

FAIR WINDS AND FOLLOWING SEAS...

This is NOT the last issue of "Litho Notes"; but it is my last, as editor, writer, and publisher. LIC(SW) Ken Priggemeier will be taking over "Litho Notes" next month. Chief Priggemeier is currently assigned as the LI Exam Writer, here at NETPMSA.

During my career I have made many friends and twice as many enemies...but I did my job...I know too well that I had another name besides Master Chief; but that is OK. As I prepare to transfer to the Fleet Reserve I would like to take this opportunity to thank some people who I have served with or who I came to know throughout my 24 years of Naval service; but I am limited to space and cannot put everyone's name in print so I will just have to say Thanks to all of you, especially LICM Pat McCabe, LICM Dave Murray, LIC Ken Priggemeier, Mr. Mike Nepi and DPSMO Code 31, MSG Rich Rivera, USA, and Mr. Bill Sutton (DMS). I wish you all the traditional "Fair Winds and Following Seas."

I want to remind my fellow printers that we really do have a lot to be proud of in our professional careers. Printing has a great legacy, Henry P. Porter says it best in the following quote:

"Printing is a good business. It is clean, honorable, respectable. It is celebrated as a trainer of men for higher stations in life. It has many inspiring traditions and legends. It combines the need for knowledge of everything under the sun: mathematics, mechanics, language, spelling, grammar, color, composition, salesmanship; there is

Litho NOTES

indeed no limit to the accomplishments that are required of the printer. The printer is brought into contact with all other vocations and professions. No vocation or profession can really exist without the printing press. From textbooks to novels, from pamphlets to newspapers, from tickets to tax bills, no man can evade the printed word."

Now the question of who is Henry P. Porter? I have no idea, the quote is from a book written prior to 1915. What I do know is that he described the characteristics of the 19th century American printer as that of a true renaissance person.

EDUCATION.... COMMUNICATION....

THE PRINTSHOP SUPERVISOR'S JOB

Downsizing, personnel changes, new methods and peak work loads, require supervisors to work smarter, not harder. Working smarter requires communication. Good communications inform or educate and education is really what it is all about.

Top management that is knowledgeable about your printshop capabilities and inabilities is more understanding of your printshop's requests. Your customers, who are aware of copy requirements and how to accomplish their printing needs, can plan routine work and make the operation smoother. Lithographers, who understand the full scope of their work and its necessity, are easier to motivate to compliance because of the knowledge.

So, where does education start? How is it accomplished? Every printshop supervisor or manager will have a different trouble zone that requires priority. However, if a program of total awareness is needed, the best place to start is with upper management.

When a manager needs help procuring new equipment, personnel, implementing change or justifying his position, that manager turns to his or her supervisor. That supervisor, in turn, must justify his or her action to those above him or her. The supervisor must be aware of what the manager's request will effect, aware of the cost, and of the change. In other words, the supervisor must be well educated. Most manager-supervisor interchanges start with a meeting. Numerous meetings are squandered for a lack of information. A good manager should have all the facts related to the action in mind or in note form. If the action has alternatives, the manager must be aware of them and be prepared to accept or reject, with facts. Upon completion of the meeting, a written summary should be prepared,

1994 Lithographer Technical Assessment Conferences

The 1994 Lithographer (LI) Technical Assessment Conference have been tentatively scheduled for 12 and 13 January 1994 - Norfolk, VA; and 2 and 3 February 1994 - San Diego, CA.

Point of contact for these conferences is Mr. Don Wert, DPSMO, phone: DSN 288-7411 or (C) (202) 433-7411.

recording all the pertinent facts and decision(s). Copies of the summary should be distributed to all those who attended the meeting. The summary will eliminate confusion about what transpired and make secure, for the future, the actions discussed.

Printshop supervisors who keep higher management informed with regular reports of their printshop's faults and successes say that less difficulty is encountered when decisions must be made or crises arise. These reports should be written, in brief form, and presented at regular intervals. This provides a continuing form of education for upper management.

Printshop supervisors, who in the past have said, "We are too small, no need for written reports." or "No one requires a written report, why should I do it." have often had the painful pleasure of learning by experience. Sooner or later, someone in authority will ask the printshop to justify its existence (just ask the printshop supervisors aboard the carriers). With up-to-date records and reports the printshop supervisor will have few problems. Without them, the situation can be an embarrassing disaster.

Customers are another area that supervisors and managers must constantly educate. The education program is varied to meet individual needs and serves to inform customers of your printshop's facilities, services and how they can be utilized. One simple method of informing is easily accomplished by setting up a guided tour and explanation of your printshop, tour members should include department heads and personnel who will have a need to utilize your facilities. Explanations should include: different types of printing available, costs, scheduling, and procedures for requesting printing. When all involved in procuring printing receive the same information there is a more complete understanding for that customer or department.

Printshop supervisors who operate a centralized facility (tenders, carriers, etc.) and serve other commands should provide a booklet describing what capabilities the printshop has. This booklet should provide pictures, descriptions—the same information provided for by the guided tour.

The education of your customers is not a "one-time" project. New processes and methods that provide better

services should be described and advertised as they are installed. Each new customer should be informed so the communication flow will not be interrupted by a lack of knowledge.

Printshop supervisors have long been familiar with on-the-job training for their personnel. Most of these programs train their personnel to a level of technical excellence required for the job for which they are currently assigned to. What about the future? What new skills will be required? Now may be too late to initiate an effective training program for the next planned change.

Personnel who have the skills required to operate a new piece of equipment are able to quickly move production levels to the best potential. Training prior to the equipment installation is the answer. If professional teaching help is available in the form of technical schools or vendor training, it will be cheaper than on-the-job training. If on-the-job training is the only answer, manufacturer's operator manuals and technical guides make excellent self-help texts. Request these materials be sent early, prior to equipment installation. In this way, the new operator will have some advance knowledge before they are expected to operate the new equipment.

You can also use the manufacture's technical materials for cross-training. Personnel who are familiar with jobs they may be expected to perform during peak production periods, leave periods, personnel gaps, will perform better with less tension.

An area of education where supervisors and managers often tend to overlook is teaching each of their personnel just what their job is. Complete job descriptions for each position, with clear definitions, will help eliminate the problem. This will work on even the smallest of printshops in the fleet. Remember the comment earlier about "We are too small, no need for written reports."? As a supervisor you can apply this to job descriptions. Job descriptions, to be effective, must be kept current and a copy should be in the possession of the job holder.

Shop rules and command policies that effect the printshop personnel should be kept up-to-date, published so that everyone in the concerned may have a copy.

Printshop supervisors and managers will be happy to learn that

new personnel coming into the work force will be more intelligent, better able to cope with the new technology, and the changes to come. Supervisors and managers, to satisfy and motivate this new breed of personnel, will have to keep them informed of what is expected, and where the future will take them.

PAGEMAKER SHORTCUTS/HINTS

All arrows in the font Zapf Dingbats point to the right. If you want to make Zapf Dingbat arrows point to the left, up, or down then follow these steps:

- Type the dingbat in a separate text block.
- Click once on the pointer tool; click once on the dingbat.
- From the Element menu, choose "Text rotation....."
- Click on the direction you want the arrow to point. Click OK.

If your last line of a paragraph has too much linespace above it, then follow these steps:

- Choose the text tool.
- Position the I-beam directly after the last character in the paragraph; click to set the insertion point.
- Hit Return or Enter. This will bump the last line up to match the linespace of the rest of the paragraph.
- This may give you an extra blank line after the paragraph that you don't want. If so, move the insertion point down to the beginning of the next line of text and hit the Backspace key.

In creating an automatic page number in a publication, you pressed Control Shift 3, but nothing happens, click the text tool to get a flashing insertion point.

LITHO NOTES

Point of Contact

LICM Robert D. Carr, USN
Lithographer, SME
NETPMSA, Code 0316
6490 Saufley Field Road
Pensacola, FL 32509-5237
Phone
(C) (904) 452-1022
(DSN) 922-1022