

BPA Policy 440-72

Printing and Reproduction

Workplace Services, Equipment and Facilities

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440.72.1 Purpose & Background

The purpose of this policy is to provide information on printing, reproduction and related services at BPA.

BPA Media Services offers a variety of services and products, such as binding, collating, color copying, cutting, folding, shrink-wrapping, stapling, and scanning, engineering drawings, folders/packets for meetings and conferences, and business cards. Decisions regarding the most appropriate method of printing and distribution include considerations of cost-effectiveness and sustainability.

440.72.2 Policy Owner

The Chief Administrative Officer oversees, reviews and updates this policy. The Manager for Media Services oversees execution of the policy.

440.72.3 Applicability

Printing Services are available to all BPA employees and contract personnel for appropriate business use.

440.72.4 Terms & Definitions

- A. **Source document:** The printed or electronic material that is submitted to the Media Services organization for printing services.
- B. **Print Ready:** A source document that has been proofread, formatted, and submitted to the Media Services organization in a software and version supported by BPA IT. A print ready document is set to queue to high speed printers without further adjustment.
- C. **Copyright:** The legal right granted for exclusive publication, production, sale, or distribution of a produced work.

440-72.5 Policy

- A. **Printing Services:** BPA complies with policies established by the Congressional Joint Committee on Printing and the Government Printing Office for obtaining printing services in the government. Because BPA follows these policies, the purchase of printing services by BPA employees from local providers using a government purchase card is prohibited. Instead, printing services are obtained through government sources (government print shops or facilities/vendors authorized via government contract). Purchase of any material, equipment, or any service contracts entered into by BPA require advance approval of the Government Printing Office, as defined in Printing Procurement Regulation. Further, these regulations require that printing jobs consisting of 100 or more sheets are sent to Media Services, or an authorized facility/vendor for processing.
- B. **Copyright:** BPA respects the rights of all authors, artists and photographers to their copyrighted materials. The BPA Media Services organization accepts copyrighted

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material only if permission for reproduction has been granted by the copyright owner. The client further agrees to hold harmless and indemnify BPA, for any cost judgments resulting from any claim for copyright infringement by the copyright owner or his/her assignees.

440-72.6 Policy Exceptions

None.

440-72.7 Responsibilities

- A. **The client:** Delivers print-ready source documents to the Media Services organization. When requesting critical, complex and/or material requiring strict deadlines, the client is encouraged to meet in advance with the Manager of Media Services to ensure that the material is submitted in a manner and timeframe that will expedite printing and conform to the client’s requirements.
- B. **Media Services:**
 - 1. Determines the most appropriate method of meeting the client’s requirements. The manager may recommend alternatives relating to cost effectiveness, production rates, and “green” or sustainable options.
 - 2. Orders the printing of standard BPA envelopes, mailing labels and official forms in conformance with established standards.
 - 3. Arranges outside (contract) printing and binding services. Decisions regarding whether to print internally or send to an outside vendor are based on workload, priority and technical requirements.
- D. **Forms Management:** Manages the design of forms and authorizes the reproduction of forms.

440-72.8 Standards & Procedures

- A. **BPA Form 1420.03E, Printing Services Requisition:** Use this form to request printing services. Available from Media Services, or as an E-Form: http://internal.bpa.gov/Policy/Forms/eForms/b1420_03.doc.
Printing services may also be requested at: https://mediaservicesreg.bud.bpa.gov/ce_Welcome.aspx
- B. **Self-Service Copy Machines and Stand Alone (Local) Printers:** Located in strategic work areas in the Headquarters complex, at Ross and Vancouver campuses, and throughout the field offices. Because of increased costs, increased efficiency, and mandated regulations, these machines may be used when printing fewer than 100 sheets (or 10 copies of 10 pages). Duplication of more than 100 sheets should be sent to Media Services.

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440-72.9 Performance & Monitoring

A. Media Services Rework:

1. Description – Measuring jobs requiring rework as a percent of total jobs produced.
2. Rationale – Rework is costly in terms of labor, material & time.
3. Significance – Expect to identify ways to reduce expenses associated with wasted materials and labor
4. Tracking – Check sheet used to capture jobs requiring rework – results will be expressed as a percent and calculated by dividing jobs requiring rework by total jobs produced
5. Quantification – Rework rates and causes are quantifiable. Should be able to identify and eliminate causes for rework.

B. Resource Utilization:

1. Description – Measuring resource utilization as a percent of total resources available.
2. Rationale – Improve the way that we use existing resources – do more with less.
3. Significance – Improve use of existing resources by eliminating wasted motion and non-value add activities.
4. Tracking – Actual production captured daily and summed for the month divided by theoretical output for the month.
5. Quantification – Should be able to identify ways to more effectively utilize existing resources.

C. Job Completion Rate:

1. Description – Measuring jobs completed on time as a percent of total jobs produced.
2. Rationale – On time delivery of jobs enables our customers to get their work done.
3. Significance – Delayed/late services directly impact our customers ability to do work and undermine our credibility as service providers
4. Tracking – On time job completion rate will continue to be captured using STARS and reported using current methodology.
5. Quantification – Causes for late delivery can be identified and eliminated.

D. Customer Satisfaction:

1. Description – Measuring customer satisfaction with Media Services.
2. Rationale – Customer feedback helps us focus our efforts to improve services.
3. Significance – There are always hidden costs associated with dissatisfied customers.

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4. Tracking – Satisfaction with services will continue to be solicited through the Transaction Survey tool.
5. Quantification – Understanding the service elements that customers need most will allow us to improve our delivery model.

440-72.10 Authorities & References

“Printing Procurement Regulation,” United States Government Printing Office, February 2011.

440-72.11 Review

This policy is scheduled for review in 8/11/16.

440-72.12 Revision History

Version	Issue Date	Description of Change
	6/8/15	Migration of content to new policy format.

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