

QUALITATIVE OUTPUT WITH TECHNICAL COMPETENCY IN DIGITAL PRINTING IN PHARMA**1. PROF. DR. SMT. SULAKSHANAVASANTRAO CHAVAN**

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ABSTRACT:

In the wake of specialized shortages one needs an out-of-box approach towards quality issues to accomplish most elevated standard outcomes in Digital printing .To comprehend these issues one needs to take after the 'best outline approach' to accomplish ideal, if not remarkable outcomes. The study discoveries in such manner demonstrate that advanced printing forms are tormented with natural quality related issues. The bad marks of Digital print are generally connected and result from specialized limitations, for example, unwavering quality and accessibility. One other factor related is the print speed and innovative nature of advanced printers, yet more than frequently consistency related issues are observed more in Digital printing operations. The service providers in this field ought to be furnished with more instruments and formal procedure (SOP*s) for tending to these issues. While considering strategies for aversion of these imperfections/negative scores; the service providers ought to have formal hands-on preparing for receiving quality affirmation techniques. This will empower them to manage to visit frequent and serious print faults/errors that emerge. There additionally ought to be formal procedure(SOP*) for archiving client's quality necessities too.

[* SOP- Standard Operating Procedure]

Keywords: Digital print, Quality requirements, Customer satisfaction, Business strategy

INTRODUION :

Digital printing processes rely upon the utilization of standardized paper to perform to their best limit. Any adjustments that should be made to the genuine press require the intercession of specialized support personnel other than the press administrator. As digital printing materials are not yet standardized, they have incredible effect on advanced printing and require material gauges. It has been confirmed that advanced printing substrates are basic to the nature of the picture; in any case, as expressed above, there are at present no models for testing digital printing substrates. Regarding advanced shading proliferation, there is expected to build up fundamental target values and resilience for colorimetric and specialized properties of advanced presses. is examination analyzes properties, for example, computerized reproducibility, enrollment, spatial and transient shading variety. The present status of advanced printing exhibits that digital print properties and the evaluation of these characteristics are not settled. With the new action in the advancement of digital printing gauges, there is little learning into inspecting how customers express their print quality prerequisites. The targets of this review were to toss light into these territories...

OBJECTIVES:

Given the non existence of advanced benchmarks and the developing need to dispassionately measure digital print quality, a study was led with the accompanying destinations:

1. To explore noteworthiness of digital print services.
2. To decide quality prerequisite practices utilized as a part of the digital printing industry.

HYPOTHESIS

1. The customers are satisfied on the “Overall Performance” of digital printing.

APPROACH/EXPLORATION METHODOLOGY:

This exploration had four noteworthy stages.

1. Information Gathering: An information base was built of digital printing service suppliers in Kolhapur area utilizing assets from the printing organisations, digital printing organizations' legitimate sites, and Journals. This permitted the exploration group to figure out which digital printing service suppliers were eligible to be included in the investigation.

2. Review: A feedback/poll form was created and was sent to the 150 clients of digital printing service suppliers.

3. Meeting: Eye to eye interviews were held with 50 chosen digital print service providers.

4. Examination of the Outcomes: Subsequent to social affair the outcomes from the review polls and the meetings, the key discoveries and conclusions were made.

RESULTS:

The online review and meeting was propelled and 150 clients participated the study and 50 digital printing service suppliers faced the meeting. At the end of the overview, the assembled information was incorporated and investigated. The accompanying graphs give a point of view of the outcomes.

1. Frequency and Severity of Print Demerits

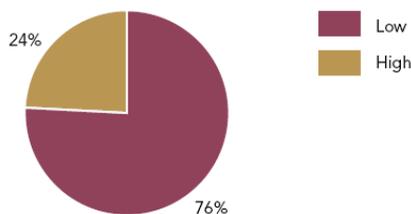


Fig1. Frequency of print demerits

Digital Printing Service Suppliers were requested to rate the recurrence and seriousness of value issues which they encounter on a size of 1 to 5, where '1' demonstrates low recurrence or seriousness and '5' indicate high recurrence or seriousness. As observed in Figure1, 74%of the digital print respondents connoted that the recurrence of print negative marks is low.

2. Customer Quality Requirements

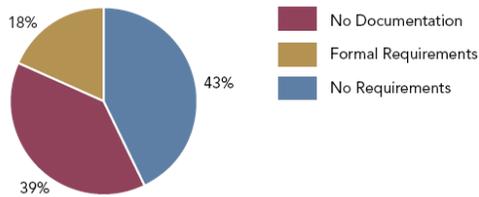


Fig1. Customer Quality Requirements

Digital Printing Service Suppliers amidst the meeting were requested to show how clients were expressing quality necessities. As found in Figure 2, 43% of computerized print suppliers showed that no quality requirements are communicated. 39% indicated that quality prerequisites are communicated, however nothing is reported and 18% indicated that there is a formal quality technique

3. Handling of Severe Print Demerits

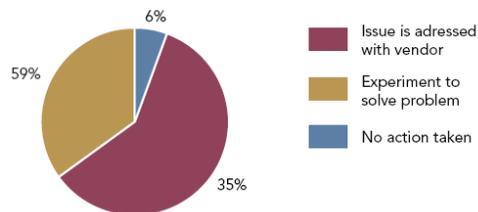


Fig 3. Handling of Severe Print Demerits

[Digital Printing Service providers were then requested to distinguish how printing drawbacks which are recurring or severe taken care of. As decided from the information accumulated and as appearing in Figure 3, 35% noticed that printing drawback issues were attended to with either the technology suppliers or the consumable providers, 59% implied that they resorted to trial and error to discover arrangements and 6% of digital printing service providers conveyed that nothing was done about printing drawbacks that were deemed recurring or serious.

4. The Mean of the Satisfaction Levels to the Digital Printing

Particulars	Total Mean
	$\bar{x} = \frac{\sum_{i=1}^n x_i}{n}$
1. Print Speed	3.34
2. Reliability	3.24
3. Availability	3.24
4. Print Quality	3.48
5. Print Consistency	3.00
6. Overall Quality	3.26
	n=150

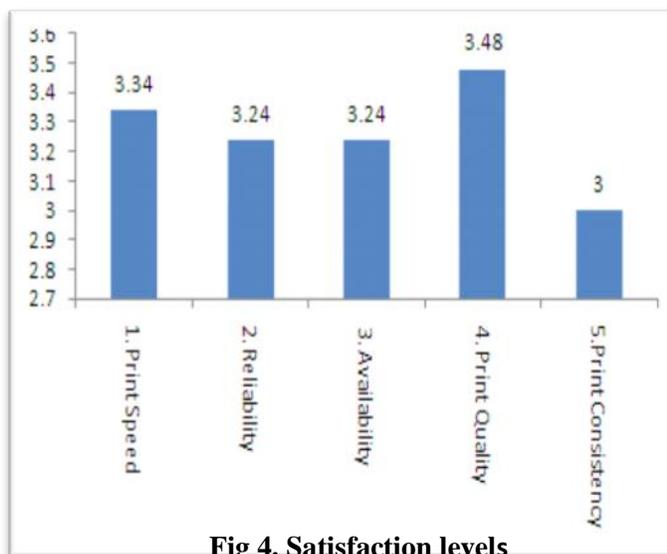


Fig 4. Satisfaction levels

Customers were asked to rate the satisfaction level to the quality parameters of digital printing on a scale of 1 to 5, where ‘1’ indicates low satisfaction and ‘5’ indicate high satisfaction. There are several items that the customers are satisfied about (**Mean scores are greater than 3.00**), such as “Print speed,” “Reliability,” “Availability,” and “Print Quality.” The “Print consistency” is just about the average (**Mean = 3.00**). This level of response means that digital printing services providers are not satisfied or dissatisfied about this aspect, overall.

As noted in above table, the overall performance is calculated as a mean of all the attributes (**Mean = 3.26**) which indicates hypothesis, “The customers are satisfied on the Overall Performance” is accepted.

KEY FINDINGS

The information assembled from the review and meetings paints a photo delineating the event of print defects, the relationship clients and their print service suppliers have concerning print

quality, and the print drawbacks which are the most severe. The key discoveries of the survey and meeting can be compressed all things considered:

- ✚ The dominant part of Digital Printing Service Suppliers (76% of the Digital printing service providers) demonstrated that the recurrence of print faults they encounter is low.
- ✚ Less than 25% of the Digital Printing Service Suppliers utilizing digital print processes indicated that their client quality necessities are recorded.
- ✚ Print consistency was observed to be in the top most quality issue for digital printing forms.
- ✚ Digital Print Service suppliers whose customers have formal quality necessities have a tendency to take care of print quality issues by experimenting on their own.

The Business Strategies to fulfill the Needs for Customers

Meetings with proprietors of Digital Printing Service Suppliers gave us a reasonable perspective of the procedures they ought to have. They are:

- ✚ Keep great associations with customers. From the appreciation of clients, they are satisfied with the general nature of advanced printing.
- ✚ Keep refreshing the new digital printing equipment and technologies. Focus on print expos, magazines, and diaries, and additionally the scholastic research, printing associations, or relationship to increase new learning.
- ✚ Focus on clients' needs and needs. Print speed, Reliability, Availability, Print quality are the real issues that purchasers think about. Clients are the ones who choose whether the item quality is worthy or not. Sadly, the advanced printing presses have a few issues with predictable printing.

DR.S.V. CHAVAN BY QUALITATIVE OUTPUT WITH TECHNICAL COMPETENCY IN DIGITAL PRINTING IN PHARMA

- ✚ Provide distinctive stages, store network, and printing services(E-trade) to address the issues for clients if the organization is sufficiently extensive.

CONCLUSION

Since the digital printing industry has, as of now at its devices for estimating and observing advanced print demerits, the way ahead necessities center around how digital technology suppliers can address print issues inside their own particular restrictive. Simultaneously, the path forward will likewise need to center around what the printing business all in all will do to bring about benchmarks and systems for checking and estimating quality inside the digital printing condition.

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