

# PAS 75 Customer Service

## Gap Analysis and improvement support

Is your organisation's customer service up to scratch? Do you want to win new public and private sector work and increase profitability? Do you really know what print buyers want and how to best influence their print supplier decisions?

Recent studies<sup>1</sup> have shown that excellence in customer service drives profitability and helps printers gain and sustain competitive advantage in a saturated and tough marketplace.

In recognition of the importance of customer service in today's UK print market, BSI, in consultation with the BPIF, has developed a Publicly Available Specification, PAS 75<sup>2</sup>, to provide an objective standard that defines excellence in print production and service for print buyers and suppliers.

**Achieving the Standard need not be a struggle, since the BPIF has developed a range of support services to help.**

Our 75 Gap Analysis will help you determine your readiness for accreditation and enable you to prioritise and plan any necessary changes in systems, processes or practices before you embark on the certification process. This expert Gap Analysis, designed and delivered by BPIF print industry specialists, will quickly show you what you need to do to achieve customer service excellence and to confidently go forward for assessment and accreditation. Following the Gap Analysis, the BPIF can help you implement improvements in a realistic timeframe.

### Key benefits

Our PAS 75 support can help you to:

- identify the areas your company needs to address to achieve PAS 75 accreditation
- design an easy to follow Action List to help plan your route towards certification
- provide an understanding of the types of evidence an assessor will look for
- enable the implementation of a practical and realistic plan of support for each improvement area identified



### What is involved?

- You discuss your needs with one of our PAS 75 specialists
- We both agree to undertake a PAS 75 Gap Analysis
- A pre-visit Preparation List will be sent to you advising what information is needed for the Gap Analysis
- A one day site visit will be arranged for a BPIF Business specialist to discuss with key members of staff the requirements of PAS 75 and to review documents and other evidence that may demonstrate conformity.
- A report, including an Action List will then be produced showing where there are gaps between the requirements of PAS 75 and your current procedures and documentation.
- If required, a tailored plan of support will be drawn up to help you implement changes.

### How long does it take?

The Gap Analysis is likely to take one and a half days, including the report. You will need to spend some time collating the relevant documents and preparing staff in advance of the visit. Improvement support, if necessary, will be defined and costed separately following the Gap Analysis.

### How to find out more

To arrange to speak to or meet with one of our specialists please e-mail [gil.reid-robbins@bpif.org.uk](mailto:gil.reid-robbins@bpif.org.uk) or call on 020 7915 8345.

<sup>1</sup> See the two studies conducted last year by Vision in Print and Print Yorkshire: *What makes a good printer* and *Competitive advantage through customer service excellence* – available for free download from [www.visioninprint.co.uk](http://www.visioninprint.co.uk)

<sup>2</sup> You can buy copies of PAS75 from BSI for £64 + P & P and BPIF members are entitled to a £10 discount if ordering through the BPIF or BSI websites. Visit [www.britishprint.com](http://www.britishprint.com) for more information

# Can we help you further?

The BPIF and ViP offer a wide range of customised support services, programmes and courses for printers, designed and delivered by print industry specialists. If you would like to know more about any of these, please tick those you are interested in and fax this to Gil Reid-Robbins, Head of BPIF Business on 020 7405 7784, or call her on 020 7915 8345 or email [gil.reid-robbins@bpif.org.uk](mailto:gil.reid-robbins@bpif.org.uk).

## SUPPORT FROM BPIF BUSINESS

### Health, safety and environment

- Health & Safety Healthcheck
- Health & Safety Management Schemes
- Standards Gap Analyses & Improvement Programmes for
  - ISO 14001 (Environment)
  - OHSAS 18001 (Health & Safety)
  - FSC Chain of Custody
- Environmental Healthcheck
- Integrated Management Systems Support
- Noise Surveys
- Occupational Health Management Schemes
- Interim Health & Safety Managers
- Business Continuity Planning

### Technical

- Technology Healthcheck
- Design and Print Unit Reviews for In-plants
- Workflow and Pre-press Reviews
- Digital Business Development
- Press and Post-press Investment Support
- Management Information Systems Support
- ISO 12647: Colour Management Support
- ISO 7799: Security Support
- Dispute Resolution and Expert Witnesses

### Business development

- Standards Gap Analyses & Improvement Programmes for:
  - ISO 9001 (Quality)
  - PAS 75 (Customer Service)
- Cost Rates Reviews
- Financial Management
- Business Planning
- Sales Development
- Market Research and Development
- Marketing Planning and Implementation
- Interim Management and Mentoring
- Factory Layout and Planning
- Purchasing and Supply Chain Management
- Website Development and Internet Marketing

## BUYING AND SELLING FROM BPIF MCINNES CORPORATE

- Acquisitions and Mergers
- Grooming for Sale
- Business Valuations

## LEGAL SERVICES FROM BPIF LEGAL

- Mediation

## SHORT COURSES FROM BPIF BUSINESS

*Courses can be open or delivered in-house:*

*For a complete list of all the courses we offer visit:*

[www.britishprint.com/shortcourses](http://www.britishprint.com/shortcourses)

### Health, safety and environment

- Health & Safety for Managers and Supervisors
- Environmental Briefing for Managers
- Manual Handling Training
- IOSH Managing Safely
- CoSHH Assessment
- Risk Assessment Training, inc Fire
- Occupational Health Awareness

### Technical

- Introduction to Print Processes
- Introduction to Print Technology (3 Days)
- Print Production Planning
- Introduction to Print Estimating

### Business development

- Getting the Sale
- Advanced Sales Management Skills
- Digital Sales Solutions
- Sales and Marketing
- Customer Service
- The Supervisor Role

## HR SUPPORT FROM BPIF

- HR Healthchecks
- HR Policy and Documentation
- HR Management Schemes
- Organisational Restructuring
- Absence Management Workshops

## WORK-BASED TRAINING FROM BPIF TRAINING

- NVQs
- Apprenticeships
- Professional Certificate in Print Management
- Technical Certificate

## PROCESS IMPROVEMENT FROM VIP

- Premier Snapshot (diagnostic)
- Modular Improvement Programme (10-25 staff)
- Kickstart (26-50 staff)
- Masterclass (50+ staff)
- Office and Pre-press Change Cycle
- Team Leader Training with BPIF Training
- Materials Waste Reduction

Your name \_\_\_\_\_

Job title \_\_\_\_\_

Company name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail \_\_\_\_\_