

W O R K S H E E T

The 2012 Quick Printing Industry Wage & Benefits Survey

In order for you to receive your **FREE** copy of the **2012-2013 Quick Printing Wage & Benefits Study**, you must complete this survey and submit it electronically no later than Feb. 10, 2012. To submit your answers, go to: <http://www.surveyadvantage.com/2012NAPLWages> or return to the site from which you downloaded this invitation and worksheet. We can only accept copies submitted electronically. **Remember, the deadline for this survey Feb. 10, 2012. Very important - Please retain this worksheet for your records.**

REPORT JAN. 2012 INFORMATION - Please leave sections blank if you do not employ particular position or benefit. *Remember this is only your worksheet.* You must complete at least 60% of this survey to qualify for your FREE copy.

SECTION I - Basic Company Data:

1-5. Basic Company Data - Please provide the following information for sorting and other statistical purposes. Confidentiality of all information is absolutely guaranteed by Q.P. Consulting, Inc.

2011 Gross Sales (all locations)? (#1)	# of Locations (#2)	Firm Age? (#3)	# of Employees* (#4)	State (#5)
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

**Enter # of FT equivalent employees, including owner; EXAMPLE: (2) 20-hr employees = 1 FT*

6. Population size of your immediate market area:

- Rural (Less than 25,000)
 Small (25-100 M)
 Medium (100-300 M)
 Large (300-1 million)
 Major (1 Million +)

7. Which of the following best describes your operation: *(Check all that apply)*

- Franchise
 Independent
 In-plant
 NAPL/NAQP Member
 PIA Member
 Other _____

8. Franchise Affiliation?

- Allegra
 AlphaGraphics
 CPRINT
 Franklins
 Inkwell
 Kwik Kopy
 Minuteman
 PIP
 Sir Speedy
 Other _____

9. Estimated 2011 Owner's Compensation percent?*: %

**Owner's Compensation is defined as that money which is left over after covering all the expenses of the business, but before paying the owner a salary or providing him/her any fringes or perks. Do not include spouses or partner compensation.*

SECTION II - Key Employee Information

1. GENERAL MANAGER - Other than the owner(s), this is the most senior member of your management team. This person has the experience & skills to completely manage the operation in your absence; He/she deals with both employees and customers and shares or has responsibilities for hiring and firing, pricing, working with customers, job scheduling, production, quality control and other misc. tasks.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

- Salaried Position?** Yes No
 Eligible for Bonuses? Yes No
Basis for Bonus: Annual Gross Sales?
 Corp. Net Profit?
 Gross Profit?
 \$\$ Sold?
 Other/Combination?

2. PRODUCTION MANAGER - This position, often referred to as assistant general manager, typically involves supervising and managing "back-shop" production. Employee is generally responsible for scheduling, ordering stock, quality control, maintenance and supervising all phases of production. On occasion, he/she may operate some equipment.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

- Salaried Position?** Yes No
 Eligible for Bonuses? Yes No
Basis for Bonus: Annual Gross Sales?
 Corp. Net Profit?
 Gross Profit?
 \$\$ Sold?
 Other/Combination?

**Please enter hourly wage. If this is a salaried position, divide gross annual salary (excluding bonuses), by 2080. (Example: Annual Salary of \$28,000; \$28,000/2080 = \$13.46 per hour.)*

*** Total years experience (including working at other firms as well) performing these functions.*

**** This is the average number of overtime hours worked per week.*

3. IN-HOUSE BOOKKEEPER/ACCOUNTANT - This employee is employed FT or PT and performs all of the common tasks associated with general bookkeeping such as handling AR, AP, invoicing, payroll, collections and preparation of financial statements. They may also, on occasion, be asked to prepare special reports, answer phones and assist customers as a backup to CSRs and owners.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

4. CUSTOMER SERVICE SUPERVISOR - This is your lead/senior CSR and is primarily in charge of all front-office tasks and responsibilities; He/she may or may not be responsible for production and quality control, however they deal extensively with customers, provide estimates, may assist in accounting tasks, and typically supervises other employees.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

5. CUSTOMER SERVICE REP. (CSR) - One of the most common positions found in our industry, this individual deals extensively with customers, prepares quotes and work orders, answers phones, assists in operating various copiers and coordinates with various production departments. This individual may be called upon to fill-in for others and perform other misc. tasks as well.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

6. "JACK (JUDY) OF ALL TRADES" - This is a multi-talented individual (certainly not a min. wage employee) often found in both small and large companies. They most likely do not supervise others, but they can perform a variety of functions such as a fill-in CSR, preparing estimates, answering phones, running copiers, bindery equipment, mailing equipment and may even be experienced in the sign making business.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

7. SR. GRAPHICS, DIGITAL & PRE-PRESS - This person is the company's senior graphic designer and is very experienced in typesetting, illustration, design and layout. This individual often supervises others but may also work alone. The individual is also highly skilled in pre-press including processing files to rips, plate-makers, as well as to digital printers and copiers. They may indeed operate the actual digital copiers & printers used in the company.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

8. JR. GRAPHICS, DIGITAL & PRE-PRESS - This individual does not supervise others, but is reasonably talented and is responsible for producing, with little or no supervision, a variety of jobs ranging from simple forms and letterheads to brochures and newsletters. The employee has average or above average digital pre-press skills and is capable of handling and sending files to various digital copiers and plate-makers. He/she may also operate these devices as well.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

9. SR. DIGITAL PRESS OPERATOR - This employee is found in larger companies using dedicated operators to run digital presses/printers, especially devices such as Indigos, DI's and iGen's. This person is highly skilled in all facets of digital press operations, including extensive knowledge and familiarity with rips and software. This individual is also capable of performing basic service and repairs. This position would most likely exist in a company where digital press production is separate and apart from the graphics department.

Hourly Wage*

Yrs. Exp.**

Avr. Hrs. OT/Wk***

Annual Bonus if any

Salaried Position? Yes No

Eligible for Bonuses? Yes No

Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

10. JR. DIGITAL PRESS OPERATOR - This individual is responsible for operating one or more digital presses/copiers on a regular but not necessarily FT basis; This individual lacks the experience of a senior digital press operator, but he/she is more than capable with running multiple digital devices.

Hourly Wage*

Yrs. Exp.**

Avr. Hrs. OT/Wk***

Annual Bonus if any

Salaried Position? Yes No

Eligible for Bonuses? Yes No

Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

11. SR. OFFSET PRESS OPERATOR - This individual is your primary or key press operator. Typically, this person is very experience and is capable of running a wide variety of offset presses and jobs. This employee requires little or no supervision and can quickly produce high quality jobs, including 4C process. They are generally familiar with equipment in other departments and may or may not assist in these departments when asked.

Hourly Wage*

Yrs. Exp.**

Avr. Hrs. OT/Wk***

Annual Bonus if any

Salaried Position? Yes No

Eligible for Bonuses? Yes No

Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

12. JR. OFFSET PRESS OPERATOR - This employee possesses average or slightly above average press skills, but lacks the speed, dependability or quality expertise found in the position noted above. The individual is responsible for producing primarily 1-color and 2-color jobs, but does require some supervision and guidance. On occasion, this employee is capable of assisting and working in other departments.

Hourly Wage*

Yrs. Exp.**

Avr. Hrs. OT/Wk***

Annual Bonus if any

Salaried Position? Yes No

Eligible for Bonuses? Yes No

Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

13. SR. BINDERY OPERATOR/MANAGER - This individual is your key or primary bindery employee and is experienced in running a variety of bindery equipment. He/she may supervise others as well in larger companies. This employee is your "go-to" person when it comes to bindery operations. In smaller companies, this person may also assist with other services such as delivery or sign-company functions.

Hourly Wage*

Yrs. Exp.**

Avr. Hrs. OT/Wk***

Annual Bonus if any

Salaried Position? Yes No

Eligible for Bonuses? Yes No

Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

14. JR. BINDERY OPERATOR - This individual performs a variety of bindery tasks and has average to above average skills operating a variety of bindery equipment, but does require some supervision. Individual may also be called upon to work in other departments as well as making deliveries.

Hourly Wage*

Yrs. Exp.**

Avr. Hrs. OT/Wk***

Annual Bonus if any

Salaried Position? Yes No

Eligible for Bonuses? Yes No

Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

15. SR. MAILING & DATABASE SPECIALIST - This employee is familiar with all facets of database management as it applies to mailing services. The individual imports mail list(s), checks them for accuracy, repairs lists when necessary, adds postal coding (CASS, DPV), submits lists for "move update" processing, and performs all other special operations as needed. In many situations (one person operations) this individual is also very experienced in "back room" operations and may indeed process entire mailings from start to finish.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

16. JR. MAILING DEPT. SPECIALIST - This individual is typically the #2 person in larger mailing operations. He or she is the key mailing equipment operator. While lacking the level of software knowledge noted in the prior position, this person can set-up and operate all equipment required to process mailings. They can prepare and presort files, affix wafer seals, address mailing pieces, and prepare mailings (sort, bundle, tray, sleeve & strap) for delivery to the appropriate bulk mail entry unit.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

17. SR. SIGNS & LARGE FORMAT SPECIALIST - This person is found in larger companies typically employing two or more individuals preparing signs, posters, banners and even vehicle wraps. This employee is very familiar with both software and hardware used in the industry, and requires little or no supervision. In larger companies, this individual would supervise other employees in the "sign" department.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

18. ASST. SIGNS & LARGE FORMAT SPECIALIST - This employee is found in medium to larger size companies where sign production represents a significant portion of total of sales. This employee is familiar with most equipment and hardware used in the sign industry.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

19. DELIVERY PERSON - This employee's primary function is as a dedicated delivery person providing pick-up and delivery services for the company. They also assist with packaging and shipping operations. On occasion, they may also assist in the bindery, mailing and sign departments if they exist.

Hourly Wage*	Yrs. Exp.**	Avr. Hrs. OT/Wk***	Annual Bonus if any
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Salaried Position? Yes No **Eligible for Bonuses?** Yes No
Basis for Bonus: Annual Gross Sales? Corp. Net Profit? Gross Profit? \$\$ Sold? Other/Combination?

*Please enter hourly wage. If this is a salaried position, divide gross annual salary (excluding bonuses), by 2080. (Example: Annual Salary of \$28,000; \$28,000/2080 = \$13.46 per hour.)

** Total years experience (including working at other firms as well) performing these functions.

*** This is the average number of overtime hours worked per week.

Outside Sales Representatives

SECTION III: 2011 Compensation Practices for Outside Sales Representatives

This section is for firms employing at least one full-time outside sales representative (excluding owners and partners). If you employ more than one individual in this position, please provide details for your most productive "sales representative." Please give special attention to questions #5 and #6.

Basic Compensation Information:

- Which one of the following best describes your current compensation package for your primary or *most productive outside sales representative*: (Check only one)
 - Salary/Wage only
 - Straight Commission
 - Salary/Wage Plus Commission
 - Salary/Wage Plus Bonus
- Excluding owners or partners, how many FT outside sales reps do you currently employ? .
- How many years of overall sales experience does your primary sales representative have? .
- How many years has this individual been with your firm? .
- Prior to starting in this position, did your primary sales representative have: (Select only one)
 - Printing industry sales experience
 - Printing industry experience, but not sales experience.
 - Sales experience, but not printing experience
 - None of the above
- Please enter whole dollars for any of the following compensation methods/amounts for 2011 that may apply:

2011 Annual Base Salary	2011 Hourly Wage	2011 Commission	2011 Annual Bonus
\$ <input type="text"/>	\$ <input type="text"/> . <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Total of 2011 Sales Credited to key sales rep:	\$ <input type="text"/>	Total 2010 Sales Credited to key sales rep:	\$ <input type="text"/>
- Does your current compensation plan vary the commission based upon the type of sale? (i.e. in-house vs. brokered; new orders vs. re-orders). Yes No
- Do you pay a commission on "house accounts" (This assumes you give your sales rep a book of business to service)? Yes No
- If YES to question #8, what is the percent commission paid? %
- Do you pay expenses (car allowance, meals, cell phones)? Yes No
- If "Yes" to question #10, estimate the total amount of expenses reimbursed in 2011? \$
- Provide the percent of annual sales credited to your sales rep. coming from the following:

Sales from existing accounts <input type="text"/> %	Sales from entirely new accounts attracted in 2011 <input type="text"/> %
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- In general, if you pay a commission, what is used as the basis for calculating that commission - Gross Sales or Gross Profit?
 - Gross Sales Amount
 - Gross Profit * *Gross Profit (Gross Margin) equals net sales less cost of goods sold.
- If you pay a commission, please enter the average percent commission paid for each of the following types of sales:

Commission for In-house Sales? <input type="text"/> %	Commission for Brokered Sales? <input type="text"/> %
Commission for New Orders? <input type="text"/> %	Commission for Re-orders? <input type="text"/> %
- If commissions or bonuses are paid, do you pay them after reaching a specific monthly sales volume plateau?
 - Yes No
 - Monthly Sales Plateau or Floor? \$
- What percentage of your sales representative's total estimated 2011 compensation package came from the following? (Should total 100%)

Salary/Wage <input type="text"/> %	Commission <input type="text"/> %	Bonus <input type="text"/> %	(Please provide your best estimates.)
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Section IV: Employee Health Benefits

1. Do you offer insurance benefits to: *(If not offered, please skip to Section V.)*
 All Employees Selected Employees None Offered
2. If some form of health insurance coverage is provided, what form does it take?
 Major Medical Insurance Member of HMO* Preferred Provider Organization** Other
3. Please indicate who pays for the above health insurance coverage when it comes to Employees and/or their Dependents?
Who pays for employees coverage: Employer Pays Employee Pays Both Pay Not Offered
Who pays for dependents coverage: Employer Pays Employee Pays Both Pay Not Offered
4. If both Employer and Employee split payments for *employee coverage*, please indicate Percent paid by
 Percent of coverage paid by employer: % Percent of coverage paid by employee: %
5. If both Employer and Employee split payments for *dependent coverage*, please indicate Percent paid by
 Percent of coverage paid by employer: % Percent of coverage paid by employee: %
6. Do you offer Life Insurance Coverage for either Employees OR Dependents, and if so who pays?
 Employee Life Insurance Employer Pays Employee Pays Both Pay Not Offered
 Dependents Life Insurance Employer Pays Employee Pays Both Pay Not Offered
7. **TOTAL HEALTH INSURANCE BENEFITS:** Using 2011 financial data, please enter the total dollars spent (and percent of annual sales) on health insurance benefits on behalf of your employees and their families in 2011? (Exclude expenditures for owners & partners.
 Total Healthcare Expenditures \$ Percent 2011 Sales: %
8. **Dropping Healthcare Coverage?** Are you considering dropping healthcare coverage for your employees?
 Definitely considering Undecided No. We will keep healthcare coverage

**(HMO) Health Maintenance Organization ** (PPO) Preferred Provider Organization*

Section V: Other Employee Benefits and Eligibility Requirements:

9. Days vacation earned after being employed: 1 Year 2 Years 3 Years 4 Years 5 Years 10 Years
10. Annual Paid Holidays: Days 11. Paid Personal Leave: Days 12. Company-Paid Sick Leave: Days

13. Please indicate when employees become eligible for the following:

Please be sure to fill-in these circles carefully. Please do not use "X" or write NA for your entries. Simply leave blank if question is not applicable. Thank you.

	Upon Hire	After 1 Months	After 3 Months	After 6 Months	After 1 Year
Paid Holidays	①	②	③	④	⑤
Paid Sick Days	①	②	③	④	⑤
Deferred Benefits	①	②	③	④	⑤
Insurance Benefits	①	②	③	④	⑤

14. Please indicate who has the responsibility for paying for one or more of the benefits or programs listed:

Please be sure to fill-in these circles carefully. Please do not use "X" or write NA for your entries. Simply leave blank if question is not applicable. Thank you.

	Employer Pays	Employee Pays	Both Pay	Not Offered
Profit Sharing Plan	①	②	③	④
Defined Benefit Plan	①	②	③	④
Money Purchase Plan	①	②	③	④
401K Plan	①	②	③	④
SEP	①	②	③	④
Other Pension Plans	①	②	③	④