

EHSCS Magazine

...just one shower...



From the editors

In the last editorial, Ingrid talked about the seasons changing quickly. It seems this year that we actually missed one season as summer just didn't happen, particularly here in the UK. By the time most of you are reading these words, you will hopefully have enjoyed a summer holiday, possibly somewhere sunny and away from all that rain!

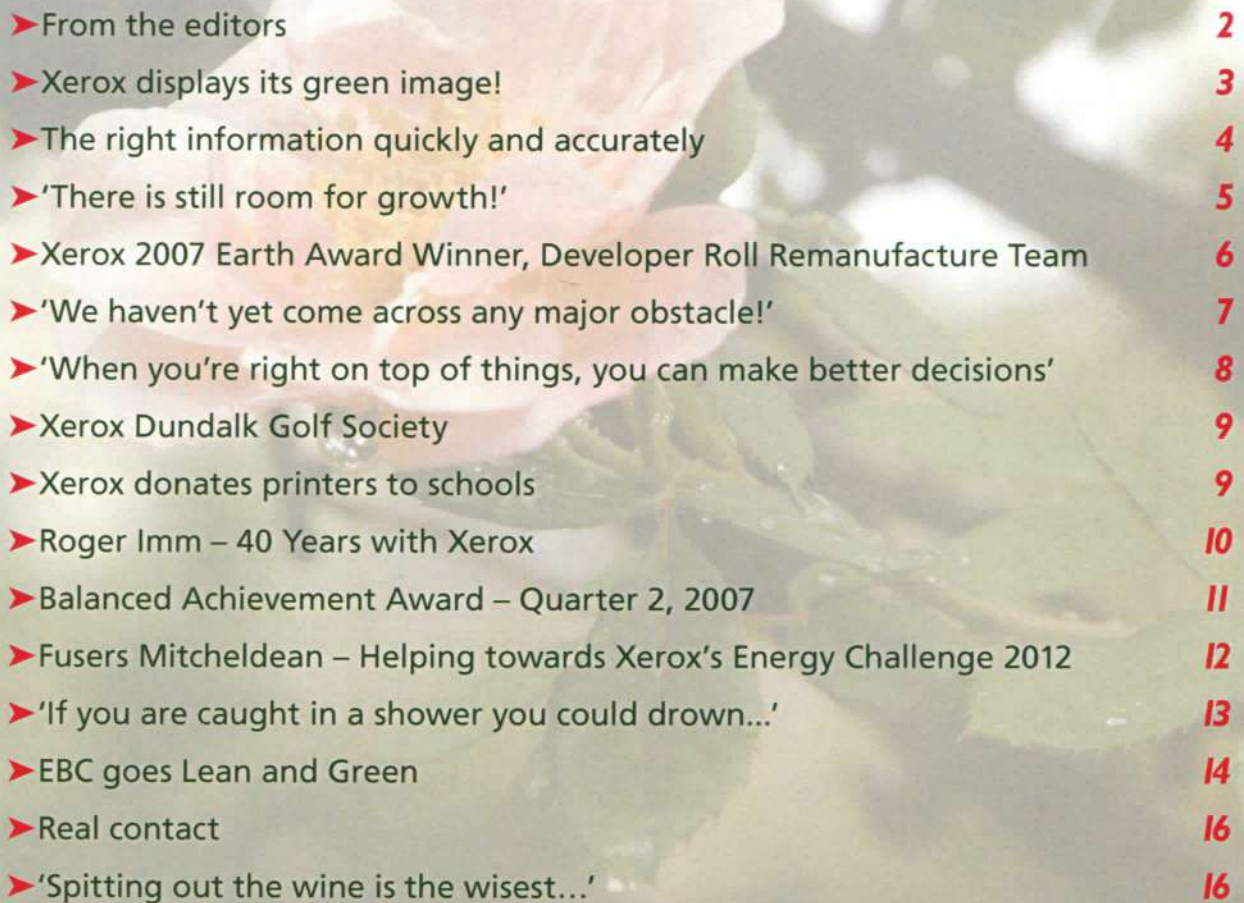
The one certainty is that things do change, whether it's the seasons, our product portfolio, business conditions or life in general. The key is that we are able to adapt

in both our personal and business lives. Within Xerox, we seem to demonstrate a good ability to adapt to change, which is of course essential for our future success. In the EHSCS magazine, we often focus on articles that refer to our people making and adapting to change. This issue is no different and we hope you enjoy another interesting read.

On behalf of the editors,

Mark Barnard

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Xerox displays its green image!

Invited by Xerox Netherlands in Breukelen, a delegation of journalists visited the Venray site. The reason behind the visit was to shine a light on Xerox's green image. Of course a visit to the toner factory was on the agenda and Jos Bronneberg was naturally also present...

In 2002, Ann Mulcahy presented Xerox's environmental plans until 2012. One of the aims was the reduction of CO² emissions by a minimum of 10% and of course, Xerox Venray is doing its best to help realise this aim. Full of confidence, the journalists were received on site and according

to Jos, Venray is well on the way to meeting Ann's aim: "Not only here, but also the design group are being very creative. We introduced a substance to our toner which makes it more brittle, meaning less energy is needed to grind the toner. If you know that 40% of the energy we use here is in grinding the toner then you can imagine we are well on the way to meeting the goal."

Image

How does Jos look back on the journalists visit? "These people were very interested in what we were doing. I had the feeling that they were pleasantly surprised and impressed by what they saw here which was confirmed by all the questions they asked. Some of the questions were directed at the techniques we use, but most covered the environmental aspects, for example, the toner factory was once seen as 'black and grimey'. I believe we have managed to get rid of that image."

A nice example

During the tour of the factory there was according to Jos, a moment when it was clear that Xerox has been concerned about the environment long before now. "Take for example the recyclable toner cartridges. During the visit I took a couple from the production line. I happened to have picked out a couple which dated from 2003. They were being filled for the sixth time. You could see this from the sticker on each of them which was of course, a nice example."

Asked whether journalists should come to Xerox more often, as this may further help in painting an even better picture of the organisation? Jos answers, "You can't just insist that journalists pay us a visit, but if we have a good story to tell, then the publicity can only be good."

ELC Warehouse



ODB is a basis for continuous process improvement

The right information quickly and accurately

In the Venray factory, machines make toners or photoreceptors. Each product requires different settings and work to specific requirements and the data used to be spread all over the place in different, independent data bases. Process instructions weren't even available and this meant that engineers first had to work on gathering all the relevant information whenever they were faced with a production problem. It often took a long time in order to come to a conclusion, which wasn't always the right one. The searching and guess work has now been a thing of the past for several years. Welcome to the world of Operation Data Base (ODB)...



Standing from left to right: Rob Smeets, Joost Versteegen
Sitting: Hans Pollaart, Tejo Schlepers

expanded and updated. We're now working on ODB 2.0 where users are able to receive all relevant information they need to form a good picture of the processes almost straight away. With this information they can make a decision. We're becoming more efficient in the production of toners and photoreceptors and we base all decisions concerning process changes on facts rather than guesses. As ODB operators are able to receive the relevant data quickly,

process engineers a good analysing tool. "There's also a log book module, which," says Hans, "gives operators and engineers up to date information about equipment and activities in the factory. This is particularly useful if you work, as we do, with several different shifts. It not only allows for a more efficient changeover between shifts, but also ensures that everyone understands and hands over the correct information."

routine work is automated

ODB is a complicated thing and if you don't work in the same department as these people, then it's almost impossible to know all the ins and outs of the system. The basis of the database is really quite easy to explain and for every Xerox worker, it is recognisable. ODB makes savings, improves productivity and makes the work of process operators a bit more interesting, due to the fact that routine work is automated.

In the blink of an eye

"The system," says Rob "has been in use for several years, but is constantly being

they can see in a blink of an eye the status of the product. In this way, they can intervene before there is for instance, four hours of faulty production.

Understanding each other

Apart from the process recipes, otherwise known as the product set-up, ODB includes modules allowing quality parameters to be controlled and thus giving

In the meantime the system has, Tejo Schlepers having supplied a lot of important information, according to Rob, more than paid for itself: "With the photoreceptors, we were able to increase production by 4% almost straight away. Knowing that these are expensive items, this is of course pure profit."

'There is still room for growth!'

The OPC plant in Venray is 15 years old, a good reason for a party, especially when you take into account all the turbulent times which the factory has experienced. Former Operations Manager Ronny van Asten (in August he took the job of A2B project coordinator) looks back on these times: "Until now we have survived in a very competitive business, but more importantly, we continue to grow."



Jeanne Hendriks inspecting an OPC

On 17th September 1992, Dr. Koos Andriessen, the former Economics Minister, opened the OPC factory in Venray with great aplomb. Since that memorable beginning, it has quickly developed from an engineering plant into a manufacturing plant. Two shifts became three, then four and even five. In 2007 four shifts worked from 22.00 on Sunday until 22.00 on Saturday, on the manufacturing of Organic

Photo Conductors or 'pijpen' as the OPC's are known within the company.

Known worldwide

"The meaning of this factory," says Ronny, "is clear to see. Apart from the work opportunities, the OPC plant has clearly made Xerox Venray known worldwide. The workers themselves, according to Ronny, were the basis for this success. "We



Auto Visual Inspection



work with young, enthusiastic people who are willing to work that bit extra and who think of how to improve and optimise the processes. The future looks rosy and next year we have to make a million 'pijpen' which is a good 15% more than this year."

Do we actually have time then to celebrate? "It's not easy to plan," Ronny answers. "We are after all very busy, however it will happen and we're now starting to plan the party, but it will remain a surprise."

Person on photograph is Louis Peeters

Meet...

Name: Fiona Price

Fell in love, engaged, got married: Met

Joe, too many years ago to mention and we just celebrated our 14th wedding anniversary! We have a little lady Eva who's 3 and a complete inspiration to us!

Education: Second Level Education: Launching into the final year of an Executive MBA in business administration. It's no easy feat juggling family life, work and study but I look forward to it and what it will bring me in knowledge, friendship and future opportunity!

Position: WPSM Materials Operations Manager, Dundalk, where I have the good fortune to be working with a fantastic bunch of people every day.

Company History: I started with Xerox on 1st Nov 1999 in Dundalk and was part of the original group who picked up the activity and training in both Venray and Mitcheldean. I've worked a number of posts over the years starting in Configuration, onto Materials Team



Lead, and then I set up the FPP function, which led me next into Global Purchasing and finally my post today, which I've been covering since November 2004.

Every role has offered me a wealth of experience and opportunity for which I am very grateful and I look forward to whatever the future may hold!

Hobbies: Has anybody seriously got time for Hobbies! If I won the lotto, I'd travel, soak up the experiences and pleasures of the world's cultures and share them with my loved ones. Given that this is unlikely to happen, I'll travel when I can, and I'd like to make time in the future to explore my creative side. I find drawing and painting a great way to escape and relax if I had more time and better skills!

How I feel on Monday Mornings: I always kick myself for not getting more done at the weekends as I've usually traded chores for time with my family and friends.

Character: Depends who you ask! I'd say I am an optimistic, love life and its constant challenges and I'm straightforward and fair.

I Dislike: People who do not appreciate what the gift of life has to offer!

Favourite Wish: You are never given a wish without being given the power to make it come true! Happiness is tops for me!

My Motto: Don't let today's disappointments cast a shadow on tomorrow's dreams

At Xerox I would like to walk for a day in the shoes of: Anne Mulcahy our CEO and Chair. How does she do it? My hat goes off to her!

Favourite food: Spicy, washed down with an excellent wine!

For me Xerox is: Xerox is and has been since day one for me, filled with opportunity and challenge. Long may it continue!

Holiday Country: I'm still sampling! I doubt I'll ever find one in particular.

Most recent book or film: I read a mixture of books at the same time. I'm enjoying a collection by Nora Roberts at the moment, she's a best selling American author – great escapism!

What should they do a bit more of in Xerox: Take more chances and challenge the norm!

Xerox 2007 Earth Award Winner, Developer Roll Remanufacture Team

An opportunity to recover the stainless steel shells was spotted on the Developer Rolls belonging to the Docutech product range. We engaged with design in the US with the view to recover the shells and qualify the cleaning process.

The stainless steel shells, which were being scrapped, are now recovered. It is a good example of cooperation between PSG Dundalk and PSG Webster USA and their respective suppliers. The US & Europe will save \$60,000 each in 2007.

Team Members, James Kieran (Dundalk), Marie Brady (Dundalk), Mike Nolan (Dundalk), & Rob Jonas (Webster), missing from picture.



'We haven't yet come across any major obstacle!'

In this column of the magazine we have already written a lot about the Average to Benchmark project (A2B). Two editions ago, project manager Maurice de Jong explained about the goals (optimisation and standardisation of the processes and systems within XE) and in the last edition, Chris Lensen with Marie-José Flinsenbergh, talked about the impact A2B had on the everyday work within SSC. In this edition, Maurice tells us about the progress the project has made...

"A2B" he begins, "affects everybody in XE. One of the biggest changes is that we will soon be saying goodbye to the Office system we currently use when receiving parts from our suppliers and sending parts to our clients. Soon we will be using our own system which means a lot of changes and lots of testing, with everything happening at the same time. The SSA, SOC/CL and Configuration management departments are all busy with testing, processing and defining responsibilities. They're also reducing the amount of data being used and getting ready for the transition to the new system."

Compliment

The key to the success of the project, which if everything goes according to plan will be going live in February 2008, is according to Maurice, working together: "A2B and the system changes it brings with it, will have a major impact on the way in which many employees, especially the Office Planners, SOC agents, Customer Liaison Officers and Management, carry out



Starting front row: Antoinet Dokter, Maurice de Jong, Marilou Waage, Antoon van Dijck, John Huyts, Martin Schulz, Bart van Vegchel, Peter Bessem, Pieter Dings, Theo Claessens and Karel Driessen

their daily work. Therefore, key users have been involved in the project from day one. Along the way it became clear that to reach the final goal, first one and then other departments would need to change.

Wilsonville will become more integrated in the whole Xerox picture and they will also use the standard Xerox systems, such as Xelus Plan. This is a big plus point and cooperation is now very good."

putting the importance of the company before themselves

This meant people had to be flexible but time and time again you would see employees put the importance of the company before themselves and for this they have earned a big compliment."

Plus point

An example is the cooperation with the headquarters of Office in Wilsonville (USA). Maurice: "At the beginning, Office wasn't too bothered about our plans, as we were going to move over to our own system, they would lose a lot of work. They do however remain responsible for their own stock in Venray meaning that

Before A2B can be introduced next year, a lot still has to be done. Maurice: "There is an awful lot happening at the same time in different areas and at a high tempo, which asks a lot from employees. We haven't yet come across any major obstacle, which is down to the fact that everybody has worked together and I am proud to be able to say this."

'When you're right on top of things, you can make better decisions'



To say that he's constantly going backwards and forwards is probably going a bit far, but after twenty trips commuting between Venray and Dundalk in just two years, the excitement of travelling has worn a bit thin. Even so, Costing & Pricing Analyst, Harrie Lenssen, enjoys going to Ireland for a week every month. "I enjoy the work and get to deal with great people. You couldn't have it better."

In 2005, the Financial department in Dundalk was threatened with a shortage of people, and Xerox offered the experience and expertise of good old Harrie Lenssen to Dundalk (he has worked for the organisation for 38 years). This had to happen on site as Dundalk often works on small projects where financial knowledge needs to be 'hands on'. "You need to be able to look people in the eye and be on top of

things," Harrie says, "then you can make better decisions."

Catching things up in Venray

Every first Monday of the month, Harrie flies from Eindhoven to Dublin and then drives a Hertz car 80 kilometres to Dundalk. On Thursday evenings he flies back so that he can also catch up on things on Fridays in Venray.

You need to be able to look people in the eye...

Turning the light off

During his week in Dundalk, according to Harrie, he is normally the one who 'turns the light off'. Before he retires to his hotel room he always likes to go for a long walk, sometimes exploring the surrounding areas with a colleague, and of course, there is always a good book. "You don't have to worry about me," he says. "I am never bored when I am in Ireland."

Xerox Dundalk Golf Society

Ireland is one of the top destinations in the world for golf. Fringed on all sides by the sea and with a landscape that is spectacularly varied, this small island on the edge of Europe boasts incredible championship golf courses designed by some of golf's most revered architects and players. It's little wonder therefore, that the golfers at Xerox Dundalk have a thriving society playing some of the finest courses in the region. 2007 courses include Greenore, Blackrock, Ballymascanlon and Mallan Castle.



The history of golf on the Dundalk campus is an interesting tale. Prior to the amalgamation of the EBC and PSG business centres into what is today the WPSM business, an annual inter business competition took place between the two businesses. The Dundalk Colour Toner Plant soon joined in and a truly inspiring combination of competitiveness and good fun resulted in a fabulous annual outing. From this spawned an interest which has today developed into the Xerox Dundalk Golf Society.

The society has over 40 members from across the Dundalk campus and will play five to six scheduled outings annually along with the occasional weekend excursion where top quality golf courses are coupled with a great night's craic. Each of the individual outing competitions are backed up by Golfer of the Year and of course Captains Prize annual competitions.

Several international Xerox visitors have joined in on society golf outings while visiting Dundalk so the message is, if you like golf and you are visiting Dundalk, be sure to check and see if a golf outing is going on during your visit.



Xerox donates printers to schools

What do you do if you have 36 older model printers standing idle that will probably never be sold? You could write them off and then dispose of/recycle them, or you could give them a second life and donate them to schools and a couple of charities.

This year, Xerox chose the second option. A mix of 4400 and 5400 printers were shipped, eight to the United Kingdom and the remaining 28 divided between primary schools in the Venray area. Astrid van Roij from the ESC department was responsible for the 'distribution' to the different schools. They were received with open arms. "Many schools don't have enough money to buy new printers so when they heard of our offer, they were very enthusiastic. The only thing which some schools

had to think about was whether the computer system was compatible for the new printer."

When that problem was solved, the printers were distributed to schools in the Venray, Horst and Sevenum areas at the end of May. A printer was also sent to the War Child charity in Amsterdam and also to a special needs school in Gemert. The choice of schools was made by employees from several departments and HR in Venray.

"We only had 28 printers, so if we asked schools in general, the chances were that we would get more responses than we had printers. Therefore we asked several colleagues and HR to find several schools." van Roij says.

The printers given to the schools and charities were worth between one and two thousand euros, so if you're given a chance to receive one for free, you don't have to think twice about it.

Name: Rafał Gutkowski

Age: 33

Fell in love, got engaged, got married: And happy having a great family, 2 kids – Maria (7) and Jan (3).

Education: MSc in Electronics and Telecommunication.

Position: Partner Manufacturing and Quality Manager based in WGC.

Company History: Joined Xerox 2 years ago moving to the UK from Poland.

Hobbies: All free time spent with my family – so is it my hobby? Used to play bridge a lot in the past. I listen to good rock music (Pink Floyd is my favourite band).

How I feel on Monday mornings: Well, it's only 4 and a half days to the next weekend!

Meet...



Character: Optimistic, open minded and I like challenges.

I dislike: Smoking – I have never smoked, and people who are closed for discussion.

Favourite wish: For my family to remain healthy.

My Motto: You must go against the stream to find out the source.

At Xerox, I would like to walk for a day in the shoes of: I like my shoes but maybe a sales or marketing man – to better see our Customers.

Favourite food: Traditional (Polish) cuisine, generally rather not vegetarian.

For me, Xerox is: Good place to work in a worldwide environment.

Holiday country: Poland, even more now, once I moved to UK.

Most recent book or film: Chocolat starring Juliette Binoche. A charming film but also telling about important things in funny way – I watched it recently a second time.

What should they do a bit more in Xerox: Work closer from different ends. Improve communication and documentation flow as befits The Document Company.

Roger Imm – 40 Years with Xerox

Like many of our very long serving employees, Roger Imm started out as an engineering apprentice with Rank Xerox and now 40 years on, he is still practising in the engineering field, within Fusers Mitcheldean. We asked him to share some of his thoughts and reflections from the last 40 years.

Roger: When I started in September 1967, Mitcheldean was producing the 813 and the 914 copiers which were very different from today, not only with the change from optical to digital, but also from a components point of view. Most parts were made from steel or aluminium castings in those days, whereas now they are plastic composites – a touch lighter in weight! One other significant change is that we don't supply a fire extinguisher with every machine now!

I started in the Training School as part of an intake of 24 apprentices. (only Gary Rogers at WGC and myself are still with the company from that year). This was a purpose set up training school with every type of machine included, so the first year was spent in that facility and the training

was superb. It was a real disappointment when this was disbanded and we no longer took on apprentices.

The site has obviously changed greatly from 1967, what with the additional construction of buildings 1, 3, 7, 8 & 9 etc. I always remember the huge J car park with the security sergeant's bungalow at the bottom. The entrance was in the village by what's now the doctor's surgery. Now as manufacturing, we occupy basically one building!

I have worked in Fusers since the redundancies of 1982. This started with bringing in the 1045 pressure roll production from Venray, leading on to the Swedturn machining cells, powder coat line, viton flowcoat line and then module assembly,

which is what I am working on now. Fortunately, I have had a very varied experience and one that has been mostly enjoyable.

Most people I have worked with have always been helpful, considerate and most of all fun. The fun bit I think is very important as it helps to get the best out of everyone.

Basically, I believe Xerox is an excellent company to work for and I'm sure the majority of employees will agree with this.

New Programmes Manager Kim Toombs (left) presenting Roger with his 40 yrs service award certificate.



Balanced Achievement Award – Quarter 2, 2007

by Rob Mellon

I don't know about you but with a relatively new film on release and the very last book in a blockbuster series, there seems to be Harry Potter mania all around us. I've even got a complex that my broom seems to be the only one that is still used to brush things up!

Now I don't profess to have any magical skills, although I can make a €50 Euro note disappear very quickly in a bar, but we had some wizard results of our very own in quarter 2, including magical performance from quarter 1 winners, Xerox Netherlands, but overall, the wizard council (OK, it was the usual EHSCS managers) unanimously agreed that the "muggles" of Xerox Switzerland were the worthy winners.

The Swiss performance of particular note was:

- Equipment inventory performance was better than plan.
- Good performance on inventory for Parts and Consumables.
- Total distribution costs were better than plan (\$299K).
- Teamwork ratings submitted from all areas of EHSCS were rated high by each function.

Although no lightning scars are visible, here is a picture of the winning 'spellbinding' team who received the coveted EHSCS Balanced Achievement Award.

Congratulations go to Daniel Baggenstoss and Adrian von Allmen from the Xerox Switzerland logistics team on a "wand-erful" performance...

From l to r: Charles Suter (Consumables), Marc Egli (Spare), Janine Beyer (Purchasing), Adrian von Allmen (Equipment Logistics & Purchasing Manager), Daniel Baggenstoss (Non Equipment Logistics & Service Performance Manager) and Adrian Trayler (Equipment)



Fusers Mitcheldean – Helping towards Xerox's Energy Challenge 2012

2012 will be an interesting year! Not only will the Olympic Games be held in London, but Xerox will be announcing whether it's met its 10 year, 10% greenhouse gas reduction challenge. The Fuser Business Centre has been running a project since April 2006 to support the overall goal under the stewardship of Dave Bufton, EH&S Manager.



From left to right: Dave Vaughan (IIS Facilities), Andy Gibbs, Mike Jackson, Cindy Gazzard, Dave Bufton & TU Safety Reps, Greg Stafford and Andy Billingham

The project has used Lean Six Sigma DMA-IC methodology and focuses mainly on the production floor and processes. Using historical energy consumption data, the areas where the main energy consumption takes place have been identified and ways to reduce the energy usage have been brainstormed by the project team.

Dave: "Numerous opportunities have been identified and to date, six have been implemented following full assessment by specialists to ensure that the solu-

tions were cost effective, measurable and achievable. In identifying how to measure the success of the project, we have also invented what we call an 'intensity metric' which is 'output per kilowatt hour'. This will enable us to track future progress.

A simple example from the project is where heat generated by a production process is taken through an 'exchange system' and then released into another shop floor area, thus eliminating the need for using stand alone heating in that area."

Although the project is mainly Fusers based, the team also includes EHSCS support staff based at Mitcheldean.

The project has already been recognised with a 2007 Earth Award and it has also been submitted for external recognition in the UK National Energy Efficiency Awards to be announced in December.

Dave: "Our expectation is that by the end of 2007, a cost saving of \$24,000 and a reduction of 61,000 kilowatt hours will have been achieved".

The thrills of Canyoning

'If you are caught in a shower you could drown...'

In a country which is so flat that climbing a set of kitchen steps is for many fellow countrymen, an expedition, then canyoning is a rather strange sport. Even so, there are some people who do this and in Xerox Venray there are in fact four; Joost Versteegen, Frits Frederiks, Jan Kuijpers and Tejo Schlepers. Joost reports on a more than successful trip to the Pyrenees.



wonderful impression. You should not be scared of heights however. Sometimes you hang 35 metres above the ground which is an amazing experience."

All the necessary equipment was supplied by Tejo. Frits: "We didn't therefore have to invest in expensive equipment such as ropes, safety harnesses and wet suits. We did however, via the internet, check out all sort of sites in order to prepare for the trip. We knew what to expect. Of course, before we went to Spain our level of fitness was good. Canyoning is after all a very tough sport and you have to be careful for rain. If you are caught in a shower you could drown if the water comes down the canyon."



A great time

It wasn't very dangerous. Joost: "Because the chasms we chose only had a small amount of water we were able to fully enjoy the area and not only concentrate on staying alive!" It was also great fun. When the quartet returned to the holiday home in the evening, Tejo's wife had organized the catering at casa O'Binero. Frits: "Good wine or a cold glass of beer, and of course tapas. A great time."

You have to drive a good 1,400 km to get there, but its well worth it. In the heart of the Spanish-French mountains lies the Parque Nacional de Ordesa en de Sierra de Guara which is a magical place for any participant of this sport.

...no fear of heights...

"It was Tejo's idea," Joost explains. "For four years now, the four of us have gone away and this time Tejo suggested canyoning in Spain. He was actually our guide and has practised this sport for years however, although climbing mountains is in our blood, the other three of us have less experience with this sport. When you go canyoning, you often plunge into icy cold water."

An amazing experience

Basically, canyoning means that you descend into chasms which have come about due to water erosion. Thereafter, you go on a discovery trip and climbing, jumping, abseiling, wading and/or swimming, you follow a river. "And, in between all the concentration," Joost says, "you can enjoy the beautiful nature which makes a



EBC goes Lean and Green

Half-hearted approaches often don't work nor do they achieve any significant results and, as is often the case, little or no results are achieved if new initiatives are treated as a 'fad'.

During mid to late 2006, a number of projects and proposals were identified to improve the WPSM Electronics Business in Dundalk. Both 'Lean' and 'Green' (green belt that is) but all using established six sigma and lean manufacturing techniques, embracing change and maximising opportunities in order to produce maximum results.

Lean manufacturing is an established technique designed to achieve the shortest cycle time by eliminating non-value added activity. Changing from a traditional environment to a lean environment means issues become apparent very quickly. To facilitate this shift, a change program was required to accompany the effort i.e. roundtable discussions, consultation, feedback, regular meetings and most importantly inputs from affected areas.

The task was to pull the various strands together and centrally co-ordinate the activities in one lean programme. To co-ordinate this effort, a Project Team was established. The team was lead by Chris Reynolds, IM support was provided by David Sweeney, Logistics support by Barry Durnin, Gerry Copas (DHL) and John McCabe, while Engineering support was via Fearghal Donnelly, Ollie Mills, Gerry Lennon and Joe Carolan.



Some of the characteristics of lean processes, which should become visible as the projects progress are

- Single-piece production
- Repetitive order characteristics
- Just-In-Time materials/pull scheduling
- Short cycle times
- Quick changeover
- Continuous flow work cells
- Co-located machines, equipment, tools and people
- Compressed space

- Multi-skilled employees
- Empowered employees
- High first-pass yields with major reductions in defects

The project task was broken into three sections and as with all projects on this scale the successful delivery was mainly due to the collaborative activities by the IM, Materials, Logistics, Engineering & Production teams.

Part I.

Shop Floor Replenishment: Designed to replace the established kitting process with 'shop floor' inventories, which were always available. The major change being that the material flows one way (without return to the warehouse) are issued to their POU 'point of use', are consumed and replenished. If planned correctly, all materials should always be available which should facilitate quick changeovers, reduce downtime and where possible, identify and eliminate stock discrepancies by constant monitoring or the replenishment locations.

Part II.

Logistics Re Design: This project was developed to re-engineer the receipt, storage and replenishment of materials by utilising and exploring potential synergies from our existing Logistics Service Provider, DHL, and their expertise in managing our back door processes, while maintaining an extremely high standard of inventory accuracy.

Part III.

Floor Space Rationalisation (Green Belt Project): Its aim 'to optimize shop floor layout, re-



Green Belt EBC Floor Space Rationalisation Team: Back L to R: John Taaffe, Seamus McQuillan, Gerry Lennon, Sean Harkin, James Kierans, Ray Grace. Front L to R: Oliver Mills, Fearghal Donnelly, Niall McCarron, John Meagher, Dave Gray. Insert: Tom Holland.



ducing occupied space by approximately 1800 square metres while keeping implementation costs to a minimum'. The new layout will be benchmark in terms of product flow and visual control. Success is measured by useful space created and by minimizing the cost of implementation. All non-value add processes, obsolete equipment and associated infrastructure will be disposed of. This was a significant project and required the efforts of a large team of people. The core team members were Fearghal Donnelly, Oliver Mills, Shaun Harkin, Niall Mc Carron, Ray Grace, Tom Holland, David Gray and John Meagher. In addition, the implementation phase of the project could not have been completed without the efforts of James Kieran, John Taaffe, Gerry Lennon and Seamus McQuillan.

However, leaning the business is not the end of the story. It's an operational strategy that, if implemented properly, will provide a real advantage to competing, quickly introducing new customised high quality products and delivering them with unprecedented lead times, swift decisions, and manufacturing products with high velocity.

Logistics Support Team: L to R: David Sweeney, Chris Reynolds, Gerry Copas and Barry Durnin



Meet...

Name: Roy Mulchrone.

Age: 29.

Lives in: Nijmegen, The Netherlands (originally from Birmingham UK).

Fell in love, got married: Single (but fell in love on a regular basis).

Education: BSc in Logistics and Supply Chain Management - Aston University Birmingham.

Position: Supply, Inbound and Inventory Manager in the Equipment Supply Chain based in Venray.

Company history: Have been with Xerox since I graduated in August 2000 (7 years). Started working in Mitcheldean on projects and demand planning, then progressed to demand planning team leader. Transitioned from Mitcheldean to Uxbridge HQ. Helped to recruit and train a new demand team and now in my current role in Venray.



Hobbies: Walking in the mountains, going to the gym, running, meeting my friends and socialising, traveling, reading, live music and festivals (!) and of course learning...

How I feel on Monday mornings: Like I do every morning, happy to be in this world and grateful for being fit and healthy.

Character: Energetic, sociable, eager to learn, talkative, compassionate and always looking for where the excitement is.

I dislike: Negative people. Everyone is in charge of their own destiny.

Favorite wish: 'World Peace' (urgh), but seriously, for everyone to be treated equally in this world and to have the medical care and opportunities that we do in the western society.

My motto: Live for the moment and never regret. Everything you do in life is a learning experience and part of the universal experiment.

At Xerox I would like to walk in the shoes of: No-one. My shoes fit very nicely at the moment!

Favorite food: Cheese and Potato Pie with Bread and Butter and Chicken Caesar Salad.

To me, Xerox is: An International Company with a wealth of opportunity if you are willing to work hard and spread your wings.

Holiday destination: I try to never go anywhere twice.... However, East Coast of Australia is my favorite so far and I will go back!

Last book or movie: Book - Suzanne's Diary to Nicholas by James Patterson. Movie - Seven Years in Tibet.

What should we do a bit more of at Xerox: Phone calls rather than e-mails (communicate).



Xerox Sports Academy look forward to more events

On the first Xerox Sports Academy day, which took place on Saturday 1st September at the Tennis and Squash centre De Berckt in Baarlo, Xerox Venray showed its sporty side.

Darts, chess, squash, (table) tennis, football or volleyball, at least 70 Xeroids took part in what was a successful sports day in various sports activities. Everyone found themselves in an atmosphere of sport and fun. Xerox took care of the organisation and therefore, everyone could compete to the best of their ability. At the end of the day there was a fun get together with everyone and as a few photos say more than a thousand words, our photographer was of course also present.

Real contact

In days gone by when you wanted someone to do something for you, you would just go to them and ask. When mobile phones came into the picture, then there was a big temptation to save yourself the walk and to call the person you needed. Apart from the fact that method number two was less personal, there was still a bit of one-on-one contact.

And then came e-mail. The convenience of this was that after you had sent your e-mail, it would be with the person you wanted it to be with and eventually, it would be read. With the first two methods, you always had a chance to hide behind your desk, or not pick up the phone....

The big disadvantage of the new method was, and is, that you may have sent your

request, but you can't be certain that the person who has read it will do anything about it, especially if that person sees that they are just a 'cc (copy)' in a long list of other people. This makes your message about as important as spam e-mails. I believe that this is not the idea when requesting specific things.

If we, as Xerox, say that our employees are important to us, then it is also important that we have more face to face, or even telephone contact with each other instead of sending an e-mail and assuming that everything will be arranged. That was the reason behind the e-mail free day during employee appreciation week. It resulted in real contact, just like it used to be, and was often more effective. Let's keep it up.

Paul Hermans

On a memorable exhibition with Alain Corneil...

'Spitting out the wine is the wisest...'

That Alain Corneil is passionate about wine and that he also likes the best things in life, we have known for some time. That this 'virus' has also infected his SSC colleagues Louis Conjaerts and Vincent Withagen was until now, a well kept departmental secret. With Alain as their guide, they visited Seclin, one of France's biggest wine exhibitions. What an experience...



When they drove up to the car park they could see straight away: "This is serious." There were cars everywhere you looked and in the distance, an enormous tent attached to the side of an old factory. "When we entered the building," Louis says "we were met by the wonderful smell of cheeses, meats and wine. Our mouths started watering straight away."

A decent Pomerol

At the exhibition around 200 wine makers sold their products directly to the consumers from wonderfully decked out stalls. "It is therefore," Vincent explains "imperative that you have a plan of where to go and what to do. If you begin at stall number one enjoying the samples too enthusiastically then by the time you reach stall ten, you wouldn't be able to stand-up any more! Luckily, Alain knew all the right places as he has been going there for years and is recognised by many, which is a big advantage. We were able to try wines which other people didn't even know were there. A decent Pomerol for example."

Incredibly enthusiastic people

The hospitality and the informal atmosphere impressed the two men the most. Louis: "Because you are buying directly with the producer, you can see that they are incredibly enthusiastic people, but you do have to be careful. If you try a wine, and swallow everything then you will have a problem. Therefore, try lots, let it swirl around your mouth and then spit it out. This is probably the wisest way."

In the evening they travelled back to Venray and of course, the back of Alain's Ford Galaxy more or less touched the road! The trio had bought plenty and asked whether they would be going again, Louis answered: "In our department there are more people who would like to go on a wine trip. Therefore, in November we are going to Seclin with two mini buses and are going to make a great day of it. This is something that you should really experience..."

EHSCS Magazine

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