

Case Study: St George's University of London

The Current Service

Media Services have an integrated production service for design (paper to multimedia) and print for the medical school. The institution has a fully devolved budget structure with all costs being recharged. Students have a card system and staff use budget codes to charge work to. The same student card system is also used for output in the Library.

The central print facility does internal and external work. Some of the external work is for the local NHS Trust.

Some work is submitted electronically by both internal and external customers, and the proportion of work being so submitted is increasing with time. Work is reviewed at the pre-press stage prior to print.

Design and print are very closely integrated. The institution also undertakes print buying with three suppliers following a tender process.

Attempts are being made to push up volumes to reduce unit costs. This is assisted by undertaking external work.

The Journey to the Current Service

Some research has been undertaken on volumes of output being produced on campus. There are real cost differences and costs are made public. There are differential pricing structures between local and central devices.

Positive Messages from this Case Study

The open way with which the unit operates in making public actual costs has helped customers gain an understanding of costs and pricing policies between local and central machines.

The service is seen to offer a good service with quality output produced in a timely way using the technology appropriate to the job.

A single reception point for all Media Services ensures a consistency of response. The close integration of design and print has also helped this.

External work is helping drive internal costs down. The work also helps ensure a very focused customer service by staff as external customers have a high expectation of service quality.

Close working with IT staff is crucial to service success.

Some Issues

The University is looking to make all committee papers available online. Media Services will be offering a print, copy and send service. Most people do print papers out for meetings and this will be a cheaper way of printing them out – providing people can see this as being cheaper.

Acknowledgement

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