

**PUBLISHING SERVICES SUB-DIVISION  
CARTOGRAPHIC SERVICES SECTION**

**QUALITY ASSURANCE INSTRUCTIONS  
CSS-08 Laminating**

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## **1.0 PURPOSE**

- 1.1 The purpose of this document to describe the activities performed for laminating products.

## **2.0 SCOPE**

- 2.1 The scope of this document is to provide a laminating service for ESS clients to display or preserve products.

## **3.0 RESPONSIBILITIES**

- 3.1 Laminator Operator is responsible for having a working knowledge of this QAI.
- 3.2 Laminator Operator is responsible for ensuring all necessary steps outlined in this QAI are adhered to and the product is released in a timely manner.
- 3.3 The designated manager of this QAI is responsible for considering all DCRs and NCRs issued against this QAI, writing new instructions when necessary and informing end-users of the changes made.
- 3.4 The Webmaster is responsible for updating the controlled version of this QAI on the Internet in a timely manner.
- 3.5 ESSInfo Publishing Services employees and other users of this QAI are encouraged to provide feedback to the Quality Management Representative, Production Coordinator, and Head Publishing Services on its accuracy, completeness, simplicity, and usefulness by issuing a Document Change Request or Quality System Improvement Request.

## **4.0 INSTRUCTIONS**

(All instructions apply to the Laminator Operator unless stated otherwise)

### **4.1 CONTRACT REVIEW**

- Lamination can be initiated two ways:

Walk-in by client

- The client fills out a Graphic Production Control Form
- The client attaches the form to the walk-in product and places it on the incoming-work table in the lamination room.

Through the On-demand Plotting System

- During a plot submission, the client chooses the "laminated bond" paper option.
- The Plotter Operator verifies the choice of paper being tagged for lamination.
- The Plotter Operator places plot on the incoming-work table in the lamination room.
- Verify the information on the Graphic Production Control Form and sign the Contract Review section.
- Measure the length of all walk-in submission and note that measurement on the Graphic Production Control Form for costing recovery purposes.
- Input the production data from the Graphic Production Control Form into the On-demand Usage Database
- If the original product is of precious or fragile nature, contact the client to explain possible problems that can occur.

#### 4.2 LAMINATING PROCESS

- Request assistance from Digital Cartography to operate the laminator (if required).
- Trim poor quality plots to square edges.
- Check if laminating rollers have dropped evenly and laminate material appears even and wrinkle free. Feed a test sheet of paper through laminator to check.
- Ensure temperature of the laminator is at operating level.
- Feed plot towards the rollers square with even pressure.
- Smooth plot, as its being pulled into laminator, to keep even and wrinkle free.
- If a crease occurs, lift the pull rollers to allow paper to spread out slightly.

#### 4.3 QUALITY CONTROL

- Visually inspect the laminated product for creases and wrinkles.
- If the laminated product is unacceptable and originates from walk-in submission, contact the client for consultation of options.
- If the laminated product is unacceptable and originated from the On-demand Plotting System, request a new plot from Plotter Operator for laminating at no cost to the client.

#### 4.4 DELIVER PRODUCT

- Identify the laminated product with the name of the client, roll and secure with elastic band.
- Place the laminated plot in the outgoing-box and contact the client that lamination is complete and ready for pick up.
- The Graphic Production Control Form is completed and the data is updated in the On-demand Usage Database.
- The Graphic Production Control Form is stored in a binder for reference.

#### 5.0 REFERENCES

- Graphic Production Control Form
- On-demand Plotting System website
- On-demand Usage Database
- Document Change Request (DCR)
- Quality System Improvement Request (QSI)