

The True Cost of Paper

What is the true cost of an employee printing a document? Let's look at it from a Lean Management point of view.

Direct costs would include:

- The paper itself
- > The toner used to print the document
- > Any surcharge per copy printed on the copier
- Any fastening device (e.g. staples or clips) used to put multiple pages together

Indirect costs would include:

- > Electricity
- > Wear and tear on the printer leading to maintenance or replacement
- > The time that it takes your employee to:
 - Queue the document for printing and wait for it to print
 - If there's a common printer, there may be a significant queue which they may not discover until they get to the printer
 - \circ $\;$ Retrieve the document and take it to its next usage point
 - Hopefully they don't get distracted before they go, or while they are at the printer (sometimes known as the new water cooler) or on their way to the next usage point

> The cost of replenishing the paper supply

- Purchase requisitioning
- Purchase order / online ordering
- o Payment of inbound freight / delivery charges
- Receiving and storing the paper upon arrival
- Paying the supplier
- Retrieving paper to replenish the stock under the printer
- \circ Taking a ream of paper out, unwrapping it and loading the printer
- The cost of storage
 - Cabinets take up space that could be used for more productive activities
 - Cabinets collect dust which will require cleaning and may cause allergy issues







> Cabinets get cleaned out as record become old which creates costs of:

- Records storage
- Recycling / shredding
- The time and effort required by staff to sort and box or shred the paper

Risk Management

Beyond the cost of paper, there is the issue of risk management. Paper that gets lost, misfiled or forgotten is a business risk that can be embarrassing, time consuming, result in regulatory issues or the loss of a customer or supplier for a number of reasons.

Paper is Not Green

Paper comes from trees and the process to produce paper uses water, chemicals and machinery that uses significant amounts of power. Receiving that paper also contributes to emissions from motor vehicles in both warehouses and on the road.



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