


DOCUMENTED INFORMATION FOR PRINTING DEPARTMENT



<b>AUTHORIZATION:</b> All documented information (Quality Objectives, procedures, opportunities and risk register for Printing department are issued under the authority of:	
<b>MANAGEMENT REPRESENTATIVE</b>	
Signature:	
Date:	2 <sup>ND</sup> MAY 2018
<b>PROCESS OWNER/HOD/DIVISIONAL HEAD</b>	
Signature:	
Date:	5/6/2018

# DOCUMENTED INFORMATION FOR PRINTING DEPARTMENT

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**SECTION A: QUALITY OBJECTIVES**

<b>OBJECTIVE</b>	<b>ACTIVITIES</b>	<b>RESOURCES</b>	<b>RESPONSIBILITY</b>	<b>TIME FRAME</b>	<b>KEY PERFORMANCE INDICATORS</b>
<p>Provide efficient printing, photocopying, and binding and lamination services for the college by ensuring timely and efficient services.</p>	<ul style="list-style-type: none"> <li>• Receiving</li> <li>• Typesetting</li> <li>• Platemaking</li> <li>• Executing Job (Actual printing or photocopying)</li> <li><u>IF NEED BE</u></li> <li>i. Binding               <ul style="list-style-type: none"> <li>a. Serializing</li> <li>b. Perforation</li> <li>c. Gathering</li> <li>d. Stitching</li> <li>e. Trimming</li> </ul> </li> <li>ii. Lamination.</li> <li>• Issuing</li> </ul>	<p>Competent personnel manpower Supplies  Law Materials  Equipments / Machines</p>	<p>HOD Printing  All Printing staff team work  Procurement Depart.</p>	<p>Within 7 hours</p>	<p>A departmental printing services end month report</p>

## **SECTION B:PROCEDURES**

### **1. TITLE**

#### **I. PROCEDURE FOR PRINTING SERVICES AND PHOTOCOPY.**

### **2. PURPOSE**

The purpose of this procedure is to ensure efficient printing services to Kenya Utalii College.

### **3. SCOPE**

This procedure covers photocopying, Copy printing of Documents, typesetting, Film making, Plate processing, lamination, cutting and trimming, Binding, Serialization, Perforation, Gluing ,Gathering and Collating and offset printing.

### **4. REFERENCES**

Service Charter

Quality Manual: ISO 9001:2008

### **5. TERMS AND DEFINITIONS**

KUC - Kenya Utalii College

### **6. RESPONSIBILITIES**

The head of printing shall have the overall responsibility for ensuring that this procedure is implemented efficiently and effectively.

### **7. Output**

- i. printing services.
- ii. Photocopy.

### **8. Method**

#### **8.1 printing**

8.1.1 Appropriate work order shall be filled by the Client.

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8.1.3 The work order shall be signed by the customer before producing job.

8.1.4 The officer shall process the work within 7 days.

8.1.5 Work order shall be filed for accounting purposes.

8.1.6 A departmental printing services report shall be produced by 5th of every month and sent to the user department.

### **8.2. Photocopy**

8.2.1 The printing office (as per schedule) shall receive the work to be photocopied and shall not exceed 40 copies.

8.2.2 The officer shall run the copies using the respective departmental code.

8.2.3 Copies sent shall be sign at the back of the original part be photocopied or provide evidence of having sent the bearer of the work to be photocopied.

### **8. 3 Cash services**

8.3.1 The customer shall request for ***printing / photocopy*** services.

8.3.2 The printing staff shall indicate the amount to be paid in a print work order.

8.3.3 The client shall pay in Accounts using the work order

8.3.4 The Client shall present the receipt and the copies shall be made.

8.3.5 The Printing staff shall retain the receipt and prepare monthly summary.

### **9. Outputs**

- Job done Corrected by the clients.

### **10. Records**

- Complete filled work order for work done filed

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- The Department shall retain the receipt for work done and prepare monthly summary.

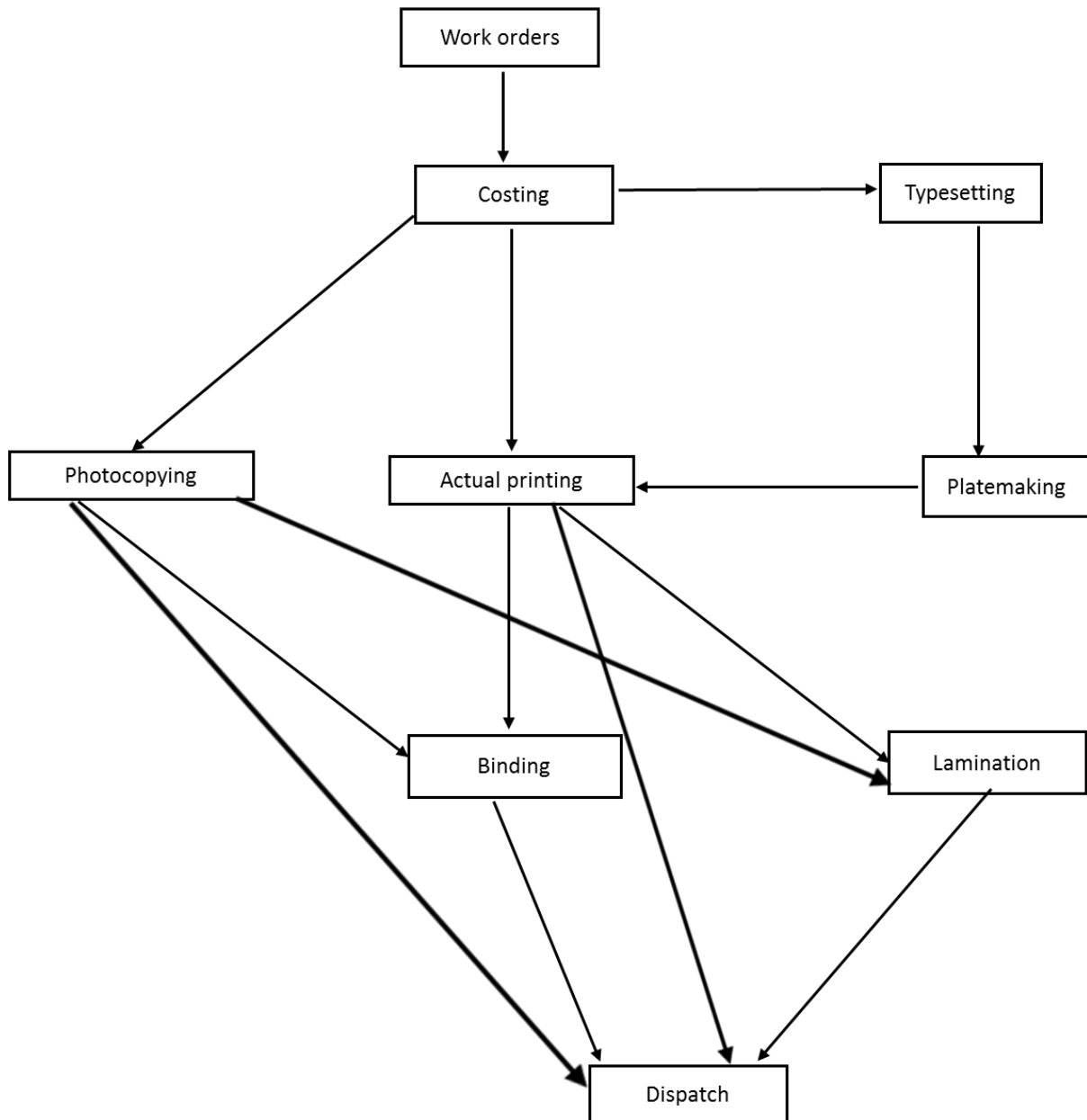
### **11. Key Performance Indicators**

- A departmental printing services report shall be produced by 5th of every month and sent to the user department.

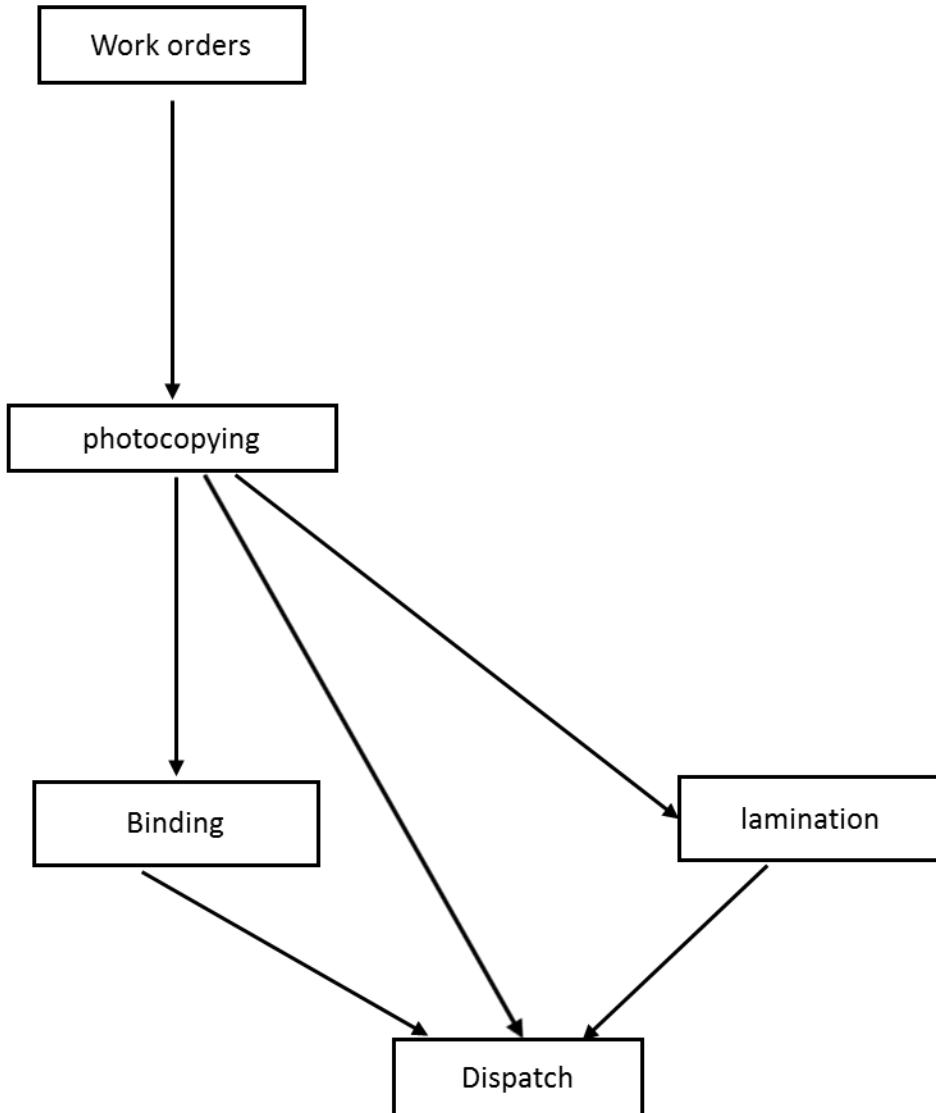
### **12. Appendices**

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## PRINTING PROCEDURES CASH SERVICES



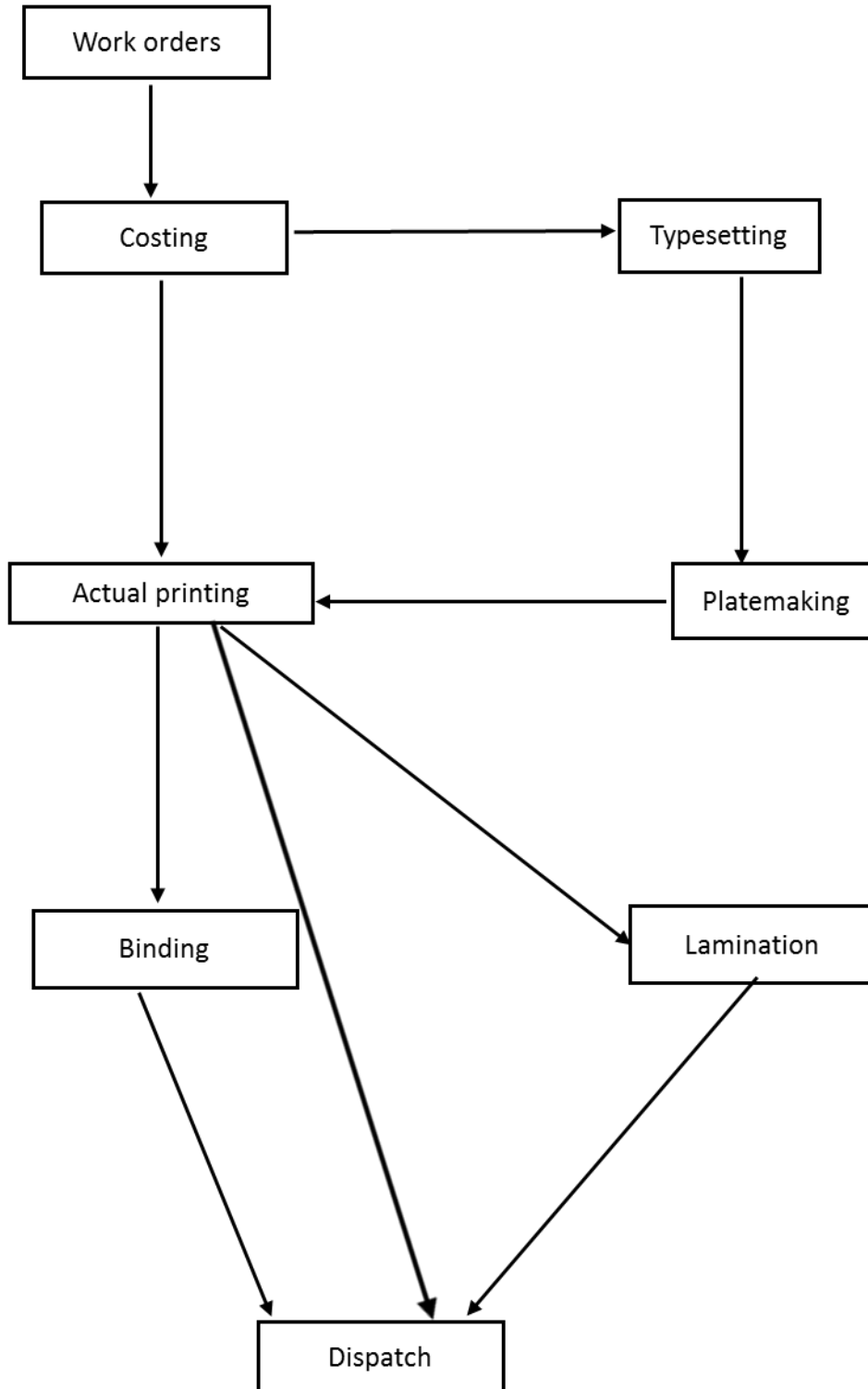
**PHOTOCOPYING PROCEDURES**





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## PRINTING PROCEDURES



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**SECTION C: OPPORTUNITIES**

<b>OPPORTUNITY</b>	<b>ACTIONS</b>	<b>RESOURCES</b>	<b>RESPONSIBILITY</b>	<b>TIMELINES</b>	<b>KPI</b>
Competent personnel	Reducing number of outsourced functions	Approved budget  Relevant infrastructure (Equipment's / Machines)	HOD Printing  KUC Management	Continuous	Continuous /uninterrupted workflow

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**SECTION D: RISKS**

No	DESCRIPTION OF RISK	TYPE OF RISK	PROBABILITY OF OCCURANCE			SEVERITY <i>HIGH - 3</i> <i>MEDIUM -2</i> <i>LOW - 1</i>	IMPACT	MITIGATION	RESPONSIBILITY	KPI
			HIGH	MEDIUM	LOW					
1	Damage of Films and plates	Operational	HIGH			3	Unavailability better films Printing machine	Purchasing of better Machine	HOD Printing Procurement Department Management	Continuous
2	Obsolete printing equipment not disposed of in good time therefore loosing value and being an environmental hazard.	Social Economic		MEDIUM		2	Occupy a lot of storage space Environmental hazard Loss of revenue due to delay in disposal	Proper storage of obsolete equipment. Timely disposal.	HOD Printing Procurement Department Disposal Committee	Number of Obsolete Printing equipment disposed off per year
3	Purchase of substandard equipment/items	Financial Operational	HIGH			3	Equipment will not serve the purpose Financial loss	Buy Modern Technology Machines.	HOD Printing Procurement Department	Continuous

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