

PAS 75:2005

Specification for print production and services



This Publicly Available
Specification comes
into effect on
1 December 2005

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ISBN 0 580 46566 7

Amd. No.	Date	Comments

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Foreword

This Publicly Available Specification, PAS 75, has been developed in order to provide an objective standard that can be recognized by suppliers of printing services, and by their customers, as defining excellence in print production and service. It is applicable to any supplier of printing services that is concerned to improve, or to demonstrate to others, the standard of the services it provides to its customers.

PAS 75 has been developed by BSI in consultation with the British Printing Industries Federation, printing companies and print purchasers to provide a service specification for print production and services.

Acknowledgement is given to the following organizations that have been involved in the development of this Publicly Available Specification (PAS):

- British Printing Industries Federation
- BSI Consumer and Societal Policy Unit
- BSI Product Services
- BSI Technical Committees
- Bovince Ltd
- Independent Printing Industries Association
- T J International
- Pira International
- Vision in Print
- West Ferry Printers

It is intended that this Publicly Available Specification will form the basis of a service conformity certification scheme to provide assurance to potential customers of print service providers that their print production and service has been independently evaluated and that the service provider's controls are in accordance with stated requirements. It is the print service which is the subject of conformity with the requirements of this PAS.

A standard forms part of a trade description when cited by number or when compliance with it is claimed. Even if a standard does not specifically require marking with its number, organizations often refer to it in documentation. Such marking or reference constitutes a unilateral claim that the product, process or service conforms to all the requirements of the standard cited. The person or organization making the claim is legally responsible in the UK under the Trade Descriptions Act 1995 [1].

It is assumed that the execution of the provisions of this Publicly Available Specification is entrusted to appropriately qualified and competent people.

Users' attention is drawn to all existing legislation covering the subject matter of this Publicly Available Specification.

This Publicly Available Specification is not intended to restrict new developments in service design and development.

This Publicly Available Specification is not to be regarded as a British Standard.

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Product/service certification. Users of this Publicly Available Specification are advised to consider the desirability of certification of conformity to the standard it sets out.

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Introduction

In a competitive market place, customers are looking for more than just keen pricing from their print suppliers. Quality, reliability, customer service and services that add value for customers are of critical importance.

Print service providers need to be able to demonstrate that their businesses are managed efficiently and responsibly, that the services they provide are reliable and of high quality, and that they are committed to adding value for their customers.

This Publicly Available Specification, PAS 75, forms part of a system of reference relative to specifying and providing print services for a customer.

For service industries, it is necessary to make a distinction between the service definition or specification and the provision and delivery of the service:

- **the service definition:** all the services agreed upon between the print service provider and the customer within the framework of the contract; includes characteristics that allow these services to be assessed;
- **the service delivery:** all the means engaged by the print service provider in carrying out the services, which includes personnel, the equipment used, the organizational arrangements and the budget.

The system of reference constitutes a beneficial means of achieving the following objectives:

- To create a dialogue with the customer which adds value to both print service providers and their customers;
- To permit customers to identify and compare the services offered by print service providers in order to benefit from the positive spin-off of fair competition in an open market;
- To protect customers against any provision of print services that does not comply with industry standards;
- To allow print service providers to conduct their business with the aid of technical specifications that are clearly defined by a mutual understanding;
- To allow the printing industry to position itself efficiently in order to meet the needs of customers by having at its disposal, in particular, harmonized general conditions of contract.

This service specification includes a framework of performance measures that focus on service quality aspects identified as important to the customer.

1 Scope

This Publicly Available Specification (PAS) defines requirements for the specification of print service, print service delivery and conformity declarations.

It is applicable to any print service provider that wishes to implement, maintain and improve print production and services. It will also allow the print service provider to seek certification.

2 Terms and definitions

For the purposes of this PAS the following terms and definitions apply.

2.1

contract

written or verbal undertaking between the print service provider and the customer to provide print services to an agreed specification

2.2

customer

person or entity who contracts print services from the print service provider

2.3

key performance indicator

tool to help an organization define and measure progress toward organizational goals

2.4

printing

any process that transfers to paper or another substrate an image from an original such as film, electronic memory, stencil, die or plate

2.5

print service

design and pre-press services, web offset lithographic printing, gravure printing, sheet fed lithographic printing, flexographic printing, pad printing, screen process printing, digital printing, non-impact printing, engraving printing, binding, converting, finishing and inserting operations, packing, delivery, fulfillment and ancillary services

2.6

quality

subjective term relating to expectations by the customer, print service provider and other professionals associated with a printed job and whether the job meets those expectations

2.7

specification

complete and precise written description of the print service and any related technical and legislative requirements of the printing as well as the methods, place and timing of delivery and distribution of completed goods or service

NOTE 1 Technical requirements could relate to materials in contact with foodstuffs.

NOTE 2 Legislative requirements could relate to the compliance obligations of customers e.g. hygiene, data protection or environmental standards.

3 Specification of the print service

The print service shall include, as a minimum, the following:

a) pre-contract or initial contact;

b) preliminary information;

NOTE 1 This information, supplied by the print service provider at the time of the initial contact, should include all the advice and recommendations required in order to carry out the printing service properly, e.g. guidelines for work preparation, suitability of the proposed materials and their compatibility (papers, inks, etc) and compatibility with the various binding processes required, arrangements for, and mode of, delivery of printed material for binding, finishing, presentation, and provision of dummy/collated sets of sheets for all jobs, etc.

NOTE 2 Where appropriate, the print service provider should offer advice on alternative print production methods that meet the requirements of the customer more effectively, offer reduced costs or improve the efficiency of the service provider. This may include providing a template for the customer to indicate their requirements.

c) contractual documents;

d) service delivery;

e) post-contract customer feedback.

4 Business planning

4.1 The print service shall be supported by a business plan or budget that should include objectives and targets which are specific, measurable and time orientated.

NOTE 1 Objectives and targets should be achievable and realistic.

NOTE 2 A review of the products and service offerings of competitors should be undertaken.

NOTE 3 The print service provider should analyse and evaluate technological and market developments for key products related to print services.