessional Certification

+ PDAA Certifications – Architectural, vehicle and rigid signage

+ Print Planning & Estimating Certifications

Culture/Morale

"Employees who experience fun at work are 190% to 220% more likely to have high well-being levels. Other well-being drivers across all generations are pride in one's accomplishments, receiving a fair share of the profits, and the ability to take time off."

– Forbes Magazine July 2023

"Find a job you enjoy doing, and you will never have to work a day in your life."

- Mark Twain

What is your unit's culture? Are you defining and leading it? Is it supported by senior Administrators? How do your staff actually feel about their environment and why does it matter?

"We don't quit playing because we grow older; we grow older because we quit playing."- Oliver Wendell Holmes

Reasons to actively bring fun into the workplace:
- Post COVID workplace isolation and low morale.

- Fun improves collaboration between teammates
- Fun makes the company more productive

Onborading:
Teaming up new hires with veteran employees can expedite onboarding and productivity. Workplace buddies not only give new hires tips like where stuff is and what [the unwritten rules](#) are, but they help them make connections with other people in the company. And some of these initial connections will almost certainly lead to long-term relationships.

One critical thing to remember is that not all employees like to have fun at work, especially when it is a packaged official fun in which all employees are 'supposed' to participate. Get to know your employees on an individual basis to determine their comfort level.

Recognition Structure Example

+ **Individual Level –** *Driven by manager, sincere, consistent and fair, occurs frequently*
  Examples: Thank you cards, high fives, emails, one-on-one, "Kudos" bulletin board, birthday celebrations, $5 Starbucks or campus coffee shop gift card

+ **Office or Team Level –** *More organized/structured*
  Examples: Birthday celebrations (individual or a group one for all birthdays that month), office potluck, holiday celebrations, office décor competitions, Staff appreciation week, Donuts/treats for the office

+ **Department Level** – less frequent/quarterly, general recognition
  Examples: Birthday Celebrations (individual or a group one for all birthdays that month), Kudos Wall, Challenge Coins, Employee of the Quarter

+ **Division Level** – More formal, semi annual/annual
  Examples: Department Blog/email/website announcements, Annual recognition awards luncheon (Peer and Management nominated), Division picnic

Tips: Set a budget, set calendar reminders, set a schedule to coordinate with holidays/events/projects, track those that have received to ensure that everyone can be recognized.

Staff Peer to Peer Awards

Only ABA Non Management staff are eligible to nominate and be nominated.

Categories: Customer Engagement, Team Player, Positive Attitude, Subject Matter Expert, Creativity

Selection: A team of prior year ABA Staff Peer to Peer Award recipients and/or family
representatives review nominations independently through a survey online and make a
selection based on a rubric. The collection of votes per nomination is then tallied and shared
with the same team. A thorough review by the team, collectively then takes place. They come
to a consensus on their recommendations for awardee finalists. The recommendations are then
forwarded to the vice president for Administration/CFO, who approves the finalists for award.
One staff member will be selected for each award category. Prior year award recipients are not
eligible.

Management Awards
Nominations can only be made by members of ABA Mangement Council
Categories:
- Leadership Peer to Peer (managers recognizing managers)
- Valued Staff
- Team Awards
- Resiliency Award

Selection: The Vice President/CFO will select one final award recipient for each category from among all

nominations submitted. Prior year award recipients are not eligible.

Presenters

Lisa Scott

Lisa Scott
Director, Yale Printing & Publishing Services

l.scott@yale.edu

Donna Horbelt

Director,

UC Davis
Repro Graphics

dhorbelt@ucdavis.edu

Laura Lockett

Director,
University Print & Mail
Sacramento State

lockett@csus.edu

Questions