

Vision

HOUSE MAGAZINE OF XEROX MITCHELDEAN July/August 2000 No. 262

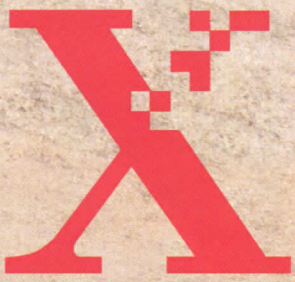
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THE DOCUMENT COMPANY
XEROX

Customers always first



■ Tony Murrell

Tony Murrell was appointed director of Customer Supply Chain Operations (CSCO) in April to enable the further development of a more customer and market orientated organisation within the European Manufacturing & Supply Chain. He now leads CSCO, which includes both European Manufacturing Operations and Supply Chain Operations (excluding the Full Service Suppliers who include Fusers Business Centre, Electronics and Print Cartridge Centres). Vision interviewed Tony to see what this means for the Xerox teams who supply products ready for our customers in the Entities and their customers, the ultimate users.

Change is a necessity

Tony sees change as a necessity for success. "Xerox Europe has achieved real advances in the last two years," he says. "The efforts of everyone at Mitcheldean and Venray helped Xerox to achieve competitive prices for market-leading digital and light lens products. We have achieved or exceeded our productivity targets, improved customer service levels and reduced average Days Sales in Inventory (DSI). Our success has driven our competitors to raise their game, and we all, in turn, have to raise our own game again to maintain our competitive

advantage in today's world. Change is a necessity to be successful, we cannot stand still or become complacent."

CSCO - Customer First

"CSCO is all about Customer First," says Tony, "and our major goal is customer satisfaction. CSCO is designed to integrate all our work, from the point where we receive components and modules from our Full Service Suppliers / Vendors to the time the end user receives the product - ready to work first time, and every time.

"CSCO plays an important role in meeting all the requirements of 'Change for Growth'. This is critical. Our product cycle times from design to production and end-of-life used to be measured in years. Now they may be measured in months. In the digital world we no longer have the luxury of taking a design and progressively reducing costs through our cost-down, successful though it has been. One year in the digital world represents 7 years in the analogue world. Our systems, processes and people have to recognise this, and this means in practice that our products, services and support have to be right first time!"

CSCO - a response to the digital world

"Today's customers," says Tony, "are taking advantage of the intense competition in the digital world. This means we all have to be 'market-connected' - really understand the market so that all the customers who have a huge choice out there choose Xerox products and solutions. They will only do that if we are flexible, by delivering exactly what the customer wants, at a really competitive price."

Quick and flexible response

"These days instant comparison of prices and specification is available on the Web. Customers expect quick, and sometimes instant, delivery. CSCO aims to build on our success so far, to

provide the very quick response needed in today's marketplace. We serve European businesses, so we are building a European organisation and Supply Network which matches their requirements, especially in terms of doing business in the e-commerce environment on the worldwide Web."

CSCO - one face ... a friendly face

"Ultimately," Tony continued, "CSCO's success depends on people. We have already seen how well Venray and Mitcheldean have adapted to change, and the success of our products so far is testimony to our skills and capability.

"We have an excellent blend of experience and enthusiasm throughout our three European sites. The resources are being made available for everyone in Xerox to share the knowledge, and develop and extend their skills so that they can satisfy the customers' requirements. This will benefit our customers and the business, so, for example, we can all make the most of the Web in terms of e-commerce, computer-based training and access to a global source of information. CSCO will enable our people to present one single, friendly and efficient face to our customers."

CSCO - exciting opportunities

Tony sees an exciting future. "Change isn't new, but the speed of change is and will continue to accelerate. We will be building a flexible network to meet the rapidly changing needs of the marketplace. This means more new product designs and launches, customer choice in terms of bespoke solutions, shorter product life cycles, and new production and delivery methods; this presents great opportunities for our customers and Xerox. We will be there, with a European business that meets the needs of the customer through a 'Customer First' attitude which in turn should provide exciting opportunities for our people".

Success for Xerox at DRUPA



■ The Xerox Hall at DRUPA.

Almost the first Xerox product seen by visitors to the DRUPA 2000 show, the world's largest print and graphic arts exhibition and trade fair, held in Dusseldorf, Germany in May, was the DocuTech 'Celebration'. Displayed close to the main entrance to the Xerox hall, the Celebration was just one of the many products on show from Mitcheldean and Dundalk, supporting the massive effort made by the whole of Xerox Europe to achieve a successful show.

Successful it certainly was, with over \$90 million' worth of orders taken, representing a clear demonstration of Xerox's strength in the graphic arts and allied markets sector.

More than 70,000 visitors went to the Xerox exhibition hall, and orders were taken for more than 100 DocuTechs at the show, together with large orders for DocuColor, Digipath and many other Xerox systems.

Jean Pierre Gerault, senior vice president Graphic Arts, commented, "DRUPA has been a superb success. Our thanks have to go to all the Xerox people around the world who have contributed to an outstanding event for Xerox. The 'new business of printing' has arrived."

Visitors to the Xerox exhibit, the second largest at DRUPA, were able to see 15 end-to-end digital printing solutions, and meet with Xerox and five 'partner' companies who were present in Hall 18. Over 2,000 visitors attended the DocuWorld Futures

theatre, which included a special presentation of 'FutureColor', a new Xerox system which will further re-define digital printing over the coming years.

Pierre Danon said, "DRUPA has been a major investment for us, confirming our commitment to the graphic arts industry sector and to a key market for Xerox. The immediate success of DRUPA also lays the foundation for our ongoing attack on the graphic arts marketplace, demonstrating our capabilities as a systems solutions company with a unique position in the industry. Feedback from customers, analysts and the press has confirmed that our strategy is right, our products and solutions are outstanding and that we are a major player who is here to stay."

Much of PSG's (Production Systems Group) effort went into supporting Xerox allies and 'partner' companies during the build-up to the show, with

an impressive selection of Mitcheldean and Dundalk products including 6155, DP 180, DP 92C, 6180 and Digipath.

Mitcheldean PSG's Mark Vaughan had the task during the build-up at DRUPA of providing technical support for Mitcheldean products. He worked with third party collators, binders and other document handling products to give full, practical working demonstrations of the technology, right from image management to volume production of fully assembled, collated and bound documents.

One system which particularly impressed Mark was an automatic perfect binder system which not only assembled and bound the documents, but also delivered them to specific pigeon-holes in a rack using a 'pick and place' robot.

"DRUPA was a real glimpse of the future - already here today," said Mark, "but I didn't really have time to fully appreciate it. My job entailed a site survey of each of Xerox's partners' stands, checking 15 systems and products supplied to them by Xerox, and supporting the commissioning of each system. It took me at least three hours every day just walking round the exhibition to get to all the stands for which I was responsible."

Mark's work followed a period of intense activity by Clive Griffiths's PSG team to prepare the systems, which included converting them to the latest Sun processor. "DRUPA was really worthwhile for Xerox, and for us here at Mitcheldean," said Clive. "June's order figures were substantially more than we expected, and it looks as if July and August will be the same."



■ Mark Vaughan

Digital learning for the digital world

The rapid change in our market and the workplace means that all of us, wherever we work, have to acquire new skills and knowledge quickly and efficiently, and ideally at our own pace.



■ *Make your decision to learn.*

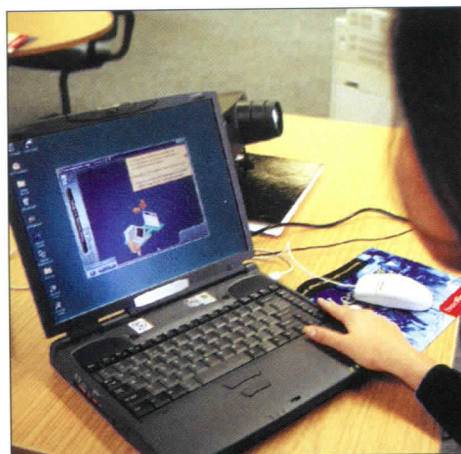
The Xerox 'New Learning Imperative' is a fresh approach to education and learning throughout Xerox Europe which aims to accelerate the move towards resource, web-based and experiential learning, supported by coaching and mentoring. It is designed to deliver high quality training for everyone in a fraction of the time of traditional methods. Fundamental to this new way of learning is the Xerox 'Virtual Learning Environment' (VLE), which uses the latest information technology and learning techniques.

Like all the other changes being implemented, this needs to be accomplished quickly, and the plan is to move from the 1998 ratio of 88 per cent classroom and 12 per cent virtual or distance learning to 50:50 by the end of 2001. In the new environment more and more learning will be delivered via a combination of CD (DVD), business

television and web-based solutions on both the Internet and the Intranet.

This new learning structure is planned to go through substantial development in the next few years. Although many of the elements of the VLE will constantly evolve, there are a number of key elements already in place. Business television, in the form of XTV, is widely used, and Mitcheldean teams have taken a number of starring roles in training films.

Computer-based training (CBT) is already well established, and everyone can participate to learn basic and advanced IT skills, though these techniques also support management skill development. Every person in Xerox Europe now has opportunities for personal development through The Connexion network of learning centres (call Kathy Newman or Debbie Woodward at the Skills Partnership Helpdesk on 1380 for local support).



■ *Computer-based learning is available to everyone.*

Many of the personal learning schemes based on The Connexion depend on a mail order service for learning materials for courses. This mail order service, which serves the whole of Xerox Europe, is based at Mitcheldean and run by Nicola Terrell (as reported on page 5).

Of course, this doesn't mean that traditional courses will disappear, but they will become more tightly focused on the learning tasks best suited to them, like personal presentation skills for example.

Colin Court of the Skills Partnership said, "Xerox will continue to provide everyone with a full range of learning opportunities, extending from basic skills to advanced Information Technology. The Xerox Virtual Learning Environment gives everyone a great opportunity to learn more than 50 different business skills, at a time and place to suit them and using whichever distance learning technique that suits them best, whether it is CD-ROM, CBT, books, workbooks, video or audio tapes. Our specialists here will help plan courses to suit each person's individual requirements."

One thing is for sure; all this represents a really first class level of education and training. Xerox has entered into partnerships with a number of learning providers, including Ashridge Management College, to deliver the highest possible quality of content for all courses. Find out more for yourself by visiting xww-xvle.xerox.com or call Kathy or Debbie on Extension 1380.

Print On Demand team recognised



Following the Xerox Europe president's award announced in April, and reported in the last issue of Vision, members of the Print On Demand team, led by Brian Reeves, were presented with individual certificates by Frans Stollman on 12th July.

The photo shows five members of the team with Frans Stollman, from left to right, Brian Reeves, Dave Jenner, Jonathan Rees, (Frans Stollman), Mark Ingram and Keith Jones. Other team members, not pictured, who received their certificates in Venray, were Richard Bons, Patrick Leppers, John Jarman, Stuart Shaw, Brian Hudson, David Seymour, Michael Roschewski, Ralf Resch and Bob Gaskell.

The Connexion @Mailorder



■ Nicola Terrell

One of the key elements of the New Learning Imperative is 'The Connexion', which will build on the work of existing learning centres to meet the new needs of employees in the 'digital' work environment.

The Connexion centres at European locations, including Uxbridge, Hayes, Mitcheldean, Venray and Dundalk, will enable everyone to participate in distance learning. They will provide learning programmes based on a range of over 1,000 specific learning materials covering more than 50 different subjects. Each local centre will be able to order materials for loan to individual staff members.

Sitting right at the heart of this network is Nicola Terrell in Mitcheldean, who runs the mail order system to supply everyone throughout Xerox Europe. Nicola aims to meet any requirement in 2 to 4 working days (depending on availability). Whether it is a CD-ROM, CBT disk for your computer, a book, a workbook, a video or an audio tape, Nicola will be able to help, working with your local team.

Remember, progress in personal learning does depend on a clearly formulated learning plan. In the first instance talk to Pat Drinkall (Ext. 2754), Debbie Woodward (Ext. 1218) or Kathy Newman (Ext. 2605). When you have your plan you can get all the materials you require from Nicola by contacting her at the e-mail address: connexion.mailorder@gbx.xerox.com or call Ext. 2160.

A major contribution to Xerox



■ Tony Murrell and Gerry Lane.

At a communication meeting for all Mitcheldean managers on 12th July, Frans Stollman thanked Gerry Lane for his outstanding commitment to Xerox over the years.

"Gerry, who until recently was director of European Manufacturing Operations, led the site to great success over the last ten years," said Frans. "He

gave us all considerable support in our successful development of the European business."

The picture shows Tony Murrell, earlier this year, presenting Gerry with his Long Service award. Gerry retires from Xerox in August and we all wish him a long and happy retirement.

FE & HE Open Day



■ Left to right: Donna Burden, Yvonne Smith (RFoDC), Laura Brownson, Lucy Meek and Louise McGuinness (RFoDC).

More than 100 people from all parts of Xerox Mitcheldean attended the FE & HE (Further Education & Higher Education) Open Day on 15th June. The event provided advice and help for everyone at Mitcheldean interested in educational opportunities in the local area.

Local colleges represented at the event included the Royal Forest of Dean College, Cheltenham & Gloucester College of Higher Education and Herefordshire College of Technology. Computer-based

training company Smartforce was also present to advise on PC-based learning opportunities. The day included access to the Skills Partnership's FE/HE Web site, and examples of programmes produced by the Xerox Business TV network were also available for viewing.

Contact Debbie Woodward on 1218 or Kathy Newman on 2605 for information on local educational opportunities and educational sponsorship, or advice and guidance on any aspect of further and higher education.

The way ahead for DCBC



■ Perry Buenen

In the last eighteen months almost everyone working for DCBC (Digital Colour Business Centre) has faced and successfully met significant challenges. The rapid technical transformation from an analogue light lens world into a 'high-tech' digital one has led to major changes in the way we are all doing business.

The biggest change implemented in this rather short time frame has been the step made from 'building for stock' to 'configure to customer order'. We all know now that significant efforts made by DCBC employees under the leadership of Kevin Horrobin and the management team made this a real success.

The major result of this achievement has been to substantially reduce inventories, as well as providing our customers with a much faster manufacturing response to market needs.

However, while we made this progress in the digital world, our direct competitors haven't stood idly by, and are more aggressive than ever. Today's market has proven to be more competitive, and again we need to be sharper and more responsive to meet this perpetual challenge.

We still have to cut costs by improving overall productivity, being more flexible and ensuring that from Mitcheldean, Venray and Dundalk we provide our customers with outstanding products and services, in order to meet our worldwide competitors head-on.

So what does all this mean for our digital/colour production activity? Perry Buenen recently took over from Kevin, with the task of leading DCBC even further into the digital world. Perry sees four main objectives in answer to these new challenges:

- Optimise overall responsiveness
- Optimise DCBC organisation
- Further evolve in a 'true European' organisation

- Reposition DCBC as part of the newly created Customer Supply Chain Operations (CSCO)

Optimise responsiveness

"Regarding our past performance," says Perry, "our main task is to achieve consistency and reliability in our results. Our customers need to know they can absolutely rely on us in terms of delivery. They make promises to their customers, and our task is to help them keep those promises."



■ DC 12 production at Mitcheldean.

"That's why a consistent performance is 'key' to our success, and by performing a customer and/or market related activity closer to the end-customer, we will enable the appropriate response. The re-positioning of our current SITCO activities on a European perspective is looking to deliver the right response."

Optimise DCBC organisation

"As part of our transition to a fully integrated and productive business, we are again working towards a European approach where our support managers will be responsible for a consolidated activity wherever they are located. This will allow us to become more productive in the indirect, supportive functions by using standard processes and sharing 'Best Practices' across different locations. The European Customisation project is a good actual example of it."

"Of course, this vision means acceptance of changes in the way we work, mainly by improving contact between employees at different locations, and enabling this by using modern technology whenever possible."

European approach - CSCO integration

"Since the beginning of the year several support functions have already been consolidated at a European level, such as Customer Focus and Quality Assurance, Supply Planning and Financial Control."

"This process of becoming a true European organisation, integrated within the CSCO structure, will allow us to get closer to the end-customer by joining together Manufacturing and Supply Chain activities and responsibilities into one operational group. This will be in-line with the current trend observed in 'shifting specific activities to the Full Service Suppliers', while our own business will tend to provide focus on product customisation."

"We can be sure that in the next eighteen months several changes will raise even more challenges, as we will be working on a new generation of products and delivering them to new Distribution channels. Our updated organisation will be ready to cope with those new challenges, and will be closer to the customers, making sure that our total offerings meet their expectations."

"Last but not least, looking at the developments of the last few weeks and the pressure that was put on our employees to fulfil order requirements, I would like to stress the fact that Employee Motivation and Satisfaction will become a determinant factor of success for the DCBC organisation, and Management will focus on this."

"So, for the next year 5R+V is still what DCBC is all about. We can't ignore the very real changes we all have to make. We have to make those changes successfully to ensure Xerox products are really competitive in the market."

"DCBC has made huge progress; we are all working well together in Mitcheldean and Venray. All we have to do is continue to work together, and to learn together. By doing this we can move towards a better future for us all."



■ DC 460/470 production at Venray.

Venray Leesburg teams

...Cut airfreight costs

Massive savings in airfreight and local purchasing costs were achieved as a result of the work of two teams based in Venray. Both teams were selected to visit Leesburg for the Team Excellence Awards event in May with the Mitcheldean teams mentioned in recent issues of Vision.

Airfreight today is expensive, but must be used to meet customer requirements. It does, of course, incur substantial cost penalties compared with other forms of transport. "Sea transport costs, for instance," says Ger Hagens, "represent a massive saving. Sometimes they are around 6 per cent of premium air transport costs for individual products."

At Venray alone, 9,000 tons of airfreight is moved each year, equivalent to 90 jumbo jet loads a year - with two or more a week at peak periods.

Ger Hagens and other members of the Premium Transport Authorisation (PTA) team set themselves the objective of reducing the airfreight costs by making everyone involved aware of the costs. However, it is not enough to be aware. Planners still have to meet their own and the business requirements for delivery. This meant that the team needed a system to balance all the factors involved. These included cost of services and effect on product

pricing, as well as profitability, performance of suppliers, changes in customer requirements and a host of other factors, all contributing to airfreight costs, which stood in excess of £14M at Venray alone.

The whole team, including Ger Hagens (Training & Facilitation), Martin Schulz (Automation), Ronal Bogaard (Customer Buy-In), and Henk Heusdens (Financials), then worked on a process based on 5R+V. This entailed building a database so that everyone involved in premium transport decisions had full access to the costs involved and the choices of logistics supplier before incurring premium airfreight costs.

The team designed the process in three months between 1st January and 1st April 1999 to use existing software and hardware. It provides decision-makers with a 'decision matrix' on screen, using MS Access and MS Windows. Mitcheldean, Venray, Dundalk, and other manufacturing locations, such as China can use this simply and quickly.

In 1998 the ratio of sea and airfreight costs was 40:60. One year later the ratio had improved to 55:45 to achieve a 15 per cent saving in combined sea/airfreight costs. With other savings, from the reduction of carriers from 10 to 4, this gave a total cost reduction in excess of \$5 million.

...and streamline Local Purchasing

Local purchasing of tools, engineering consumables and related items represents a significant cost to production at all European Entities. As part of the Change for Growth and Infrastructure Redesign project, Rein Thijssen and his team considered the best way to centralise the purchasing process and reduce the cost element.

In the past, uplifts from the ELC (European Logistics Centre) were very high, and this was one of the main reasons to initiate Local Purchase in the Entities. For the implementation of DER (Direct Engineer Replenishment), the Local Purchase activities needed to be centralised.

First team members, comprising team leader Rein Thijssen, Chris Williamson, Frank Derkx, Joseph Nanarjain and Marco Sijbers, identified all suppliers and parts and established which parts could be supplied as common international parts. "This is interesting, time-consuming work," said Rein Thijssen, "and we needed to work with a lot of samples. For finding a common international part we were advised by a network of specialists, and we needed the approval of the customer. We have also set up a central database to cover commodities, parts and suppliers."

Working with the UK, the team developed processes which could be used throughout Europe. In the UK this allowed local suppliers to be reduced by 76 per cent, and 171 local parts have each been superseded by an international part.

As the new process was rolled out across Europe it produced savings in administration and purchase orders, reduced warehouse costs by lowering the total number of parts by 650, and reduced supplier numbers by 155 to allow inventory reductions and purchase order savings.

All in all, the project has so far resulted in a total saving and cost avoidance valued at more than \$1.5 million.



■ The PTA team (left to right) Martin Schulz, Ronal Bogaard, Ger Hagens and Henk Heusdens.

Smooth transfer of site resources

Eight years ago Allan Taylor came to Mitcheldean to project manage work on a new computer facilities building, which subsequently became Building 93. Employed at the time by Wates Integra, he enjoyed his time at Mitcheldean... and found the trip an easy and pleasant one from his Herefordshire home. Now he's back in a completely different role; he now works for Sulzer INFRA-CBX (SI-CBX).

If the name isn't familiar, it's no surprise. Xerox negotiated a contract



■ Left to right: Allan Taylor, John Lewis, Tony Murrell, Dave Carter, Tracy Morgan, Colin McHugh, Pat Madley and Julian Shufflebotham.

with SI-CBX to cover the management of mechanical and electrical engineering, building and fabric maintenance, soft services, such as cleaning and waste etc, infrastructure services and utilities - essentially the management of all non-production facilities operations and contracts. Allan's brief as account manager was to manage the transition to achieve a seamless transfer of responsibilities.

Allan explained, "My task was to achieve an efficient changeover of work from Xerox to SI-CBX. This meant that we had to take over all the site services and manage the whole spectrum of responsibilities, while maintaining all services at their high standard."

SI-CBX took over in September last year, and most of the existing Xerox Facilities staff in Building 7/5 have now joined Allan on the team. This includes John Lewis, who is the Site Implementation manager, Julian Shufflebotham, Pat Madley, Colin McHugh and Tony Murrell, responsible for mechanical, electrical and building services, and Dave Carter who manages cleaning, waste

management and portage, all supported by IP Marios Fotiou. Tracy Morgan maintains the Helpdesk and runs administration.

The Mitcheldean team is part of a wider Sulzer Infra-CBX Facilities Management team which looks after the Xerox property portfolio within the UK and Ireland. The Sulzer Corporation took over CBX, founded by a group of ex-Xerox people, in December 1998.

"The whole of the Xerox FM account," says Allan Taylor, "operates on a fee management basis. We operate this way to align our interests closely with our customers, whom we define as everyone who works in the local environment. Like the Facilities team before us, we have two very clear objectives. The first is to provide an efficient, safe, environmentally friendly operation, which meets Xerox objectives. The second is to support production with 24-hour availability, seven days a week, so in one sense nothing has changed. Having said this, there is a third objective - to give Xerox better value."

Peter Wu visits Mitcheldean



■ Left to right: Graham Firth (EMC), Neil Price, Mark Stevens (EMC), Peter Wu, Guy Rainforth and Richard Swithenbank

Peter Wu, vice president CSS/EDU, who heads up all electronics manufacturing worldwide, visited Mitcheldean and Ireland in July. He was here for operations discussions with the EDC-E team responsible for

electronics in Europe, now led by manager Guy Rainforth following his work to establish the Electronics operation in Dundalk.

Peter commented, "Our Electronics operation in Europe has positioned

itself very well in the environment where Xerox wants to be, both in terms of cost competitiveness and the overall development of our manufacturing skills. Everyone in EDC-E should be proud of what they have accomplished so far.

"I was also pleased to see the progress that has been made with the development of third party business. We are all looking forward to the European electronics team building on the headway it has made in establishing world class facilities and achieving high levels of performance as a full service supplier."

Peter Wu took over responsibility for Xerox electronics business worldwide from Dan Mueller in 1998, and prior to EDU was best recognised for his leadership of the Xerox digital products programmes from 1992 through to 1997, namely Hodaka, for which he received the President's Award.

Transition support for power supply assemblies



■ Denise Creed with a power supply board.

Power supply assemblies form a vital component in printer and copier manufacture, and Xerox Electronics supports local production at Mitcheldean and Venray and other Xerox global manufacturing centres, including Webster, for the latest digital products.

As part of the Dundalk project power supply manufacture was transferred from Venray to Dundalk. This represented a major challenge to everyone in Electronics, and because production volumes were high, and critical, to the Xerox market, assurance of supply was equally critical during the transition period.

One of the actions was to make provision for back-up power supply manufacture at Mitcheldean to provide cover during the run-up for manufacture at Dundalk. This involved setting up 'mirror' processes, systems and equipment, including a stress screen chamber, at Mitcheldean with the help of Venray's electronics specialists.

"Even with this help," said Neil Price, EMC operations manager, "it still represented a major task for us. Our special expertise at Mitcheldean is in the 'low voltage' side of electronics manufacture. The power supplies, though they use the older 'through hole'

technology, operate at mains voltages, and also use much larger components than we were used to at Mitcheldean. We were particularly concerned about the test procedures associated with these high voltage assemblies."

When the decision was made to manufacture digital product power supplies at Mitcheldean during the Venray/Dundalk transition, the whole project ran very smoothly. Venray developed a new common test procedure to cover all three sites, and helped with tooling and development of other processes, which enabled Mitcheldean to achieve a very quick start-up.

"Of course, any project like this produced minor problems," said Neil, "but they were all overcome by utilising the resources of all three teams. The project gave us all 'real life' experience in the benefits of European co-operation. We achieved tremendous co-ordination between all three sites, and we also benefited at Mitcheldean. We learned a lot about 'stress testing', in every sense of the term. We also learned a lot about high voltages, and achieved much higher utilisation of our 'through hole' assembly facilities and the management of large components using high voltages and the mechanical engineering side of board assembly. We can now put this experience to good use in the quest for third party business."

RoSPA Gold Safety award - nine times for Mitcheldean

Once again Xerox Mitcheldean has been awarded a Gold Medal for occupational safety by the Royal Society for the Prevention of Accidents. Xerox has now achieved the consistently high Gold standard for nine years in succession.

"This was a really great achievement," said Charlie Walker, Xerox Mitcheldean's site resources manager. "Safety is seen by too many people as an onerous requirement, whereas personal safety is the highest priority of all in any workplace activity. This is an activity which, above all, is a long term one, and our achievements over the years demonstrate the total commitment of our workforce. Everyone at Mitcheldean should be congratulated for their part in another long term safety achievement."

These regular successes in the RoSPA safety awards scheme mean that some people tend now to see safety achievements as a matter of routine. "Nothing could be further from the

truth," says Mitcheldean Environmental Health & Safety manager John Spratley. "Naturally, we are pleased to win awards, and this is recognition for all the effort everyone throughout the business puts in to make sure our working day can be safe and effective. We must all remember our safety is the personal concern of each and every one

of us, as well as a business concern. Thank you, everyone, for your co-operation, and let's make it 10 in a row next year!"

Our photograph shows Lord Brougham & Vaux (left) presenting the Gold Medal award to John Spratley.



Two MEWs buildings to be named

Two people whose time and effort made a major impact on the success of the whole of the Mitcheldean site were the late Fred Wickstead and the late Dick Holmes, without whose tenacity and strength it is doubtful whether The MEWs and Business Park would exist today. At a recent Board meeting the directors of Mitcheldean Enterprise Workshops Ltd (The MEWs) agreed unanimously to honour these two gentlemen and perpetuate their names by naming the two large red sandstone buildings of The MEWs after them.

In future Building 6 at The MEWs will be known as The Wickstead Building, dedicated to the memory of Frederick Wickstead, OBE (1917-1994), who had great foresight and played a major role in the expansion

of the site to its current 67 acres. Building 5 at The MEWs will be known as The Holmes Building, dedicated to the memory of Richard Allan Holmes (1950-1999), who gave great support to Mitcheldean Manufacturing and to the

establishment of The MEWs and Business Park.

The honouring of the memory of these two outstanding men has been marked by the recent erection of new signs on the two Buildings.



■ Dick Holmes (with sledge hammer) at the very start of The MEWs, and (inset) Fred Wickstead.

New IPs at Mitcheldean



In July we welcomed this year's group of Industrial Placement students to Mitcheldean. Our picture shows, from left to right (back row), Carly Butler, Karen Blank, Shelley Upton, Loraine Slinn, Amy Sproat, Mary Donson, Katie Woodhead, Charlotte Harley, Jennifer White, Janet Powell, Jennifer Lovell, Chaitali Chauhan, Patricie Maskov, Isla Robinson, Christine Moss, Rachel Mabbott, Madelaine Swaine and Larissa Prentis. In the front row: Jaakko Kurikka, Chris Matthews, Gareth Powell, James Rawlings, Tom Wilson-Copp and Clive Domone.

Xerothon funds pass £5,000

The many events in the 'Xerothon' year brought the funds raised for local charities to more than £5,000 by mid-July. Congratulations to everyone who has played a part in this achievement so far. Paddy Weir (DCBC) raised over £560 in his sponsored 'Iron Man' triathlon event. Paddy was modest about his achievement, but how many of us could have competed in even one of the three events, which included a 2.4 mile swim, 112 mile bike ride and 26.2 mile marathon? We all send our special thanks to Paddy.

Special congratulations go to Abbie Smith, one of our IPs and Karen Lockwood, whose Sports Day Raffle raised over £500, to take us past the £5,000 mark.

All the funds raised during this 'Xerothon 2000' year will go to five worthy local charities, including Great Oaks Dean Forest Hospice, Teens in Crisis, The Dilke Memorial Hospital, Forest Contact a Family and the Royal Gloucestershire Hospital Scanner Appeal, so it's well worth supporting the fundraising events.

Watch out on your local notice boards for details of events taking place in the second half of the year, and remember, there is still time to get your own fundraising activity going before the end of the year. Call Barbara Bevan on 1570 if you have any ideas to raise more funds.

Any news for Vision?

If you have, then please -

- Mail it to Vision at The Mews
- or leave it at main reception for collection
- or ring Ewart Woolley on Ext 1496 or Dean (01594) 544314.

Building lives in Romania

Sheila Whitehill, of HSBC Card Services in Leicester, a Xerox global account customer, has been supporting a charity called Building Lives in Romania, by collecting toiletries, food, medical supplies, clothing and games for an orphanage for 150 girls near Bucharest. With the help of her colleagues, her efforts have been very successful in collecting supplies. However, transport has proved more difficult.

So Xerox decided to help Sheila by providing transport facilities to take the supplies to Romania using our Regional Distribution Centre logistics

network. Mitcheldean and other Xerox teams, together with suppliers TNT and RH Freight Services, not only made sure that the supplies got to Bucharest, but also ensured completion of the complex paperwork, for trouble-free shipment when the consignment left Mitcheldean on 10th April.

Our picture shows (in the truck) Steve Wilkinson of RH Freight Services, and left to right (foreground) Tim Price and James Elsmore (Xerox Mitcheldean) and Gavin Bentall of RH Freight Services, before the consignment left the site bound for Bucharest.



Millennium merrymaking

Sambas and stompers, skippers and gladiators, majorettes and Texas Drivers - Mitcheldean's Millennium Carnival on 15th July had everything going for it, including the weather. Xerox and our Sports & Social Club were among the supporters. The imaginative floats and fancy dress competition were highlights, for which parish council chairman

Tony Pickthall (5830 family QA) presented the prizes - even the dog show, organised by Nigel Meek (Security), had a fancy dress class!

The Carnival committee, who also included Xerox pensioners Phyllis Christopher (treasurer) and Margaret Cale, had valuable help from many, and were delighted with the success of this, their third such event.



■ Clowns Linda (who works in Building 9) and Graham Kibble (Systems Integration) get a contribution for the Carnival fund, to be shared with local clubs and organisations.



■ Ten-year-old Nicholas Christopher won a prize for his Orange mobile outfit. With him are his father Mark (PSG), grandmother Phyllis and (far left) Richard Passey (Paint Shop), one of the many valued helpers at this year's event.

Skills for Life award



Principal of the Royal Forest of Dean College Gill Young and Sheila Priest of Skills for Life, Mitcheldean were presented with the 2000/2001 Beacon Award by Malcolm Wicks MP, Under-Secretary of State for Education and Employment in London on 10th May.

The joint RFoDC and Xerox Skills for Life project was one of 31 further education projects awarded a development grant in recognition of outstanding teaching and learning practice.

More than 250 guests saw Gill and Sheila receive the award, including representatives of D/E college principals, assessors and sponsors of the awards. Our picture shows, left to right, Geoff Melling, chair of Beacon Awards, Malcolm Wicks MP, Gill Young, Don Bradley, RFoDC Lifelong Learning faculty head, Brian Fowler and Sheila Priest.

Ross International Festival



Once again, this year's Ross International Festival, sponsored by Xerox and other local companies, has a varied line-up to suit all ages and tastes. In this, the fifth festival year, attractions cover a wide range of entertainment from music to drama and comedy to dance, and include Boy George, Joan Armatrading, Ronnie Corbett, Bill Wyman & The Rhythm Kings, Ken Dodd, The Scottish Ballet, Black Dyke Band, and even a 'Last Night of the Proms'.

Running from 17th to 28th August, the Festival includes many other evening and daytime events to suit both adults and children. For more information and details of ticket availability, ring the box office on 01989 565550.

Our picture shows the Scottish Ballet company performing Robert North's new ballet, Miniatures.

Profile - Bill Bay

"I can remember thinking, if ever the chance should come along, I would enjoy working here at Mitcheldean," Bill Bay told us. "I was struck by the location of this industrial operation - in a small village right in the middle of beautiful countryside."

In spring last year, that chance did come, and Bill arrived from Webster to start a 2-year assignment in Fuser & Frames Business Centre, switching places with Pat Shaw as Engineering & Quality manager.

His first visit to Mitcheldean took place in 1994 when he spent a week with us. So he is no stranger to this site or to this country, having made several vacation trips over here in the past.

Having collaborated in various joint projects with Mitcheldean and Welwyn, Bill had "some awareness of what was being achieved - Vision, too, has helped me keep up-to-date with developments," he told us.

Now he is here, he continues to find the magazine useful in keeping tabs on what is going on in other departments on site.

Bill was born in Maryland, the northernmost of the southern states. He joined Xerox 15 years ago - in fact, he's never worked for any other company. With a BS degree in electrical engineering, he has made his career in the Manufacturing Technology organisation at Webster and in that time has travelled the globe, visiting Xerox locations ranging from Mexico to Japan.

Early on he was involved in designing test equipment, primarily for DocuTech. By 1995, the year that he completed his MBA, he had moved into a group that dealt with advanced manufacturing technology, focussing mainly on materials and manufacturing processes.

As manager of a Coatings Technology group, he came into contact with Fuser & Frames technology and it was in this connection that he made his first visit to Mitcheldean.

More recently, he led development of a \$24 million Manufacturing Technology portfolio, supporting cross-functional teams that assured its alignment to the needs of the Business Groups, Manufacturing Support and Xerox customers.

Having gained a broad understanding of technology, manufacturing operations and business strategy, Bill was particularly interested in working in the fuser sphere of operations.

"My manager suggested I should consider getting work experience with a



■ Bill Bay

full service supplier, with a view to sharing 'best practices' and ideas - contributing to the site and at the same time acquiring knowledge of procedures that could influence my work on my return. In other words, to learn from each other.

"My main project is connected with the new range of digital multifunction machines designed at Welwyn and now approaching pre-production, and I visit our design team at WGC about twice a month."

Having been selected as an extended enterprise supplier, FFBC is designing the complete electromechanical fuser module, proving performance and manufacturing prototype and pre-production units.

"I have been impressed by the way Mitcheldean site integrates with other Business Centres and sites on audits, start-ups, etc., all working well together," comments Bill.

While his day-to-day work involves him with the Quality Assurance function in Building 5, his chief accountability here is new process development in what is an increasingly high tech area with its Viton process, laser welding and other capabilities.

"I have been able to appreciate the enormous responsibility of being a full service supplier - doing what is necessary for day-to-day production while keeping an eye on upstream activities. It's an exciting challenge," says Bill.

He unwinds in the evenings by going running and he has joined in Cheltenham Harriers races. One of the things he likes about England is the warmer weather in winter. At home he's used to seeing several feet of snow, which isn't ideal for running (!), and though he has enjoyed a bit of skiing, he says he's "not sorry to be without the white stuff."

He also plays golf on weekends when he can. "It's been hinted that I may get drawn into playing departmental competitions. I'm also being encouraged to watch English football."

Bill lives in Bishop's Cleeve, near Cheltenham, with his wife Jenny and their two children. A former teacher and school librarian, she is keeping up involvement in school life by becoming active in the local PTA.

"She is very interested in history and we have joined the National Trust. I wanted her to see Edinburgh, and we are touring Scotland this August - it's where my grandfather was born."

Daughter Annelise is aged five, just a year older than her brother Cooper; she is starting school and has made lots of friends in the neighbourhood, Bill was happy to report.

While chatting with him, we became aware of an appetising aroma escaping from a wall vent - Bill's office is located immediately above the refreshment area.

"It makes it hard to stick to my diet which includes lots of fresh fruit. I do like a full English breakfast - but in moderation."

Asked what he missed foodwise, he said: "The beer is a lot better over here, but I have yet to find a really nice pizza to go with it." Now there's a culinary challenge!

Obituaries

We regret to report the deaths of the following pensioners:

Edna Hoare
(70) 16th April

George Starkie
(87) 21st April

Joyce Marshall
(76) 24th April

Maggie Knight
(85) 1st May

Harold Smith
(79) 5th May

Vera Moon
(86) 17th May

Joseph Hurley
(81) 19th May

Leonard Griffiths
(86) 1st June

Maurice Pick
(75) 2nd June

Phyllis Creed
(80) 8th June

Mark Croudace
(79) 16th June

David Jenkins
(85) 19th June

Maurice Knight
(77) 22nd June