

Client Case Study - City & Guilds London

Client Overview

City & Guilds is the UK's leading vocational awarding body and a household name in the UK. Formed in 1858 today they provide training in over 500 categories and run educational establishments in around 100 countries worldwide

Requirement:

The outsourcing of the reprographic process for the production and distribution of training material for all NVQ courses

Client Issue

Historically, the process of providing course material involved producing and holding a large stock of documents to try and ensure sufficient supply to guarantee availability.

The demand was seasonal as all courses run in academic terms. Furthermore, course material needs to be dispatched immediately the student had been approved for the course. Despite a large stock of materials being printed in advance, due to storage restrictions and late entry candidates, extra copies were always required, sometimes with just 24 hours notice.

Analysis

To implement the strategic sourcing required a restructure of roles and the development of a strategic sourcing process.

Our approach was as follows:

Investigate and recommend suppliers who can guarantee rapid SLAs as a large proportion of 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 on a 'just in time' basis.

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 process redesign and implementation delivered a customer focused, 'on demand' service enabling:

- A 10% reduction in operational costs
- Standard design templates for flexible reproduction
- Reduce lead times
- Higher grade print quality

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
- Reduce costly one-off print runs for late candidates

Timeframe and resource required:

- Project duration: 2 months
- Resources used: 10 consultants