



Efficient Operations

We have in place highly effective systems and procedures that maximize the efficiency and cost-effectiveness of our day-to-day operations.

For example, we developed a proprietary software system that lets us track and manage each project from beginning to end to maximize the deployment of personnel and equipment. Our innovative software is especially vital for helping us handle large-scale and multiple projects that come in at the last minute.

The software provides an estimate of the number of staff and work hours required to get the jobs done on time, as well as the available personnel on hand. With this information, we can adjust work schedules and bring on additional staff members, if necessary.

In addition, Superior and Glacier share the same facilities and equipment, which lowers the overhead and operating costs for both companies. For example, Glacier can take advantage of Superior's high speed/high volume copying equipment for projects that require massive document duplication.

By sharing facilities, the staff from both companies can share their expertise, offer advice and help each other out whenever needed to ensure projects are done correctly and on schedule.

Our highly-efficient day-to-day operations ensure our customers get the service they want and the quality they demand, at a price they can afford.



A Commitment to Quality

You can see first-hand the quality of our work when your completed project arrives at your office—on time, professionally packaged and highly accurate down to the last detail.

What you can't see are the quality procedures that take place behind the scenes at our production facilities. Our production floors, quality control department and the entire customer service department are fully computerized and networked so we can closely monitor and track each phase of the process to ensure that no detail is overlooked.

Getting the details right from the beginning is key to avoid wasting time and money on projects done incorrectly. Your Account Executive does more than simply fill out a job form. They actually record the specific details of each assignment to ensure that the Project Manager and staff understand the particulars and complete the assignment to your exact specifications.

Before any project leaves our facilities, it undergoes one final quality check to ensure utmost accuracy:

1. INSTRUCTIONS FOLLOWED
(verify compliance with taped instructions from Account Manager)
2. COPY QUALITY
(documents are smudge-free and in order)
3. LABELING
(includes start number and/or other unique access numbers)
4. TAB INSERTING
(sections are separated according to project parameters)
5. PAPERWORK AND PACKAGING
(number of boxes to be delivered, proper recipient and billing number)

Similar procedures are followed for our electronic document management processes, as well.