

Case study: Civil Aviation Authority



The Civil Aviation Authority (CAA) is the UK's independent specialist aviation regulator, responsible for air safety, economic regulation, consumer protection and environmental research and consultancy. They also advise the government on aviation issues.

TSO has been working with CAA since 2004 to publish its diverse range, which includes statutory information, guidance and requirements, and log books. The publications are available as subscription and standing order products.

The challenge

The information in CAA publications is constantly updated and it is vital that customers can be confident that they are purchasing the latest version. The CAA needs to ensure that the most up-to-date information is always available for customers, while keeping production and storage costs and stock wastage to a minimum.

The solution

TSO uses state of the art technology to provide CAA with a sophisticated print on demand solution across the majority of their publications. When customers place an order via TSO's online bookstore tsoshop.co.uk or customer services team, the database will automatically notify the printing press, where the order is printed overnight and dispatched to the customer the following day.

When a document needs updating CAA simply provides TSO with the new version, which is used to replace the previous file in the document library, ensuring the new information is available for customers to order as soon as it is received. There is no excess stock printed, eliminating storage costs and the wastage of pre-printed stock once it becomes obsolete.

Case study: Civil Aviation Authority



This solution also enables TSO to continually amend CAA's subscription products which are updated on a regular basis, and to fulfil standing orders which are updated as and when publications are revised. When CAA provides the amendments, TSO prints and sends the updated sections to existing customers, while at the same time an up-to-date consolidated version is available for new customers.

Extensive knowledge of the CAA and their products means that TSO can also identify publications which are unsuitable for print on demand, and should instead be printed and stored, for example log books, which have a hard cover.

Service mix

TSO provides CAA with the following services:

- Print on demand
- Print production
- Warehousing and fulfilment
- Order-taking and customer service

Next steps

TSO is now working to identify other formats that we can use to produce publications such as log books, which are currently printed and warehoused, with a view to publishing them through print on demand to further increase the cost effectiveness of CAA publications.

Results

- Cost effective solution which reduced wastage and warehousing costs.
- Up-to-date publications that are readily available for customers.

Confidentiality Statement

The contents of this document together with all other information, data, materials, specifications or other related documents provided by TSO (together "materials") shall be treated at all times by the recipient as the confidential and proprietary information of TSO. The recipient shall not disclose any such materials to any third parties without the express, advance written approval of TSO. Where such express approval is granted by TSO, the recipient shall ensure that all third parties to whom disclosure is made shall keep any such materials confidential and shall not disclose them or any part of them to any other person. All intellectual property rights in the materials provided by TSO are and shall remain the property of TSO, or its third party licensors, and are protected by copyright. © 2008 Williams Lea Group

Disclaimer

This document may be incomplete without reference to any oral briefing provided by TSO, reflects current conditions and TSO's views as of this date and is subject to correction or change at any time. Although the information contained in this document is believed to be accurate in all material respects, neither TSO nor any of TSO's advisers, agents, officers or employees accepts responsibility or liability for or makes any promise, representation, statement or expression of opinion or warranty, express or implied, with respect to the accuracy or completeness of the content of this document (to the extent permissible by law) unless and save to the extent that such promise, representation, statement or expression of opinion or warranty is later expressly incorporated into a legally binding contract.