

Client Case Study - Barclays Bank Plc Compliance Department

Requirement:

The outsourcing of design and production of compliance documentation

Client Issue

Barclays Bank compliance department had a full in house print department but were unable to work with complex digital files. Their print reprographic setup was reliant on basic analogue reproduction equipment which was out of date and not able to produce top quality documentation.

The department also required documents for each department head to be 'read only' or 'shrink wrapped' to ensure best practice compliance.

Analysis

To implement the strategic sourcing required a restructuring of departmental roles and the introduction of a strategic reprographic sourcing process.

Our approach was as follows:

Investigate and recommend suppliers who can guarantee rapid SLAs as the documents needed to be produced out of normal working hours. The recommend suppliers also needed to be utilising the latest technology to ensure the production of high quality results with the necessary security safeguards in place to ensure best practice compliance.

Deliverables

After investigation the team identified the project was not only time dependant, but required a more robust workflow process to guarantee delivery of accurate documentation of the highest print quality.

Improvements included:

- Strategic processes designed and implemented
- Reduced lead time
- Higher grade print quality
- Shrink-wrapped products

Processes used:

- Implementation of strategic outsourcing process and organisational design
- Procurement in line with required service level agreements
- Fully detailed project implementation plan

Business Scope:

- To reduce stock holding of materials
- Reduce supplier turnaround times

Timeframe and resource required:

- Project duration: 2 months
- Resources used: 1 consultant