



# M&SC Magazine

## This issue:

- |   |   |   |    |
|---|---|---|----|
| ▶ From the editors  | 2 | ▶ Toner's Focus and Commitment to Safety is Paying-off    | 10 |
| ▶ 'Good preparation laid the basis for Xerox's success at Drupa'  | 2 | ▶ Dundalk Management Team Back to the Shop Floor          | 11 |
| ▶ 'We are a useful addition to the service organization in all countries'                                   | 4 | ▶ 'It is great to know better than your colleagues'       | 12 |
| ▶ Lean Six Sigma - driving FBC forward  | 5 | ▶ Electronics and PSG play major role in launch of Nuvera | 13 |
| ▶ Spain wins first quarter BA Award   | 6 | ▶ Meet...   | 14 |
| ▶ An Excellent Reunion!   | 7 | ▶ Paul's Pitch  | 16 |
| ▶ Bellurgan United Top of the League, Keeping a Forest tradition alive and Frogs whistle just like canaries | 8 |   |    |



# From the editors....

The turnout at a company reunion gives you a good idea about what a company meant and still means to people. A nice example of this is the Long Service Association dinner at Mitcheldean. Every year colleagues old and new attend this event, recounting memories whilst enjoying a good dinner and a drink or two. It's wonderful to see how ex-Xerox employees can still feel part of the company long after they have left.

Further along in the magazine you can see photos of this great occasion. We will also introduce you to our colleagues Anna-Marie McKeown, Mark Presdee and Adrie van Stokkem. Wim van Dijk enthusiastically tells of his rather unusual hobby, and we will also share with you the unusual way in which Dundalk helped out with cancer research. And of course there are successes to report, the story of Drupa and the launch of Nuvera to name but a few.

But of course there is a lot more. At least enough to begin the holidays on a high note. If you have already had your holiday and have just got back, then we hope the contents of this issue is inspiring enough to enable you to start work again with a smile on your face.

*Hanneke Hermans*

**Henk Tissen tells all about the world's biggest graphical trade fair:**

## 'Good preparation laid the basis for Xerox's success at Drupa'

**It wasn't even 6 months ago when logistics coordinator Henk Tissen of the European Fulfilment Organization (EFO), received a request to make a bit of room for a collection of Xerox machines. The machines would ultimately be transferred to the world's largest graphical trade fair, Drupa in Düsseldorf, held every 4 years. That was fine by Henk but what he didn't realize was that he had taken on an enormous task.**

"Before you introduce the latest machines at this sort of fair," explains Henk, as he looks back, "you need to know that it all works, especially if we are talking about the flagship of our organization, the iGen3. In order to test these big boys, you need quite a bit of space, in fact a lot of space. I found this space with ND Logistics in Venray but I needed more than just a room, for example electricity, because the iGen3 needs more than 220 volts. When



the amazing technical people of ND Logistics had laid the required cables and all material was installed, we were able to start with testing. In the meantime our initial request for space had grown from 800 square metres to more than double the size."

**Just in time**

The organizing of the space and also the costs involved were not too difficult to deal with, thanks to 30 years good experience in Logistics at Xerox. Henk has an external network, which he uses to the maximum, however the logistics itself was a far bigger puzzle: "The real challenge was making sure that all equipment arrived on time. You are, naturally, tied to a deadline and on the 26th April, every-

thing had to be transported to Düsseldorf so that we could install it ready for the trade fair. Taking this into account, we only had a limited amount of time to install and test all the equipment in Venray. A lot of the machines came from America, *just in time* of course, because the technical boffins wanted the newest of the new to be exhibited. And I haven't even mentioned all our other partners, who supply the peripheral equipment for the iGen3. Eventually, fully loaded lorries started to arrive and these were unloaded for everything to be installed ready for testing."



**Logistical challenge**

After everything was tested, it was then transferred to Germany. In total, twenty lorries delivered all the equipment we tested in Venray to the Xerox stand in Düsseldorf. From that moment on, the responsibility for installing the machines was in the hands of the organization itself and Henk Tissen could look back on a good ending to an enormous logistical challenge: "It was my job to ensure that everything arrived at the right time and at the right place. That could only happen because we worked as a team. The fact that Drupa was a big success for Xerox was, for a big part, down to the hard work of the logistics team. And also, thanks to ND Logistics.... That company is incredibly flexible! The original requirements just grew and grew and they just arranged everything. At one point, I wondered whether they would be able to cope, but they did."



**'you need to know that it all works'**

## Customer Echelon Management (CEM) Team

# 'We are a useful addition to the service organization in all countries'

**J**ust imagine you are a service engineer in France. One of your clients, however unbelievable it may sound, has a problem with their Xerox machine. You arrive at the address in your service van, report to the client, look at the machine and come to the conclusion that it can be repaired by changing a couple of parts. In this type of situation it's easier if you have the parts in your 'service kit' and this is where a thank you to the members of CEM in Venray, would not be misplaced....

From left to right: Ap van de Laar, Erwin Smeets, Noel Kelly, Claudia Aretano, Ruud Visschers, Joop Olders, John Huyts, Rick van Vegchel and Seraf van der Putten.



Erwin Smeets is in charge of the Venray CEM team and explains what his 'club' actually does. "We have a central warehouse filled with spare parts, which we send to different service organizations, mostly within Europe. These parts end up in the vans of service engineers who visit our clients and we decide which parts the engineers should have as standard. We also decide which spare parts should be kept in the warehouses in each country."

### Savings

Ap van de Laar is one of the employees who has to ensure that the service engineers go out on the road with the right parts. "In principle we analyse what is used every day and therefore we are able to see what is ordered on a daily, weekly and monthly basis and change orders to suit their needs. Our aim is to ensure that the engineers have at least 80% of the

parts that they need in their vans. If they don't have a particular spare part with them, they can put in a rush order but of course, we try as far as possible, to avoid this. A revisit, as we refer to it, costs about 150 dollars and if we can save this cost by having the right parts in the van, then of course we will. We are a useful addition to the service organization in all countries."

Since October last year, Field Inventory Planning (FIP) is also part of CEM. Rick van Vegchel works in this new department and explains what FIP is busy with. "We are laughingly called the Field Inventory Police and we're basically busy with controlling and monitoring stock. As opposed to CEM, we are directly responsible for the stock. CEM decides which parts should be in stock, however the stock is the responsibility of each individual country. CEM also concentrates on the service for medium

and large machines, whilst FIP is concerned with machines in the Office Printing Business side of things. Xerox partners are themselves responsible for service."

### Standardizing processes

Although both departments are relatively new, they have according to Erwin, a necessary role in the organization. "I can see a positive future, as these departments will be acknowledged as a core part of the Service Supply Chain. This acknowledgement is also recognized by the central service organization by announcing that Venray will take the responsibility for planning. In principle we try to satisfy everyone. As CEM, we have to continuously compromise between standard of service, costs and investment in stock. It's not always easy to find a balance and even more so because each country is different. For example, France concentrates mostly on service and they take less notice of stock investment, whilst England concentrates more on stock. At the moment we are working on simplifying processes for each country as well as standardization. A big job, but a good and necessary one."

# Lean Six Sigma - driving Fuser Business Centre forward



Steve Batcock views a Viton coated fuser roll.

**Productivity improvement is vital for FBC at Mitcheldean. Here the whole team has embraced Lean Six Sigma (LSS) and the benefits are flowing well. Led by LSS coach Martyn Gunter, all office-based staff in FBC (a total of 22) have achieved 'yellow belt' status, and Martyn expects to achieve his fully accredited black belt status in the near future.**

"Our participation in Lean Six Sigma," says Martyn, "has altered the way we all think about productivity improvement, especially when it comes to investigating the very complex coating processes we operate here at Mitcheldean. Certainly the 'design of experiments' concept within LSS has made a huge contribution to the day-to-day operation of the Viton plant - a strategic element in the very successful Xerox fuser roll technology."

Recently awarded his LSS green belt, Steve Batcock chose Viton flow coating as his accreditation project, achieving savings valued at more than \$100,000 along the way. Results from this project, and associated activity in lean manufacturing and

waste reduction methods, helped increase yields of Viton-coated fuser rolls by more than ten per cent.

"One of the key points," said Martyn, "was that it ultimately became a real team effort. Our work to ensure yellow belt accreditation for the rest of the team enabled Steve to work very smoothly with everyone else, not only to achieve good results, but also to achieve them quickly.

Following hard on Steve's heels is Jackie Beard, who is working hard on a project to improve production stock accuracy. "This is a crucial area," says Martyn. "Our customers are spread worldwide, and we could incur premium costs for air freight,

overtime and production rescheduling if we don't get it right. Today we can't cover by running high stock levels. We just have to achieve big gains in accuracy to minimise total costs."

Jackie is working with more than eight suppliers and ten team members within FBC or Support. All being well, she will be qualified by August, and the project has already shown a potential saving in excess of \$40K.

"Being an LSS coach is not just a matter of advice and support," says Martyn. "I have to lead from the front. To achieve my black belt I have to deliver benefits valued at more than \$500K. We already have two more of our people preparing to start projects - Chris Barnard and Steve Hodder."

"LSS is making a real financial contribution to our business," says FBC manager Chris Clarke, "and bringing more enthusiasm and team working benefits on the way. What more can I say?"

# Spain wins first quarter BA Award

**I**n 2004, we saw a new addition to the "hall of fame" when Xerox Spain were announced as the Quarter 1 winners.



*From left to right: José Manuel Santiago, Alfonso Troyano, Lola Pérez, Aristides Herrera, Juan Rodrigo, Carmen García, Itziar Muñoz and Mari Angeles Ruyales.*



As ever, the decision was very close with notable performances from several other countries. In the end, the M&SC panel of judges were unanimous in their final decision that Spain Logistics were the worthy winners.

During the first three months of 2004, each of Spain's key metrics of costs and inventory were better than plan, with an excellent quarter-to-quarter improvement in equipment inventory. All areas within and across the Supply Chain were very complimentary of Spain's strong collaboration with M&SC, particularly on Missed Revenue, Asset Redistribution, Cost management and T&W cost savings. Jose Manuel and the Spain Logistics team

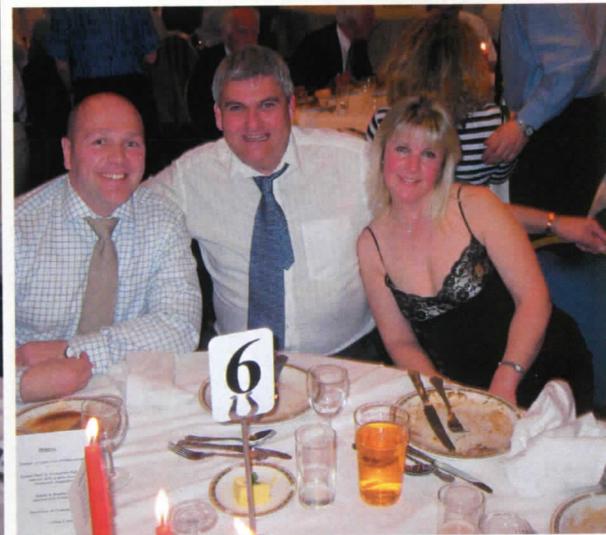
plan to keep the award for the rest of the year, although we suspect there will be some strong challenges from other countries.

Competition between Country Logistics teams for the coveted M&SC Balanced Achievement Award remains intense. In 2003, previous winners included Xerox France, UK and Germany (twice). Watch this space.....

# An Excellent Reunion

**M**itcheldean held its Long Service Association

Dinner on May 7th and it was a great opportunity to meet up with colleagues and friends from the past and present. A mixture of 164 current and former employees enjoyed an evening of good food, entertainment and most of all the chance to reminisce on old times and catch up on more recent news. Four happy anniversarians who attended, were presented with bottles of champagne in recognition of their service and as the photographs portray, everyone enjoyed themselves.



# Bellurgan United Top of the League

**B**ellurgan, a small hinterland of Dundalk town is enjoying great success with its under-age soccer teams and possibly developing some future soccer stars for the locality and beyond.

Colin Dullaghan, a Stores Operator in the Electronics Business is the manager of Bellurgan United under 11's soccer team. Colin as manager and his cousin as coach have been in charge of the team for two years when the team was at under 10's. Colin explains: "We have a squad of fifteen players, fourteen boys and one girl. And this girl has real talent. While still only 11 she also plays for the Dundalk Ladies F.C under-14's. The team has been training

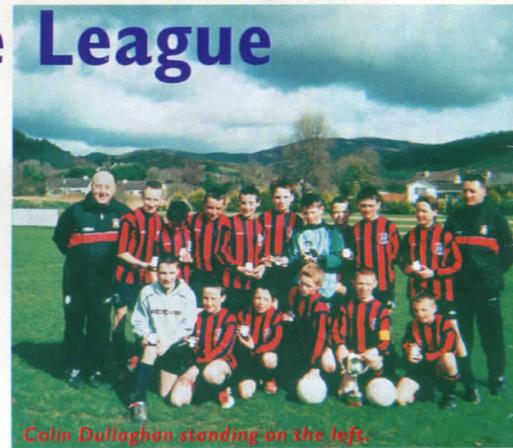
twice a week since the start of the summer. We will keep this up until the start of the season at which stage we will also have a weekly game".

## *Impressive*

All this hard work has obviously paid off. Playing in the local Dundalk Schoolboys League, last season Bellurgan United won twenty-four out of twenty-five competitive matches. Besides winning this league they won the Shield, beating Monaghan United 4-1 in Monaghan. Perhaps the teams most impressive performance of last season was against a squad from Dublin which included boys who are actually part of a Manchester United Football Academy. Colin: "We were actually losing 2-0 with eight minutes to go and came back to win 3-2".

## *Liverpool*

Colin also explains that the input from



Colin Dullaghan standing on the left.

the local community is fantastic: "All the parents of the squad take great interest and make a great effort in bringing the players to training and matches. On a personal note Colin explains that he gets great enjoyment from coaching the kids: "as a Liverpool fan I try and teach the kids the old Liverpool philosophy of possession football and pass and move, instead of running after the ball as if it was a bag of sweets. That has been the background for our success."

# Keeping a Forest tradition alive

**C**oal mining in the Forest of Dean goes back around one thousand years. The last mine closed in 1965, but still some hardy Xerox people, along with others, keep the tradition and skills alive. Julian Gwilliam of Mitcheldean Asset Recycling Centre (ARC) is one of them, assembling advanced printers during his working day and mining coal in his spare time!

Son of miner Harvey Gwilliam, now a Xerox pensioner, Julian is a 'Freeminer' by birthright. He was born within the mediaeval 'Hundred of St. Briavels', which entitles him to mine coal anywhere in the Forest provided he served one year and one day with an established Freeminer (who was, of course, his father). Harvey worked at Northern United, the last

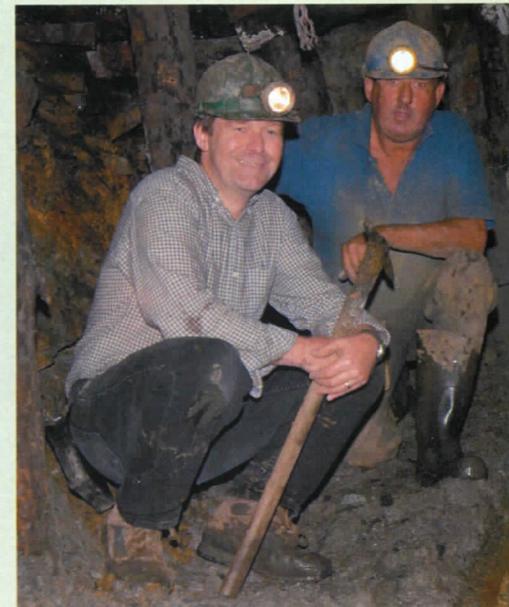
shaft mine in the Forest of Dean, and later joined Xerox in the paint shop, continuing mining as a free miner in his spare time.

Julian first worked with his father when he was 14 and still at school, continuing with free miners Hinton Brothers (now the Hopewell Mining Museum) after school, leaving them in 1973 to join Xerox. In the early 1970s they decided it would be good to try free mining again; their first try was lignite mining at Worrall Hill. After selling this successful venture they decided to try an area near the now disused Cannop colliery, successfully striking the Yorkley seam, about 0.75 metres thick and a good source of household coal. They knew exactly where the best coal was, since Harvey had worked at Cannop as well as Northern United. Today Julian frequently

works more than 30 metres down, close to the original Cannop workings.

Here, Kim Toombs of Mitcheldean Fuser Business Centre (FBC) comes into the story. Joining young Julian and his father at Cannop in 1984, and working with them in his spare time, Kim's ambition was to become a Freeminer, since he too was born in the Forest. "Kim was the best Freeminer we

Kim Toombs (left) and Julian Gwilliam.



Customer Liaison Officer Wim van Dijk tells all about his hobby:

## 'Some frogs whistle just like canaries'

**C**ustomer Liaison Officer Wim van Dijk is a biologist. That he in the early eighties, shortly after graduating from Nijmegen University, chose to work for Xerox Venray had everything to do with the scarcity of work in his chosen field. Wim did once work for a day as a teacher, but this was not his hobby. Amphibians, however, are so lets explain further....

"The source of my interest," says Wim "lays in the De Hamert countryside. During my university days it was there where I studied amphibians. I now have 40 tanks of tropical amphibians. They are very active frogs. What I enjoy about these animals is the interesting way they behave and their many colours. You have for example frogs with yellow flecks, whilst others have orange stripes. There are also completely blue frogs. It often happens that people believe my tanks are full of plastic frogs. The frogs are between 1 and 6



ever worked with," says Julian, "and he did a lot more than his one year and one day."

Along the way Julian has trained for more than 50 weeks, to become a 'mine deputy', a gas tester, a fully licensed shot firer and a First-Aider. "We still keep it all going," he said, "albeit infrequently at present. My worst moment was when our pump, a key

item in the 'wet' Forest mines, dropped down a water-filled pit! I had to get in and attach a line. I was up to my neck in water, freezing cold and totally in the dark."

It's difficult to think of a tougher spare time hobby, but as Julian says, "It's enjoyable and rewarding to hew coal from the earth and help keep a tradition alive in the Forest of Dean."

centimetres long and live on fruit flies and other insects. My aim is to breed from the frogs."

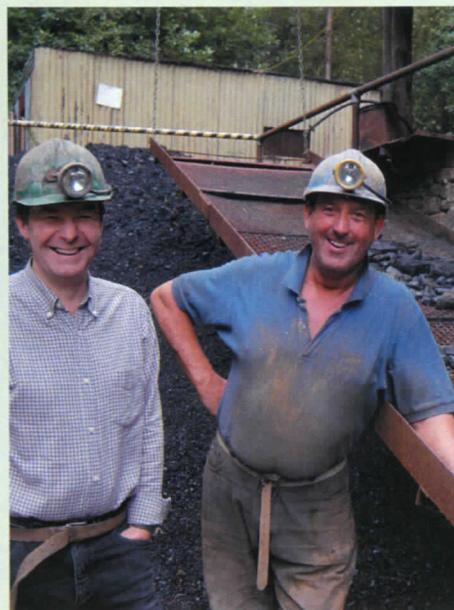
### Frog Association

When asked what fascinates him so much about these animals, Wim answers: "Their behaviour. Dutch frogs lay their eggs in a pond and that is it. My animals are maternal. The eggs are laid on land in a damp place. The male ensures that they remain damp. As soon as the spawn hatches, the male transfers them to the water. Some sorts of frog feed the young on unfertilized eggs. There is also a species that whistles just like a canary. Sometimes people who are visiting ask to see the birds, but it is in fact the frogs. On average it takes about one and a half hours every day to take care of the frogs. They can live to about 15 years. There is a large Frog Association in Holland which has a twice yearly exhibition and in Germany there are even bigger exhibitions. That is where I sell the frogs which I have bred."



### Undiscovered species

Alongside amphibians, Wim also keeps parrots. An unusual, but explainable combination. "The feathered friends enable me to pay for my amphibian hobby. In my shed, which is made up of several aviaries, I have 17 pairs of parrots. From these I sometimes sell a few. This pays for my frogs and also my holidays to the tropics. I have been in Ecuador, Surinam and French Guyana and together with a guide I have visited a rain forest. In Surinam we went with Indians to areas where only they had been. In doing so you could come across unknown species. Personally I have not yet discovered a new species, but I have seen frogs which I had never seen before. This sort of trip always remains a surprise."



# Toner's Focus and Commitment to Safety is Paying-off

**In 2003 the Toner Management Team put Safety as their number one priority in the day-to-day operation of the business. In doing this, each member of the management team gave personal commitments to safety on a day-to-day basis.**

Barry Grennan, Toner Business Centre Manager explains: "The commitment and focus on safety had to come from the top. This meant that the team had to go back to basics such as following correct car park safety procedures, using footpaths and not taking shortcuts from one building to another and using the hand rail at all times when walking up and down stairs. The Management Team also imposed penalties on themselves. For example, if a manager was seen not holding the hand-rail when walking up and down stairs they would have to buy lunch for the person that spotted them."



Jim Corrigan and his forklift truck.

## **Biggest success**

The rest of the Toner team has surpassed the commitment to safety and the challenge put down by the Management Team. One of the biggest successes to date has been the increased safety awareness of and performance in relation to forklift

trucks. The plant requires all process operators to drive reach and counterbalance forklift trucks on a daily basis to support production activity. In late 2002, two process personnel, Jim Corrigan and Joe McKenna were sent on a Forktruck Instructors training course. The aim was to carry out forklift truck certification in-house and to improve the general level of fork truck driving.

The Project Leaders, Jim Corrigan and Joe McKenna explained the overall success of the project: "The number of minor incidents reported has reduced from 33 in 2001 to 21 in 2003 with a three-fold increase in output. Q1 2004 shows the trend continuing to reduce. The recent awareness sessions have focused on accident statistics relating to forklift trucks. The extract from the presentation shows the causals of fatal accidents and what employees can do to reduce the risks."

## **Hard work**

This Focus and Commitment to safety has not gone un-noticed by the Organisation. It was announced recently that the Toner Business has received one of the twenty 2004 Safety Awards. This is just reward for all the hard work by all of the Toner team. And the focus has just started. This commitment should lead to many more awards for the Business but more importantly it will ensure the safety of all within the business.

Type of Fatal Accident	%
Overturn	30
Struck by moving truck	28
Struck by falling load	17
Trapped by mast or overhead guard	9
Fall from height	6
Low fall waste disposal	4
Loss of control	2
Mechanical failure/fault	2
Truck contacted object that struck person	2
<b>Total number of fatal accidents</b>	<b>63</b>

## **Observation - Tips**

- Visual check all round truck before moving off
- Always look in the direction of travel (even if only travelling a short distance)
- When stacking or de stacking do not allow anyone to walk behind or in front of the truck
- Concentrate on driving do not get distracted i.e talking to people around you
- Drive at a speed consistent with the environment around you

# Dundalk Management Teams go 'Back to the Shop Floor' for the Irish Cancer Society!

**D**uring March the XTPD Management Teams went "Back to the Shop Floor" with great enthusiasm to raise some much needed funds for the Irish Cancer Society. The "Back to the Shop Floor" events run by the Irish Cancer Society are annual, national events and are the Society's biggest fundraising event.

Events kicked off on the 25th March with members of the Toner Management Team taking to the production floor for a game of "I'm a pen-pusher, get me out of here!" This involved members of the management team working on the shop floor for a day. To make this even more interesting the production staff offered to make donations to various managers to do various tasks. Once money was offered the member of the management team could not refuse to do the task. The most successful fundraiser for this event was

donating money for Barry Grennan, Toner Business Centre Manager, to work a full 12-hour night shift from 20.00 to 08.00 the next morning. Barry honoured the donations and stuck out his 12 hours. Other events in Toner reached a high point when the team was joined by John Evans (Dundalk Site Manager) and Jill Bennett (Site HR Manager) for the ultimate "Bush Tucker Trial". This involved donations being offered if John and Jill ate a feast of toasted ants and crickets. Again, in the name of charity both John and Jill



*Tom de Lasa, Michelle Kinsella, Anita Thomas, Maura Conlon and Barry Grennan from Toner.*

suffered in silence. However, the evening shift went one better munching on live maggots.

In PSG, members of the management team worked on the production floor and also served breakfast in the canteen. Not only did they do the nice tasks of serving food in the morning and afternoon, other members had to do the job that everybody hates in the kitchen, washing the dishes.

The Electronics management took up the challenge on the 26th March with members of the team taking to the floor en masse, bravely facing tasks chosen for them by their teams.

An additional fundraising event was run by the Occupational Health Department over both days. This involved making a €5 donation for which each person who underwent a health check carried out by the Occupational Health Adviser, Cathy Murphy.

The focus of the back to the shop floor event is always the management teams but special thanks must go to the individuals who provide all important background support. The employees who take the time to train their managers on the day and supervise their work, the canteen staff who supervise breakfast and the administration support in each business all contributed greatly to the success of the day.

The entire Dundalk Site raised a total of €2,700. This was a great achievement and was an increase on the amount raised in 2003.

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## I'm a pen-pusher, get me out of here!

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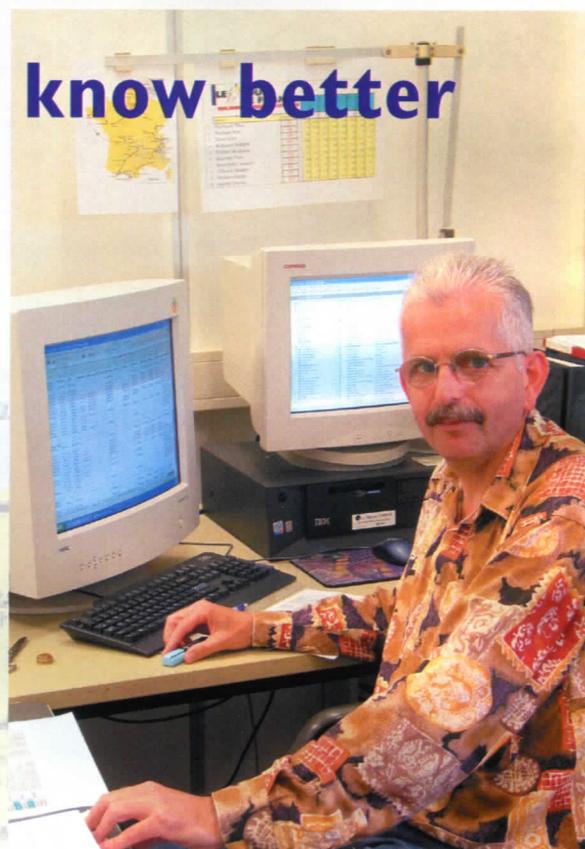
*Fearghal Donnelly, Electronics Engineering Manager.*



Jo Oppers talks about how his Tour sweepstake (tourtoto) brings the department together:

## 'It is of course, great to know better than your colleagues'

**W**hat started out as a modest game twenty-five years ago, in what was then the RX Venray Electronics department, has turned out to be what you could say, a phenomenon, not only at Flextronics but also Xerox. Once again this year, a total of 107 colleagues from both companies have placed bets on sprinters, climbers and allrounders in the world's most famous cycling event, the Tour de France. The spiritual father Jo Oppers, tells the story...



Jo Oppers.

According to the configurations control engineer from Electronics Design, "It is a puzzle each year in order to have everything making sense. The day after the start of the tour in Luik, which of course I went along to and watched, I spent from 2 o'clock in the afternoon until midnight, putting all the necessary information into my laptop. I always do a daily update, together with my colleague Jos van de Ven, with whom I started the tourtoto a quarter of a century ago. We make a good team."

### Betting on day prizes

Participants of the tourtoto pay 7 Euros

and every single cent is given out as prize money. Jo: "At the start of the Tour each participant hands in a list of 10 cyclists. These 10 cyclists are used for the whole Tour. With sprinters you can also bet on a day prize and also with the climbers. You can also decide to just bet on the final result, but personally I try to win using eight sprinters. These include Petachi, McEwen and Cooke at the top. As allrounders I have chosen Lance Armstrong and Tyler Hamilton."

The number of participants changes from year to year. According to Jo there are a couple of reasons for this: "There used

to be at least 30 Dutch cyclists who took part in the Tour de France so the Tour was given a lot of publicity and more people took part in the tourtoto. Now there are only 8 Dutch cyclists taking part in the Tour and as a result, less publicity. There has also been the European Championships football this year, which also had several sweepstakes."

### 3500 kilometres through all sorts of weather

When asked what attracts him to La Grande Boucle, Jo answers: "The individual performances. I am a great sports fan and football is my first love. I am also the chairman of the Boxmeer-Cuik Referees Association. Even so, the Tour is also fantastic and I take my hat off to the men who cycle 3500 or more kilometers in all weather, and that distance in just 3 weeks."

"It is," says Jo from experience, "good fun to do a sweepstake with several colleagues from the department. It brings you together and every day you can see how well you have done with your chosen cyclists. And it is of course, wonderful to know better than your colleagues."

This is how the Tour sweepstake looks.



etappe	Renner	Nummer
1	Hushovd Thor	57
2	Kirchen Kim	46
3	Zabel Erik	19
4	McEwen Robbie	181
5	Klöden Andreas	17
6	Boonen Tom	103
7	Brochard Laurent	141
8	O'Grady Stuart	91
9	Pereiro Oscar	27
10	Hondo Danilo	83

proloog	g	g	g	g	g	g	g	b	g
P	1	2	3	5	6	7	8	9	
43	145	181	147	91	103	47	57		
1	181	57	19	66	91	35	46		
74	57	147	181	162	19	71	19		
161	83	83	103	129	83	141	181		
57	147	91	46	131	163	56	17		
27	163	145	83	181	194	196	103		
69	62	19	145	98	126	102	141		
51	41	41	133	57	53	57	91		
64	19	175	132	82	98	139	27		
5	113	191	25	147	143	91	83		

Vul de etappe uitslag in door de betreffende renner op de juiste plaats uit het "rolldown" menu te kiezen. Kopieer dan de nummers met plakken speciaal; waarden in de juiste etappe. (kolom AM I/m BG.)



# Electronics and PSG Dundalk play major role in launch of Nuvera

**T**he recent launch and early success of Nuvera (Tigris) has been made possible in no small way by the input of both the Electronics and PSG Businesses in Dundalk.

Andy Cosgrove, Electronics Business Centre Manager in Dundalk explains how from an Electronics perspective. "Elec-

tronics in Dundalk along with the Design Team in Venray has been responsible for the design and manufacture of all the custom power supply units for Nuvera. This was a huge undertaking and our largest ever new programmes launch. In a year, we would normally launch four to six new products, so to achieve the launch of fifteen at one time was an excellent achievement".



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## Qualified, competitive and competent

Nuvera forms part of the Rivers Platform that was launched with the Docutech 100 / 120 Copier Printer earlier this year. Andy further explains that the success of the

design and manufacturing relationship in Dundalk and Venray has been recognised by the Product Development Team in Webster. George E. Baker, Electrical Hardware Competency Centre Manager in Webster recently commented, "I would view the Dundalk/Venray connection to be a very qualified, competitive and competent supplier for us". Today in Dundalk, Electronics manufactures fifteen top level and sub-assembly power supplies for Nuvera, this involves the production of between 1800 and 2000 units per week.

So how does the PSG Business contribute to the success of the Nuvera? Tom O'Brien, New Programmes Manager for PSG explains: "With the launch of the Nuvera

100/120 Copier / Printer at the end of January this year, PSG Dundalk is responsible for 100% testing and the SITCO (System Integration to Customer Order) process for all new systems built in Mexico and Webster. This often involves retrofitting for configuration changes to ensure that the customer receives the highest quality systems. Currently the Nuvera Copier / Printer will serve the light production systems such as walk up departmental requirements."



## Best ever

The current planned Nuvera activity in PSG Dundalk for 2004 is to SITCO up to 700 Nuvera 100/120 Copier / Printers. Indeed, to the end of June we have already processed 371 units through the Dundalk facility for onward distribution to our European and DMO customers.

In September 2004 the Nuvera 100/120 Production System will be launched serving the higher value and volume segments. Over the coming years Nuvera will replace the DT6180 family of DocuTech. Tom O'Brien further explains "as the Nuvera Platform is a brand new Production System, in time it will be capable of printing up to 200 pages per minute with the most incredible image quality, the best Xerox has ever produced in the Production System family".

The challenges for both businesses to contribute to the success of Nuvera and the overall Rivers Platform are significant. However, as is evident from the early success, both businesses are more than capable of meeting and beating those challenges.



Shown in picture is the Nuvera Team, from the back Tom O'Brien, Brian Keegan, Geoff Leddra, Michael Gray, Patricia O'Connor, Derek Ward, Kevin Smyth, Derek Hodggers and Ronan Healy.

# Meet...



**Mark  
Presdee**

**Fell in love, got married:**

To Jane, 04 July 96 (the end of independence), we have one daughter, Fleur, aged 4 and fast approaching 14!

**Education:**

BA Business & Finance, ACCA, nothing too exciting I'm afraid.

**Position:**

ARC and XING Finance Manager.

**Company History:**

I started life as an inter-company analyst in the GBAS organisation, swiftly followed by a financial accounting role (reporting of numbers) for M&SC and WGC. I moved to the M&SC organisation in 1999 to undertake a European FP&A role. Over the years this has been interspersed with Supply Trading accounting, XE Financial reporting, PSG/ Dundalk Finance Mgr, and latterly ARC and XING Finance Mgr.

**Hobbies:**

Mountain biking is at the top of the list, mainly in Herefordshire where I live, and annual events in 'vertically challenging' areas of the UK. These include Snowdonia, the Yorkshire Dales and the Peak District. I generally enjoy outdoor and physical pursuits including jogging, walking in the Herefordshire countryside, and an occasional game of 5-a-side football with work colleagues. We enjoy dining out (on the rare occasion without child) mainly at

country pubs. I also enjoy spending quality time with Fleur (my daughter); 'swings and slides' are a big hit and I particularly like the slide! When the opportunity arises I read novels, which tends to be late at night when I should be recuperating for the forthcoming challenging day in the world of M&SC finance!

**How I feel on Monday mornings:**

Usually tired after a busy weekend, however a few coffees and a bit of office banter usually pick me up.

**Character:**

Quietly confident, responsive to people's feelings and committed in all that I do.

**I hate:**

Slow drivers with smelly exhausts, rain and laziness.

**Favourite wish:**

Quite simply to remain happy and healthy.

**My Motto:**

Do it right first time, to the best standard that time permits.

**At Xerox, I would like to walk for a day in the shoes of:**

A marketing manager to gain an insight of the approach to decision making at the 'front-end of the business'.

## Anna-Maria McKeown

**Age:**

32

**Fell in love, got married:**

Married 8 years to Padraig. Has two young sons, Tiarnán (5) and Colm (2)

**Education:**

Educated at Primary and Secondary Level in Dundalk where she attained her Leaving Certificate. Studied for APICS Qualifications in Santa Clara University in California and also studied Supervisory Management in Dundalk Institute of Technology

**Position:**

Customer Services Team Leader

**Company History:**

Joined in August 1999 and spent four months in Venray. Joined as a Customer Services Representative and became Customer Services Team Leader in January 2002

**Favourite food:**

I enjoy most things; ranging from a Sunday roast to a chicken jalfrezi, not together of course!

**For me, Xerox is:**

A rewarding and dynamic place to work.

**Holiday country:**

Usually France and most recently Majorca.

**Most recent book or film:**

Eye of the Needle by Ken Follett

**What should they do a bit more in Xerox:**

Foster and develop cross-organisational team working; this will facilitate goal congruence and thereby optimise overall Xerox performance.





**Hobbies:**

Running (after the kids)

**How I feel on a Monday:**

Roll-on the weekend

**Character:**

Open, honest, straight to the point and sometimes a bit of a worrier

**I Hate:**

Getting home in the evening and finding that the dishwasher is still full. That is meant to be Padraig's job.

**Favourite wish:**

Somebody finds a cure for diabetes

**My Motto:**

What goes around, comes around

**At Xerox I would like to walk in the shoes of:**

Ann Mulcahy on pay day

**Favourite Food:**

Homemade chips, baked beans and a fried egg.

**For me, Xerox is:**

A great place to work

**Holiday Country:**

Ireland and Spain

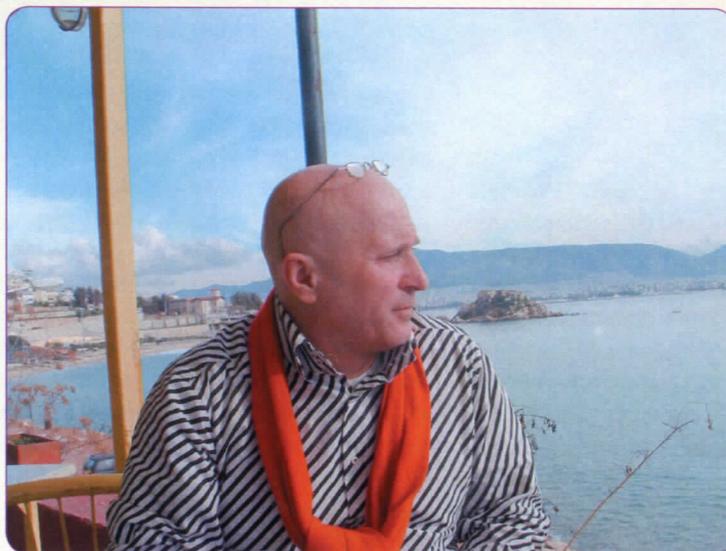
**Most recent book or film:**

Most recent film - Monster

**What should they do a bit more of at Xerox:**

Cut out some of the red tape and bureaucracy and impart a bit more trust in people to do their jobs.

## Adrie van Stokkem



**Age:**

55 years.

**Lives in:**

Venray.

**In love, engaged, married?:**

The first one sometimes, the other two used to be.

**Education:**

LTS metal/electrical and judo teacher.

**Function:**

Technician.

**How long employed:**

Twelve years.

**Hobbies:**

Sport in general, judo in particular, as well as collecting Swatch watches.

**On Monday morning I feel.....:**

The same as on Tuesday morning, Wednesday morning, Thursday ..... etc.

**Character:**

Opinionated, driven, ambitious and conceited, but also open and easy to get on with.

**Dislike:**

Hangers on, bores and people with no opinions.

**Dream wish:**

To own a modern furnished house in Italy.

**Life's motto:**

No moaning, be rich (not in the material sense).

**By Xerox I would like to put on the shoes of .....**

I would not know, I would rather be myself.

**Favourite food:**

Chicken curry with rice.

**Xerox is for me .....**

A company which is well organized and therefore a pleasure to work for.

**Holiday destination:**

Italy.

**Last book or film:**

I only read newspapers and that sort of thing. However, I was recently given a book about Bill Clinton - should be interesting.

**What Xerox should do is:**

When selecting and announcing managers, more thought should be given to contractual and organizational skills. The manager-worker relationship should be based on respect for each other and not on rank and status.

# Passion, respect and results

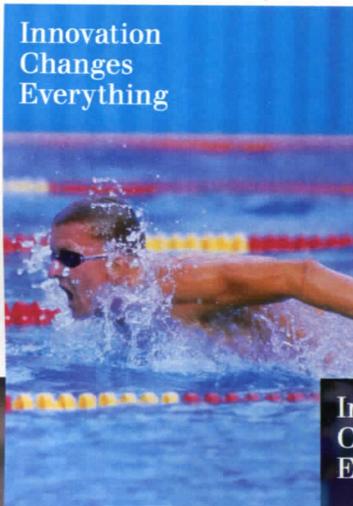
Shortly before the holidays, Venray's works council celebrated their 35 year jubilee. In order to celebrate this milestone in an appropriate way, together with a few colleagues, we staged a debate similar to that of the 'House of Commons'. Personally, I was the judge and before we started, the presenter asked me what I would be looking out for during the debate. Being someone who practices intuitive management, I didn't reply. What I did want to say however, was that a good debate is made or broken by the passion with which speakers put across their views, the respect they show to their opponents' ideas and the result which is finally reached. For the rest it was 'good luck'.

Passion, respect and results are also elements that, I believe, should also be used outside of the verbal arena for people to get on with each other. Not only in daily life with family, friends and acquaintances, but also at work with colleagues and clients.

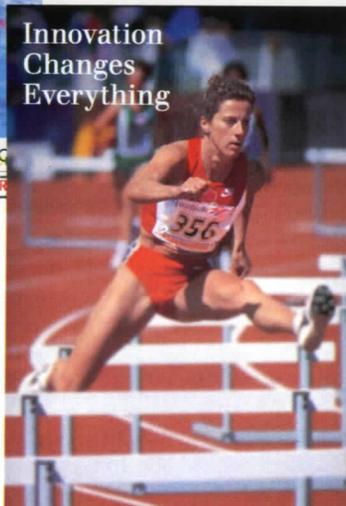
Sometimes people are too focused on their own views. They are so fixated on their own ideas that they are not prepared to listen to others. And that is a shame, because to reach a goal together you more often than not have more use for a pair of ears that work, than a mouth which is over worked. The debate in Venray was a first rate demonstration of this. The participants gave each other the space to shine and in doing so managed to keep the audience on the edge of their chairs. That there was a definite winner was good, but not a necessity. For most of us it is now holiday time. A nice moment then, to be more open to others. Only then can you give your colourful sides a chance to shine and your surroundings a chance to see the real you.

*Paul Hermans*

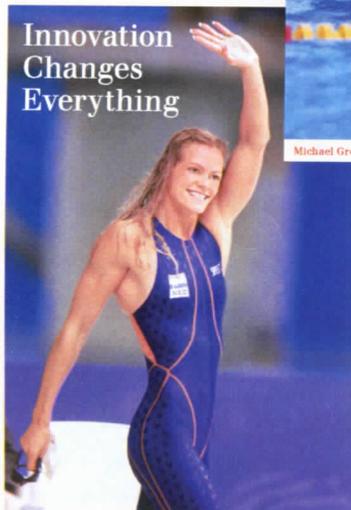
## Xerox at the Olympics



Michael Gross (Germany)



Sally Gunnell (Great Britain)  
With the 1992 Barcelona Games, she became the first woman to win all four major championship titles in the 400-meter hurdles.



Inge de Bruijn (Netherlands)



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