

ESTATES DEPARTMENT/ DESIGN AND PRINT CENTRE/ SERVICE LEVEL

September 2018

Version 4



DESIGN AND PRINT CENTRE

Role – To provide a complete Graphic Design and Printing solution for the university’s staff, students and external clients. To give advice and support on all design and printing requirements, it is our aim to deliver an efficient, secure and value for money service at the highest standard within an affordable budget.

Service provision and standards

Binding service	
Indicative standard	Thermal and wiro bound service available.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 24hrs subject to quantity.
Branded goods	
Indicative standard	Bespoke branded promotional goods supplied, including T-shirts, hoodies, mugs, pens, memory sticks etc.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 to 15 working days subject to the type of item required.
Case binding service	
Indicative standard	Case bound (woven cover with foil blocked lettering).
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 working days from receipt of copy.

Design	
Indicative standard	Designs reproduced to your specification.
Frequency	Monday to Friday 9.00am to 5.00pm.
Note	Production time 5 to 10 working days subject to copy.
Digital printing	
Indicative standard	Colour and mono digital printing service.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 24hrs from approval of copy subject to the finishing requirements.
Finishing	
Indicative standard	Folding, cutting, perforating, numbering and booklet making.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 2 to 5 working days additional to specified print time.
Large format	
Indicative standard	Pop up banners, A0, A1, A2 colour poster produced.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 24hrs from approval of copy.

Litho printing	
Indicative standard	4 colour process (CMYK) printing service.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 to 7 working days from approval of copy.
Mail and fulfilment	
Indicative standard	Mail merging and inserted service.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 to 10 working days subject to copy.
Paper supplies	
Indicative standard	A4 and A3 copying paper supplied on request.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Delivery time within 24hrs.
Passport photograph service	
Indicative standard	To produced passport size photographs to meet UK standards.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time by appointment.

Scanning service	
Indicative standard	Documents scanned on request.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 24hrs subject to quantity.
Signs	
Indicative standard	Self-adhesive colour image mounted onto Foamex backing.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 working days from approval of copy.
Vinyl banners	
Indicative standard	Vinyl 440gsm, hemmed and eyeleted.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 7 working days from approval of copy.

Eligibility for services

Students, staff and external clients.

Customer responsibilities

- To supply an order, in good time, with details of the estimate number and/or a description of the work to be carried out
- The authorised internal signatory should supply a cost code, which includes a delivery address and date required by
- To supply artwork/images/text in an agreed electronic format or camera ready copy artwork

- To proof read artwork/text before printing or forwarding to the DPC
- To notify us of any changes within the department, e.g. address, staff, cost codes
- To ensure that funds are available to pay for services and materials ordered
- To approve all copy prior to production

Contact details	
	Designandprintcentre@kent.ac.uk 01227 (82)7704
Opening times	
Monday to Friday	9.00am to 4.30pm
Accreditations	
ISO 9001 Quality assurance	
BPIF membership	

www.kent.ac.uk/estates

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