

# DPD IRELAND—PAPER REDUCTION INITIATIVE

For the past three years, DPD Ireland has worked extensively to minimise the consumption of paper within the organisation. It is an ongoing project which reviews the main drivers of paper consumption and finds solutions to reduce the consumption of paper products and print consumables annually.

It is essentially a “Change Management” programme which involves both staff participation and process change.

The initiative began with a complete overview of paper usage.

## Examination of Current Consumption

- Assessed who within the organization were the main procurers of paper.
- Assessed who were the main suppliers of paper or paper products to the organization
- Documented the type, quantity and cost of the paper products supplied. When this was not available we asked the supplier to provide the information.
- Assessed who were the main users of paper products within the organisation. This involved self assessment by staff and on the ground surveying and investigation.

Once the information was collated, an overall map of paper type, usage and users was produced.

This factual analysis facilitated the creation of innovative ideas and processes to reduce the amount of paper usage.

Reducing Paper consumption within an organization is not only “Environmentally Friendly” but can have a long term effect on the bottom line.

## DPD’s Findings

- There was a culture of print and review among staff.
- There was a large number of printers throughout the organisation.
- There was a large number of fax machines throughout the organisation.
- Large reports existed within the organisation that were printed on a regular basis by staff and were being “binned” at the end of the day.
- High level of correspondence with customers and suppliers via written paper.
- High level of hard copy filing existed in all departments.
- Stationary / office books and informational / promotional material purchased annually without assessing alternative methods of communication .

The team leading the initiative identified 3 interconnected area’s to target and change :

Technology

Processes

Culture



# PAPER REDUCTION INITIATIVE— ACTIONS

## Technology Changes

- Gradually removed all standalone fax machines and replaced it with a modern fax relay system. All incoming faxes are redirected via email to the intended recipient. All outgoing faxes are sent via email.
- Introduced large networked printers on each floor with integrated scanner applications allowing for copies to be scanned and emailed in PDF format rather than being printed.
- Introduced new report writer software with report interrogation features enabling smaller user defined reports and PDF to email facilities.
- Introduced a cloud computing purchase order system allowing purchase orders to be generated , authorised and sent to the supplier in soft copy format.
- New Scanner system removed the need for driver run sheets and hard copy signatures for a customers proof of delivery. This has led to a material reduction in paper usage through out the depot network.
- Enhancements to our customer dispatch system has led to a decrease in manual paper consignment notes being used by our customers.

## Process Changes

- Moved from hard copy invoicing and statement generation to e-billing customers and sending out statements via email.
- Gradually converted large daily and weekly reports from hard copy print format to monitor friendly PDF softcopies.
- Temporarily placed additional controls on the purchase of paper products by ensuring all purchases had to be authorised by one member of the team leading the paper reduction initiative. This led to all procurers of paper in the organisation having to justify their purchases / usage.

“Operational efficiencies” have been achieved across all departments as a direct result of these initiatives.

## Cultural Changes

- Removed the majority of a individual printers. This has ensured that staff now think twice before using the centralized printer as the convenience of individual printers is gone.
- Removed all personal bins from staff with staff now having to use centralised paper shredding bin on each floor.
- Promoted the use of emails and PDF format attachments for correspondence with external parties.
- Educated the staff on printing efficiencies such as :
  - Double sided Printing.
  - Using “Print Preview” before printing.
  - Favoring Black & white printing .

It is only now that DPD Ireland are seeing the cumulative benefits of all the individual initiatives undertaken over the past three years.

Not only has there been a material reduction in paper usage , there has been the corresponding reduction in printing and consumable costs and operational efficiencies have been gained from the move away from paper.

