

Overview

This standard is for people working in the production co-ordination unit of a printing company. The standard states the skills and knowledge required to assist in the creation of Standard Operating Procedures (SOPs) for work activities used to produce a printed product, whether that being health and safety, preventative maintenance, the production process, the administrative processes or customer enquiries. It is not intended for an entrant to the industry but for someone who has minimum two years experience in the industry.

It will involve you liaising with and assisting the practitioners/departmental managers within your company to either generate or improve the operating procedures currently in place or to be used. You will be required to analyse and document methods in place/or to be put in place and to assist with implementation/improvements/changes.

Whether systems are in place or to be implemented, you will be required to assist in the production/improvement of SOPs for a range of activities, such as health and safety, order handling, file handling, production processes, despatch/delivery, customer concern procedures. You have to be aware of the utilisation of Product Cycle Time (lean manufacturing)time and try to reduce the impact of the “eight wastes” categories that are:

- T -Transport – Moving people, products & information
- I - Inventory – Storing parts, pieces, documentation ahead of requirements
- M - Motion – Bending, turning, reaching, lifting
- W - Waiting – For parts, information, instructions, equipment
- O - Over production – Making more than is IMMEDIATELY required
- O - Over processing – Tighter tolerances or higher grade materials than are necessary
- D - Defects – Rework, scrap, incorrect documentation
- S - Skills – Under utilising capabilities, delegating tasks with inadequate training

Your responsibilities will require you to comply with organisational policy and procedures for the activities undertaken and to report any problems that you cannot solve, or are outside your responsibility, to the relevant person/department.

Your existing knowledge should provide a uniformed understanding of what is

required and provide an informed and sequential approach to the techniques and procedures in use or to be set up and implemented. You will need to understand the principles and procedures for creating/assisting with/implementing SOP and their application in adequate depth to provide a sound basis for carrying out the activities to the required criteria.

**Performance
criteria**

- You must be able to:
- P1 assist with the analysis of current operations to identify the most suitable procedure
 - P2 comply with current and relevant legislation, specifically legislation related to health and safety
 - P3 engage with operational staff to give them the opportunity of input
 - P4 collate all information received
 - P5 assist with the development/improvement of standard operating procedures in an agreed format
 - P6 agree with operatives that the development of the standards they have to function to are workable and will be of benefit to the company
 - P7 supply standard operating procedures for staff to work to
 - P8 assist with the improvement/implementation of standard operating procedures
 - P9 monitor their use against operating procedures
 - P10 produce standard operating procedures
 - P11 revise standard operating procedures to ensure their effectiveness

Knowledge and understanding

You need to know and understand:

- K1 the health and safety requirements of the area for which you are creating standard operating procedures
- K2 the specific regulations and safe working practices and procedures that apply to your work activities
- K3 the various formats used in creating standard operating procedures (SOP)
- K4 where to find the SOP document format to be used in your business
- K5 how SOPs are structured and the importance of their use
- K6 what information will be required to create a SOP
- K7 methods of communicating/facilitating to ensure all the required information for the SOP is captured
- K8 the operation/process to be captured in the SOP
- K9 why SOPs are the basis for quality and continuous improvement
- K10 what the wastes are and how to eliminate them
- K11 how to simplify work done, eliminating waste and potential for human error
- K12 what actions can be taken to deal with specific difficulties in working relationships
- K13 who you should seek assistance from when you have difficulties with working relationships
- K14 what lean manufacturing is and the relationship with achieving flow in a process
- K15 how to distinguish facts from opinions in order to identify improvement actions
- K16 the extent of your own authority and whom you should report to, in the event of problems that you cannot resolve

Additional information

Scope / range:

Produce Standard Operating Procedures for the following:

- 1 Health, safety and environmental practices and procedures
- 2 Planned preventative maintenance of equipment procedure
- 3 Pre-production procedures
- 4 Manufacturing production operations
- 5 Despatch/delivery procedures
- 6 Customer enquiries

PROPA12 SQA Unit Code (H7TV 04)

Printed products: standard operating procedures



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Suite	Print Administration
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