

Production Services Operations

Program prints highly sensitive documents including warrants, checks and confidential materials

Located in a secure facility on the Capitol Campus in Olympia, Production Services is a 24/7 operation that prints highly sensitive materials including unemployment checks, warrants, license renewals and confidential documents. The production and delivery of these documents to the citizens of Washington is guided by state and federal laws. Total monthly production averages between 6 and 8 million pages per month.



Service produces half-million checks monthly

During the average month, Production Services produces up to 8 million highly sensitive documents, including about 500,000 vendor, payroll and unemployment benefit checks. The program also:

- Provides CD production and duplication for multiple state agencies. The CDs produced can contain both sensitive information and non-sensitive information, such as internal reports and invoices.
- Protects highly sensitive documents, including paychecks, vendor payments, unemployment benefit checks and confidential materials in a secure vault.
- Using four high-speed printers, three roll feeders and three separator/folder machines, Production Services operates 24 hours a day, seven days a week to meet agency deadlines for delivering critical materials to clients, employees and vendors.

Increased efficiency, lower cost

Prior to the creation of the Department of Enterprise Services, one-third of the Production Services staff transferred to the Department of Information Services Command Center – now part of Consolidated Technology Services. Despite the reduced staffing, Production Services maintained production levels and met customer needs through process improvements and teamwork. In addition:

- Production Services recently partnered with DES Printing and Imaging to produce rolled paper, saving \$30,000 annually in printing costs.
- As part of the consolidation into Enterprise Services, Production Services assumed control of supply inventory, cutting costs by \$58,000 per year.
- By partnering with the State Treasurer to print Agency Financial Reporting System warrants, Production Services saves the state several thousand dollars each year and eliminates the use of a private courier.
- The program practices continuous process improvement and applies LEAN concepts to improve work flows and reduce costs.

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