

84th Annual International Management Conference – PIMA

New York City, New York

June 29 – July 2, 2003

-- End Users' Panel --

Lisa Taner – New York Times

Review of the Marketplace by the End User



Lisa Taner

Manager Paper & Production Services

- **NEW YORK TIMES COMPANY**

- ✓ **Worldwide User of Paper Products**
- ✓ **Worldwide distributor of information**



NYT is committed to building long-term partnerships with its suppliers

- Suppliers must provide outstanding customer service, *not just paper*
- Using technology to increase efficiency in the *newsprint procurement process*
- Monthly conference calls *with suppliers*



NYT is committed to building long-term partnerships with its suppliers

- **Identify pressroom best practices to ensure performance**
 - ✓ **Development of specs**
 - ✓ **Data on quality exchanged**
 - ✓ **Performance Scorecards**
 - ✓ **Press Audits**



How could the industry do a better job?

- Provide consistent quality, service and delivery
- Strengthen internal communications to ensure customers receive comprehensive service
- Identify issues, explore in-depth solutions and implement change
- Continue to standardize specs within the industry



How could the industry do a better job?

- **Expand opportunities to interact and understand each others operations**
- **Increase exchange of industry information**
- **Embrace technology to improve customer interaction and services**



Thank You

