

# EHSC Magazine

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Members of Xerox Dundalk Golf Society at the first tee in Portnoo, Donegal on a cold and windy day in September.



# From the editors,

Apart from the wonderful colours that autumn brings with it, it is normally nicer indoors than out, especially if that nasty north east wind is blowing the last of the leaves from the trees or there is a downpour and you are sitting inside with your slippers on, a cup of cocoa next to you and your favourite magazine in your hand.

Once again we have done our best to please everybody with this issue.

As usual, you get to know three more colleagues in the 'An Introduction' column.

There is also an article about the golf day in Dundalk, a group of enthusiastic footballers who undertook a noticeable initiative and a rare Mitcheldean service jubilee. As well as this there are of course articles about various business items, which makes life at Mitcheldean, Dundalk and Venray worthwhile.

Happily, Paul Hermans has returned from illness and therefore his column is also back. This time he asks the question in his well-known lighthearted way, "what is man actually doing on earth?" Everyone can take his conclusions to heart.

Enjoy the read.

The editors

## Paul-Peter Feld on co-operation between Venray and Breukelen sites:

# Learning from each other delivers synergy advantages!

**I**t has been a while now since Xerox Netherlands swapped their offices in Zeist and Amstelveen, for the brand new building next to the A2 in Breukelen. In the meantime, the cooperation with Venray has improved more and more. Paul-Peter throws some light on the situation...



"Xerox Venray and Amstelveen/Zeist used to be worlds apart but the last 1.5 to 2 years has seen us work much closer together. For example, at the moment we are busy implementing a joint Human Resources information system and in doing so we are harmonizing the way in which both the pension schemes are run. Buying goods and services is of course much cheaper if you do it together."

### **How does it work with the design of people and management development?**

"For the people at Xerox Venray, it is very interesting to experience work at a sales/marketing/service organisation and of course the other way around. In this way you are able to better understand each other's motives and by sharing our best practices with each other, we can learn a

### **share that Xerox feeling**

lot. There is an incredible amount of synergy advantages to be gained and it's also good fun. In addition, the designing of and participation in development activities allows you to get to know new people and gain experience."

### **Will Xerox employees have to commute more often between Venray and Breukelen?**

We will of course have to work together more. What you see in HR with respect to the new information system, and in particular the cooperation between Jan

Wijnands and Ton Nabben, is a good example. The annual get together of the HR departments, where we exchange knowledge and experiences, and the performance training in Venray in which Breukelen colleagues also take part, are two more examples. In this way we try in a productive manner to stay in contact with each other. Sunday 9th October was also an opportunity to meet each other at the family day and the opening of the Breukelen office. A few colleagues from Venray were also present. We are after all a Xerox organisation."

The bottom line is that you share that Xerox feeling.

"That is what makes our organisation so colourful. Above all else it is always interesting to see challenges from someone else's view point."



# Hello or Namaskaram in Hindi....

**N**arasimham Appala Aryasomayajula wrote the following article just before he left Dundalk in August 2005 to return to India to get married and work in Xerox, India. This article is both a farewell to Naras' friends and colleagues in Dundalk and an introduction to the Indian culture.

This is Narasimham Appala Aryasomayajula otherwise known as Naras. I'm sure most of you know me as the Sports & Social Photographer who always disturbed you when you were enjoying S & S parties during the last number of years.



I would like to share few things with you.

Ready ... Steady... Go... I am getting married on 11th August 2005 at 00.40Hrs (very early in the morning) 20:10Hrs Irish Time on the 10th August in Rajahmundry [County –



Andhra Pradesh, India]. To give you some background on the ritual of Indian marriages, my marriage talks were started last year (around June), I gave a list of prerequisites to my parents, based on these prerequisites my parents started searching for a girl (like a Google search – just kidding)... after a few months searching they found a girl (she is from Nagpur – a town approx. 1500Kms away from my home town) and her name is Lakshmi Madhavi. They then sent her photograph to me. I showed this photograph to my colleagues in the IM Department who gave the Orange signal (thumbs up). In January this year I met her and had a chat with her for approx 30 mins. ...That's the end of the story, (Green signal) we both got engaged.



Regarding the marriage arrangements, the marriage venue is 300Kms away from my hometown. All expenses, including travel expenses to and from the marriage for all guests who are attending from my side, 3 meals (afternoon lunch & dinner on the 10th August and lunch on the 11th August), more or less everything, will come from my future father-in-law's pocket!!!!

Regarding the marriage dress, we both wear traditional dress (dhoti for me, saree for her). By the way, the time our marriage ceremony takes place will be fixed based on both our astrological signs.



According to Indian tradition, son(s) have to take care of their parents in their old age. As a single son I am no way exempt from this rule/responsibility. In order to fulfil this responsibility I requested, and was granted a transfer to Xerox (Delhi) India – I would not lose all connections with Dundalk, as I will continue to work for the Dundalk IM team from India. My last day in Xerox Ireland is 29th July 2005.

I have worked for Xerox in Dundalk for the last 4 years and I have really enjoyed working and living in Dundalk.

Thank you all very much for your co-operation, friendliness and encouraging me in all S & S events.

Naras.





# Performance all the way

**1** 959 was an exciting year for the Forest of Dean, when Rank Xerox started copier production of one machine per week at Mitcheldean. The first machines were massive, moved around by cranes and hoists, and the arrival of the first desktop, the 813 in 1965, was a real breakthrough.

Successive models followed, as Mitcheldean met all the challenges placed upon them and became a role model for British manufacturing. This continued as Rank Xerox, and later Xerox, became a leader of the commercial recycling movement and introduced advanced methods of asset management. By the 1970s Rank Xerox covered a 65-acre site, with offices and production areas totalling over 1.5 million square feet.

This growth was accompanied by a very strong safety and quality culture resulting in it being recognised nationally with awards virtually every year.

Mitcheldean built the first European digital office product, with the DC 220/420/440 family, producing more than 250,000 units. Mitcheldean also produced early colour products and DocuTech units before production was transferred to Dundalk.

It is now more than 40 years since Mitcheldean first played a key role in recycling, as the first steps were made to recover selenium and other high value materials and components. In the 1990s Asset Management teams at Mitcheldean developed complete remanufacturing strategies, also introducing many energy saving technologies. This also led to many other environmental benefits by using water-based paints to minimise use of solvents and

eliminating CFCs from the manufacturing process - more than two years before the EU legislation came into place. The first national awards for recycling technologies were achieved in 1994, with an RSA (Royal Society of Arts) award. Mitcheldean also won numerous Xerox Earth Day awards.

The Asset Recycling centre (ARC) started to recycle all types of digital products in 2001. ARC also supported recycling and maintenance services for laser assemblies for the specialist ROS (Raster Output Scanner) used in high volume systems.

The ARC team met and overcame many cost challenges to profitably remanufacture the 420/440 family products. As John Evans said, "Now that the costs of new, feature-rich designs are below our remanufacture costs, we have sadly discontinued production. Our team has made massive

efforts, and met and exceeded all our targets, while contributing profit and maintaining very high quality and safety standards, and generating a marvellous team spirit."

The last remanufactured digital machine was produced in September, and will have pride of place in Mitcheldean Town Hall. The ROS work continues and has been transferred to Dundalk. Manufacturing at Mitcheldean continues in the Fuser Business Centre, and associated support and production staff will continue on the site, which also houses Xerox Global Services, the Document Technology Centre and Xerox Document Imaging.



*The remaining ARC staff with the last machine produced from the assembly line.*

## many cost challenges



## 'Such an ovation brings a lump to your throat...'

**W**hen, on a lovely evening in May, Frans Huijs received a telephone call from his manager Audrey Lynch, telling him that he had been awarded the Customer Focus Award by the iGen3 Directors of Europe, he became rather quiet. "I have only done my job."

Frans earns his daily crust as project coordinator for European Fulfilment Operations (EFO). This function means he is responsible for all iGen3 installations in Europe and he ensures that all machines arrive on time from America and that they are delivered, correctly configured, to the client on the day that was agreed.

### **Heart warming enthusiasm**

Because Frans carries out this work like no one else can, he was given the Customer Focus Award. This included a fully inclusive 2-day trip to London for himself and his wife, including a trip to the theatre show, The Lion King.

Frans also visited a meeting of the iGen3 Sales Tigers. They greeted him with a standing ovation and according to Frans, "I entered the room expecting nothing and then everyone began to clap. I got a bit of a lump in my throat and I was told that my work enabled the Sales Tigers to reach their sales figures and to ensure that clients got what they ordered. I thought it was wonderful to be able to experi-

ence how a marketing group works and the enthusiasm of the group was heart warming."

### **Recommended**

An interesting point: In order to receive the award, Frans had to interrupt his customer focus training course, which has recently been provided in Venray to further improve communication with customers. Afterwards he retook the course. "I found it fun and educational and, even though I have been awarded the Customer Focus Award, I have still gained a lot from the training. I can highly recommend the course to everyone."

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**I have only done  
my job**

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# Meet...

## Rik Kucharski

**Age:**  
49

**Fell in love, got engaged, got married:**

Many times / Just twice / Once (enough for any man to bear) to Julie who I'd known for 10 years previously, so I had a good idea of what I was letting myself in for – LOL!

Well, 16 years on and we are now a family of seven including our three kids and two cats, so there's never a dull moment. Rebecca (14), Helena (12) and Adam (9) keep us very busy with all their school work, various clubs including dancing, music, martial arts, swimming, guides / cubs, choir, chess...not to mention numerous other activities that they and their hoards of friends are involved in. This madness wears us out, but all in all, keeps us young at heart. As for the cats: Mabel (14) and Trixie (18 months) – they're nothing but pests!



**Education:**

Ongoing (because you never stop learning) and too numerous to mention, but professionally concluded with a Higher National Diploma in Production Engineering and Production Management.

**Position:**

Global Purchasing: End Of Life Electronics Commodity Specialist

**Company History:**

1988 – Supplier Quality Assurance Engineer supporting EDU-E WGC

1990 – EDU-E WGC closed and relocated to Mitcheldean  
1996 – Product Cost Engineering Specialist – Electronics  
2002 – Current position with GP

**Hobbies:**

HOBBIES! I DON'T HAVE TIME FOR HOBBIES, but I do steal myself away whenever possible for:  
Squash; Martial Arts (with the family) and Jogging – to keep me fit.  
Good Food (I'm told I'm a good cook) and tasting Fine Wines – to fatten me up.  
Supporting Arsenal Football Club – to jangle my nerves  
Fly-Fishing – to get away from it all and help me relax and (maybe) catch some dinner  
DIY and Car Maintenance - to save a few pounds.  
And Real Ale – my lifelong search for the perfect pint.

**How I feel on Monday mornings:**

ARRRRRGH! Here we go again - is it the weekend yet?

## Perfect start to Xerox Dundalk Golf Society

**S**ince the start-up of the Dundalk site, some 6 years ago, there have been a number of adhoc golfing outings, the largest being the annual Electronics versus PSG inter-business challenge. However, in June of this year following strong interest being expressed in a survey, a Golf Society was established on the site.

The Golf society has proven to be a wonderful success with over thirty members. Three very enjoyable Society outings have taken place at local courses with over 25 participants from across all businesses on site - Software, Toner, Electronics and PSG. These have proven to be great days out with stiff competition for the prizes and

always finishing up with some refreshment on the nineteenth hole.

The highlight of the year was a weekend in Portnoo Donegal, in the North West of Ireland on the 24th and 25th of September. Portnoo is a superb golf course in a beautiful location overlooking the

Atlantic Ocean. It was a most enjoyable weekend, despite somewhat challenging weather conditions. After a shower and a good steak dinner, the group were refreshed and up for a good night out in the local bars until the wee small hours of the morning.

The society has only been up and running for a few months but has already proved a great success and is a valuable addition to the Dundalk site. A big thank-you must go to the following committee members for their contribution to this success - Barry Nordon (Secretary), Tom O'Brien (Captain), Gerry Lennon (Treasurer), John McBride (Handicap secretary,) Keith Mckeown, Peter Mulligan and Declan Carey. The society is planning another outing later in the year and is hopeful that next year will build upon a wonderful start.



**Character:**

Eternal optimist (usually to my detriment); generous, loving and kind. I like to treat all people, as I'd like to be treated myself.

**I hate:**

Manchester United - And Chelsea aren't so hot these days either!

Smoking - Gets in my eyes, in my throat and I can taste it in my mouth. It makes my clothes smell foul - What do you expect from an ex-smoker!

I also hate to see waste in any form and have become an avid recycler, because I believe that each generation is responsible for ensuring that sufficient resources are available to subsequent generations.

My garage is testimony to this belief, because it's full of "junk" that MIGHT just be useful one day!

**Favourite wish:**

To be healthy, wealthy and wise – too late for Julie and me I fear, but hopefully there's still time for our kids.

**My Motto:**

Growing old is mandatory but growing up isn't.

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

The guy who makes up the names of all our programmes, as I've got a few suggestions of my own!

**Favourite food:**

Where do I start? French, Spanish, Italian, Greek, North African, Indian, Cajun, Mexican, Thai / Chinese... in fact, anything with lots flavour Mmmmmmm...!

**For me, Xerox is: ...**

in Mitcheldean. But as a company Xerox, has provided me with the platform to develop myself professionally and rewarded me with the means to support myself, and my family. Long may it continue.

**Holiday country:**

Most recently France (Brittany) and

previously Florida, but anywhere safe, where we can have a family holiday that combines places of interest, new experiences, theme parks and beaches.

**Most recent book or film:**

Don't do fiction – it sucks – especially the soaps! So most "popular" books and films are ruled out! Must be the engineer in me with no imagination. And reading books and watching films are so time consuming too. I just don't seem to have the time these days to even sit down long enough to read a newspaper! But I'm not book shy, as I do find myself constantly flicking through reference books and maintenance manuals to support my lifestyle. And if I ignore the various trips to the cinema with my kids, the last "film" I saw, was probably a video on how to improve my fly-fishing techniques.

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

Grow the business and keep us all employed.



Xerox Golf Society at the first Tee in Portnoo Donegal



**Xerox Venray is well represented in walking the Nijmeegse Vierdaagse:**

## **‘What a sense of achievement when you finally get that medal!’**

**What do Gerrit Opstals, Jan Ewals, Dick en Piet Saämena, Chris Hendrix, Rinus van den Hoogen, Henk Broeks, Harrie Arts, Henk van der Burgt, Huub van As and Leo van Dijck all have in common, apart from being Xerox colleagues? All of them have taken part in at least one Nijmeegse Vierdaagse. With two of these walkers we spoke about swollen feet, gladioli, transvestites and that wonderful beer at the end of the event.**

### **How many times have you taken part in the Nijmeegse Vierdaagse?**

Dick: This was my second time and I want to do at least 5, which is when you get a silver cross.

Jan: This year was my ninth and I'll carry on until I can't compete anymore. It is addictive.

### **Which distance do you walk?**

Dick: 4 x 50 kilometres. I walk together with my brother Piet however, we agree that we can walk at our own tempo if we want to. Sometimes, one of us will finish a half hour before the other.

Jan: I walk together with my friend Harrie Aarts and we walk at the same speed and so always finish together. We put our best foot forward and average between 7 and 7.5 km an hour.

### **On television you see pictures of people who cannot carry on any more...**

Dick: You have to work at walking.

Jan: My friend and I walk regularly. We are used to walking 50km but even so, we do have our problems, although we don't suffer as much as others.

### **Have you ever come across the pain barrier?**

Jan: Not yet.

Dick: Once, during my first Kennedy-march. Just before the end I sat down and thought forget it, I can't stand up anymore. Eventually I did get up and gritting my teeth, I crossed the finish line.

Vierdaagse. Brilliant.

Jan: If the sun is shining down on you, you sweat and your feet swell up. That is the worst sort of weather.

### **What do you remember best about the last Vierdaagse?**

Dick: The finish on the last day and the gladioli.

Jan: The second day. I had to stop half way to go to the funeral of one of my best friends. I did however complete the walk later that day. The welcome in the Van Welderenstraat, Nijmegen's 'pink' street, was unforgettable. There were partygoers everywhere and wonderfully attired transvestites, but I was also happy to



*flr: Dick Saämena, Jan Ewals, Harry Arts, Piet Saämena.*

### **What are the public like?**

Dick: They are fantastic. Right from the first day, at 5.30 in the morning as you walk through the first village.

Jan: There they are, sitting outside cheering you on, even if it's raining cats and dogs.

### **What is the perfect weather for walking?**

Dick: 20 degrees, just like this year's

leave the street behind. You got pinched all over!

### **What is the first thing you do when you cross the finish line?**

Jan: I sit down and have a beer. During the last few kilometres we fantasise about beer.

Dick: I always drink a cup of coffee first.





## 'We don't just know each other from the work side, when we're out on the field.'

It would seem that playing football against Germany since the World Cup in 1974, was a not the done thing, but that isn't necessarily the case. Just ask Louis Conjaerts and Pieter Dings who every two weeks, travel with an average of 10 SSC colleagues to Mönchengladbach, in order to spend an evening playing indoor football with their counterparts in the German service organisation and of course to tip back a couple of glasses. A result of this wonderful sporting and social get together is less red tape between their organisations and much better, more effective communication lines.

"We don't just know each other from the work side, when we're out on the field", SOC Manager Louis Conjaerts kicks-off, "but the German and Dutch know each other off the field as well.

The German service organisation is one of our clients and as the management team we have regular contact with our client. Therefore, we often plan meetings on a Wednesday when we also play football. Not everyone has to play, but people tend to stay on after the meeting and those

Manager, came up with the idea of inviting us to play in Germany and we played in a big sports hall that was divided into four pitches. Each pitch was artificial grass, completely surrounded by netting and boarding and it was fantastic to play football on."

### An international football tournament

As the facilities in Germany are so good, it was decided to play every two weeks

in Mönchengladbach. The cost of transport and refreshments is of course for our own accounts, but are the Dutch and German teams going to watch the World Cup games together? According to Louis Conjaerts, there are some plans, but it is more than just that: "Norbert is currently looking into an international Xerox indoor football tournament with England, France and Belgium playing as well. The first reactions are very positive and we will keep you all posted."

### the tournaments are always good fun

colleagues that don't play football are the spectators, and also have a drink after the game. We have very good exchanges, for example, if we have a service problem, we can speak with the appropriate service engineer there and then. It is admittedly less formal, but a solution is quickly reached."

### Artificial grass

The idea behind this two weekly match in Germany came about in 2003, according to data analyst Pieter Dings: "Twice a year, an indoor football tournament is arranged in Venray or Overloon. Our German colleagues are also invited and the tournaments are always good fun. Norbert Rippegather, Germany Logistics

Standing: Ger Vergeldt, Len Heldens, Patrick Kersten (XG), Wolfgang Mertens (XG), Robert Mitt (XG Partner), Horst Jankocvski (LPR).  
Sitting: Christoph Hubner (XG), Stephan Thiele (EDS Germ.), Noel Kelly, Norbert Rippegather (XG), Louis Conjaerts.





# Meet... Gerry Stewart



**Age:**  
39

**Fell in love, got married:**  
Met Joan 16 years ago. Married 11 years,  
2 Children Hannah 6 & Glen 4

**Education:**  
Business Management Diploma – Open  
University

**Position:**  
XEIM Service Delivery Manager/  
Technical Services Manager

**Company History:**  
Joined Xerox in January 2000 as IM  
Technical Services Manager for the  
Dundalk site, performing the role for  
both Dundalk & Venray sites over a two  
year period for 2002-2003. Program  
managed the mail migration project for  
Xerox Europe in 2003. Supported the  
Sarbanes Oxley requirements for M&SC  
Venray in particular in Nov/Dec 2004.

**Hobbies:**  
Gaelic Football, Gardening & Liverpool FC

**How I feel on a Monday:**  
Generally refreshed and a bit puzzled as  
to where did the weekend go?

**Character:**  
Outgoing, approachable, moody at  
times.

**I Hate:**  
Dishonesty. People who walk away from  
a jammed printer & Manchester United.

**Favourite wish:**  
For me & my family to stay healthy and  
live life to the full.

**My Motto:**  
Live for today, you could be dead in the  
morning.

**At Xerox I would like to walk in  
the shoes of:**  
I have just bought a new pair and they fit  
quite well.

**Favourite Food:**  
Anything Chinese.

**For me, Xerox is:**  
An organisation with enormous  
potential who went to sleep for a few  
years, but a good Company to work for.

**Holiday Country:**  
Italy

**Most recent book or film:**  
Book The DaVinci Code- Dan Brown.  
Film Madagascar (I enjoyed it more than  
the kids)

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

## Italy wins Q2 EHSC BA-Award!

**O**n a bright sunny day at the end of July, the EHSC management team met to review the Quarter 2 country logistics results and agree the winner of the Balanced Achievement Award. If the management team thought the Quarter 1 discussion was difficult, Quarter 2 was going to be even harder...

In close contention were three countries, Italy, Austria and the current holders Nordic - who weren't going to relinquish their title without a battle. The discussion passed backwards and forwards faster than a tennis ball in a Wimbledon final.

At stake? The chance to win the newly renamed EHSC Balanced Achievement Award

Could Austria or Italy win the award for the very first time since it's launch in 2003? Would Nordic make it three wins out of the last four quarters? Could Holland or England win the Football World Cup in 2006 (probably not - but it's a nice thought if you're Dutch or English)? After a long and interesting discussion, the white smoke (indicating a decision had been made) appeared above Venray...

Italy were the worthy winners!

In the final analysis, Italy's overall results in inventory, cost management and teamwork with

the ISC were considered the best in the quarter. In recognition of this excellent performance, Gianmario Forlani and the Italy Logistics team will retain the award for three months. Here they are pictured with the coveted prize

Good luck to you all for the rest of the year



From L to R: B Massimo, D Giuseppe, C Ignazio, C Nicola, S Vincenzo, P Luigi, S Fabio, C Alfredo, F Gianmario & P Giuseppe.



# Allan Edwards – 40 Years at Xerox

**L**ife was very different when Allan Edwards first joined Xerox more than 40 years ago, on 6th September 1965. Copiers were moved by crane and hoists, and to think about a desktop model was almost revolutionary. Allan's first shock in the real world was rising at 6.00 am to walk a mile at dawn to catch the bus and join the Rank Xerox Apprentice Training School at The MEWs in Mitcheldean.

However, this was just the first step in a career that took Allan to Europe, the United States and Japan. His first 'real' job was working on the introduction of the 813, the first desktop copier, and since then, as he says, "the rate of change has grown more rapid with each passing year."

Allan's career has also been one of helping people to solve problems, initially as a work study engineer, and as an active, but not political, member of the Union and Mitcheldean's Bargaining Unit.

Allan's early years were spent in nearly every section of Rank Xerox manufacturing working to increase productivity and help automate many of the boring and repetitive tasks. One of his early tasks was making the complex highly accurate

gears that drive the paper train. Setting a gear hobber was a truly mind-boggling task, and to this day Allan vividly remembers receiving two shillings and sixpence (now 12.5 pence or 0.20 Euros) as a bonus for helping one of his colleagues to set it up properly.

Later Allan took an active role in recycling, and helped introduce waterjet technology to strip used fuser rolls to enable full recycling at Mitcheldean in 1997.

Soon after, as colour came to be important, he visited Fuji Xerox, Ebina, Japan leading a team modifying Mitcheldean Viton plant, to provide colour roll coating, a critical technology still at the core of modern products.

Allan's union career, first with the AEU



Allan – In amongst fuser rolls for 40 years.

and later with Amicus, proceeded in parallel with his engineering career, culminating in representing Mitcheldean at the first European Works Council as deputy first to George Cresswell, then to Steve Venner and succeeding Steve as Mitcheldean representative on the Xerox Europe Forum in 2002.

He has never had the time to get bored. In the last two years Allan has combined his European Forum role with development work on the first Customer Replaceable Fuser Units (CRUs), a task covering more than 85 different components and related assembly and packaging issues.

Allan retires in October making way for Richard Pudge in his Fuser engineering role. One thing is for sure. Allan will be sorely missed by both his engineering and his Union colleagues at Mitcheldean and also in the USA. We all wish him well.



Allan, handing over the ropes to his replacement, Richard Pudge.



## A laborious process. A perfect result!

**T**he integration of an Office supplies system into a PSG environment is not an easy task. Ask Bernard Bergkamp. He worked on the implementation of the Office Service Logistics into the current Service Supply Chain warehouse in Venray. Nevertheless some big savings made the process more than worth all the hard work.

Until 2004 the logistical handling of PSG and Office supplies operated in two very different ways. Bernard: "In the past everything for the Office organisation within the ELC warehouse was carried out by hand. The warehouse was a separate entity. With the OSL project we have looked at how we can join the two systems in such a way that we could move to a fully integrated system. And of the possibility of using our AWACS Warehouse Management System not only for PSG goods but also for the Office supplies. We have succeeded."

### **Process optimisation**

Within the OSL project, Bernard was responsible for the incoming goods and the returns. "The project had a slow start. At the beginning it took a while before a decent project organisation was created which ensured that everyone was facing the same direction. After this was achieved, we were faced with the enormous complexity of the system. We had to let the systems 'talk to each other' and this was a challenging job where we had to create several new applications. The system change sequence was not ideal but

in the end it all seemed to work and at the moment we are busy with further process optimisation"

### **Savings**

What does this mean for the company? Bernard: "This system is now fully up and running on the shop floor, for example, Office Bundled Consumables. We have succeeded in being able to send packets throughout Europe from our central warehouse in Venray and it is a big success. Above all we have also managed to make considerable savings on transport costs. Just in 2005, we have already saved more than 1 million euros and our internal costs have been dramatically reduced. The warehouse is also fully automated for our Office supplies and because of this, our handling costs for each order are almost half of what it used to be."



Fitr: Bernard Bergkamp, Adriaan van der Woude, Geerst Weijers, Hans Eickmans, Ed Duijkers.



PSG Planning Manager Hans Gordebeke gives us an insight into his job:

## ‘Teach your planners to get to know clients better and you operate more effectively!’

**I**t doesn't only sound logical, it is logical. If you have extensive experience in different areas of work then your "employability" improves. Hans Gordebeke is a perfect example. In his new job as PSG Planning Manager in the Service Supply Chain, he has combined his wide knowledge of planning and clients, and together with his team has already exceeded the international service aims in the first year. Employability can have a positive effect on everybody and can be a big plus point.

Hans Gordebeke

When Leon Jeuken asked Hans last year, whether he would like to do something else, he said yes, as long as he was offered something interesting. "I was asked if I would be interested in the PSG Planning Manager job and I was. I started life in Xerox as a planner but along the way my job brought me closer and closer to the clients. As well as optimizing the stock and service levels, it is my job to make the planning department more client aware. The results show that we have more or less succeeded."

### Good results

To achieve these good results, a lot of hard work was needed. Hans explains: "Basically, planners are used to working within certain boundaries and concentrate on mathematical and statistical solutions. I wanted to combine this talent with client friendly practices, which doesn't happen overnight. I deliberately spread the new working method over a period of time as you shouldn't start a new job and think you can change everything in one go."

### Enthusiasm

At the present time Hans sends his planners on days out with service engineers. "This allows our planners to see a bit fur-

ther than their boundaries and to experience what happens in the company as a whole. We are the Service Supply Chain and therefore the service engineers are our clients. Clients pay for our bread and butter and I want our planners to realise this. Most of our planners had never met a service engineer in their life and had no idea what these people did all day long. Now they do and I can see that everyone is very enthusiastic. Teach your planners to get to know clients better and you operate more effectively and with more work satisfaction."





Congratulations!

## Dundalk wins 2 Earth awards.

**E**arth Awards recognize individuals or teams for innovative or outstanding achievements that promote "Reduce, Re-use, Recycle" activities. Any Xerox employee or teams of employees, around the world are eligible for nomination.

This year PSG Dundalk submitted 3 nominations and was successful in winning 2 Earth awards, which takes the number of earth awards won by PSG to 6 in the last 5 years.

The first award was won by the PSG Recycling Team, headed up by Mike Payne (Engineering). The team, which included Seamus McQuillan (Engineering) and Mike Nolan (Purchasing), concentrated on 'Re-use' of the docutect By-Pass Transport and Ozone Filter. The benefits included annual Savings of \$73K, a reduction of 1764Kg for recycling and a reduction of 1200Kg of general waste to landfill.

The PSG Engineering recycle team consisting of Noel McEntee, James Kieran, Dave

Townsend, Seamus McQuillan, Mike Payne, David McDermott, Heidi Murray, Don O'Kane, Adrian Kavanagh and Geoff Leddra, won the second award. James Kieran, who took the initiative of



Team: Mike Payne, Seamus McQuillan and Mike Nolan.

bringing all the Manufacturing engineers together to brainstorm ideas for re-use, led the team.

### a great achievement

Some of the tools used by the team included Check sheets, Force Field Analysis, Problem Solving Process, Pareto Analysis and Brainstorming.

The benefits of the project included savings for 2004 of \$114K and proposed savings for 2005 of \$333K, as well as reduced volume to recycling and landfill. It was a great achievement and well done to the extended PSG team for their continued hard efforts.



Team: Noel McEntee, James Kieran, Dave Townsend, Seamus McQuillan, Mike Payne, David McDermott, Heidi Murray, Don O'Kane, Adrian Kavanagh and Geoff Leddra.

## Images of PS&SCO Appreciation Day





# Meet...



**Henk Jacobs**

**Age:**

42 years

**Lives in:**

I was born in Sambeek and have always lived here. My wife also comes from Sambeek. All of our family, friends and clubs are here.

**In love, engaged, married?**

I am married to Lilian. We have 2 daughters aged 6 years (yes, twins) called Sanne and Janneke. This year they have enthusiastically begun in-group 3 at school.

**Education:**

MTS mechanical engineering, topped up by various structural engineering courses.

**Function:**

Supervisor Civil works at the Facilities department in Venray.

**How long employed:**

On the 29th July this year it was 20 years ago that as a young man of 22 I started work at Xerox.

**Hobbies:**

Tennis, jogging, reading.

**On Monday morning I feel:**

Normally not much different to the rest of the week.

**Character:**

Careful, involved and sometimes a bit too impulsive.

**Dislikes:**

Arriving late at parties and leaving early.

**Dream wish:**

Apart from of course health and happiness, a climate in Holland which from the beginning of May until the end of September is at least 20 degrees.

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

My own shoes are just fine.

**Favourite food:**

Shoarma, Chinese, but I do not get to eat it too often, as my wife does not like it.

**Xerox is for me:**

A good employer where I hope to be able to stay until I retire.

**Holiday destination:**

France.

**Last book or film:**

Book – The Hour of the Damned by David Baldacci. Film – K3 and the Magical Medallion (we went together with our daughters).

**What Xerox should do is:**

Make sure that the workers in Venray can celebrate a nice 40 year jubilee, so that together we can work towards the 50 year jubilee.





# Paul's Pitch

## Insight

Why was man put on earth? In the distant past the only answer was: to serve God and to earn our daily bread doing God's work. Times have changed and with it so have the people. Work no longer has to be suitable for and focussed on 'HIM'. Your work environment, the chances made available to improve yourself and simply the way in which you can be yourself amongst your colleagues, are all elements that influence our daily life.

I also believe that the higher the fun factors at work, the better the achievements.

We are ourselves, within the EHSC-club, a good example. Thanks to the pleasure we have at work, we reach or exceed nearly all of the challenges we have been set. Hard work is excellent, but not the be all and end all. Being aware of the world around you is also important. Allow yourself to



be influenced by your family, friends or acquaintances or by circumstances. So use your experiences to improve yourself and your work environment. You will see that everyone, including yourself, will eventually reap the benefits.

People, who know me, know that I am not saying anything new. A long time before a not so nice illness, which forced me to stay away for 11 months, I believed that man could not live on bread alone. My journey through the ups and downs of my illness has only added to my beliefs. During the illness I only had to

look at my daughters playing to see what really made the World go around.

Paul Hermans

## EHSC Magazine

EHSC Magazine is a quarterly magazine for the employees of Eastern Hemisphere Supply Chain.

1850 copies printed  
(850 English/1000 Dutch)

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The use of any part of this publication is permitted only after prior written permission from the Editorial Board Secretary.

This magazine has been printed on Xerox DocuColor 2060 on Colotech paper.