2001 NASA Printing/Copying Managers’ Workshop
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Highlights

• Duplicating customer satisfaction increased to 95.1%
  • Outsourcing implementation in 1998 resulted in customer satisfaction dropping from 98% to 84%.
  • Established goal to reach 95%
  • XBS implemented process improvements to increase customer satisfaction and reached 95% goal in April 2001.
  • Established new goal to reach 98%
Highlights (continued)

- Implemented IntraNet Docs digital engineering drawing storage, retrieval and distribution system.
  - Eliminates the need to plot out paper drawings for release.
  - Provides digital distribution and print on demand versus print and distribute.
  - Significant time-savings to the JPL engineering community (immediate access versus three to four day process and print time)
  - Significant cost savings by eliminating the printing of multiple sets for distribution (average annual large format reproduction cost $130k)
Process Improvement

- Transitioned Engineering Document Services from paper-based to digital service. Provides quick access for customers and eliminates the need to produce and store paper.
  - IntraNet Docs digital engineering drawing storage retrieval and distribution.
  - Quintek digital film plotter - takes digital drawing files and creates silver film aperture cards.
  - Kodak Archive Writer - takes digital documents files and creates silver 16mm roll film.
  - Scanning and OCR of hard copy documents to CD.
  - Xerox 8855 digital printer/plotter - takes digital drawing files and creates large format prints.