





# The Catholic University of Eastern Africa

TITLE	AUTHOR
<p align="center"><b>PROCEDURE FOR PRINTING (CUEA/DVC ADM/PUD/03)</b></p>	<p align="center">DIRECTOR OF PUBLICATIONS</p>
	<p align="center">NO. OF APPENDICES:</p>
	<p align="center"><b>TWO (A-B)</b></p>
<p><b>AUTHORIZATION</b></p> <p>This Standard Operating Procedure is issued under the authority of:</p>	
<p>TITLE</p>	<p align="center"><b>DEPUTY VICE CHANCELLOR ADMINISTRATION</b></p>
<p>SIGNATURE</p>	
<p>DATE.</p>	<p><b>23 February 2011</b></p>
<p>ISSUE DATE.</p>	<p><b>23 March 2011</b></p>
<p>STAMP CONTROLLED / UNCONTROLLED</p>	<p align="center"><b>CONTROLLED</b></p>

Revision	00		Date	9 <sup>Th</sup> March, 2011
----------	----	--	------	-----------------------------

	<b>The Standard Operating Procedure</b>	<b>CUEA/DVC ADM/PUD/03</b>
<b>Title</b>	<b>PROCEDURE FOR PRINTING</b>	<b>Page 2 of 5</b>

**NOTE:**

1. Write amendments on the page provided (Clause 0.2)
2. Controlled copies of this document will be in the offices of the DVC Administration and Director of Publications.

**0. CONTENTS AND RECORD OF CHANGES**


**0.1 Table of Contents**

<b>0.</b>	<b>CONTENTS AND RECORD OF CHANGES.....</b>	<b>2</b>
<b>1.</b>	<b>PURPOSE .....</b>	<b>2</b>
<b>2.</b>	<b>SCOPE .....</b>	<b>3</b>
<b>3.</b>	<b>TERMS AND DEFINITIONS.....</b>	<b>3</b>
<b>4.</b>	<b>REFERENCES .....</b>	<b>3</b>
<b>5.</b>	<b>PRINCIPAL RESPONSIBILITIES .....</b>	<b>3</b>
<b>6.</b>	<b>METHOD .....</b>	<b>4</b>
<b>7.</b>	<b>APPENDICES.....</b>	<b>4</b>

**0.2 RECORD OF CHANGES**

No.	Date	Details of Changes		Authorization
	<i>(dd-mm-yy)</i>	<i>Page</i>	<i>Clause/sub clause</i>	<i>Title</i>
1	19 May 2011	3 and 4	6.2.1 Reference to forms	Director, Publications
2	09 June 2011		4.0 (Additions of CUEA,DVC,ADM PUD,SoP, WI)	Director, Publications
3	09 June 2011	4	7.0 (inclusion of note and work instruction as appendix A	Director, Publications

Revision	00		Date	9 <sup>th</sup> March 2011
----------	----	--	------	----------------------------

	<b>The Standard Operating Procedure</b>	<b>CUEA/DVC ADM/PUD/03</b>
<b>Title</b>	<b>PROCEDURE FOR PRINTING</b>	<b>Page 3 of 5</b>

### **0.3 Distribution / Circulation**

This Standard Operating Procedure is available at relevant functions for authorized users.

### **1.0 PURPOSE**

This procedure describes the methodology that CUEA PRESS shall employ to ensure high quality printing that meets and exceeds customer expectations.

### **2.0 SCOPE**

This procedure applies to all works submitted to CUEA PRESS for printing. It identifies the players involved in the printing process, their roles and responsibilities as well as timelines for specific tasks.

### **3.0 REFERENCES**

This procedure makes reference to the following:

3.1 Printing Style Sheet

### **4.0 TERMS AND DEFINITIONS**

4.1 Dummy: This is a sample of printed work, showing how the real one will appear.

4.2 Specifications: These are details that explain the design and materials used on a printed work.

4.3 CUEA: Catholic University of Eastern Africa

4.4 DVC ADM: Deputy Vice Chancellor Administration

4.5 PUD: Publication Department

4.6 SoP: Standard Operating Procedure

4.7 WI: Work Instruction


### **5.0 PRINCIPAL RESPONSIBILITY**

The Director of Publications has the overall responsibilities for ensuring that this procedure remains adequate for its intended purpose.

### **6.0 METHOD**

6.1 The Printer shall receive a dummy from the Director of Publications.

Revision	00		Date	9 <sup>Th</sup> March 2011
----------	----	--	------	----------------------------

	<b>The Standard Operating Procedure</b>	<b>CUEA/DVC ADM/PUD/03</b>
<b>Title</b>	<b>PROCEDURE FOR PRINTING</b>	<b>Page 4 of 5</b>

6.2 Within two (2) days of receiving the dummy, the Printer shall study the work and advise the Director of Publications if the work is to be printed internally or is to be outsourced.

6.2.1 If the work is to be printed internally, the Printer shall record it on the Printing Work Schedule (CUEA/DVC ADM/PUD/03/fm1) and proceed as appropriate after the client has filled the Order Form (CUEA/DVC ADM/PUD/03/fm2).

6.2.2 Where the work is to be outsourced, the printer shall formulate specifications and submit these to the Director of Publications for approval and submission to the Procurement Officer.

6.2.3. Upon the award of the printing contract by the Procurement Office, the Printer shall submit both hard soft copies to the winning bidder.

6.2.4 The Printer shall do follow-up and ensure that the work is printed according to specifications and in line with the standards of CUEA PRESS.

6.3 When outsourced work is delivered, the printer shall receive and cross-check it to ensure conformity with the LPO and other requirements.

6.3.1 If the work is found wanting, i.e. not conforming to the LPO and other quality requirements, the Printer shall advise the Director of Publications to reject the work and order for a reprint at the cost of the service provider.

6.3.2 If the work meets the set quality standards and specifications set out in the LPO, the Printer shall advise the Director of Publications to accept the consignment. The goods shall then be dispatched to the relevant department/user accompanied by a Delivery Note (CUEA/DVC ADM/PUD/03/fm3) and an Invoice (CUEA DVC ADM/PUD/03/fm4).


**\*Note: Any urgent work shall be done as per the work instruction PUD/SoP/WI/01\***

## **7.0. APPENDICES**

7.1 Appendix A: Work Instruction for Emergency Jobs

7.2 Appendix B

Revision	00		Date	9 <sup>Th</sup> March 2011
----------	----	--	------	----------------------------

	<b>The Standard Operating Procedure</b>	<b>CUEA/DVC ADM/PUD/03</b>
<b>Title</b>	<b>PROCEDURE FOR PRINTING</b>	<b>Page 5 of 5</b>

Appendix A: Work Instruction for Emergency Jobs

## CUEA PRESS

The Catholic University of Eastern Africa

P.O. Box 62157-00200 City Square, Nairobi-KENYA

P.O. Box 4002-30100 Eldoret-KENYA

Tel: +254-20-2525811-5 +254-53-2061218

Email: [publications@cuea.edu](mailto:publications@cuea.edu), [publicationsgaba@cuea.edu](mailto:publicationsgaba@cuea.edu)



### WORK INSTRUCTION FOR HANDLING EMERGENCY JOBS

#### I. Definition of Emergency Jobs

Emergency works are jobs that are needed urgently by customers but which are not scheduled on the publishing work sheet. These jobs usually require that other works in progress are stopped to have them done.

#### II. Procedure for Submitting Emergency Jobs


1. The Director of Publications shall receive the work from the customer and have it recorded on the ORDER FORM. The submission shall be accompanied by a letter or email explaining why the work is urgent.

*i) Form:* The work shall be submitted in a readable file format in soft copy (email attachment or flash disc). To ensure that Internet down-times do not lead to delays, customers are encouraged to submit a hard (printed) copy as well.

Where the customer is in doubt about the type of file format to use when submitting the work, he/she should consult the Department on telephone extensions 2233 and 2391.

*ii) Completeness:* It is the responsibility of the customer to ensure that the work submitted is complete in both fact and content. Where this requirement is not fulfilled, the Department shall not embark on the work and shall, instead, return it to the customer. Responsibility for, and consequences of, delays that may be

Revision	00		Date	9 <sup>Th</sup> March 2011
----------	----	--	------	----------------------------

	<b>The Standard Operating Procedure</b>	<b>CUEA/DVC ADM/PUD/03</b>
<b>Title</b>	<b>PROCEDURE FOR PRINTING</b>	<b>Page 6 of 5</b>

occasioned by the customer's failure to submit complete work shall be borne by the customer.

2. Upon receiving the work, the Director of Publications shall approve it after consultation with the relevant section (Editorial/Design/Printing) with regard to the time frame and technicalities involved.

**III.** The work shall then be undertaken according to the specifications provided by the customer on the ORDER FORM.

**PUD /SoP/WI/01**

Revision	00		Date	9 <sup>Th</sup> March 2011
----------	----	--	------	----------------------------

**Appendix B: Printing Work Schedule**



**CUEA PRESS**  
**The Catholic University of Eastern Africa**  
**P.O. Box 62157-00200 City Square, Nairobi-KENYA P.O. Box 4002, 30100 Eldoret-KENYA**  
**Tel: +254-20-2525811-5 +254-53-2061218 Email: [publications@cuea.edu](mailto:publications@cuea.edu), [publicationsgaba@cuea.edu](mailto:publicationsgaba@cuea.edu)**

Job ID	Job Title & Client	Date Received	Comments	Start Date	Completion Date	Comments

**CUEA/DVC ADM/PUD/03/fm1**

Revision	00		Date	9 <sup>Th</sup> March, 2011
----------	----	--	------	-----------------------------

Revision	00		Date	9 <sup>Th</sup> March, 2011
----------	----	--	------	-----------------------------