



# Printing Services – Service Level Agreement 2006

## PRINT AND COPY PRODUCTION

### **Background**

This Service Level Agreement is designed to allow Printing Services and the customer to determine and agree the level of service to be provided by the service provider and the acceptable responsibilities of the customer to enable both to work in partnership to achieve the Procurement Office mission statement:

‘To help the University achieve its overall objectives through best procurement practice achieving value for money and quality goods and services, right first time’

### **Aims and Objectives**

To provide support to the University community in its main objectives of teaching and research.

### **Advice**

We offer advice to anyone who is planning any print related work and will communicate effectively and in a professional manner with the customer. We will advise on the most cost effective method of production and explain our full range of services. We take care to find out customer’s full requirements and pass on clear information for estimates and orders.

### **Delivery Timescales**

Delivery turnarounds can vary depending on volume and specification of each job. Delivery will be agreed at outset if a deadline is stated by the customer. We will inform the customer at the earliest opportunity of any problems relating to delivery, price or quality and propose solutions at the lowest possible cost impact. See tables later in this document.

### **Pre-press**

Pre press staff will advise on the preferred format of electronic files submitted by customers. Proofs are sent by email (PDF files) where possible, alternatively paper proofs can be sent by internal or external mail. Customers are always welcome to visit the department in person to check proofs or discuss any aspect of their work.

Pre press staff will work closely with each customer to ensure the final artwork is correct before printing.

Proofs must be approved by the customer before work is passed for printing.

### **Printing**

We undertake all printing and related work within our capabilities using the most appropriate and cost effective method of production - litho or digital printing. We outsource any other work using contracted suppliers at cost.

The correct supplier is sourced based on time, quality and price factors.

### **Delivery**

Delivery is made as agreed schedule by University transport or courier. Customers can also pick up work personally.

### **Quality**

The Production and Services Manager is responsible for all quality issues and Production issues. Processes and procedures are documented and regularly reviewed and updated to ensure our high standards are maintained.

We have up-to-date equipment and a well trained team of staff to ensure the work flows through the department smoothly. If any queries arise, customers will be contacted promptly and any problem solved as quickly as possible with enough time to resolve within timescale.

## **KEY SERVICE LEVEL AGREEMENT DETAILS**

### **Service availability**

Opening Hours	Monday – Friday 9am – 5pm
	<i>(closed on University and Public Holidays)</i>
Technical Staff available to discuss work	Monday – Friday 9am – 1pm 2pm – 5pm

### **Estimates and Orders**

Turnaround of Estimate	24hrs
Estimates requiring External Production	within 3 days
Orders processed (booked onto system)	within 24 hrs

### **Quality Control**

<b>Quality area/Process</b>	<b>Method</b>
Quality Control Check at each production stage	Work passing between each stage is checked and signed off.
Full audit trail of communication and quality checking procedures	All proofs/emails and hardcopy communication together with “change orders” are retained against each job. Hard copy and electronic communications are deleted after 1 month from delivery. Specification of work and files are retained indefinitely.
Signed delivery notes	All deliveries should be signed for.
Documented Standards and Procedures	All procedures are maintained and provided to staff on the Intranet.
Check every job at closing stage	Work is checked in finishing section for overall quality.

### **Service Level benchmarking (AKA Key Performance Indicators KPI).**

#### **Who they are communicated to and regularity.**

<b>KPI</b>	<b>Regularity</b>	<b>To whom</b>	<b>Method</b>
Number of jobs completed	Quarterly	Director/Customer	Web ( <i>ed.ac.uk domain</i> )
Average turnaround time	Quarterly	Director/Customer	Web ( <i>ed.ac.uk domain</i> )
Number of late deliveries	Quarterly	Director/Customer	Web ( <i>ed.ac.uk domain</i> )

Percentage of work “right first time”.	Quarterly	Director/Customer	Web ( <i>ed.ac.uk domain</i> )
Number and cost of jobs	6 monthly	Director	Via Financial reporting
Top ten customers	6 monthly	Director	Via Financial reporting
Number of estimates v Number of estimates won	Annual	Director	Annual Report
Annual report	Annual	Director	Annual Report
Supplier Report	Annual	Director	Annual Report and Savings/Influence reporting
Benchmarking of internal service costs	Annual	Director	Annual Report
MIS and other reports	On request	As requested	As required
Benchmarking against other in-house service providers and external print suppliers	As required	Director	As required

### Customer Responsibilities

To supply and order with details of work to be carried out, charge code, authorised signatory, a delivery address and delivery date.
To ensure that funds are available to pay for services and materials ordered via Printing Services
To supply artwork in an agreed format
To proof read artwork and sign off final proof
To ensure that the Customer/School/Unit/Centre, where it requires to purchase direct from external sources, uses the contracted print and related suppliers and is registered as a print buyer with Printing Services.

### Feedback and Monitoring

Item	Regularity
Customer questionnaires	Distributed periodically with completed jobs
Customer Open Days	Annually
Printing Services mobile display ( <i>PS on tour</i> )	every 3 months
One to one visits	When requested
<b>Escalation procedure:</b>	
	First contact Main Reception/named staff member.
	Escalated if required to Production and Quality Manager
	Escalated if required to Print Procurement Manager
	Escalated if required to Director of Procurement

## **CONTRACT MANAGEMENT**

### **COPIERS**

The University of Edinburgh's Print and Copy policy will be the driver behind this areas SLA and its processes.

Printing Services manages all school copiers and consolidates billing processes.

**The policy, forms and outline procedures can be found at:**

[http://www.pps.ed.ac.uk/for/staff/contracts\\_suppliers/printingfiles/DeptCopiers.htm](http://www.pps.ed.ac.uk/for/staff/contracts_suppliers/printingfiles/DeptCopiers.htm)

### **PRINT, DESIGN AND RELATED PROCUREMENT**

The University have contracted suppliers for these related areas.

The Print Contract can only be utilised by registered print buyers and Printing Services. Printing Services will procure on behalf of non-registered Internal Schools at cost.

Design and other contracts can be utilised by direct by the relevant Authorised School staff.

Details of these suppliers can be found under commodity code "p" at:

[http://www.pps.ed.ac.uk/for/staff/contracts\\_suppliers/suppliers/commodity\\_supplier.cfm](http://www.pps.ed.ac.uk/for/staff/contracts_suppliers/suppliers/commodity_supplier.cfm)

### **PAPER**

Currently Printing Services order on behalf of the Schools, paper for office use. The resulting invoice is then received by Printing Services and internally charged to the relevant School/Unit.

## Production Targets and Internal External Production mix

LEGEND	Printing Services should be able to produce Internally based on Time/Quality and Price.	Comparison Quote and/or work may need placed outside depending on Time/Quality and Price.	Recommended to be produced externally			
PRODUCT	Quantity	PRE-PRESS	NON PRODUCTION (PROOFING)	PRINTING	FINISHING	TOTAL WORKING DAYS
		<i>Pre press times are based on disc supplied</i>				
Corp Stationery - existing artwork		1	N/A	2	1	4
Corp Stationery - new artwork or alts		1	2	2	1	6
Quantities below are maximum quantities. Smaller runs are assumed to be produced in-house. Decision as to whether the work at smaller quantities is produced digitally or by Litho will be made dependant on Time/Quality and Price						
A4 leaflet, A3 poster, A4 4 page newsletter (A3 folded)						
1 col	up to 10,000	1	3	2	1	7
2 col	up to 10,000	1	3	2	1	7
4 col	up to 10,000	1	3	3	1	8
1 col	10,000-20,000	1	3	3	1	8
2 col	10,000-20,000	1	3	3	1	8
4 col	10,000-20,000	TBC				
1 col	20,000+	TBC				
2 col	20,000+	TBC				
4 col	20,000+	TBC				

<b>Newsletter A3 folded 8pp/12pp</b>						
1 col	up to 10,000	1	3	1	1	<b>6</b>
2 col	up to 10,000	1	3	1	1	<b>6</b>
4 col	up to 10,000	1	3	2	1	<b>7</b>
1 col	10,000-20,000	1	3	2	1	<b>7</b>
2 col	10,000-20,000	1	3	3	1	<b>8</b>
4 col	10,000-20,000	TBC				
1 col	20,000+	TBC				
2 col	20,000+	TBC				
4 col	20,000+	TBC				
<b>Newsletter A3 folded 16pp/24pp 1 col</b>		1	3	3	1	<b>8</b>
2 col		1	3	4	1	<b>9</b>
4 col		TBC				
<b>Booklets A5 printed cover + up to 40 pages stitched</b>	up to 500	2	3	3	1	<b>9</b>
<b>Booklets A5 printed cover + up to 200 pages perfect bound</b>	up to 500	2	3	3	6	<b>14</b>
	500+	TBC				
<b>NCR sets A4 2 part</b>	up to 10,000	1	2	2	2	<b>7</b>
3 part	up to 10,000	1	2	2	2	<b>7</b>
4 part	up to 10,000	1	2	2	2	<b>7</b>
<b>Envelopes 1 colour</b>	up to 10,000	1	2	2	1	<b>6</b>
2 colour	up to ?					
	up to ?					
3-4 colour	up to ?					

## Copying and Digital Printing

The type of work in this area varies but production figures show that unless the work can be more easily described as above products, the average copying job is turned around in Hrs rather than days.

### SLA possible exceptions to note

The above times may change during key periods as **shown below** particularly copying work at the start of semester, **Mainly Semester 1 (Sept)**. We request that to avoid problems at the start of Semester 1 that you give us enough time to carry the work out and/or to source it on your behalf.

<b>Dates</b>	<b>Impact/Risk</b>	<b>Solution</b>	<b>Note</b>
Last week in August - 3rd week in September	High Volumes on copiers/finishing	Where worked cannot be order earlier this may need to be worked in shifts./overtime and bought in from external supplier on behalf of customer.	External work and Student walk in services will take 2nd priority in this area
First 2 weeks in July	Graduation printing resulting in less capacity in print room and pre-press areas	Tight schedule and production planning required	Should not in general effect above SLA timelines
December	Graduation printing resulting in less capacity in print room and pre-press areas	Tight schedule and production planning required	Should not in general effect above SLA timelines