

EHSC Magazine

In this issue:

- | | | | |
|--|---|---|----|
| ▶ From the editors | 2 | ▶ 'Imagine that it was your printer...' | 10 |
| ▶ Balanced Achievement Award - Quarters 3 & 4 2005 | 2 | ▶ Optimisation of additive sampling plan in toner manufacture | 11 |
| ▶ 'We received quite a few odd looks!' | 3 | ▶ '2006 will once again prove very challenging on all fronts' | 12 |
| ▶ Greg Tayler on 2006 | 4 | ▶ Meet... Sean Patrick | 13 |
| ▶ Meet... Martin Wasley | 4 | ▶ Meet... Ed Timmermans | 13 |
| ▶ Puk's circle | 6 | ▶ With more new work, comes more new suggestions | 14 |
| ▶ The new EHSC Equipment Demand planning Group | 7 | ▶ Richard Duffy, King of Cross Country | 15 |
| ▶ Xerox Venray New Year Meeting 2006 | 8 | ▶ Paul's Pitch | 16 |
| ▶ Ducati Xerox Team bike arrives in Dundalk | 9 | | |

Ducati Xerox Team



From the editors



CONGRATULATIONS HANNEKE WITH YOUR NEW BABY DAUGHTER, LOBKE

From your editorial colleagues.

Balanced Achievement Award – Quarters 3 & 4, 2005

Judging by the current European TV listings, there is obviously a huge public interest in reality TV programmes and quiz shows. As we don't have any hidden cameras in the EHSC offices (at least not that we are aware of), we will have to make do with the EHSC magazine equivalent of the TV quiz show. So, get your thinking caps on.

Since the launch of the EHSC Balanced Achievement Award back in January 2003, which country was the first to win the award on three separate occasions? While you are thinking about that brain teaser... Although the evenings remain shorter and there is still a cold "nip" in the air, we can all bask in the warm knowledge that 2005 was another great year for the country logistics teams with some fantastic overall

performances. For this we would like to say a big THANK YOU.

When we last wrote, we had just announced the winners of the quarter 2 EHSC Balanced Achievement Award, so let's update you on things. Well, quarter 3 was another keenly fought contest with several countries vying for the coveted bronze prize. After much deliberation,

Xerox France was declared the worthy winners. This completed a hat trick of wins for France (no, this isn't the answer to the quiz question!).

On to quarter 4 and without doubt the busiest period for all of us within the Supply Chain. However, that did not stop some memorable performances, particularly from UK, France, Switzerland, Nordic and Belgium logistics teams, but as they say in the quiz shows (we told you there was a lot of interest), there can

be only one winner and on this occasion it was Switzerland. In particular, Switzerland's inventory management for both Equipment and Spares were better than plan, with total distribution costs demonstrating close to double digit productivity. This is the first occasion that Switzerland has won the award and the victorious Swiss Logistics team are pictured above.

The page, which we normally use to grab your attention, we have reserved for a special message:



Q4 Winners, Switzerland, from l to r : Adrian Trayler, Adrian von Allmen, Marc Egli, Ernst Baumann & Charles Suter



Representatives of the French Logistics team being presented with the Q3 award by Greg Tayler, VP and Director EHSC. From l to r : Agnès Pouget, François Charbonneau and Dominique Monnier

Who was it that said all good things come to those who wait? he answer to the quiz question was: Xerox Germany.

'We received quite a few odd looks!'

Pulling a caravan behind your car is not unusual in Holland. During the holiday period a lot of people attach a caravan to the back of their car and set off for faraway and not so faraway places. Tiny Camps and her husband Sjaak have a different way of going on holiday. They attach their caravan to the back of a tractor: "You can't travel as fast, but you see a whole lot more."



Tiny Camps (64) works daily as a cleaner with Frans Maas, cleaning the 'Xerox machines' within the Indirect Sales Chanel in Oostrum. During the last three years, together with husband Sjaak, she has gone on holiday with a tractor. The first couple of years they travelled to the Achterhoek (in Holland), but in 2005 they travelled to Fulda in Germany. How did they come upon the idea of travelling by tractor? Tiny: "Sjaak loves old tractors. He also has a covered cart which he regularly uses to take handicapped people from De Wendel in Oostrum, on pleasure trips. A couple of years ago we bought an old tractor in Germany. It seemed like a fun idea to go on holiday with the tractor."



The village square

The journey to Fulda took five days: "Fulda is about 400 kilometres from where we live. We visited an old colleague of Sjaak's. The tractor can only travel at 20 kilometres an hour, so naturally we are not allowed to

travel on the motorway. Therefore we travel along small country roads and we have also spent some nights in rather unusual places. Once we camped in the car park of a Lidl supermarket and another time on a village square. Of course we always ask for permis-

sion first, but it has never been a problem."

The almost fifty year old tractor was decorated with a Dutch and German flag. The iron beast also had a colourful flower basket between the headlamps. Trouble with cars stuck behind them blowing their horns did not happen, says Tiny. "People always reacted enthusiastically. Quite often they wanted their photo taken with the tractor and caravan. We received quite a few odd looks. Complete strangers would stop us just to ask questions."

The Black Forest

When asked if in the future there was a world journey to look forward to when she retires Tiny laughs: "I am not sure about that, but we are planning to travel regularly with our tractor and caravan. This summer we are going to travel to the Black Forest and come home via France. We will be covering a fair few miles. However, we are planning on taking 3 weeks to complete the journey."



'To enable sustainable revenue growth through excellent execution'

It has been for the better part of a year now, that Greg Tayler has led EHSC. Looking back on his first 9 months he'll tell you that the transition has been wonderful for both his family and himself: "My son's doing very well. He is much faster in learning Dutch than I am. I find the Dutch people very warm, open and embracing and I have been greeted warmly not just in Venray but also in Dundalk and the UK." But how would Greg summarize 2005 from a business point of view?

"As a perfectly good year for the organization, and the Corporation as a whole. Regarding EHSC, I would say that we made progress on many of our objectives. We're not only strong supporters of Xerox Europe but also of the Xerox International Group. We've done a good job moving to a global focus as demonstrated by our support of all the sales organizations outside the Americas".

How do you feel our employees dealt with this global thinking?

"I believe that they accept the evolution, but wish to know in greater detail how it will effect them on a day-to-day perspec-

Meet...

Age:
30

Fell in love, got engaged, got married:

Met Cheryl whilst on assignment in Welwyn Garden City. Proposed on top of the Empire State Building and married in Las Vegas in 2003.

Education:

Completed an HNC and HND in General Engineering during my Apprenticeship years.

Position:

Partner Manufacturing and Quality Manager (AME), based in Welwyn garden City.

Company History:

I joined Rank Xerox in Mitcheldean in 1995 under the Modern Apprenticeship scheme. After completing my apprenticeship I moved into new build (Hodaka, Silverstone, Lynx) for a year before taking up a 3-month assignment in Welwyn Garden City in 1999. After 3 years, I transferred permanently to Welwyn and have enjoyed a number of different roles within the NPDT, from Technician to AME.



Martin Wasley

Hobbies:

When I have time, I like to play Golf. I also like playing Pool, listening to Music and watching Films. Occasionally I also visit the Gym.

How I feel on Monday mornings:

No different to any other morning... tired and wishing I could have one more hour in Bed.

Character:

Happy, Outgoing and Nocturnally inclined.

I hate:

Indian Food and Eastenders (Actually any TV Soap).

Favourite wish:

To win the Lottery.

My Motto:

Don't make the same mistake twice.

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

My Directors on Pay Day!

Favourite food:

Fish and Chips. I'm also partial to jam roly-poly.

For me, Xerox is:

A challenging place to work.

Holiday country:

North America. Palm Springs in particular - I went there for my honeymoon but wasn't allowed to take my golf clubs.

Most recent book or film:

Two for the Money (Film), The Long Way Round (Book - haven't finished it yet).

What should they do a bit more in Xerox:

Reduce the amount of meetings it takes to make a decision - or just get the right people in the room the first time.

tive and what globalization means for our organization structure."

Try to answer it, please?

"The Corporation must continue to become more effective and productive. One opportunity is to identify common elements on a global scale, to find synergy

improve execution. Secondly, the Lean Six Sigma-program is critical to our success in 2006. We have good people who are working hard on obtaining black belt, green belt and the yellow belt certification. They should be part of each project we tackle. I also think the Lean Six Sigma-projects need to be aligned to our critical

What would you like to have achieved by the end of 2006?

"I believe that at the end of 2006 we will have success if first and foremost that EHSC employees are satisfied in what they're doing. That they understand what they've accomplished. That they feel good about working not just for Xerox but for



in our day-to-day routines and processes. An example that I can give is in supply planning. It's much better that our organization works jointly with the North American Supply Chain, negotiating with suppliers on a total volume case. By increasing our scale we achieve better prices from suppliers. The more volume the better the rates."

How do you look forward to 2006?

"I believe 2006 goes beyond globalization. That's one element of the strategy. I see 2006 much broader. First and foremost, I believe that we should be executing much better in what we do as an organization. I think that we are good but not excellent. We are for instance, very reactive. If a problem comes up, we tackle it rather than anticipating and preventing problems from arising. The EHSC leadership team will launch new initiatives to

problems. Another critical component for 2006 is revenue growth. We turned the corner on profit a few years ago. We generate a lot of cash. But what we need is sustainable revenue growth. And our organization is an enabler to both Xerox Europe and Developing Markets in achieving that revenue growth.

In 2006, one of the key elements for the Corporation to achieve revenue growth is color leadership. The world is rapidly changing from black and white to color. Within EHSC we need to make sure that we're helping deliver color products, color consumables, and all the other elements very fast and efficiently into the marketplace."

Do you foresee tough communication on certain subjects?

"No, I don't think so. The focus is providing clear communication of our strategy."

EHSC as well. From an operational point of view, I would like to hear again from Jean-Noel Machon and Armando Zagalo De Lima that they thank EHSC for helping them to realize their revenue commitments. I would like to hear at the end of 2006, that our level of service in terms of getting parts and consumables to our end point Customers so that their machines stay up and running, has improved over 2005. That all of our manufacturing commitments have been met, that we have helped the Corporation reduce its spending and our Customers believe they have received outstanding customer service. A tall order, but all achievable with the talent of the EHSC employees."

Puk's circle

Job experience in the same orphanage where your parents adopted you from? It sounds like a fairy tale, but it is true. Annemie Poels, who in every day life is a planner in the SSC, can prove it. Her daughter returned not so long ago from a very unusual mission. Puk's circle...



Eighteen years ago Annemie and her husband Toet, travelled to Chile to adopt a child. Annemie: "In the orphanage "Hogar Esperanza" in the city of Chillan, we heard that the child we were to adopt was a girl of eight months. Her parents had brought her there because they were unable to look after her. We were incredibly happy with Puk. She grew up with us in Oostrum and we later also adopted a little boy from the same orphanage."

The real me

"When Puk was eleven," Annemie carries on, "she started asking questions about

her past. Even then she wanted to go back to Chile to have a look and when Toet and I were married for 25 years, we decided to go to Chile with the four of us. By this time Puk was 15 years old. We visited the orphanage as well as both Puk and Pim's natural parents. It was very emotional. "Mam, when I'm there", Puk told me when we returned to Holland, "I can see the real me". At that moment I felt that Puk would one day return to Chile."

That chance came sooner than expected. After VMBO (college) Puk followed a SPW course (Pedagogic Social Work). This



course meant she could do job experience abroad. Annemie: "Puk knew of course where she wanted to work. Even the Sister from the orphanage thought it was a good idea."

The Post Code Lottery

On 8 September 2005 Puk got on a plane to Chile. She returned on 21 January 2006. Annemie: "We were incredibly happy when she returned. Of course we e-mailed everyday and phoned every week for a good hour. During her job experience there Puk managed to look after herself, as well as learning to speak excellent Spanish. She was there purely for the children. During one of our phone calls she said to me 'Mam if we ever win the Post Code Lottery then all the money will go to the children, and not just a percentage.' That is typical of Puk..."



The new EHSC Equipment Demand Planning Group

The equipment demand planning & forecasting activity, formally part of the Customer Supply Assurance organisation, is now part of the Equipment Supply Chain function headed by Alan Knowlton, and has been relocated to Uxbridge. Under the leadership of Marc Rottink, it has recently established itself as the Equipment Demand Planning Group in the Riverview building, closely located to the marketing teams, which the group support.



Paul Marshall

"There were a number of reasons for changing the structure as it was in Mitcheldean", adds Marc, "but primarily it was to become more closely linked to marketing. Marketing are our key counterparts in agreeing and managing equipment demand as accurately as possible, and due to the physical distance between Mitcheldean and Uxbridge, we couldn't spend enough time discussing equipment demand and it's variables with them".

"Having separated internal responsibilities within EHSC, where Inventory is now

a primary responsibility of the equipment fulfillment sites in Venray & Dundalk, we also decentralized order management activities for the UK & Belgium OPCO. These changes will lead to more synergy, responsiveness & focus towards our key counterparts in Xerox and the challenges we are faced with on revenue enablement and inventory management. The new team has a great blend of experience, is young and is very well placed to provide great support to the business in the future. I'm proud to work with the people that we took on board and I wish them all great success!"

- Lead Planner Roy Mulchrone has been with the CSA organisation since joining Xerox back in 2000, and his experience has been vital in terms of establishing the team and training the new team members. Roy works on the production side of Xerox products.
- Lead Planner Mat Beach has recently joined the team from his previous Mitcheldean based role supporting the Service Supply Chain. He will be focusing on the Office products.
- Demand Planner Marc Brion joins the team from his previous Uxbridge role within HQ Finance/Pricing as an Operations Support Administrator.
 - Demand Planner Mandeep Rai has joined the team from the Collections department within the Uxbridge XBS group, where he was a Credit Controller.
 - Demand Planner Nigel Bakhai has joined Xerox from a Sales Planning Coordinator role with Electrolux UK, and will provide good experience from within another company!
 - Paul Marshall is also supporting the transition of activity to Uxbridge, and his skills and experience are valuable in helping the team get up to speed. Paul has however, decided not to relocate to Uxbridge and will be leaving Xerox at the end of Q1 2006.



Xerox Venray New Year Meeting 2006



**Paul Hermans
opening the New
Year Meeting**





Ducati Xerox Team bike arrives in Dundalk

There was great excitement in Dundalk during December when the Ducati Xerox Team show bike arrived on-site for a week. An open evening was arranged for employees to bring along their families to view the bike. Our pictures below show some of our employees and their families enjoying the open evening.



'Imagine that it was your printer

Efficiency is the key word in the Office Bundled Consumables process. This foresees that nearly all Office products from the European Logistics Centre (ELC) in Venray are delivered directly to the client. For the warehouse personnel, who work in two shifts picking orders, this meant that the way they worked changed dramatically. Logistics project manager Erik van Melick, warehouse supervisor Hans Eickmans and systems specialist Chris Lenssen take us behind the scenes.

"The Office Bundled Consumable process" Eric begins "came about because by using the Office System we were unable to work together with local warehouses. Having looked at the costs involved it was decided not to rebuild the system in order to work with local warehouses, but instead we decided that we would deliver to the client directly from our own warehouse. In doing so we saved the cost of using a middleman and we are able to work more efficiently. All products come from one central warehouse. This way of doing business seems to have been so successful

that we are now looking at delivering directly to PSG machine users as well."

Looking back

"Look at" he continues, "the 30 year history of this building, we only used to deliver to intermediate warehouses. Ten years ago we started supplying service engineers directly and instead of 500 halfway warehouses, we were in one go, confronted with five thousand engineers throughout Europe. Now we are also going to deliver directly to the client, which means another 50 thousand addresses, with the

potential of it becoming a half a million addresses. And we are still located in the same building. The new way of working has meant a big change for the people who pick the orders."

First rate

The SSC warehouse is made up of seven different areas. Employees used to make orders ready using products from all seven locations but now there is an area for the specific use of Office consumables. The orders picked are then bundled together per client, resulting in a definite reduction of transport costs. When asked whether the employees realise what the advantages are in the way they now work Hans answers: "Our people are used to and trained to deliver to service engineers and now they are suddenly faced with delivering to clients. Mistakes we make here in the warehouse are therefore immediately noticed by the client. Ensuring that our employees are conscious of this is important and we seem to have brought this point over. Our own people are also clients and if their printer runs out of ink, they also want new cartridges as quickly as possible."

A valuable addition

Of course the new way of working demanded an enormous change in the way the warehouse computerized system worked. Chris: "We systematically investigated how we could arrange the system in such a way that all the employees could carry out their work as best as they could and therefore serve the client as well as they could. In doing so we were thankfully able to use the experiences of the people who work on the shop floor. More than once they came up with some very useful and valuable suggestions."



From left to right: Team Eric van Melick, Chris Lenssen, Hans Eickmans.

Optimisation of additive sampling plan in toner manufacture

The Dundalk Colour Toner Plant manufactures colour toner for the DC12 and DC20 families. The purpose of my Green Belt project was to simplify the steps of the "blending stage", one of six process steps for toner manufacture.

An important step in this stage is to test each batch produced for the amount of additive content, which has been carried out in a laboratory since the start-up of the Toner plant. As a result of a separate green belt project in 2004, the stability of the blending system had been greatly improved, and the new question asked was, do we still need to test every batch?

Critical look

Anita Thomas' GB project involved taking a critical look at the components of the sampling and testing process for the blending stage, using the DMAIC methodology (Define, Measure, Analyse, Improve, Control). The instrument used for measuring the additive is an x-ray and in a study conducted, it displayed the high degree of accuracy required in the process. Some further testing proved statistically that each blend batch was manufactured in an identical manner and the analysis also proved that there was minimal variation or error from these sources.

A further critical examination of how we had set up Statistical Process Control tracking for the blend operation two years earlier, showed that we needed to increase the amount of samples tested before setting control limits (from 30 to 100 samples). This would avoid reacting to normal process variations and would enable the blend process to be tracked in a more practical way, considerably reducing the number of line stoppages due to the investigation of spurious "out of control" points on the SPC charts (reduced by 40%).



Anita Thomas receiving her green belt certificate from Tony McQuillan, Dundalk Campus Manager. Also pictured is Barry Grennan, Toner Business Centre Manager.

Improve process

The project involved utilising a range of six sigma and lean tools, and while all identified areas for opportunity were not deployed for the completion for my green belt certification, the methodolo-

saving 1,303 labour hours

gies used, identified the points at which we can further improve this process in the future.

Having confidence in the analysis enabled a reduction in samples tested by 66%, (without introducing a risk of missing a problem due to not testing every batch) whilst being able to track the process properly. 7,813 samples will be removed over a 12-month period, saving 1,303 labour hours and enabling laboratory staff to focus on other value-added activities.

'2006 will once again prove very challenging on all fronts'

Looking at his posture and cauliflower ears, you can see what sort of stuff John Evans is made of. Years of playing rugby have left the obvious physical signs from the sport he first learned at school and subsequently went on to play for almost 30 years. Now, John is the new business center manager in the SDU.

Asked what motivated him to play rugby that long, he will tell you that, as in his job at Xerox, challenge and teamwork were the two key ingredients. "We trained hard and played hard, but we also enjoyed ourselves greatly along the way." He recognises that his Xerox training and work experiences helped during his rugby life but says that he also took a lot from his sport and applied it back in the workplace where all sorts of challenges could only be achieved through genuine teamwork.

Having grown up in the Forest of Dean, just a short drive from the Mitcheldean site, it was logical that John would join Xerox after finishing school: "For those people living in the Forest of Dean, (Rank) Xerox meant as much to them as it did to the people of Venray, being by far the largest employer in the area. Above all, as an employer, it offered those who worked there all sorts of opportunities and challenges. Therefore it was easy to choose Xerox as the place where I would earn my daily bread."

Adventure

Before joining SDU at the end of 2005, John had already been employed in several (mainly operational and financial) positions at Mitcheldean. Dundalk also got to know John Evans following his assignment there in 2004/5. "I had a very interesting and challenging time in Dundalk. What I remember most about my time in Ireland was the warmth of its people and the amazing beauty of the country. My wife Jane and I were able to visit most parts of the island including Northern Ireland - a real adventure."

As for now, John has started work at Venray and is enjoying working within a different business environment alongside

what is to him, a completely new team. Having just received our Year Start tasks, we now understand the full year expectations for 2006, which will once again prove very challenging on all fronts. John is also looking forward to working with SDU worldwide to understand its future strategy and how the SDU businesses in Europe can continue to play a key role in supporting revenue growth, whilst maintaining lowest possible TCO (total cost of ownership) levels.

Hopeful

In December, he moved into his house in Blitterswijk: "At the moment I'm living there alone but as we move further into 2006, I'm very hopeful that Jane will be able to spend much more time here with me. At the moment she works as a school secretary in the Coleford area, just a mile or so away from our house. My children are John Junior (27), recently qualified as a management accountant, Gareth (23), who lives in London following his graduation from University College London and daughter Gemma (20) who is currently in her second year at the University of the West Of England in Bristol, studying Spanish and French. For the next academic year starting in September, she plans to spend 6 months working in each country as part of her degree course so the family will certainly have a European flavour about it.



Meet...

Sean Patrick



Age:
37.

Fell in love, got married:
Single.

Education:
Left school with several 'O' Levels before going on to gain an OND at Keighley Technical College in Electrical & Electronic Engineering. I then gained a HND in Electrical & Electro-Mechanical Engineering at Huddersfield Technical College specialising in the Electrical Engineering side.

Position:
Colour Product Engineer

Company History:
I am now 15 years with Xerox. I started as an Electrical Technician in Mitcheldean. Here in Dundalk, I now work on a full range of colour products such as SFIDA (2045/2060/6060 & 5252) as well as DC12.

Hobbies:
DIY.

How I feel on a Monday:
Where did the weekend go.

Character:
Easy going.

I Hate:
Untidiness.

Favourite wish:
To win the lotto or Leeds to move back into the Premiership (I might have a chance with one of these coming true).

My Motto:
Why put off what you can do tomorrow when you can do it today.

At Xerox I would like to walk in the shoes of:
The person that comes up with all these acronyms we have. I have a few of my own!

Favourite Food:
Anything, so long as it is not bland, however I particularly like seafood.

For me, Xerox is:
An interesting and varied place to work.

Holiday Country:
I haven't really got a favourite, however it would have to be interesting and have great food and wine.

Most recent book or film:
Star Wars "Revenge of the Sith".

What should they do a bit more of at Xerox:
Listen.

Meet...

Ed Timmermans



Age:
36 years.

Lives in:
Born and bred in Arcen.

In love, engaged, married?
Still in love and already married for 13 years to Sonja. I have two children: Jorne 6 years old and Famke 1 year old.

Education:
Maintenance engineer.

Function:
Group leader.

How long employed:
15 years.

Hobbies:
Dogs, reading and photography.

On Monday morning I feel:
I start off slow, but build up steam.

Character:
Quite often stubborn, and on the outside a bit surly. Otherwise always ready to help.

Dislikes:
Liars and dishonest people.

Dream wish:
One day to travel across Alaska.

At Xerox I would like to put on the shoes of:
A client to see Xerox from the other side of the fence.

Favourite food:
Italian.

Xerox is for me ...:
A necessary hobby.

Holiday destination:
Ameland, wonderfully quiet and good food. (A dutch island)

Last book or film:
The Broker by John Grisham.

What Xerox should do is:
Involve people earlier in projects.

With more new work, comes more new suggestions!

Where many cattle graze, there is less and less new grass. With the rationalization of (work) processes then is it more or less the same. If everything is up and running smoothly then self thought out improvements become less and less. "With more new work, come more new suggestions." This is the positive conviction of Piet Peters the suggestions box coordinator from SDU.

Just like in any company, there used to be a suggestion box located in every Xerox Venray department. Especially during the first years of the company the boxes used to overflow, however over the last few years, a reduction in the amount of new suggestions has been seen. Part of the reason for this Piet Peters explains, is the stability of the present production processes and the fact that the launching of a new idea and the actual realisation of that idea, can take a very long time. The time taken to realise an idea Piet says, is also down to him. "As the coordinator of the suggestion box you have to take the time to set things in motion. Due to all the other work my function as production engineer brings me, I do not always have enough time left over to immediately work on the suggestion box.

The breeding ground

A couple of years ago, a computerized sys-



tem replaced the conventional wooden box. The idea behind this plan was to make it easier for employees to submit new ideas. There was however a small problem according to Piet: "In the SDU, there are a lot of people who work on the shop floor, which is often the breeding ground for new ideas. Unfortunately the majority of them did not have access to a computer and we have therefore kept the old fashioned wooden box on the shop floor. A good thing too, as it still produces new ideas.

Recently it produced René Bindels idea about how we could make better use of

the machine which is used for grinding toner.

Just like you have different sorts and sizes of ideas, that also applies to the rewards. They vary from vouchers for encouragement to serious cheques for ideas which make a big impact. Nevertheless it is already ten years ago that the first prize of –at that time– 12,5 thousand Guilders was awarded. "But that was a one off" says Piet.

The "thinking together box"

Alongside the suggestion box is also the so-called 'thinking together box'. Piet:

"This is there for the main part to allow people to give suggestions on where possible the work situation can be improved. We are talking about small changes on the shop floor, or organizational changes. More often than not the suggestions are to do with improving safety. In this way we try to be as creative as possible with the tools we have within SDU".

Richard Duffy, King of Cross Country



Richard's wife Anne secretly arranged all – to ensure that a unique occasion in Irish sport did not slip by unnoticed. Richard, bemused by the attention, was there to complete his 40th Senior Championship, a remarkable achievement unparalleled in Irish athletics.

Tough event

Held in the winter, conditions for this race are often difficult. Until recently the distance was eight miles, and even today 10km is a long way over the rough terrain. It is the blue riband of the cross-country season and individual and county team medals are prizes possessions.

From 1965 to 2005 inclusive, Richard competed in 40 Louth Seniors, missing just the 1991 event to attend his young daughter's Christmas party. A tenacious competitor, it is a supreme feat of fitness and dedication that he stayed injury-free to race in such a tough event on a continuous basis. It is a record unlikely to be repeated.

Fifty-eight-year-old Richard Duffy, an operator in the WPSM business, arrived for the County Louth Senior Cross-Country Championships in a Limousine. A specially made banner in his honour was in place on the course and his teenage daughter, Ann-Marie "bugled" a fanfare at the finish.



It is a record unlikely to be repeated.

In his long career he has raced in all 32 counties in Ireland, with a range of performances still highly respectable today – 4 min 28 sec for the mile, 31 minutes for the 10 km on the track, 2 hr 27 min for the marathon – and at 50 years of age he ran the 5km on the track in 17min 30 sec.

Huge reception

Richard has been a member of the Xerox family since January 2000. Prior to joining the PSG group he worked in the EBC and SoHo teams. He currently works in both

the feeder/stacker and finisher areas in PSG.

As evident when Richard crossed the line on the 25th of November, Anne and children Ann-Marie and Pdraig are rightly proud of this inspiring role model. Finishing mid-field, Richard was met by a huge reception from the knowledgeable athletic fraternity.

Creative time

At Xerox we do our best to reach our goals and where possible to exceed them. That is fantastic. What is not so good is that in our zeal to succeed we often forget ourselves. Situations that are not right, we leave and hope that they will go away. Even so, hard work and taking time to consciously look at what we do, work fine together. If of course you do it in the right way.

What does this ask of you personally? That you behave as the boss of your own job. That you do not interfere with work that you cannot influence, but concentrate on the things that you can change for the better. For managers this means, for example, that they take the time for their personnel. Time to properly explain, not just hand out lists of things to do, but a proper dialogue, even if you are incredibly busy. I shall tell you why.

As the management of this company, we believe fully in the saying 'do it once and do it right'. Compare it to a visit to the doctor. If he puts a lot of time into the diagnosis,

then the treatment should go better than if during the operation, he discovers that you are not suffering from kidney trouble, but from liver trouble. Ultimately a wrong diagnosis costs a lot more time. I am sure you recognize the Lean Six Sigma idea behind this thought, but this quality philosophy basically teaches us to first know exactly what we want to achieve before we take the next step. With projects it is normally obvious, so isn't it strange then that we often forget this philosophy in everyday work. Even so, it still stands that if you clearly look at where you are going, you do not have to double back to make any changes.

The thought behind Lean Six Sigma should really be used in everything we do, especially in stressful times. This means being creative, which is a quality that is there for the taking in EHSC.

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)

Editorial Board:

Editor:

Mark Barnard
(HR, +44 (0)1594 591800)

Venray:

Hanneke Smits-Hermans
(Communications and Co-ordination,
+31 (0)478 52 5802)

Ingrid Renjaän-Wijkmans
(EFO, +31 (0)478 52 5502)

Gonny Snijders-Vissers
(HR&Q, +31 (0)478 52 5407)

Leonie Siebers-Verkoeijen
(SDU, +31 (0)478 52 5831)

Eveline van den Beuken-van Well
Wilma Saamena-Verstraaten

(SSC, +31 (0)478 52 5200)

Mitcheldean & GB Staff:

Sally Meek
(HR, +44 (0)1594 591301)

Dundalk:

Nicola Patten
(HR, + 353 (0)42 938 7257)

Editorial Board Secretary:

Postbus 43, 5800 MA Venray
Tel. +31 (0)478 52 58 02
Fax +31 (0)478 52 50 56

Editors:

Derix*Hamerslag
Paul Peijnenburg

Photography:

Gé Hirdes
Own archive

Graphics:

Yvonne Arts and Ton Penterman (XGS)

Printing:

Xerox Global Services, Venray

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.