



Office of  
Financial Management  
STATE OF WASHINGTON

# Activity Inventory Performance Measure Assessment

## Public Printer

*October 19, 2007*

### Office of Financial Management Assessor:

Brian Willett  
Budget Assistant to the Governor  
(360) 902-0527  
brian.willett@ofm.wa.gov

### Agency Contacts:

Jean-Luc Devis  
Dan Swisher  
Nikkie Thompson

Based on a review of the following: The agency strategic plan, the budget activity inventory, a tour of the facility, and interviews with the agency contacts

# Budget Activity Comments & Potential Improvements

- The printer has a number of internal process-related measures it regularly reviews, but it does not submit any performance data to the Office of Financial Management. This leaves the Public Printer in a vulnerable position during budget and policy discussions, since there is no reference data about whether the agency is accomplishing its mission or achieving satisfactory performance results.
- There are a number of potential measurement subjects where the printer should consider developing performance measures:
  - By statute, all state agencies are supposed to use the printer for all their printing needs. Yet, many agencies maintain the duplicative expense of their own print services or use other local printing services. What percentage of the state agency print business does the Public Printer have?
  - What is the on-time delivery rate of products produced by the Public Printer?
  - What percentage of state agencies have had their printing/photocopying needs assessed by the Public Printer?
  - What percentage of the work is done correctly the first time without rework?
  - How much waste does the printer produce?
  - How efficient is the agency in using its office, workspace, and warehouse space?

# Agency Comments and Future Actions

- Traditionally, state and local governments have struggled to develop strategies to manage print workflows and capture the true costs associated with their print environments. Printers, copiers, scanners, and fax machines have been obtained without a cost analysis, consideration for a return on investment or true business need. As a result, government organizations are unable to inventory, track or account for the total number of devices. Therefore, government organizations do not have an accurate picture of budget dollars devoted to print related costs.
- **PRINT ASSESSMENT**  
Print assessment is the inventory and monitoring of all peripheral devices in the work place associated with printing, copying, scanning, or faxing. By collecting data in these areas an overall cost can be established based on equipment needs, services, supplies, office space, administrative costs, technical support and maintenance contracts. Our print assessment program uses a group of consultants whose goal is to provide a neutral assessment. This group consists of vendors that have nothing to gain from the recommendation of equipment. This tested approach generated significant savings in pilot programs by eliminating administrative time, reducing equipment needs, and increasing productivity. Print assessment provides organization with:
  - A comprehensive description of current print environments
  - Total costs and efficiencies based on deployment options, business needs and requirements
  - Objective and unbiased recommendations on future print capacity
  - Locations for services designed to support a variety of individual goals
  - Current spending, future savings, while identifying hidden costs
  - Information on current technologies

# Budget Activity & Performance Measure Linkages

