



2007 Supplier Report Card Ballot Package

In order to promote better cooperation between platemakers and their suppliers and to assist Associate Members in understanding the needs of their platemaker partners, FPPA is asking all platemaker members to rank the suppliers with whom you do business based on the criteria listed here. The results also allow your suppliers to use this information to assess their performance in each of the awards categories and to encourage dialog on how to improve the supplier-platemaker relationship.



Instructions

Before filling out the rating forms attached, please be sure to read these instructions so evaluations will be fair and consistent.

- 1) Rate only those suppliers with whom you are **currently** doing business.
- 2) Prior to voting, discuss each nominee **and** each category with others in your organization, such as your:
 - Plateroom Supervisor
 - Purchasing Manager
 - Sales Manager
 - Platemaker
- 3) The rating system consists of five (5) points. Use these numbers only — no fractions or decimal points:
 - Excellent 5
 - Good 4
 - Average 3
 - Fair 2
 - Poor 1
- 4) Use the following descriptions of each voting category when evaluating each supplier:

Category #1: Sales Support

This award recognizes the manufacturer whose sales staff consistently offers superior support to your organization in areas such as:

- Frequency of sales calls
- Training
- Accessibility
- Prompt follow-up on problems
- Timely information regarding new products and changes
- Information on industry trends

Category #2: Technical Support

This award recognizes the manufacturer who provides a high level of technical support through:

- Pressroom knowledge
- Pre-press support
- Platemaking training
- Response time to solving problems
- Technical training
- Supporting documentation
- Safety awareness
- Equipment Maintenance/Support

Category #3: Order Fulfillment & Customer Service

This award recognizes the manufacturer who demonstrates exceptional customer service in the following areas:

- On-time delivery of product
- Accuracy of order delivered
- Packaging Quality
- Helpful Customer Support staff
- Returns handling
- Accuracy of invoice
- Freight policy
- Inventory Management Program
- Accompanying Documentation
- Order acknowledgment/delivery documentation

Category #4: Product Enhancement Opportunities

This award recognizes the manufacturer whose policies and practices best support new product opportunities in the following areas:

- Rate of new product introduction
- Supplier commitment to Research & Development
- Marketing support for new products
- Demo product availability
- New equipment introductions
- Diversity of product offerings

Mail or fax your completed ballot to FPPA by Friday, January 5, 2007.

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Send completed ballot by Friday, January 5, 2007