

## INTEC Takes Steps to Improve Service Delivery

As part of the pre-season planning, the INTEC Regional Office team and the Warehouse/ Printing Department project team have been fervently planning, building, packing and unpacking to ensure that we are ready for a bumper start to 2011. There was a lot to do behind the scenes.

Proudly, we are now at a point where we can finally service our students efficiently as we now directly manage the processes involved in issuing study material. This is a huge advantage for us; one that we know our students will benefit from.

So what exactly have we been doing and what were the major plans? A big change for INTEC has been the decision to take ownership and control of the warehouse, print and dispatch functions related to issuing study material.

In terms of our warehouse plans, the following has been achieved:



- The INTEC in-house warehouse was set up by the 15th October.
- All stock was moved to our warehouse by the 5th November.
- All stock is now received into Accpac and sales orders are released from Accpac. The stock management system is no longer reliant on integration to other systems.
- The automated order release process is being tested and will go live by 5th January 2011.
- We have a total of 5520 bin locations to hold stock.
- We now have full control of and access to our stock, as well as the dispatching thereof.

In terms of our in-house print shop plans, the following has been achieved:



- The in-house print shop started printing on the 10th December.
- We have 5 printers with a capacity of 4 million images per month. We are able to print approximately 500 images per minute.
- To date, we have already done approximately 100 000 images.
- All current printing backorders will be completed by next week.
- We are also currently printing stock for the Top 50 courses in time for season sales.
- We will also be in a position to do ad hoc printing for “walk-in” students with a half-hour turnaround per student.

**What this now means, is improved service delivery for our students!**

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