

EHSC Magazine



From the editors

First and foremost, we would like to take this opportunity to wish you all a very happy and prosperous New Year. Christmas has come and gone, the evenings are long, dark and wet – how do we get back into the swing of things after the Christmas break?

'Optimism' can prove to be a very powerful tool and may help us to do this.... but what is this? 'It's a life-view where one looks upon the world as a positive place'.

"The essence of optimism is that it takes no account of the present, but it is a source of inspiration, of vitality and hope where others have resigned; it enables a

man to hold his head high, to claim the future for himself and not to abandon it to his enemy".

(Dietrich Bonhoeffer)

This is what we should focus on this year in order to strive and achieve results instead of our warm slippers and nights in front of the television!! Easter is fast approaching which should be a time of fun and enjoyment for all both at work and home. Hopefully, if we all work really hard, the 'Easter Bunny' might visit us on Easter Sunday! In the mean time, we hope you all enjoy this issue of the magazine and enjoy the stories of the Christmas spirit the some of the early events of 2007.

We would like to leave you with a thought for the New Year:

'Every man should be born again on the first day of January. Start with a fresh page. Take up one hole more in the buckle if necessary, or let down one, according to circumstances; but on the first of January let every man gird himself once more, with his face to the front, and take no interest in the things that were and are past'.

(Henry Ward Beecher)

The editors

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Balanced Achievement Award – Quarter 4, 2006

Readers of this section of the magazine (all three of us!) will know from previous publications that from time to time we like to include the odd brain teaser, for example...

- Why don't you ever see a baby pigeon?
- Which is the first animal listed in the Oxford English Dictionary?
- What was Disney's second full length animated feature film?
- Why can't girls throw a cricket ball (at least not very far!), and (to balance things up...) why can't men ever find anything without female assistance?
- Finally, and most difficult of all, which country has won the EHSC Balanced Achievement Award in the fourth quarter, in three of the last four years?

We will leave it to you, our readers, to find out the answers to questions one, two and three, we couldn't possibly comment on questions four and five, but what we can tell you is the answer to the final question is..... Xerox Germany.

Give yourself a pat on the back if you managed to get this one right (assuming there is someone called Pat who sits near you? Answers to the other questions on a post-card to the Editor).

A few of the highlights as to why Xerox Germany were selected as the worthy winners:

- They were one of only four countries to achieve equipment inventory performance below plan, achieving a result which was 50% lower than their prior quarter.

- Their total distribution costs were better than plan and showed a good year on year reduction.
- Teamwork assessments submitted from all areas of EHSC were rated the highest by each function.
- Their Parts and Consumables inventory was better than plan and lower than the prior quarter.

Our congratulations go to the German logistics team, who are picture with the award.



Upper Row left to right: Michael Bonnes, Bernd Reichardt, Sascha Jenner, Peter Ritter
Lower Row left to right: Horst Rond, Norbert Rippegather, Helge Büttner

Prestigious award for John Evans



The Joseph C Wilson Award was created in 2004 and recognises BGO employees worldwide, who have made a significant individual contribution towards achieving our business results and who have also demonstrated role model leadership values and behaviours, as they relate to Xerox Core Values. The EHSC recipient for 2006 is John Evans, CDMG Business Centre Manager and our congratulations go to John for receiving this recognition.

A2B up and coming....

From average to exemplary!

A2B
Average to Benchmark

Xerox is a super ambitious organisation. The Average to Benchmark (A2B) fits perfectly into the organisation. Project manager for SSC Maurice de Jong, lets us take a look: "Xerox wants to change from the average organisation which we are at present, to a perfect example for all other companies in the same business. So we are soon going to use benchmark processes and systems to meet benchmark results and cultures, where people can work and interact with each other in a pleasant and inspirational way."

Xerox constantly carries out client surveys and this way it helps the organisation get a good idea of how much people value our services. Surveys with our employees also show up some new and useful ideas. Although almost everyone is very positive about Xerox as an organisation, survey results have shown that some processes are very bureaucratic and costs are high. "This," Maurice de Jong explains "is the reason amongst other things for A2B. The project is based on optimising processes and systems within XE countries. At the moment, each country has its own exceptions and using A2B, we want to incorporate standard processes and systems and above all, where possible, carry out the work on a European level."

Simple processes

"An external advice bureau," Maurice continues, "made a study of how Xerox could best be organised. It would seem that departments, which are closest to clients, such as marketing, sales and services, are better off being geographically organised. This is why within Xerox, Europe and America are two different entities. Supporting services like EHSC are better off being organised on a worldwide basis. This is why we are now working on initiatives such as global planning within which, simple processes should be able to take place, which will lead to the fact that people will be able to work more efficiently. Eventually, not only the client but Xerox will also reap the benefits."

Perfect support

Standardising the newest version of E-SAP is an enormous job. In order to make it 'simpler', the integration of Office's processes in PSG will be added and therefore the implementation will be phased in over a period of time. Maurice: "The countries will notice the biggest difference from the changes, but nevertheless, SSC will also be affected. Therefore, together with representatives from all departments, I am looking at what the changes will be, what problems we can expect and what we have to talk about with other parties in order to make the standardisation problem free. We are also busy with building and testing system changes to our SSC system, so that it will work well with E-SAP. Actually, we have already developed everything and all changes have been specified and indeed some have been tested and already implemented. Due to A2B, a few departments will have to be organised differently and the biggest impact for SSC is the integration of Office. Everyone who will be affected by this will be trained in the new processes and systems and can count on all the necessary support."

Meet...



Allard Nijhof

Age:

24 years.

Lives in:

Nijmegen.

In love, engaged, married?

None of the above.

Education:

WO Business Studies – Corporate Finance.

Function:

Financial Analyst SSC.

How long employed:

5 months.

Hobbies:

Fitness, cooking, partying and fishing.

On Monday morning I feel

Tired. Luckily I get over this quickly when I get into my wonderful car and drive to work.

Character:

Open and spontaneous, I think.

Dislikes:

People who walk around the sports school and don't sweat.

Dream wish:

To get old healthy and happy to be married with kids.

By Xerox I would like to put on the shoes of

A salesman.

Favourite food:

Pasta with red sauce.

Xerox is for me

A good employer where hard work and a good working atmosphere go hand in hand.

Holiday destination:

USA.

Last book or film:

Physical training by Midas Dekker.

What Xerox should do is

Work with one system.

Fighting and coming out on top

Lab tables full of loose power cables, pliers and other tools, anti-static project carpet by the meter, archive cupboards wherever you look and high-end life test equipment. Welcome to the world of Venray Power Supply Design Engineering, the department according to manager Mart Hillebrandt, which regularly has a fight on its hands, but always comes out on top!



Mart Hillebrandt's team

At the design group, which at the end of 2006 moved from Flextronic's M-building to Xerox's F-building, there are 15 HBO'ers and academics who work on the design of power supplies for Xerox equipment. 90% of the time it's about high and low currents for the big boys such as Igen3, the Tigris-Nuvera systems and their respective successors.

Better and cheaper

According to Mart, the department came about due to an emergency twenty years ago: "Until then, Xerox bought all their power supplies from outside sources. Quality problems, delivery delays and continuity problems which go along with this, made us carefully begin with the design and manufacturing of our own high and low current power supplies. Very quickly, it was obvious that we were better and cheaper which lead to a rapid growth of the department."

Until 1998, Xerox made it known that they were going to build a plant at Dundalk. This meant, the days of the power production department in Venray were numbered. Mart explains: "At the beginning of

2000 the production of power supplies in Ireland would begin. In preparation, half way through 1999, we began to teach our Irish colleagues all the ins and outs of the job. To start off with, it took a bit of time for us to get used to the distance between the production department in Dundalk and the design department here, however, this has now worked well for many years, including all the test support from our people at Venray."

Preferred supplier

Nevertheless, Xerox treated the Venray Power Supply Team during the years as one of several possible providers for power supplies. Mart: "We were just one of the companies bidding and each time would have to put in a bid for the work. This may sound a bit strange, as we are part of the Xerox organisation? Not only that, but there are only two people in the department who have worked here for less than 25 years. Nevertheless, we have proven our expertise and we are the

preferred supplier for our biggest client, Xerox in Webster."

Until now, 2005 was the most hectic year for our team, because of the ROHS rules. This forbids the manufacturing of and supply to the European market, as from 1 July 2006, with new electrical and electronic equipment which included any parts consisting of more than, for example, the allowed amount of cadmium or lead. The result was that outside the normal workload, all our components which are used in Xerox machines had to once again go under the microscope and where necessary, had to be redesigned. During the planned time limit, the Power Supply Team succeeded in carrying this out. Mart: "We were constantly on our toes, but thanks to the fact that we are a very flexible team, we flew through the task. Above all, we showed that a department that isn't so well known within Xerox, can be of great value to the whole organisation!"

Xerox at Mitcheldean – 50 year anniversary celebration

The 50th Anniversary of Xerox at Mitcheldean was celebrated in colourful style on December 11th. Greg Tayler visited and made a very interesting presentation to employees, including a few Xerox historical facts he had researched himself. The following photographs help to tell the story of the celebration....



Balloons prepared for decorating the room.



Greg and longest serving lady employee, Sally Meek, cutting the celebratory cake.



Greg presenting to employees.



Greg hard at work controlling portion size, with helpers Sally and Sarah Vaughan.

Learning can be done together!

No, you can't get a diploma and playing truant is not punished. What you can do is learn, and this in a fun and instructive way. It isn't for nothing that the words fun and informative are according to personnel colleague Leon Keiren, the key words of the Xerox Academy: "Learning can be done together".

"The world" says Leon "is permanently changing at a rapid tempo. If you want to survive as an organisation, then your level of knowledge needs to be great so that you can keep up to date with developments and new trends. In practice, this means that the people in the organisation have to be given the chance to improve their knowledge which used to be fairly simple. If you couldn't do something, you were put on a training course. The force behind the Xerox Academy is that it began as an idea from a group of HR people in Venray, who started up a teaching network, 'Develop Yourself Together' (DYT). At the moment, Bas van der Zwet and Wouter Poels coordinate the network. In the HR department, we basically stimulate and facilitate the network."

Coffee and cake

The Xerox Academy combines three activities: seminars, book reviews and lunch academies. The seminars are available to everyone and take place every two months after working hours. Whilst enjoying coffee and cake, the people taking part are treated to an interactive reading about the most diverse subjects. One occasion it's someone from the organisation, another time it's someone from another company. Together, with posters around the company and advertising in the Xerox magazine, maximum information is given about the activities.

According to Leon, the formula works: "We have just completed two well attended seminars. During the first seminar, colleagues from Xerox's sales department told a great story about the ins and outs of sales. For the people who work in the manufacturing and supply chain side of the business, this could be very interesting and it seemed that this was the case.



Gerard Kruijt (OpCo Breukelen) and Leon Keiren

At least eighty people attended and it was held after working hours. During the seminar, 'Back to the future' where above all Theon Sanders from the DYT network stood out, someone from Cap Gemini and Marcel Meijers from Xerox, gave an interesting account about Radio Frequency Identification (RFID). In the near future, this subject will be very important, affecting what we can and can't do, and we are already learning about it now via the Xerox Academy. We do of course want to be up to date.

Learning initiative

Book reviews are a second activity at the Xerox Academy. The first one will take place in April. The recipe is very simple. A few colleagues will select a book that will

be spoken about during the book review. Among other questions you will hear, "What did the book mean to you?" "How will Xerox profit from this?" The goal behind the book reviews is that literature is also an important part of the learning initiative."

During the lunch academies, the name already tells you that these will take place at lunchtime and employees from Xerox will share their knowledge of the business and projects with fellow Xerox colleagues. Leon: "Lunch academies give as it were, a look behind the scenes of our own company. In so doing, you as an employee get a good idea of what colleagues in a totally different part of the Xerox company actually do."

Academy Participants





What a year for Club Members and their Families!!!

In early 2006, the Xerox Sports & Social Club committee launched a competition for its members to come up with a new logo for the committee. Numerous entries were received, but it was deemed that Darren Kenny's logo was most suitable. The Toner Representative Michelle Kinsella presented Darren with a voucher of €100 for McKenna Man Clothing in Dundalk. 2006 also welcomed new committee members, Gerry Stewart, Brian McAleer, John Smyth and also Paddy Lennon, who re-joined the committee.



2006 Sports & Social Club Committee: L to R: Paul Carson, Paddy Lennon, Derek Ward, Michelle Kinsella, Gerry Stewart, John Smyth (missing from picture is Brian McAleer and Fergus Gonnelly)

The Easter Eggstravaganza was the first main event of 2006. This took place in the Park Inn Hotel in Dundalk with over 250 children and adults in attendance. Children were entertained with magic shows, the Easter bunny, karaoke and much more. Each Sports & Social club member also received an Easter Egg!

The 2006 annual Sports & Social Club BBQ was also held in the Park Inn Hotel in Dundalk where over 200 members were in attendance. Fun and games were had by all, with many taking to the bungee run and sumo wrestling like ducks to water! Musical entertainment was provided by local band Bind or Twine and also by some of our own talented musicians including Mike Nolan who played the guitar and Sheila Mc Mahon on spoons!



Playing the spoons at the Summer BBQ: Sheila McMahon

One of the highlights of 2006 was our '12 days of Christmas draw'. This was where for the '12 days running up to Christmas', a draw was held each day with numer-

ous employees winning chocolates, wine, champagne etc. But all eyes were drawn to the draw on the 12th day, which saw one lucky employee, Mark Sharkey, winning the grand prize, which was a 42" plasma television!!



Winner of the '12 days of Christmas Draw': Mark Sharkey delighted with his prize of the 42" Plasma TV

Dundalk Sports and Social Club then went on to host the Christmas parties for both club members and their children. Members were given the red carpet treatment and a mulled wine reception upon arriving at the Park Inn Hotel, Dundalk. The evening's entertainment was kick started

by Dublin based comedian John Lynn who was quickly followed by the band Timezone who proved to be very popular with a full dance floor all night!

Then came the children's Christmas party. Upon entrance, children and adults received their goodie bag and most importantly their ticket to see Santa! While waiting to see Santa children were kept entertained with bouncy castles, a kids disco and a kids club, where they had a chance to win a medal for their artistic endeavours.



Great fun on the Bouncy Castle at the Easter Eggstravaganza

All that's left to say for now is thank you to everyone who helped to make 2006 one of the most successful years to date for the Dundalk Sports & Social Club and all its members and watch this space for 2007!!

Meet...

Age:
29.

Fell in love, got engaged, got married:

None of the above at the moment.

Education:

BA (Hons) Business Studies degree from UCE and member of the Chartered Institute of Purchasing and Supply (CIPS).

Position:

FPP Manager based in WGC.

Company History:

I joined Xerox in August 2000 based in Mitcheldean, working for the Electronics Group in Global Purchasing. In August 2002 I relocated down to WGC and accepted a job as a Commercial Partner Manager before moving on to complete my LSS Black belt in September 2006. I am currently the FPP Manager supporting the OPDU new programmes.

Hobbies:

I am keen on most sports, particularly running and am currently training for my second London marathon in April.



Emma Twomey

How I feel on Monday mornings:

I think it is a fair statement to say I am not at my best in the mornings however after a good cup of tea, I'm off and running.

Character:

Hard working, driven, perfectionist.

I dislike:

Baked beans – with an absolute passion!! I can't even clear them off a plate, I hate them that much.

Favourite wish:

Watford not to get relegated from the Premiership this season. I know, I know, but it's a wish!

My Motto:

There's no such thing as too much chocolate (yes that is why I run marathons!).

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

Having recently started a new role, I'd like to get my own shoes under control and on the right path.

Favourite food:

Chocolate, curry (not together), and can I classify red wine as a food?

For me, Xerox is:

characterised by the people the company employs. I've met a lot of great people along the way that have made completing jobs well, a whole lot easier as well as enjoying what I do.

Holiday country:

Anywhere with some sun, a sandy beach and a beautifully blue sea.

Most recent book or film:

The new James Bond film – Casino Royale – I really enjoyed it.

What should they do a bit more in Xerox:

Team Xerox. We need to look at the bigger picture sometimes, rather than focusing on our own particular areas. Fewer meetings would also help a great deal in my book.



Sumo Wrestling at the Summer BBQ: L to R: Seamus Roe, Fergus Gonnelly, Dave Coyne

Christmas Party: L to R: Lorraine McGrory and Paul Clinton



Enjoying a variety of Easter Eggs: Derek Ward



Enjoying the Summer BBQ: L to R: Don O'Kane, Heidi Murray and Seamus McQuillan



Christmas Party: L to R: Carl Callan and his wife Jackie



Christmas Party: L to R: Tom DeLasa and his wife Suzanne

New markets, new chances

In times gone by, companies breaking into new markets in developing countries, also known as emerging markets, were like pioneers. In Venray, a few crated photocopiers were put on international transport and then transferred to local transport companies, which then ended up in the jungle in some exotic land. Making logistics more professional has been the basis of the rapid growth which DMO is now experiencing. Jowin Gijsbers and Henk Tissen explain all....

First a few facts. DMO is a Xerox business unit which is responsible for all sales and all that comes under sales, such as marketing, transport and logistics in the developing markets. You can compare it to the activities of XE; only DMO is growing rapidly and has enormous further growth potential. To give you an idea; DMO East (Eurasia, the Middle East, India and Africa) and West (Middle and South America) all combined together means 120 countries. The turnover in these markets doubles year after year. Within Xerox, DMO is responsible for 14% of the total turnover. Eurasia is third in line as one of the biggest markets after the UK and France.

Growth

"And that was," says DMO East manager Jowin Gijsbers "once very different. The amount of equipment we sent to DMO countries has quadrupled in the last 6 years."

This is down to economic growth and we have had to adjust many of our (ICT) processes and structures to meet this growth. Only in this way can we efficiently and correctly place our equipment in these regions. At the moment we can only do this if we work very closely with the end customer, the distributors. Together with them and colleagues at Xerox, we are

looking at how we can improve the processes which now exist."

Strictly controlled work

Working within DMO has, according to Henk Tissen who heads the fulfilment department at DMO East, adventurous aspects: "Within DMO you come across many cultural differences. Of course this makes the work in our department very

DMO East and West all combined together means 120 countries

interesting. We are mainly responsible for all order handling within DMO East and support DMO West when necessary. All the countries we do business with are not as stable as the countries XE deal with. If we put a wrong label on a box in Venray, which is not too problematical in Europe, it can lead to big problems for DMO. Deliveries have to have a close eye kept on them. Something which needs to be sent to Bahrain, but ends up in the Ukraine is basically lost. If XE sends something to Germany, which should actually be sent to France, then this is sent back. This means for us and our logistic department, that the work must be strictly controlled. Of course we are constantly improving."

Team DMO



One Xerox, one language

Global Service Supply Chain is a central place for suppliers, clients and supply planning on a worldwide scale. Efficiency has its rewards. That is why industrious Xeroids from the US and Europe are at this moment, working together on the Global Planning project. Theo Claessens and Kelly Hodgeman are one example. In the following article, they put this into perspective and explain the advantages of global planning....

"Global Planning" according to Theo "began just over a year ago. Wim Apello, our big boss in America, made it known that business on a worldwide scale was one of Xerox's strategic initiatives for the future. A part of this is the global planning of spare parts and consumables. Wim asked us to head up the project and at the moment we are busy laying the basis of global planning. We are doing this with excellent cooperation from our American and European colleagues."

Strong and clear

One of those colleagues is program manager Kelly Hodgeman. Almost two years ago, Kelly was seconded to Venray under the worldwide expat programme. During this time, she has worked together



Kelly Hodgeman

gain flexibility and problems are solved more quickly

with Theo on various worldwide projects. When asked what this project will mean to Xerox, Kelly answers: "You can decrease the level of stocks, improve customer service and reduce buying costs. Above all there will eventually be only one person responsible for all of the planning for one particular area. In doing this you gain flexibility and problems are solved more quickly. At the moment we are still dealing with two different situations, the Eastern and Western Hemisphere, and we are therefore working hard to ensure a strong and clear Xerox system. This will mean that in the future, we will have a

strong position when it comes to serving customers."

It goes without saying that this project will have a great affect on the daily routine for all users. "Therefore," Theo Claessens explains, "the move to global processes will be taken one step at a time and all users will be given the right training, just like the recent supplier training for all planners in Venray, Mitcheldean and Dundalk."

Common goals

Half way through 2008, Theo hopes that global planning will have been carried out completely. This year, the main work will be changing all the processes so that work processes for all users are standard worldwide. With Kelly's experience here,

she can go back to America and help support the same project there. "The basic strategy of global planning is based on working together. Europe's system is further advanced and therefore easier to implement. In America, the system needs a bit more upgrading but that won't take much longer."

"What is great about this project" Kelly tells, "is that it brings people together. We learn a lot from each other. Up until now, Europe and the US have basically worked as two separate entities. It isn't only because of global planning, but also because of the fact that Xerox workers have learnt to think 'globally'. We all wear the same Xerox hat and are working towards common goals."

Back to the old hunting ground

Even though it was not a position I expected to be offered, I am very pleased to be taking over the job. I know the organisation and it is very close to my heart. Above all it is great to be working with old colleagues again and picking up where we left off."

This was said by Marcel Frielinck who, after an absence of 2.5 years, has returned to Venray. As from 1 March he will take over from Greg Tayler and will be responsible for the worldwide Service Supply Chain as Vice President of EHSC.

Since the end of 2004, Marcel has been CFO in India. Xerox asked him to help put

the business in India on its feet. "We have made big steps forward in a difficult market which is growing at a rate of 8 to 9%, and we are expecting great results. That is why we have invested so much."

Marcel is very clear about the goals he has set himself in his new function: "First, giving structure to the European organisation and at the same time making sure we integrate worldwide. This has already been happening for a couple of years. You can see that PSG in Dundalk has already been integrated worldwide and that SDU is run worldwide. This is now going to happen to the Service Supply Chain. The trick is to show the clients a European, or rather Eastern Hemisphere face. In that respect we are working along the lines of European Governance and Customer Interfacing for XE and DMO. It remains difficult to run a European organisation from America. You need cooperation on a European level from various different areas. Do you want to help with all the changes the organisation is experiencing,



Marcel Frielinck

then you need to know something about the organisation itself. I think my experiences from the past will help me make a positive contribution."

'Because we can't remanufacture the earth'

Because we can't remanufacture the earth' – was one of the key motivators throughout this particular Lean Six Sigma, Green Belt project, known as Inverter Feeder Stacker, Feeder Stacker and Middle Module carcass returns.

For this project, the equipment modules involved, namely the Feeder Stacker, Inverter Feeder Stackers and Middle modules form part of the Sorrento HLC printing system as well as the DocuPrint 2000 Enterprise Printing Series. The source plant for these equipment modules is the Worldwide Production Systems Manufacturing plant in Dundalk and the plant has two potential supply chains. One is based on remanufacture where carcasses are taken

back from the field having reached end of life and stripped down to the steel frame. The steel frame can then be cleaned, re-coated and re-used.

Several other components, which are not susceptible to wear, can also be re-used. This is and has been a core principle of the Xerox Corporation for many years now and begins at the design stage, where products are designed for remanufacture.



The alternative supply chain involves the use of 100% new material. In simple terms, this means that resources must be taken from the earth and refined in order to create amongst other things, the steel frame. It isn't difficult to understand which process carries the greater carbon footprint. Equally of course, from a purely financial perspective, the former option is far more attractive.

Meet...



Dave McDermott

Hobbies:

Eating and drinking, good conversation- "I will talk about anything", Golf and generally having a good time.

How I feel on Monday Mornings:

Absolutely fantastic if it's a bank holiday, absolutely frantic if it isn't, however Friday doesn't take long coming back around.

Character:

Not afraid to say what needs to be said, and like to challenge the norm.

I dislike:

People who give out and complain just for the sake of it, and people who always have a negative attitude.

Favourite Wish:

I don't do wishes but if I did, it would be one of the best wishes in the world. "Health, wealth and happiness".

My Motto:

Life is for living, always look forward and never look back.

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

A Xerox employee working in Brazil, so that I could visit the local

sites and experience the social life!! (It would have to be on a Friday as the head might not be too good the next day!!).

Favourite food:

Did you say "food"? Is this a trick question? "All Food" but if I had to choose, it would have to be Chinese.

For me Xerox is:

A good place to work, a friendly atmosphere, and a challenge on a daily basis and is what pays the bills.

Holiday Country:

Anywhere hot but not too hot. (Lanzarote would probably be a favourite).

Most recent book of film:

Complements of my son Dean (Scooby Doo meets Spiderman the movie).

What should they do a bit more of in Xerox:

Engage empowerment and put more trust in each other. Help each other by sharing the load and working together to achieve common goals.

Fell in love, engaged, got married:

Fell in love with my wonderful, beautiful, funny, straight talking and full of life wife Patricia. Took her down the aisle in 1998 and never looked back. Have two wonderful kids "Emma 7 and Dean 6" who keep us entertained on a daily basis and drain the wallet dry.

Education:

Graduated from Trinity College Dublin with a Bachelor of Science in Manufacturing Engineering.

Position:

Quality Manager for WPSM Dundalk.

Company History:

Began working for Xerox in Feb 2002 as a Manufacturing Engineer. Promoted to Senior Manufacturing Engineer in Jan 2006 and recently promoted to Quality Manager for WPSM.

With all this in mind, the objective of this project was to maximise the carcass returns of these equipment modules, so as to maximise the remanufacture option. The measure phase involved collecting data about the returns of the six part numbers involved. Many thanks go to Jos Hagebols and his team for their great support in pulling all this data which yielded information about specific quantity returned by part number, by country by month. During the analyse stage, the returns data was compared with movements in MIF (machines in field) and new sales into the country to calculate theoretical gap between what went in and what came out.

The improve phase of the project involved lengthy discussion with those countries which showed a gap from this analysis.

Sometimes, the internal country processes needed to be amended while in other cases, awareness was a key issue with the right people in the countries not being aware that EHSC had a real need to get these carcasses back.

The project over-achieved against its targets for increasing carcass returns, and work continues now with the Dundalk and Venray based carcass management teams to continue to monitor these returns by country by month, to ensure the process stays in control. Final thanks go to Declan Carey – LSS Black Belt, also based in Dundalk for his mentorship and guidance throughout the DMAIC process.

**LSS Green Belt Project
Inverter Feeder Stacker, Feeder Stacker
and Middle Module carcass returns**



Presentation of Green Belt Certificate: L to R: Tom O'Brien and Tony McQuillan

A life among flowers...



Jackie Beard from the Fusers Materials Team at Mitcheldean

Jackie Beard from the Materials team in the Mitcheldean Fuser Business Centre has enjoyed the pleasures, friendships and surprises of flower arranging and floristry (there is a difference) for well over 20 years. Here she tells us more...

"I generally enjoy all arts and crafts, which became a self taught hobby when I was at home raising my 3 sons. Having planted our garden with lots of shrubs many years ago, I can now use these all year round to go with my flowers, and I try wherever possible to use garden foliage rather than bought foliage."

Buttonhole

As her hobby grew, competitions, flower shows and festivals followed. In 2002 Jackie decided to get a professional qualification: "I attended evening classes and I now have a City & Guilds certificate in Floristry. I also have a portfolio of clients, colleagues, friends and family who I supply with flowers when required, whether it be a buttonhole, whole bridal party, including church/reception/bouquets etc, to a birthday/anniversary bouquet or a funeral tribute."

Jackie is a founder member of the Cinder-

ford & District Flower Club that belongs to the National Association of Flower Arrangement Societies (NAFAS): "This ensures that we're kept up-to-date with



the latest information. We meet each month and see a demonstrator arrange 5 or 6 designs. It was whilst standing in at short notice for a demonstrator; a NAFAS representative spotted my talent. I was approached to become a demonstrator myself and completed my training. I am therefore known as a NAFAS Trainee which allows me to demonstrate anywhere within the UK. I currently demonstrate/teach about twice per month."

Lovely

Jackie's hobby has to fit in with work and family commitments: "I'm sometimes asked why I don't take it up full time? If I did, I may not get the same satisfaction. But it's a good feeling to see that you have satisfied people who enjoy their flowers. One of my proudest moments was arranging all the flowers for my son and daughter-in-laws wedding. It was lovely to hear people say, 'I wonder who did the flowers?'"



Examples of Jackie's work



Running like the wind

What started at the age of 43 walking up and down stairs for twenty minutes at a time and making his wife crazy, was given a fitting acknowledgment on 8 October 2006. In the form of an unusual win in the town where the ex-founder of the employee's club, ex-commander of the Xerox fire brigade, ex' what not' was actually born. Ger de Groot, took part in the Eindhoven half marathon as a member of the Xerox team. And that for a man of 70 years of age...

Running is Ger's great love in life. Apart from the fact that he goes for a long walk with his wife every day, he also puts on his sport clothes four times a week and runs 10 kilometres in and around Venray. By choice, this is on paths where no dogs come: "The animals can be a real pain when you are running and they don't always want to play! Not so long ago, one jumped up at me and scratched my thigh badly with his claws and at times like these I think: keep your dog on a lead."

World champion

Ger de Groot is not just any old runner, but a successful one. His titles include amongst others, the world title for the San José (USA) fire brigade half marathon, a second place for the same distance at the European Championship in Paris and six first places in The Hague City-Pier-City fire brigade race. And we have not even begun talking about all the other placements he has achieved in other smaller competitions he has run in: "I am really rather proud at what I have achieved, especially my Freedom of the City award from San José, where I was world champion. And all this

as a result of training regularly and determination."

When asked why he didn't go and play football, Ger an-



swered: "I don't want to rely on other people. When running, you can decide yourself how fast you want to go. My conditioning is very good and when I run my heart rate is 120. Once, when I was relaxing, the physiotherapist measured a rate of 36 and I wasn't even allowed to do military service due to my heart, even though I had wanted to. My running job is a nice revenge, don't you think?"

Excellent care

Running the half marathon in Eindhoven was a dream come true for Ger: "A lot of my family live in Eindhoven and for once they could see with their own eyes, what I am capable of. The chance was more or less offered on a plate when I heard that a team from Xerox Brabant were going to take part. They thought it would be nice if I could join in and they paid for the shirt, shorts, and registration fee. Excellent support, however I did leave them all behind me. So you can see, even if you have once been rejected for something, where there is a will, there is a way."



Making the difference

Did you used to wear a purple jumper with a red shirt, and your mum would tell you that the colours clashed. It's the same if you combine black and brown, green and blue or a definite no go, orange and green. But, that was then and your mother speaking, whereas nowadays, all combinations go and it doesn't matter if we are talking about colour or finding solutions to problems. Creativity is what is needed as it shows that you can think differently, are open to working differently and therefore ultimately making a difference.

What do I do to make that difference? One of my new resolutions was not just saying I would pay more attention to my colleagues, but to actually do it. I am sure you have noticed. I visit the work floor more regularly and hear first hand what is happening with everyone. A breath of fresh air I can tell you, and a lot more interesting than a meeting.

Often, it is useful to stand in front of the mirror, take a good look at yourself and ask yourself what you are doing and how

you can improve. In my case, this led to a lot more personal contact with you, but not before I had answered the most important question: 'Am I really going to do it?' 'Yes', I told you during my year start speech, "I am really going to do it. Everyone will now see that this is true. Here and now."



You can also make a difference and that is also very important. Xerox is changing very rapidly. Although we realised many goals in 2006, 2007 will be just as challenging and in order to realise our goals this year, we need everything and everyone. We should not just talk about it

but we should actually do what we say we will do.

Does this mean working differently? I'm sure it does but as long as you are prepared to work differently, I will back you all the way!

Paul Hermans

Happy Easter



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