



Sheetlines

The journal of
THE CHARLES CLOSE SOCIETY
for the Study of Ordnance Survey Maps

“OS maps now printed by Butler Tanner
& Dennis”

Steve Burry & Matt Maiden

Sheetlines, 92 (December 2011), pp.3-6

Stable URL:

<http://www.charlescloseociety.org/files/Issue92page3.pdf>

*This article is provided for personal, non-commercial use only.
Please contact the Society regarding any other use of this work.*

Published by
THE CHARLES CLOSE SOCIETY
for the Study of Ordnance Survey Maps
www.CharlesCloseSociety.org

The Charles Close Society was founded in 1980 to bring together all those with an interest in the maps and history of the Ordnance Survey of Great Britain and its counterparts in the island of Ireland. The Society takes its name from Colonel Sir Charles Arden-Close, OS Director General from 1911 to 1922, and initiator of many of the maps now sought after by collectors.

The Society publishes a wide range of books and booklets on historic OS map series and its journal, *Sheetlines*, is recognised internationally for its specialist articles on Ordnance Survey-related topics.

Ordnance Survey maps now printed by Butler Tanner & Dennis

Steve Burry and Matt Maiden

In the Autumn of 2009 Ordnance Survey Print and Warehouse operations underwent a market evaluation 'testing the market' process to see if they still offered the best value to the business and were up-to-date with the changing consumer markets. External providers were invited to bid for the contracts and in September 2010 Ordnance Survey outsourced both the Print and the Warehouse operations to the successful companies.

The contract for Print & Finishing was awarded to Butler, Tanner & Dennis Ltd, in Frome, Somerset and the contract for Warehouse & Fulfilment was awarded to Promotional Logistics Ltd, Nottingham. Although this led to some voluntary job losses, Ordnance Survey was able to redeploy a number of Print and Warehouse staff into different roles within the business.

Butler, Tanner & Dennis wholeheartedly embraced the opportunity to be associated with the iconic Ordnance Survey brand and set about learning the new skills required with great enthusiasm and energy.

The company has been printing 'large format' sheets at its Frome home since 1910 so there was an instant familiarity with the technology involved in the printing process. There were, however, new skills to be acquired and perfected in the processes of map folding and 'casing' (joining the folded map to the cover).

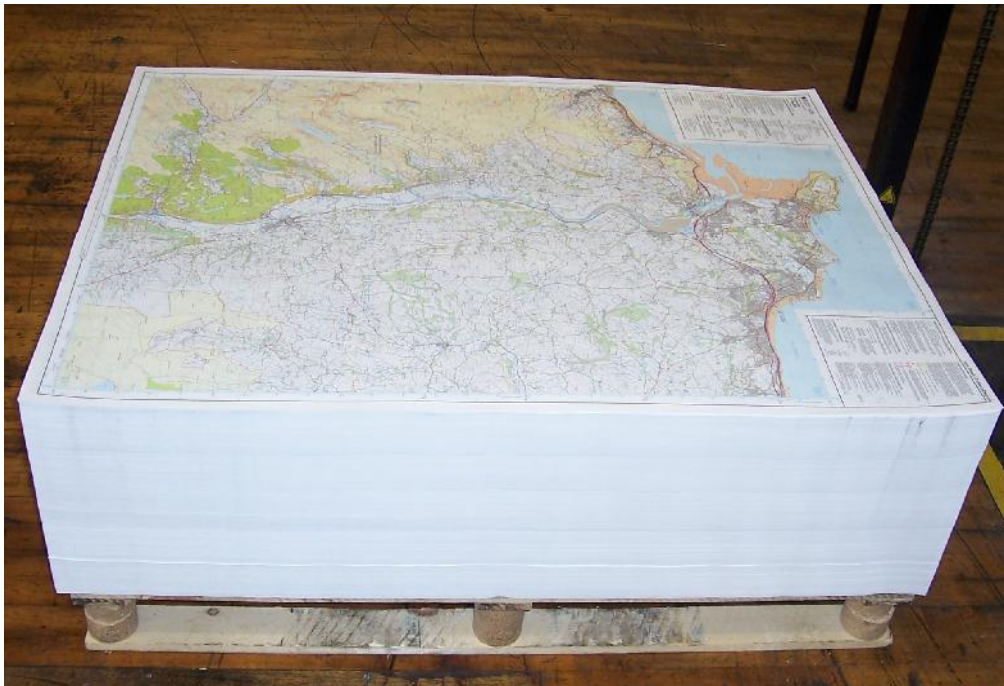
In order to transition smoothly, without impacting stock availability, both factories operated in tandem for the first four weeks. BT&D began by finishing (trimming, folding, casing) small format maps that had been printed at Ordnance Survey. The next stage was for BT&D to print their first maps as well as finishing large format maps that had been printed at Ordnance Survey. By the end of November 2010 full production had been transferred to BT&D and the transition period had reached a successful conclusion.

In order to ensure a connection with the business Ordnance Survey set up the Demand Management team, made up of members who previously worked in the Print Services Department. This team is responsible for the management of both print and warehouse contracts and oversees the map production, inventory management and order fulfilment process, ensuring that service levels are met and that customers continue to receive an excellent service from Ordnance Survey.

In addition to the demand management team, Ordnance Survey has also enhanced the quality assurance process (which now includes an ex-printer). This team receive ten copies of every sheet BT&D produce and these are inspected against Ordnance Survey's quality control criteria.

As of October 2011 BT&D have printed almost two million maps. The relationship continues to develop and evolve with a focus on not only producing the best quality product but also exploring ways of enhancing the product in the future for the benefit of all users of Ordnance Survey paper mapping.





Left and above: the map production area in the Frome factory

The recent Crystal Palace map and the forthcoming Leicester map in the CCS *Maps from the past* series have been printed by Butler, Tanner & Dennis.

*Steve Burry is director of the maps division of BT&D
Matt Maiden is print contract manager at Ordnance Survey*

photographs kindly supplied by BT&D