

## Case study: Civil Aviation Authority



The Civil Aviation Authority (CAA) is the UK's independent specialist aviation regulator, responsible for air safety, economic regulation, consumer protection and environmental research and consultancy. They also advise the government on aviation issues.

TSO has been working with CAA since 2004 to publish its diverse range, which includes statutory information, guidance and requirements, and log books. The publications are available as subscription and standing order products.

### The challenge

The information in CAA publications is constantly updated and it is vital that customers can be confident that they are purchasing the latest version. The CAA needs to ensure that the most up to date information is always available for customers, while keeping production and storage costs and stock wastage to a minimum.

### The solution

TSO uses state of the art technology to provide CAA with a sophisticated Print on Demand solution across the majority of their publications. When customers place an order via TSO's online bookstore [tsoshop.co.uk](http://tsoshop.co.uk) or customer services team, the database will automatically notify the printing press, where the order is printed overnight and dispatched to the customer the following day.

When a document needs updating CAA simply provides TSO with the new version, which is used to replace the previous file in the document library, ensuring the new information is available for customers to order as soon as it is received. There is no excess stock printed, eliminating storage costs and the wastage of pre-printed stock once it becomes obsolete.

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This solution also enables TSO to continually amend CAA's subscription products which are updated on a regular basis, and to fulfil standing orders which are updated as and when publications are revised. When CAA provides the amendments, TSO prints and sends the updated sections to existing customers, while at the same time an up-to-date consolidated version is available for new customers.

Extensive knowledge of the CAA and their products means that TSO can also identify publications which are unsuitable for Print on Demand, and should instead be printed and stored, for example log books, which have a hard cover.

### Service mix

TSO provides CAA with the following services:

- Print on Demand
- Print production
- Warehousing and fulfilment
- Order-taking and customer service

### Next steps

TSO is now working to identify other formats that we can use to produce publications such as log books, which are currently printed and warehoused, with a view to publishing them through Print on Demand to further increase the cost effectiveness of CAA publications.

### Results

- Cost effective solution which reduced wastage and warehousing costs.
- Up-to-date publications that are readily available for customers.

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