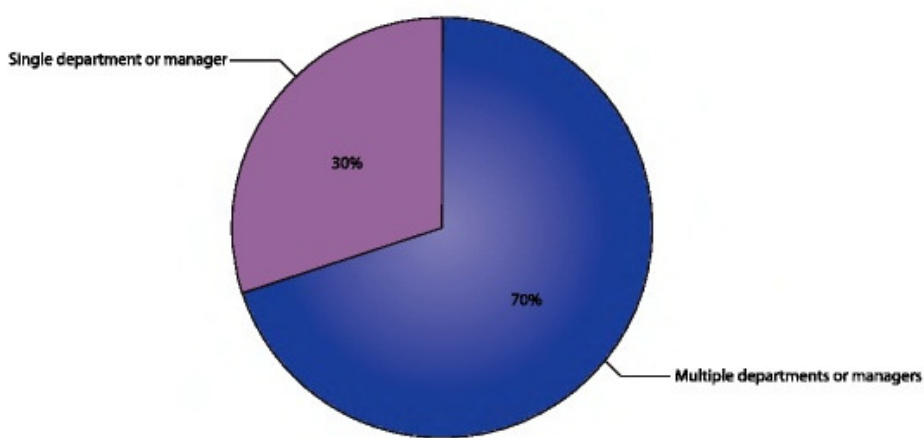


# Category Management Dashboard

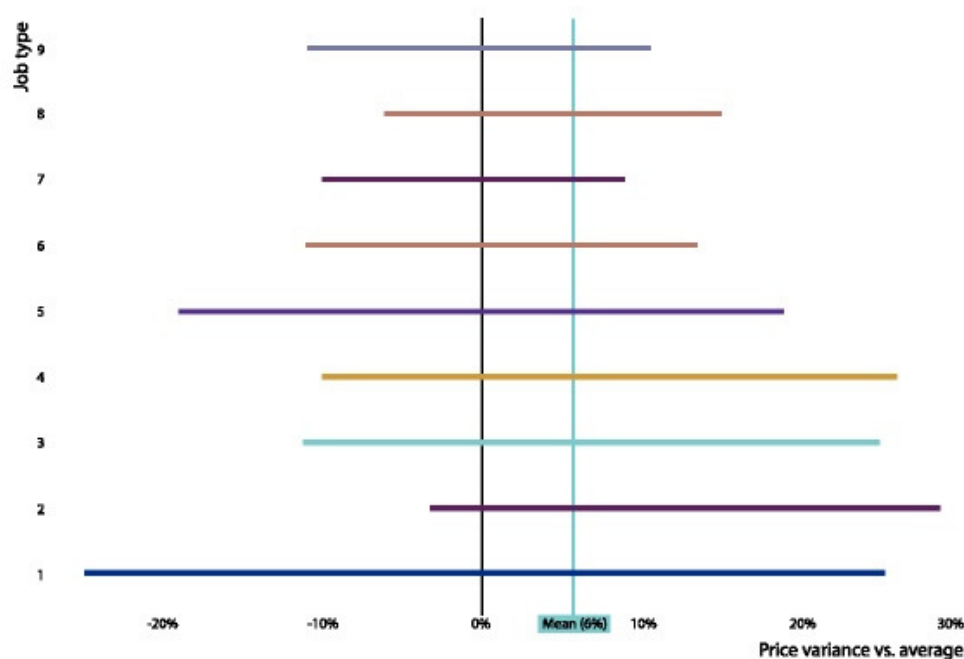
## Keeping track of print

The print category in the dashboard below includes the provision of centralised or decentralised, in-house or outsourced print services to an organisation. Procurement professionals will be aware that the broadening of the service to include design, logistics and document output device management, etc. needs be considered when analysing the category. As print is one of the more complex common spend procurement categories to manage, the requirement for a central point of contact who is experienced/qualified in the print process is essential for suppliers and internal stakeholders.

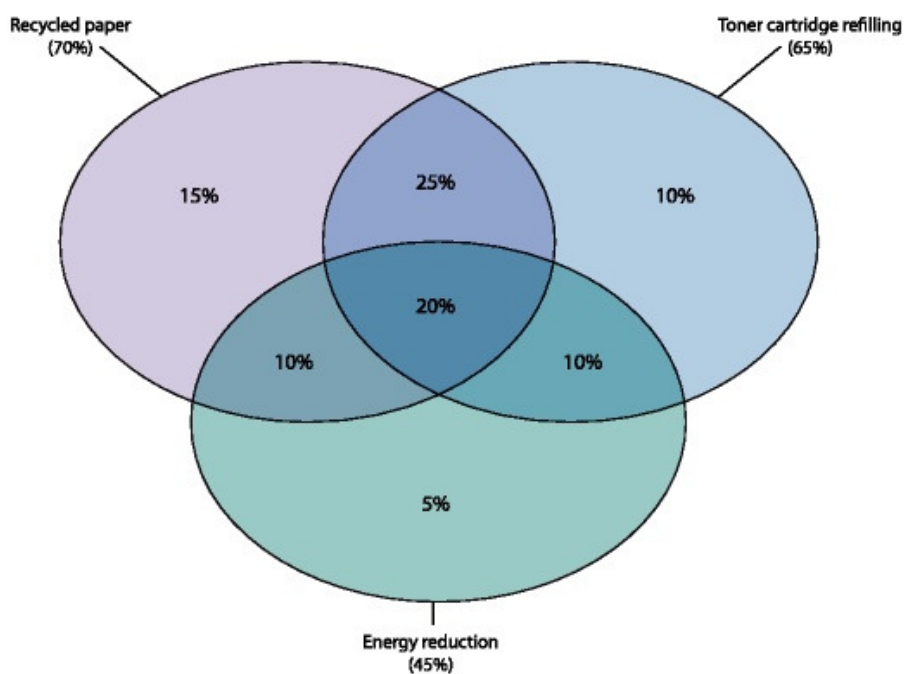
Useful data for this category include price performance, sustainability and a performance measurement perspective (stakeholder satisfaction).



**Graph 1:** Supplier management responsibility for print service

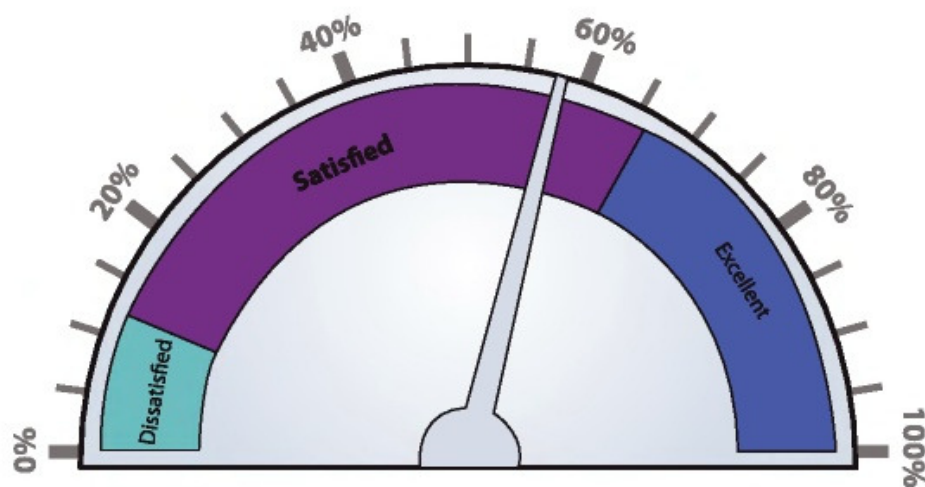


**Graph 2:** Print service price variance by job specification and normalised quantity



**Graph 3:** Environmentally responsible print initiatives as reported

### Customer satisfaction with with print service



**Graph 4:** Customer satisfaction with print service

> Sample dashboards provided by PI ([www.pibenchmark.com](http://www.pibenchmark.com)).