



RR Donnelley Profile

RR Donnelley is a global leader in integrated communications solutions to over 60,000 customers across four continents. Originally founded in 1864, RR Donnelley is based in Chicago, Illinois, with over 55,000 employees globally and manufacturing locations across North America, Latin America, Asia, and Europe.

The Opportunity

Despite investing in new, more technologically advanced equipment, RR Donnelley was struggling to meet customer order volumes due to 30% downtime on its new web press machinery. As productivity declined, RR Donnelley was not only failing to recoup its investment, but also losing business to its competitors. The decreased production also led to plant personnel rushing the production process and consequent product quality issues, in addition to the mounting costs of downtime. In an effort to reduce machine downtime and decrease production costs, RR Donnelley partnered with QualPro.

The Approach

QualPro formed a project group consisting of RR Donnelley management and various plant personnel. Downtime of the press served as the most important measure and was defined as the amount of time a press was down due to causes other than scheduled maintenance, scheduled downtime, or start-up time. Ideas chosen to undergo testing related to operator procedure training, press speeds, maintenance frequency, and other factors.

The Impact

Following QualPro testing and recommendations, RR Donnelley reduced its press downtime by 58%, saving over \$500,000 annually. Additional benefits included revenue from increased productivity, improved product quality, and higher on-time delivery rates.

Web Press Downtime

