

# Overview of IMPR work

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## General work description

- a) Management of publishing workflow
  - a. Work request reception and planning
- b) Evaluation of the cost of publications in production (pre-costing and post-costing)
  - a. Request for cost estimates internal or external
  - b. tenders coordination with application of and follow up on monthly exchange rates
  - c. selecting of printer and supplier through bidding process (including in-house) for all graphics, layout, pre-press, e-publishing, reprography stages.
- c) Pre-costing proposal to authoring unit
- d) Pre-costing approval stage: PR creation by authoring unit
- e) PO creation and supply of the manuscript and charts
- f) Confirmation order and delivery of application files for printing
- g) Control throughout the production process
  - a. Proofreading tasks (including instructions to the typesetter or designer if cover involved)
  - b. evaluation of external pre-press and printing
- h) Invoicing: control and closing of work (Jamal Amani)
  - a. Confirmation of invoice payment (for external job)
  - b. Transferring of funds (for internal job)
- i) Archiving of file

## Interactions with

- 1) PRODOC units
- 2) PUBL
- 3) Author units
- 4) External Suppliers
- 5) Procurement
- 6) Finance

## List of devis 2016-2017

[Download the Excel file](#)

## Types of publications

IMPR deals with different types of publications, [see the list](#)

## Activities

Clients contact IMPR (José or Raphaël) as account manager for the initial step of the work as follow (in chronological order)

### Step 1 - Work reception

1. Reception of work requests by Author Unit (by mail, by phone, in person, with [ILO.60](#) form, with blue form)
  - a. OFFDOC documents for GB go directly to REPRO through RODIS workflow
  - b. For ILC reports go to IMPR (check and cover design)

### Step 2 - Work evaluation and planning (for any publications)

2. Check the request and received file(s), if any
3. First meeting with the client (Author Unit) to collect requirements and to give advice
4. Choice if internal or external work
5. Creation of a work number
6. Scheduling

### Step 2 - Peer review (only for Major publications [ILO publisher] and Flagship report) – This process is carried on d by PUBL or Publishing Secretariat

2. Reception of 1<sup>st</sup> Manuscript file(s)
3. Sent to ILO Units for Peer Review
4. Manuscript review by Author Unit
5. Reception of 2<sup>nd</sup> Manuscript file(s) and approval
6. Scheduling

### Step 3 – Budgeting, Financing, Planning and Work assignment

7. **Work estimation** for Proof reading, Layout, Printing and/or production of digital versions
  - a. External production: [requests of estimates](#) contacting 3 external suppliers
  - b. Internal production:
    - i. No cost estimate for Proof reading and layout
    - ii. Exception in case of external Proof reading, cost not estimated but calculated with predefined price list (cost paid by IMPR on its Budget)
    - iii. Cost of printing calculated by IMPR using predefined REPRO price list
8. **Estimates approval by Units and PR creation**
  - a. IMPR sends a Minute sheet ([external](#), [internal](#) work) with work description and estimates to the Author Unit for Purchase requisition (PR)
  - a. Purchase requisition (PR) made by Author Unit in IRIS (immediately or It could take from 2/3 weeks up to 3 months)
    - i. PR number received by IMPR
9. **For external suppliers: Purchase order (PO)**
  - a. [Evaluation of estimates](#) before Processing of Purchase Order
  - b. [Purchase Order \(PO\)](#) processing including work description, and then insertion in IRIS
  - c. PO sent to external supplier with work description
  - d. Reception of [confirmation order](#) sent by external supplier to IMPR with the final cost
10. **Work assignment**
  - a. External production
    - i. PO sent to external supplier with final work description and file(s)
  - b. Internal production
    - i. Work description and file(s) are sent to one of the internal services (CORR, DTP, and REPRO.)

### Step 4 – Production and quality control

11. Control workflow and manage the scheduling before and during the production
12. Evaluation of layout (it is done before the printing especially in case of external supplier)
13. Once finalized the work, delivers to Jamal Amani to start the Financial control
  - a. For external work: PO, PR, work description and order confirmation

- b. For internal work: the Minute Sheet

**Step 5 – Financial control, closing of work and statistics (Jamal Amani)****14. Internal Work**

- a. Compare Minute Sheet with delivery bulletin (from DISTR)
- b. Compare REPRO calculation and number of copies printed with delivery bulletin (from DISTR)
- c. Transfer funds from Author Unit Account to PRODOC account
- d. Close the work and balance
- e. Statistics

**15. External Work**

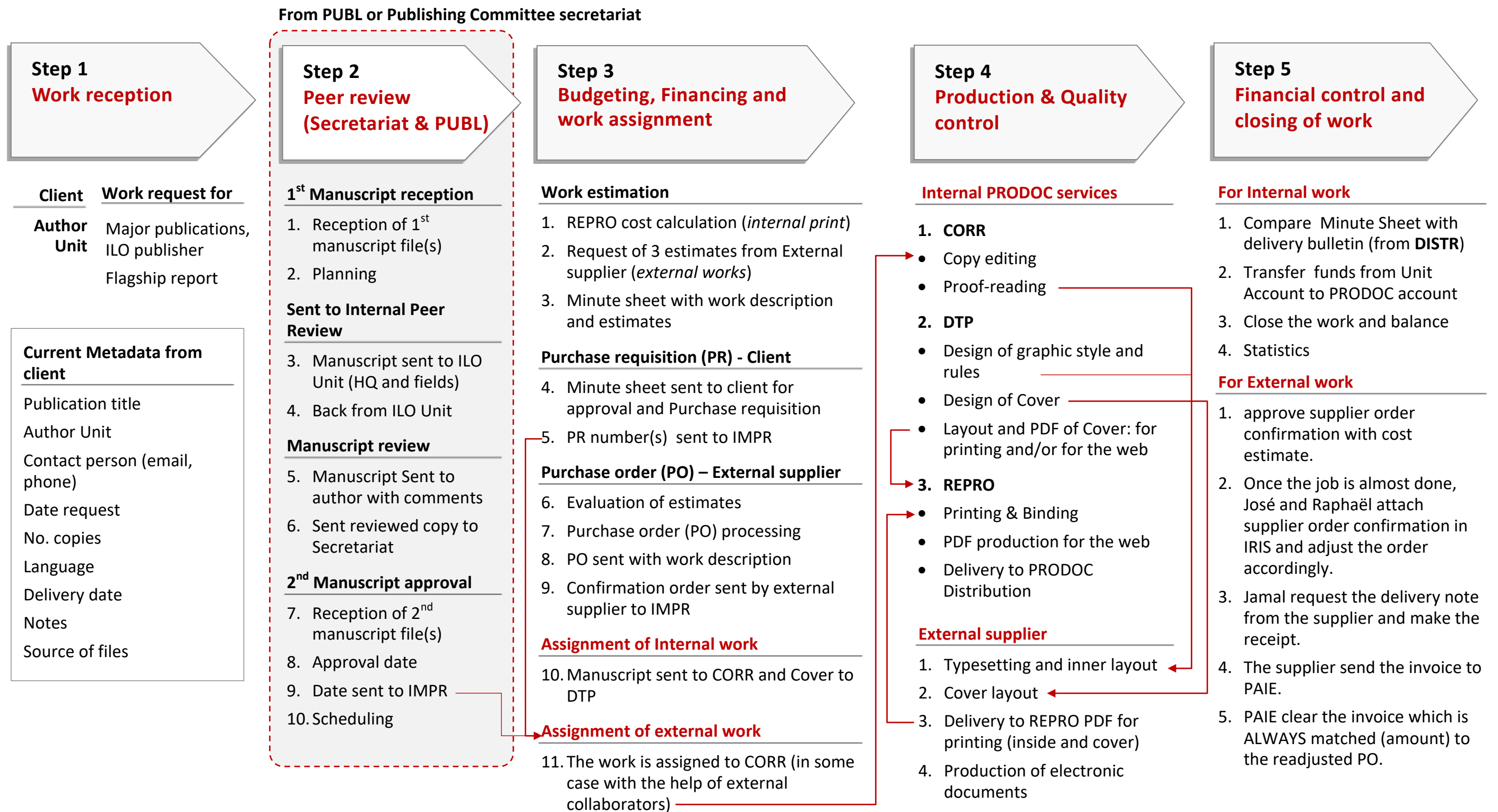
- a. Compare supplier Invoice with PO (including work description), PR and with delivery bulletin (from DISTR or from IMPR)
- b. Confirm payment to PAIE
- c. Close the work and balance
- d. Statistics

# IMPR workflow: Major publications (ILO publisher) Flagship report

Major publications (ILO publisher) and Flagship reports are printed internally, the layout and type setting is usually given to external suppliers, the cover can be laid-out by DTP or by the External supplier

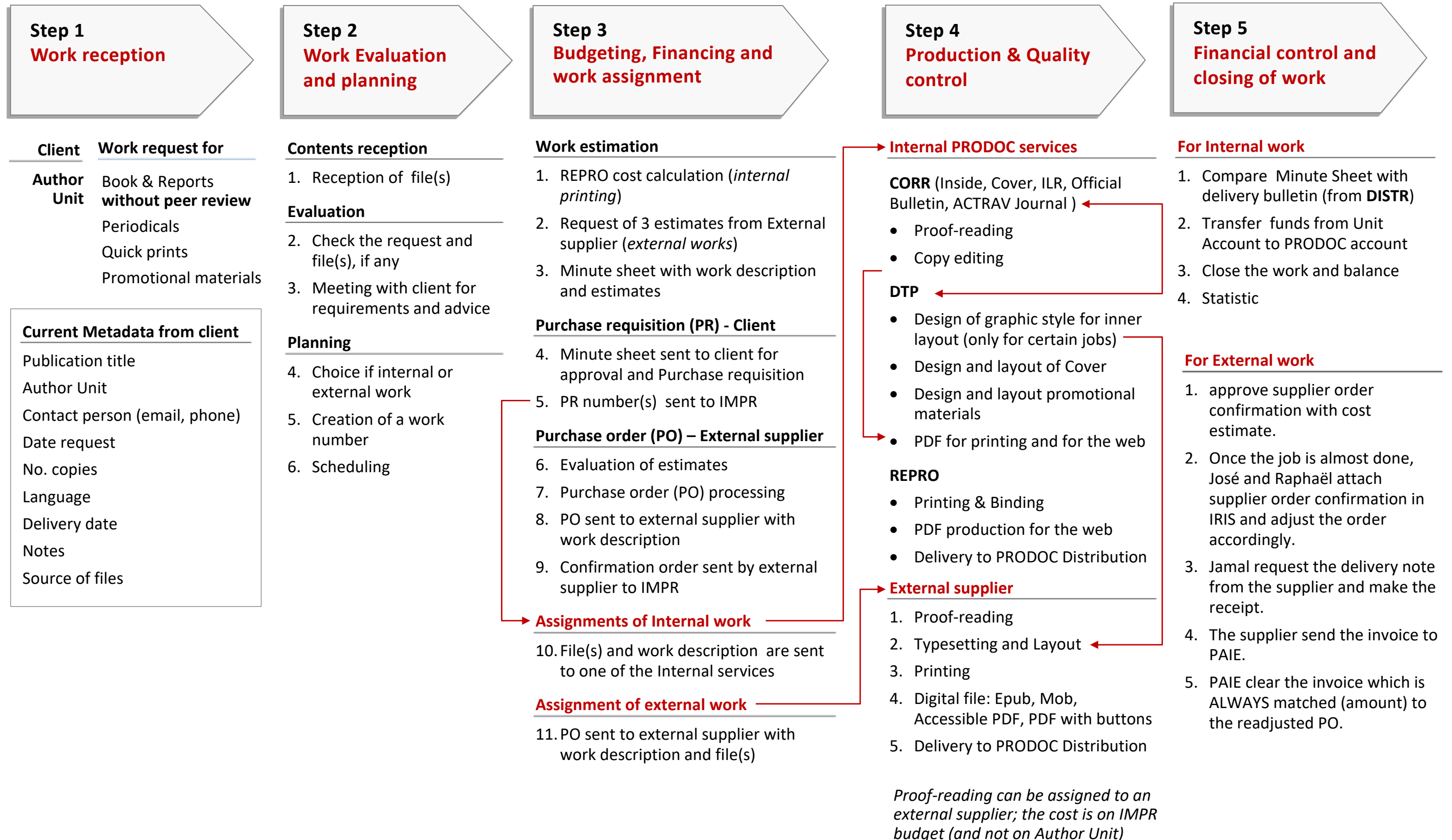
The assignment to internal PRODOC services FOLLOWS the sequence: 1 CORR, 2 DTP (OR external supplier), 3 REPRO

IMPR is absolutely not dealing with invoices since the POs are always adjusted before payment. Furthermore, all invoices are directly to PAIE,



# IMPR workflow: Book & Reports (no Peer review), Periodicals, Quick prints, Promotional materials

The same work can be assigned externally and internally at the same time: for example printing is with external supplier and graphic design is DTP inside  
 The assignment to internal PRODOC services is not in the sequence : 1 CORR, 2 DTP, 3 REPRO. It depends from the type of work

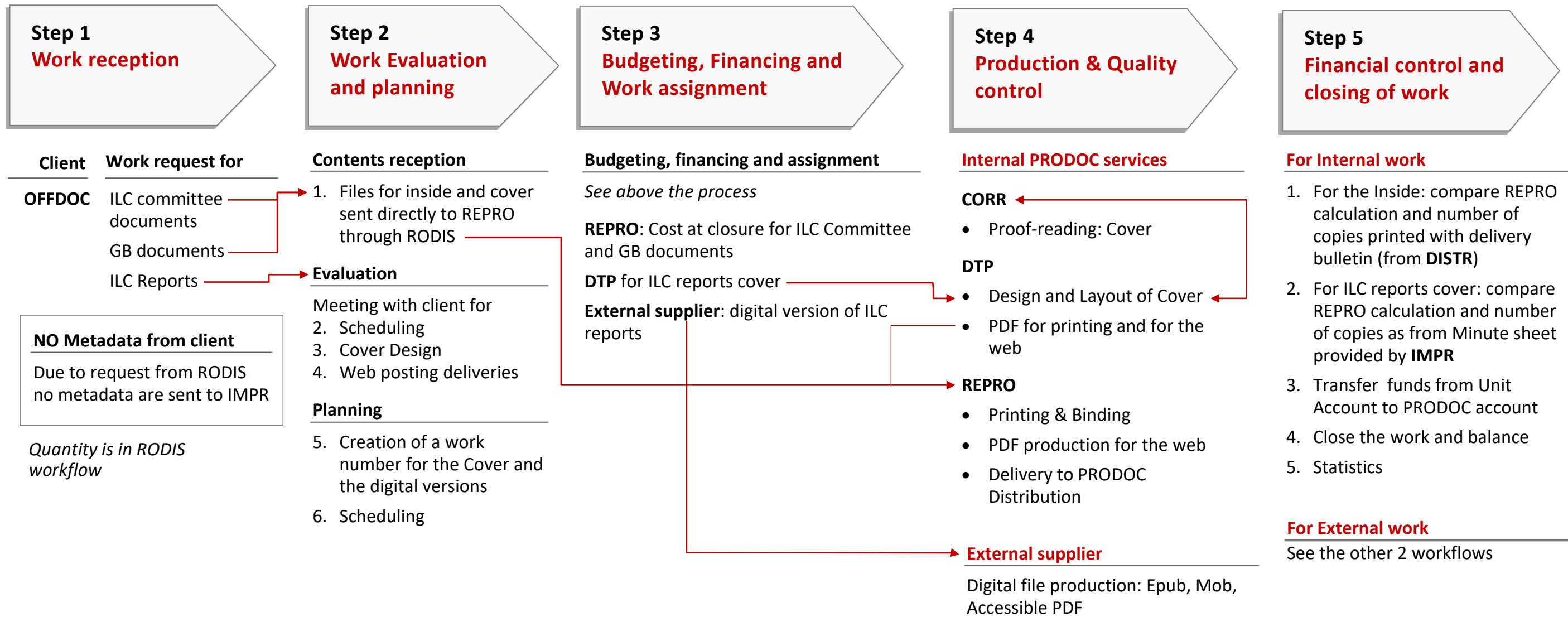


# IMPR workflow: OFFDOC

For OFFDOC documents it is assumed that the inner layout and cover are done and provided ready for printing by OFFDOC

Exception: Covers for ILC reports and digital versions of the whole report are done by PRODOC

- Produced by IMPR, the DTP service is free of charge the printing not.
- The digital versions MOBI and EPub are assigned to external supplier, PRODOC does interactive PDF with buttons (REPRO)





## Details on activities

### José Garcia

1. IMPR advise and plan the work with the Author Unit
2. IMPR manages and tracks the cost for internal and external works
3. IMPR decided when a work is done internally or it is sent to external supplier for technical reasons and costs (balancing the attribution)
4. IMPR provides publishing services to ILO Units through its units (some of them are free of charge):
  - a. CORR Unit: proof reading and light editing service, 3 proof readers (EN, FR and ES) and external collaborators
  - b. DTP Unit: Graphic design service, 4 graphic designers
  - c. REPRO Unit: the internal printing service (not free of charge)
5. IMPR also provide the same publishing services but assigning them to external supplier, the cost is then paid by the requesting ILO Unit
6. There are case in which IMPR assigns to an external supplier the proof-reading, the cost is then paid by IMPR, in fact it has its own budget to pay directly instead of the ILO Unit
7. In case of work assigned externally, IMPR is obliged to requires estimates to 3 external suppliers, estimates could be for some or for all the following services:
  - a. Proof reading
  - b. Type setting and Inner layout
  - c. Cover layout
  - d. Printing
  - e. Production of digital version: Epub, MOBI, Accessible PDF
8. A Template in Word is used for the estimates request
9. IMPR manages a list of suppliers, it must be uploaded in the systems
  - a. The list must be opened to updates
10. In case of work assigned internally (PRODOC units): some services are for free
  - a. **Proof reading. free of charge** for the Unit even when the work is given externally.
    - i. IMPR has its own budget to pay external supplier
    - ii. IMPR has a predefined price list for that
    - iii. It is necessary to keep track of the cost in order to charge and count it on IMPR budget
  - b. **Layout design**: done by DTP, **free of charge** for the Unit
  - c. **Cover design and layout**: done by DTP, **free of charge** for the Unit
  - d. **Printing**: done by REPRO, **has a cost**
11. IMPR receive from REPRO every three months the list if works given by clients directly to REPRO
  - a. The list of works contains the cost by ILO Unit
  - b. The list is managed by Jamal
12. Minute sheets have a **number/code** so to be able to retrieve them. The number/code is on the footer of the Minute sheet
  - a. A Template in Word is used for the Minute sheet
13. It is increasing the request of publications on PDF only, not printed
  - a. In such case IMPR creates also the PDF for printing, this work is done by DTP and REPRO
14. The delivery date asked by the client can be changed by IMPR, the client has to be informed (Front store would take care of that)
15. Garcia, as member of the Publishing Committee deals with the internal Peer review process for
  - a. Flagship report (mainly)
  - b. Major publications
  - c. NOTE: PUBL manages external peer review for major co-published
16. The Peer review process done internally involves in parallel other ILO Units and it can take months: from the editing of the first manuscript, including the Peer review, till the modification of manuscript, 12 months could be necessary.

## Raphäel Crettaz

17. A common directory is used in IMPR to store all documentation behind a work order
  - a. To be further discussed if it will be migrated in the new system
18. Raphäel deals with Flagship mainly, and Major report partially (Flagship 10% - other publications 70% - 20% projects)
19. It would be good to get the number of pages and the number/types of graphs to better anticipate the volume of work.
  - a. In the future, the software should be able to request these kind of information to the user in order to automatically provide an rough estimate for the Unit (budgetary purpose).
20. PO (Purchase Order) can be done in IRIS only when the Manuscript/file has been received
  - a. The PO is done using IRIS, a PDF is then printed and submitted to PRODOC head for official stamp with date and signature
  - b. The PO, with work description added (made by IMPR), is also sent to Supplier as work order and contract (contract stipulated by the ILO with the supplier)
21. Raphäel to start the work with the supplier sends via email
  - a. PO and work description as PDF (the contract)
  - b. Instruction on email body coming from PO and Work description
  - c. The manuscript file(s) or, if too many, a link to a DropBox directory
22. When Raphäel receive the confirmation order from the supplier Jamal is informed
23. Before ordering any kind of jobs, Raphael sends the PO, the work description to JAMAL (for internal registration). Nearly, at the end of the process, a copy of the adjusted PO created from the confirmation order is given to Jamal.
24. Raphäel doesn't deal with the Peer Review process
25. Raphäel manages CORR <sup>1</sup> for proof-reading (mainly) and for copy editing. Raphaël sends to CORR the EN version of Flagship publications (which usually is the first one, the master) and always copy José.
  - a. Official bulletin (transversal relationship between OFFDOC and CORR colleagues through José)
  - b. International Labour Review (idem official bulletin but with RESEARCH/Review)
  - c. Flagship reports
  - d. Major publications
26. Translation of master are sent by Author unit directly to IMPR
27. The inner type setting and layout for flagship is usually given externally
28. Type of works
  - a. Fixed rate from REPRO (click) + pdf done by unit → directly in REPRO
  - b. The Unit will use a Template system → then pdf directly to REPRO (are they fixed rate too?)
    - i. System in developing one, available in 2018
  - c. Necessity of layout (for the book, for the cover) → contact IMPR

<sup>1</sup> There are other 10% of works treated by CORR, not listed at point 21. These are managed by José



# Requirements for the new system

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## From José Garcia

1. **Agenda to manage meetings:** The system will be also used as agenda to manage meetings with clients
  - a. The underlying idea is to stop people contacting IMPR by phone or by mail, channeling client request through the **Front store**
  - b. The expectation is also to reduce the number of requests addressed to IMPR
    - i. **Quick print**, with PDF made by the unit, or done using the New Template application, goes directly to REPRO - Fixed price (IMPR is informed) – 10%
    - ii. **Publications and Promotional materials** requires IMPR work – 65%
    - iii. **Official documents** (from OFFDOC) goes directly to REPRO (IMPR is informed) – 25%
      1. Excluding ILC reports for check and cover design and official bulletin A. They go to IMPR
2. **Estimates creator and comparison:** it is required to have in the news system a tool to do estimates for the print without asking to external supplier or to REPRO.
  - a. The tool is based on number of pages
  - b. Into this tool will be upload the existing prices list for REPRO and the price list of external supplier (to be done).
  - c. The feature “Compare” will compare the REPRO price with one of the external supplier

## From Raphaël Crettaz

3. **Front store features**
  - a. Types of publications will be subdivided in 3 main categories
    - i. Quick print
    - ii. Promotional materials
    - iii. Publications
  - b. The client must indicates the exact **number of pages** (especially for file sent directly to REPRO)
4. In the new system each publication must have attached all possible files including the native file (typically InDesig, but this one is visible to PRODOC people only)

## From José and Raphaël

5. **Planning and control work in progress (tracking system)** for PRODOC and Clients (through Front Store)
  - a. Reducing the amount on email and phone call from clients
  - b. Used by IMPR to have a general overview of the work in progress
  - c. Visibility to whole IMPR staff
  - d. Clearly reporting the status of the work during all the steps of the production life cycle