



In-Plant
Printer Edition

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Ricoh Software & Services | Ecosystem eBook Series



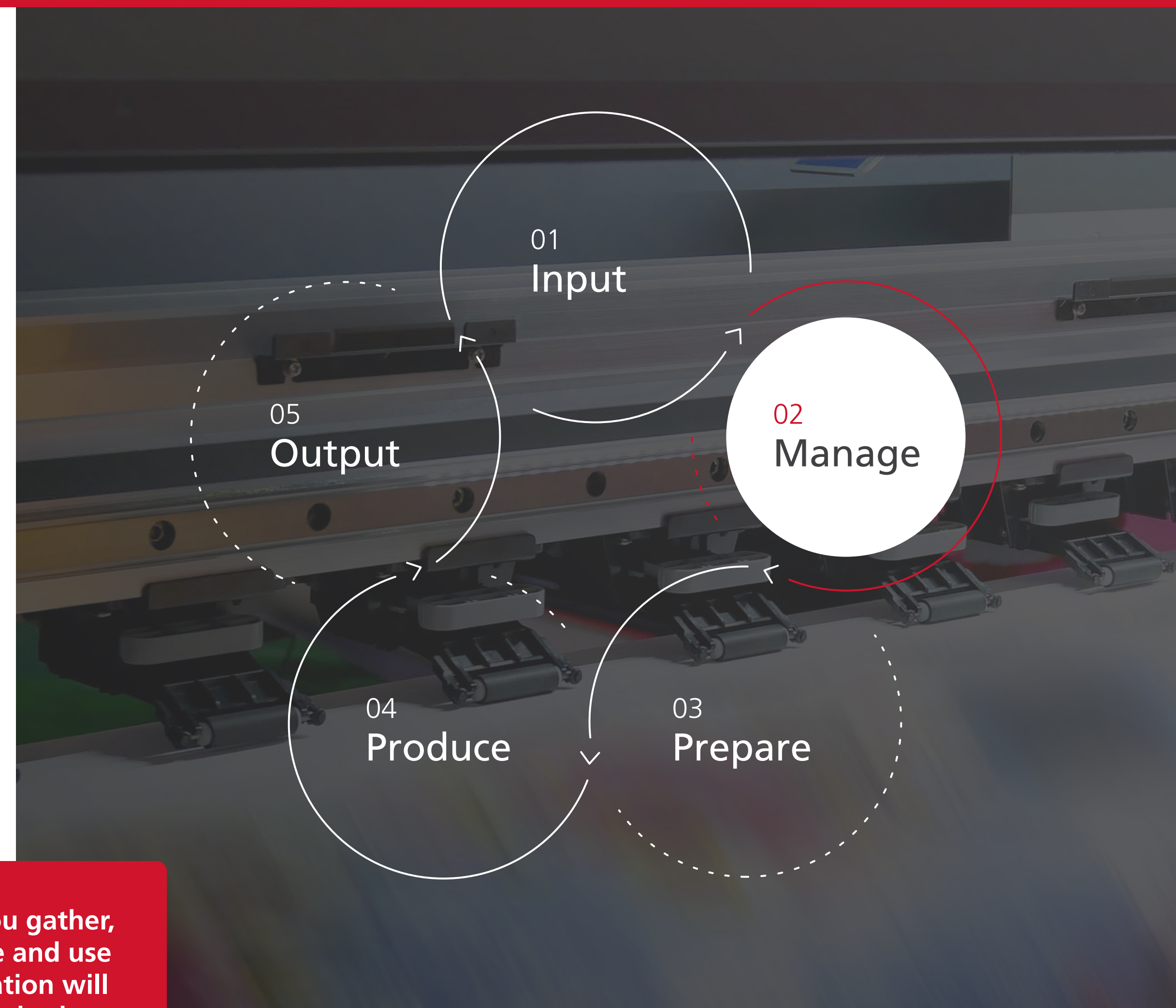
Manage: Print Runs and Faster Performance

Managing Your Print Runs for Faster Performance

Have you or someone you know ever decided to run a marathon?

Whether they are a competitive athlete or a novice runner, each must create a plan to improve their physical fitness and endurance. Part of this strength and conditioning requires knowing and tracking personal performance. Keeping track of times and distances run are simple ways to monitor progress. However, as training continues, runners add metrics like cadence, stride length, and distance covered using their heart rate as a baseline for evaluation. A lower heart rate means performance and endurance are improving. These numbers and evaluation techniques are to know how well they have performed in the past, how they are doing now, and what areas still need improvement with the goal of completing a 26.2 mile marathon.

Today's in-plant supports the needs of companies and institutions while under constant budget and resource constraints. Like runners preparing for a marathon, in-plant operations must manage their business workflow and track key performance indicators (KPIs) to know the order and print volumes, in addition to capacity, service level agreement (SLA) performance, and costs. Knowing these variables is critical to providing effective print services for the organization and keeping the print work in-house.



How you gather, manage and use information will decide whether you win or lose.

Bill Gates

Planning a MANAGE Workflow

Manage

Job accuracy,
tracking and
management

Estimating

Capacity planning

Scheduling

Data management
(system of record)

Job costing

Purchasing and receiving

Invoicing

Data hygiene

Job ticketing and tracking

Analytics

Inventory management

Customer journey mapping

The Cost of a Mis-MANAGED Workflow

Manage

Job accuracy,
tracking and
management

Profitability erosion

Delivery delays, reduced
customer satisfaction

Loss of job tickets

Inaccurate reporting

Inaccurate job estimating

Increase in labor

Cash flow delays

Shipping, tracking
and invoicing challenges

Lack of job monitoring ability

Missed KPIs

Lack of or low raw materials
delaying work

Poor customer
communication management



Investing in the Right Tools for the Print Production Marathon

Unfortunately, many in-plants use generic tools like spreadsheets to price and manage print jobs which is problematic for several reasons:

- **First, multiple staff cannot use the tool at the same time, creating a bottleneck and removing any collaboration benefits.**
- **Second, there are no user rights and restrictions, so any user can delete or corrupt the information, not to mention the risk of deleting the entire file.**
- **Lastly, generic tools are more difficult to extract and automate the information for use in other business systems or downstream processes. For these reasons, it is best to manage the operations using a robust business management system such as a Print MIS.**

In-plants require a single record of truth for all customer and production information as it manages every element of customer and business records covering functions such as estimating, quoting, costing, job ticketing, tracking, job costing, scheduling, inventory management, purchasing, and, in some cases, accounting.

These tools can also integrate with other business software like customer resource management (CRM), enterprise resource planning (ERP), or eCommerce portals to provide valuable data at the corporate level.

This is essential for today's in-plants by:

- **Providing accurate job pricing for departmental chargebacks and to cover production costs.**
- **Consolidating order intake, often from multiple sources such as online forms, eCommerce (web-to-print), and e-mail.**
- **Generating job numbers and tickets to communicate production plans and details.**
- **Tracking the volume and status of every work-in-progress job.**
- **Capturing important shop floor production data from the time spent on each task to the amount of waste and consumables used.**
- **Closing the communication loop with users through automated notifications.**
- **Sending departmental chargebacks or invoices to recapture operating costs.**
- **Creating reports for executive leadership to prove the efficiency and effectiveness of the in-plant, effectively proving its worth.**

Running the Numbers

Over time, other functions and modules can be added and integrated to extend the value of your business management system. To maximize your investments, ensure that any additional solutions such as inventory management, scheduling, fulfillment, and others are based on the organization's needs and can be integrated into your automated processes. For example, after the core functions related to estimating and job management are locked in, collecting data from the production floor is a logical add-on.

Production floor data is the heartbeat of print production that can manage and monitor your organizational KPIs.

No matter which metrics are monitored, the numbers provide a performance path to know where you were, where you are now, and how to get to the goal.

The Production Floor

The golden rule of production floor data collection is to capture the minimum amount of data required for the maximum amount of an impactful analysis. As the industry progresses, investments are made, and new equipment is onboarded, the likelihood that some data can be automatically supplied by the device is increasing.

Regardless of how you collect data, the critical point is to collect it. Without data, the operation is operationally blind and risks disappointing customers and raising concerns for continued funding.

**Without
data you're
just another
person with
an opinion**

Important KPIs:

- Estimate vs. actuals
- SLA - delivery performance
- Overall equipment effectiveness (OEE)
- Equipment uptime
- Material consumption
- Waste levels and causes
- Labor efficiency

ROI: Manage Use Case - Healthcare

Without Automated MANAGE Systems

- Job pricing provided per customer service rep
- Manual estimating, collecting details from disparate sources
- Zero job tracking or stakeholder notifications resulting in job delays
- Lack of invoice integration contributing to cash flow delays

With Automated, Integrated MANAGE Workflows Solutions*:

WebCRD W2P, Avanti® Slingshot MIS, and RICOH ProcessDirector™ Workflow Automation

- Integrated input/intake systems
- Custom pricing, no rekeying
- Capacity planning and inventory management
- Shop floor management: real-time data capture and tracking
- Document and job-level audit

5,000 orders x 12 minutes to rekey / 60,000 minutes = 1000 hours

Savings: 80+ hours per month

*Customer example. Please check with your local representative to determine a solution for your workflow needs.



Benefits of a MANAGE workflow

- Facilitate accurate job pricing to cover production costs
- Consolidate intake from multiple sources (email, W2P)
- Generate job numbers and tickets to communicate production plans and job details
- Track the volume and status of every job
- Capture important shop floor production data from the time spent on each task, waste and consumables
- Close the communication loop with users
- Create invoices or integration with accounting software
- Provide standard or custom reports



The Bottom Line

Managing your in-plant to the level of accuracy and detail expected requires a commitment to implement and use the right tools for managing your operations. Moving from manual processes and spreadsheet management to streamlined and automated print production takes time and requires sponsorship from management and rigorous adoption by the staff.

This requires trust in your solutions and processes, particularly the estimating engine, the foundation for order taking, quoting, and job ticketing. Estimates are built based on costs – all the costs that can occur as a job progresses from onboarding to completion. These costs include fixed expenses like equipment leases and variable costs like ink and paper. These costs must be identified, captured, and configured in the estimating engine, ensuring orders can be priced according to the operating model of the print facility and support chargebacks and cost recovery.

A well-managed operation can delight customers, provide essential services, and justify the value brought to the organization. Doing any of these using manual processes and generic tools is simply impossible for long term success. For in-plants stuck on spreadsheets and sticky notes, it is time to boost your print operations with the right tools. For those already using a print management system, it is time to leverage data to make your operation smart and essential to the organization.

If you're ready to start managing your operations with automated efficiencies and leveraging key data from your shop floor, [contact us](#) for more information and how a workflow assessment may help determine your workflow needs.

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About Ricoh

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, communication services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2019, Ricoh Group had worldwide sales of 2,013 billion yen (approx. 18.1 billion USD).

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