
Overview

This standard is for learners who will be required to produce works orders for the production of printed matter. This is an important role within the administrative department, as inaccurate information produced on a works order can cause loss of production time due to the wait of answers to queries being resolved or in the worst-case scenario the job being produced incorrectly.

Generally works orders are known as work tickets. They are usually based on the final quotation that was agreed with the customer. In most cases the works instruction order will be generated via a management information system on to a common template. However, a great deal of care has to be taken to accurately transfer other relevant facts that have to be added to the works order. The individual who produces the works order requires a good working knowledge of the capabilities of the equipment/machinery that will be used to produce the order.

It is about supplying clear and accurate technical, material and functional information accurately with the right amount of detail, for each production process, including despatch and delivery instructions, bearing in mind the level of awareness of the person receiving the information.

**Performance
criteria**

- You must be able to:
- P1 interpret the job specification from the final quotation order identifying print and finishing options
 - P2 check order against original quotation
 - P3 accurately produce the works order production details
 - P4 ensure all relevant information is transferred to the order, including:
 - P4.1 itemising each department instruction
 - P4.2 listing materials and quantities required
 - P4.3 adding outwork information, if applicable
 - P4.4 adding despatch information
 - P4.5 adding delivery instructions
 - P4.6 any special instruction
 - P5 add necessary additional information, where appropriate

Knowledge and understanding

You need to know and understand:

- K1 copyright
- K2 ownership of images
- K3 confidentiality
- K4 the safe handling of customer material
- K5 how to communicate with internal and external customers
- K6 the workplace policy and procedures at your company
- K7 materials used in the printing process and their purpose
- K8 how to identify and assess printing options
- K9 how to identify and assess finishing options
- K10 how to identify outwork options
- K11 the despatch and delivery options

Additional information

Scope / range:

Learners have to show competency in producing a works instructions order that contains all relevant details for the production. The learner requires a good deal of knowledge about each production process. They will be required to work on their own, although most of their work would be double checked by a production manager or a production supervisor

The learner also requires knowledge of materials that will be used in the production of any order. Whilst this relates mainly to substrates, they also need to be aware of other consumables used.

They will be required to know the production capabilities of equipment/machinery within each department:

- 1.1. Digital artwork
- 1.2. Manufacture of image carriers
- 1.3. Presses
- 1.4. Print finishing, including carton manufacture
- 1.5. Product enhancement

PROPA04 SQA Unit Code (H7V2 04)

Produce works orders for the production of printed matter



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