Clare Wailing
PDI Europe Ltd

A Quality Approach to Total Management of Training Courseware

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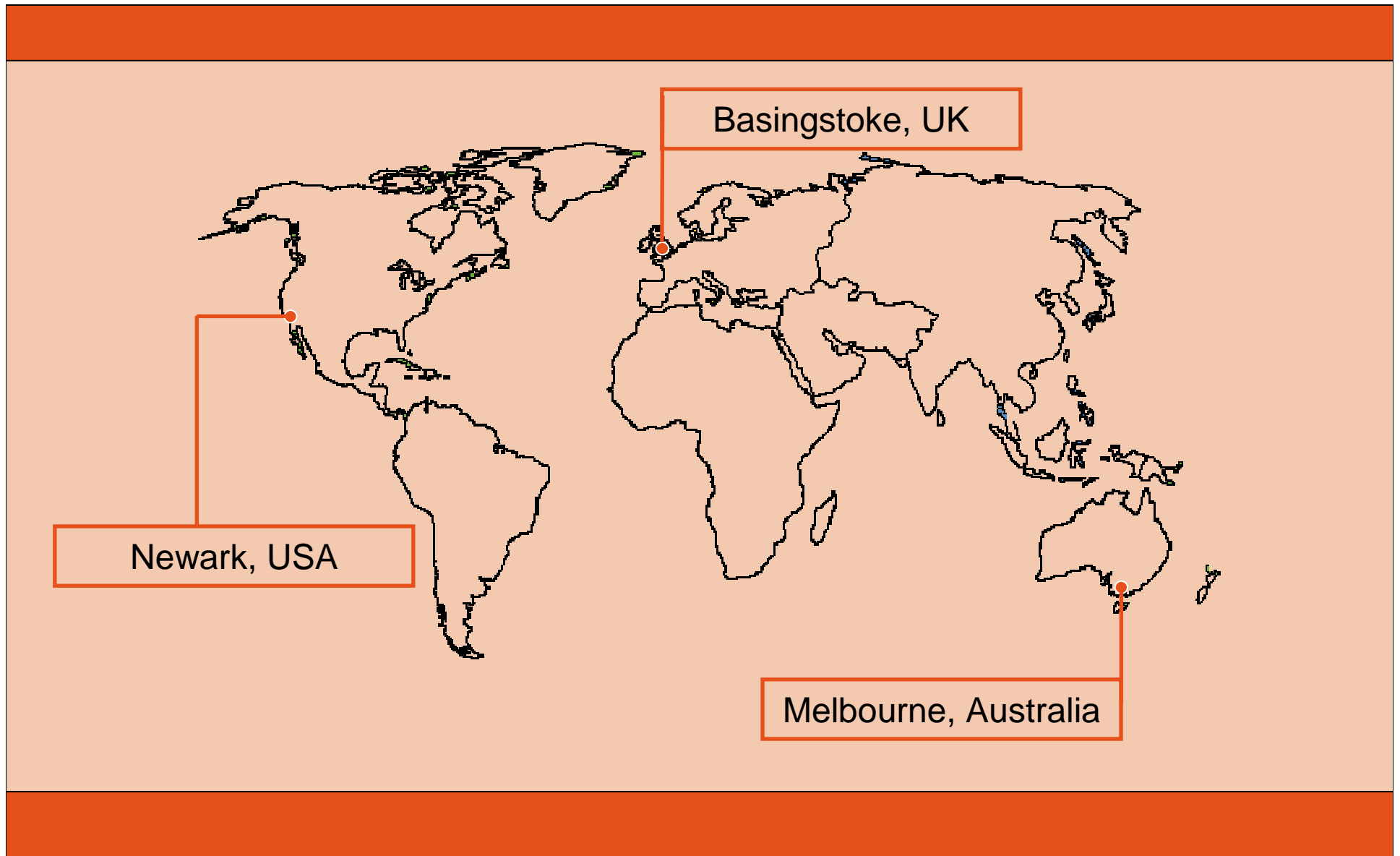
Company Overview

- Specialists in managing the whole process of print, production and distribution of courseware

- Established 6 years

- Customer base in technology training marketplace

- Local, regional or global production
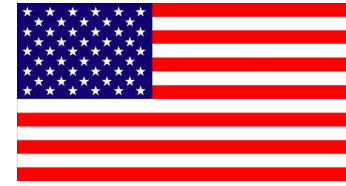
Global Coverage

Basingstoke, UK

Newark, USA

Melbourne, Australia

Challenges in Courseware Production

Situation Presented by Electronic Design Software Company

- 500 Course Titles – authored in the US

- Each country in Europe accessed files and managed their own local printers
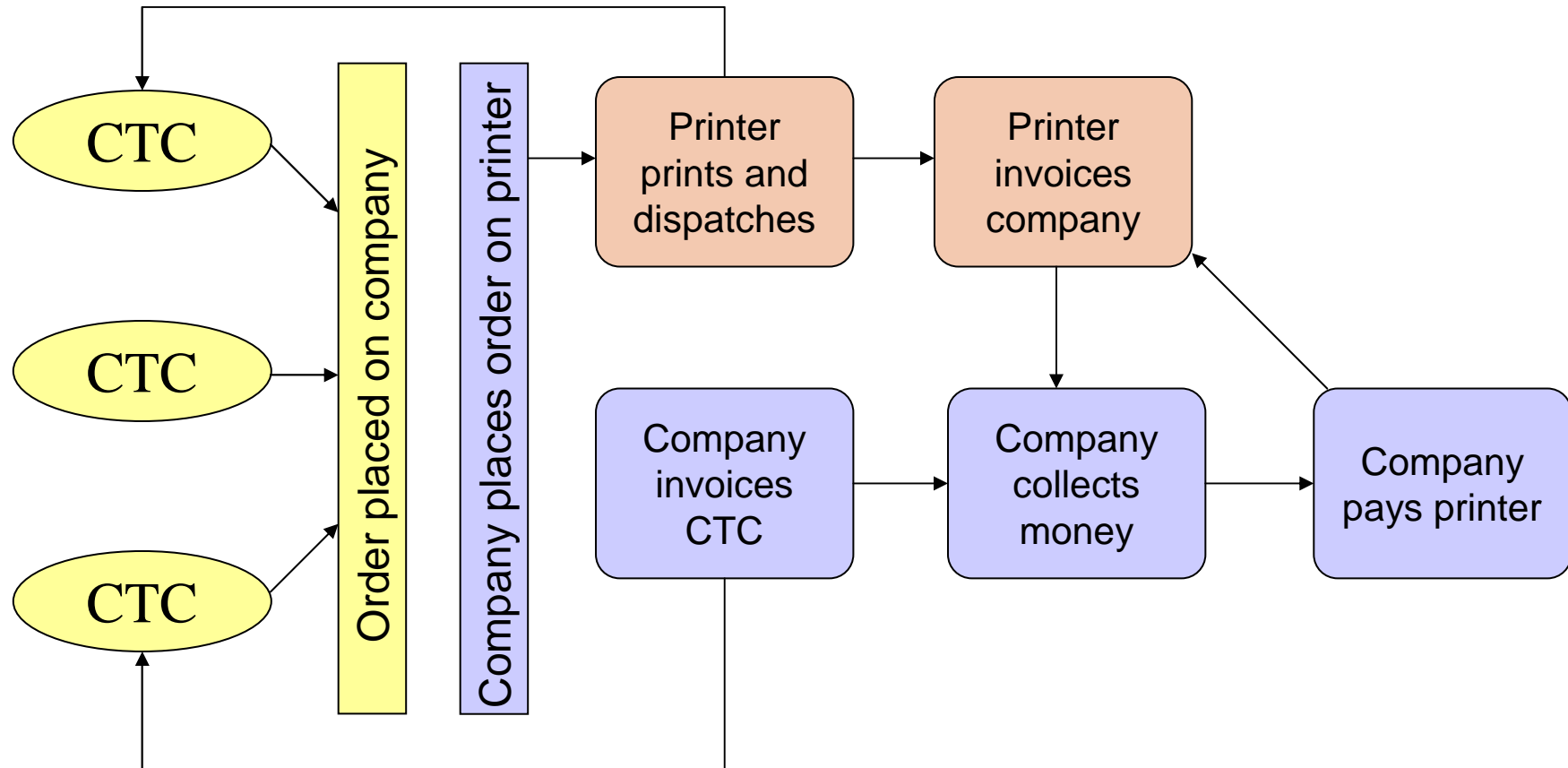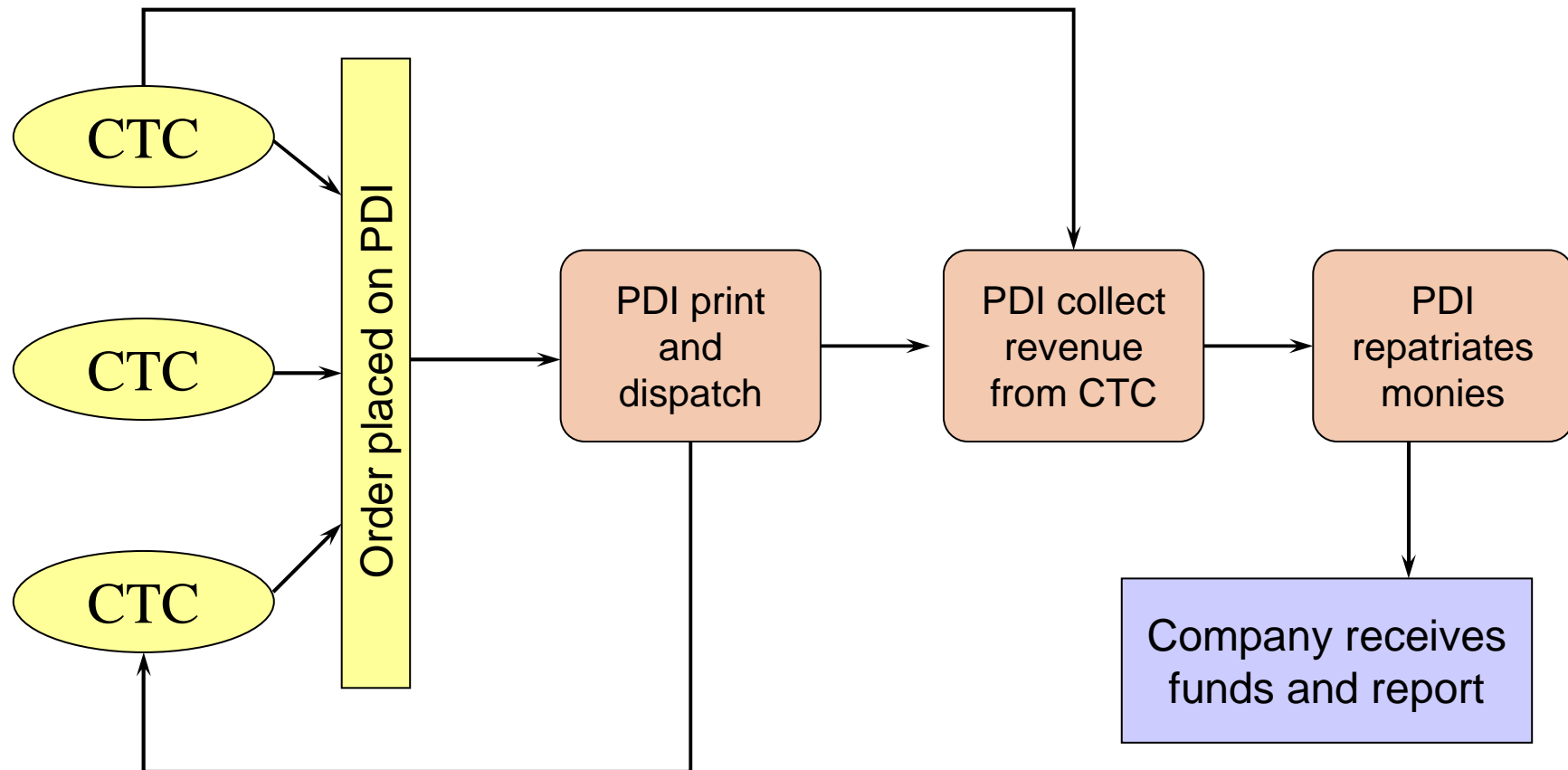
Issues and Solutions

Time	Centralised document management
Print Style	Proofing & print ready file distribution
Inconsistency	Regional production
High Unit Cost	Quality purchasing benefit for global quantity
Distribution	Time of cost effective service chosen & managed by PDI

Original process of CRM company

Solution for CRM company

Reporting

A Software Companies Sales for January 2005

Client	Admin	Date	Code	Description	No.	Unit Price	Total	Customer o/no	Shipping Name
A Software Co GMBH	Luisa	17-Jan-05	S996-1-EN-SG	How to manage Users	3	£ 5.10	£ 15.30	PDI11766	Jo Bloogs and Co
A Software Co GMBH	Luisa	19-Jan-05	S1234-1-DE-SG	How to read a User Manual	1	£ 7.20	£ 7.20	PDI11753	Ian Smith and Co
A Software Co GMBH	Luisa	19-Jan-05	S1234-1-EN-SG	How to read a User Manual	1	£ 7.20	£ 7.20	PDI11753	Peter Jones and Co
A Software Co GMBH	Luisa	19-Jan-05	S4321-1-EN-SG	The Fundamentals of Users' probl	1	£ 7.32	£ 7.32	PDI11753	John Lewis and Co
A Software Co GMBH	Luisa	19-Jan-05	S3214-2-EN-SG	Why its not always IT's fault	1	£ 9.36	£ 9.36	PDI11753	John Humphreys and Co
A Software Co GMBH	Luisa	20-Jan-05	S5678-1-ES-SG	Don't fiddle with the settings	5	£ 16.88	£ 84.41	PDI11796	Bowie and Co
A Software Co GMBH	Luisa	21-Jan-05	S996-1-FR-SG	Control Alt Delete is not a solution	4	£ 7.14	£ 28.56	PDI11797	Shui and Co
A Software Co GMBH	Luisa	21-Jan-05	S800-4-DE-IG	Advanced User Management	7	£ 7.25	£ 50.75	PDI11807	Carter and Co
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- Supplier and Customer work in partnership
- Many components that go into quality