

Overview

This standard is for learners who will be required to produce works orders for the production of printed matter. This is an important role within the administrative department, as inaccurate information produced on a works order can cause loss of production time due to the wait of answers to queries being resolved or in the worst-case scenario the job being produced incorrectly.

Generally, works orders are known as work tickets. They are usually based on the final quotation that was agreed with the customer. In most cases the works instruction order will be generated via a management information system on to a common template. However, a great deal of care has to be taken to transfer other relevant facts that have to be added to the works order. The individual who produces the works order requires a good working knowledge of the capabilities of the equipment/machinery that will be used to produce the order.

It is about supplying clear and accurate technical, material and functional information accurately with the right amount of detail, for each production process, including despatch and delivery instructions, bearing in mind the level of awareness of the person receiving the information.

Produce work orders for the production of printed matter

Performance criteria

You must be able to:

1. interpret job specifications from final quotations to identify print and finishing options
2. check orders against original quotations meet specifications
3. produce works order production details to meet specifications
4. check that all relevant information is transferred to orders following standard operating procedures

Knowledge and understanding

You need to know and understand:

1. copyright
2. ownership of images
3. confidentiality
4. safe handling of customer material
5. how to communicate with internal and external customers
6. workplace policies and procedures at your company
7. materials used in the printing process and their purpose
8. how to identify and assess printing options
9. how to identify and assess finishing options
10. how to identify outwork options
11. despatch and delivery options

Scope/range

Learners have to show competency in producing a works instructions order that contains all relevant details for the production. The learner requires a good deal of knowledge about each production process. They will be required to work on their own, although most of their work would be double checked by a production manager or a production supervisor

The learner also requires knowledge of materials that will be used in the production of any order. Whilst this relates mainly to substrates, they also need to be aware of other consumables used.

They will be required to know the production capabilities of equipment/machinery within each department:

- Digital artwork
- Manufacture of image carriers
- Presses
- Print finishing, including carton manufacture
- Product enhancement

GQAPA04



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Developed by Improve

Version Number 3

Date Approved 30 Mar 2020

Indicative Review Date 30 Mar 2025

Validity Current

Status Original

Originating Organisation Proskills

Original URN GQAPA04

Relevant Occupations Printers, Printing Machine Minders and Assistants, Printing Trades

Suite Print Administration

Keywords print; administration; estimates; records; costing
