

**COLORADO SPRINGS SCHOOL DISTRICT 11  
PRODUCTION PRINTING DEPARTMENT**

**MISSION**

We dare to empower the whole student to profoundly impact our world.

**VISION**

We are a dynamic, collaborative community of energized educators, engaged students and supportive partners with a passion for continuous learning.

**GUIDING PRINCIPLES**

We, as the Production Printing Department:

- Will recognize that we are here to serve others and to faithfully steward public resources
- Are committed to quality and continuous improvement
- Are responsible and accountable for what we do

## **PRODUCTION PRINTING**

### **GOALS & MEASURES**

1. We will meet or exceed customer expectations for on-time, cost-effective, error-free, high-quality products and services as measured by:
  - 1.1 Pick-up date report
  - 1.2 Customer needs and satisfaction feedback
  - 1.3 Percentage of customer repeat business
  
2. We will set the standard for cost-effective in-plant production as measured by:
  - 2.1 Monthly and annual gross sales by location
  - 2.2 Monthly and annual total number of impressions
  - 2.3 Monthly and annual amount of waste and reruns
  
3. We will increase awareness of the value of using Production Printing's services as measured by:
  - 3.1 Results of marketing plans
  - 3.2 Increased monthly and annual total number of impressions
  - 3.3 Increased monthly and annual sales
  - 3.4 Customer feedback