


EHSCS Magazine



**'It is going
brilliantly,
but....'**

From the editors

If you put your head out of the window you can smell, taste, hear and feel it: it is once again Spring. The trees are coming into bloom, birds are singing, the cafés are setting up their terraces and a new edition of the magazine is waiting for you on your desk. What more could you wish for?

We want to welcome the spring with optimism and only you can decide if we have succeeded? If not, then it isn't due to our guest writers. You can read the interview with Marcel Frielinck. There are also articles involving Tom Lasá's team, the Balanced Achievement Award winners from the United Kingdom and the team building qualities of Han Slooter and Maurice Janssen. And we still haven't

even touched upon the other interesting articles which are included in this edition.

Just like always, we hope you enjoy the read and of course, we hope you are inspired by your colleague's successes which are mentioned in the edition. Maybe you will find the tips in Paul's column useful; discover each others good qualities and many aspects, and as a result, let them work for you and the organisation. You will see what wonders can occur.

Happy Spring time!

The Editors.

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'These people are of course very important for our company!'

That you have never had to run for your life at the Venray site is thanks to the safety prevention knowledge of the company safety department (BHV). But what is the actual position of this organization after all the changes in Venray over recent years? Having been asked by Paul Hermans, Louis Conjaerts is going to investigate. The aim of the exercise is to keep the best and to improve the good....

"When looking at BHV as a whole, I also included the EHBO (first aid) and the company fire brigade which," Louis says, "are enormously important. In particular, the prevention of calamities and in doing so guaranteeing a safe (work) environment. We also have valuable guides for third parties in case of a calamity. BHV volunteers know the work processes. They know which materials are used on site, where possible dangerous situations exist and where the damage can be kept to a minimum. But what's most important is that all the volunteers in the BHV organization have above all, lots of motivation."

Future role

And it is exactly that last quality which has been under pressure recently. Due to the reorganization at Flextronics, it was a necessity that half of the fire brigade members had to leave. The remaining members asked themselves what the future held.



Also, in other areas of BHV it wasn't clear what was happening and motivation took a dive. Above all, it seemed that the group of more than 80 volunteers wasn't divided evenly over the buildings and the different services. This is the reason why Site Management put Louis to work as interim manager at BHV.

Added value

In the meantime Louis, representatives of BHV and Site Management put together the last parts of the plan, which will enable BHV to once again be a strong part of the Venray Site. Louis explains: "When I made an inventory of the actual prob-

attitude. Together with the BU managers, we have since set up a management process which promises to be more actively involved with the BHV volunteers. By doing so, the managers let it be seen that they feel that BHV adds value to the company which is of course very positive. "As well as this, if we improve the internal communication of BHV and arrange adequate organization then the biggest problem will be solved".

When asked if he is pleased with the project, Louis answers: "We need incredibly motivated personnel who know what they have to do at the right time and place,

most important is that all the volunteers in the BHV organization have above all, lots of motivation

lems, I realized that the involvement of the managers from the different Business Units within BHV was below par. This was understandable. 'If we don't hear anything, then it must be going well' was the

plus a good, standard of cooperation with external organizations such as the neighbors, the local government, the police and the fire brigade. Basically, we hope we have managed to do all of this."

Little babies grow up...

There was a time when the Developing Markets Operations (DMO) was responsible for only a fraction of Xerox Europe's (XE) turnover. But babies grow-up and get too big for their boots. From the back rooms of Xerox, this part of the organisation has moved into the main office and joined the ESC Office, not only on paper but physically. We talked to Han Slooter, Export Supervisor and Maurice Janssen, Manager Outbound Logistics & Service about this expanding team.

Meet...

Fell in love, engaged, got married:

With my wonderful wife Pauline and have not looked back.

Education:

Second Level Education: National Certificate in Commercial Programming from Dundalk Institute of Technology.

Position:

Technician in Mod Test in WPSM, Dundalk.

Company History:

Joined Xerox in May 2000 in EBC Dundalk, as a solderwave operator. Then moved to solderwave Technical Operator and subsequently to PSG as a Sitco Technical Operator. Now a Technician in Mod Test.

Hobbies:

Computers, reading and travelling with my wife.



Pete Durnin

How I feel on Monday Mornings:

I survived the weekend.

Character:

I like a challenge and am fairly easy going.

I Dislike:

People with a negative attitude.

Favourite Wish:

A long, healthy and happy life with Pauline, my wife.

My Motto:

Another day, another dollar.

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

No one, as they would not have shoes that would fit my large feet.

Favourite food:

Will try anything (sheep's eyes, rattle snake) but I love steaks.

For me Xerox is:

A good place to work with different challenges through the year. It also pays for the holidays.

Holiday Country:

USA West Coast.

Most recent book of film:

Pandora's Box by Peter Hamilton.

What should they do a bit more of in Xerox:

Listen to people at the front line.



L to R : Andre Everaars, Sraar Derks, Maurice Janssen, Ge Hendriks, Jack Michiels, Jan Keulen, Peter Camps, Alex Muriev, Ellis Huijs, Heidi Achten, Ellen de Vries, Marly van Osch, Wil M Pirlo, Pieter Huberts, Annies Renjaan, Floor van Stokkem, Miriam Janssen, David Bouten, Maurice van den Tillaart, Freek Verstralen, Anton Drissen, Abdellah Bouhouche, Hennie Hanen, Wim J Pirlo, Han Slooter, Agnes Mullenders, Waldi van Bers, Anja Noyen

Not in picture: Franky Francis, Truus Classens, Jaap van Densen, Naomi Fleuren, Henk Tissen, Fred van Zwamen, Jan Hesem, Leo Sassen, Twan Fleurkens, Joke Hogenkamp, Lizette Kessels

DMO is a business unit which is responsible for all sales and supporting services such as marketing, transport and logistics. It is made up from DMO East (Eurasia, Middle East, India and Africa) and West (Middle and South America). Together

I have turned lots of small groups into one big team. This team, and the realisation of this is the last drop, will now be working together as one department which is only positive for mutual communication and working together. Soon everybody will be

a smooth running engine. Don't forget that for a long time DMO consisted of small units. A result of this was that DMO didn't really show up in the end budget. The people who work in this business unit and who are now being moved, are waiting and watching what will happen. "First see, then believe" is the attitude. Luckily, everyone is willing to make it work and that is of course a positive starting point.

Training, coaching and incentives are the magic words to make this happen

the two business units cover 120 countries. Year after year, the turnover figures have constantly increased. In order to be able to continue working well with the enormous increase in the logistics and to be more flexible, DMO will be integrated with the ESC Office this year.

Mutual communication

"Short and good", says Han, "Maurice and

able to see each other when talking and problems can be solved before they start. This of course, will have a positive effect on efficiency and effectiveness."

But before the team can actually exist more water still has to pass under the bridge according to Maurice: "It is an incredibly big task to ensure that all the different parts fit together in order to make

Widely accepted

Training, coaching and incentives are the magic words to make this happen. Han: "Building up a team is a question of listening and being flexible. Tact and patience are very important instruments Maurice and I need to bring about this difficult project. Don't forget that this move means that people will have to work differently. These people need help to come up to speed with the processes, but the first signs are positive. The idea to integrate has been widely accepted.

Quarter 4 Balanced Achievement Award

It was a cold winter's day when Phillip peered through his bedroom window to see the fresh layer of snow that had fallen overnight.

While he pondered whether the day ahead would hold the same tension of the previous 24 hours, Phillip's wife, Laura, was downstairs preparing to go to work. The wind was rustling through the trees sending shockwaves of strange and unusual noises into the house.

Suddenly, there was a large cracking sound, followed by a dull, ugly thud, the type of noise that you normally only hear when your meanest friend takes their wallet out to buy a round of drinks in the local.

But don't worry loyal reader, this was nowhere near as bad..... it was only Rob. He'd fainted after hearing the news that the UK had won the EHSCS Balanced Achievement Award for the first time since 2003!

Yes, it's really true. After 4 years of waiting, the UK have deservedly won the Qtr. 4 EHSCS Balanced Achievement Award.



From l to r: Marcel Frielinck, Warren Birch, Brian Munroe and Alan Charnley

In making the announcement, Marcel Frielinck noted the following:

- Equipment inventory was on plan and 6% lower than the prior quarter.
- The UK were one of only three countries to achieve better than plan inventory for Parts and Consumables.
- Excellent partnership approach and dedication with EHSCS to ensure all Q4 revenue opportunities were maximised.
- Total Transport and Warehousing costs were nine tenths better than plan.
- Timeliness and quality of Dist 1 data input is benchmark across XE.
- Strong collaboration with the Venray Service Supply Chain particularly in re-

ducing Emergency Orders with subsequent reduction in logistics costs.

- The UK continues to demonstrate a strong partnership with EHSCS on A2B program development towards Go Live.
- Impressive containment of costs and inventory despite growth in XGS activity.
- Teamwork ratings submitted from all areas of EHSCS were rated among the highest by each function.

The victorious team are pictured with the Balanced Achievement Award....now where's my friend and that wallet?

Rob Mellon.

WPSM Night at the Bowls

A great night was had by all recently at the WPSM Bowling Night.



Winning Team: "Podraced" (acronym of all their names) Eamonn Roe, Pete Durnin, David Coyne & Ayo OFeni.

Overall Winner with the highest Score David Coyne being presented by Brian McAleer.



Seamus McQuillan and Grace Aspin enjoying the evening.

Knowing is understanding!

You undoubtedly know the image from dozens of publications within Xerox; the typical picture where one person, somewhat ceremonious and with their face turned towards the camera, is handing over a wonderful certificate to someone else. But what is the story behind this image? René Stevens, Quality and ME manager of the New Product Delivery Team, explains all with pleasure...

Not too long ago, René helped two of his colleagues, Rafal Gutkowski and Mark Hobbs to choose their Green Belt projects. Rafal studied what effect inspections (read: machine tests) of the Alchemy Electronics modules had on the quality of the end product. He came to the surprising conclusion that if you didn't carry out inspections, the quality of the end product was rarely affect-

ed. Apart from the fact that the company could save \$100K per year on the Alchemy Electronics modules, Rafal's project, according to René, also made it interesting to see whether other inspections are entirely necessary. "After all, inspections happen all over the place..."

No more breakdowns

Mark Hobbs looked at a longer running problem, adds René. "We sell 120,000 per year of a certain machine, which includes a module consisting of several synthet-

ic layers. After a certain amount of time, the layers break and have to be replaced. Analysis showed that a large number of layers didn't meet specifications and as a result, there was too much wear and tear. Mark's project was directed at working more closely with the Chinese supplier of the modules and improvement of the production process for the layers. A result of this is that all layers now meet the specifications and there are no more breakdowns."

Efficiency results

The exact savings Mark's project will make, can only be guessed at says René. "In the market there will obviously be fewer problems with the layers, but what is interesting about the project is that process improvement doesn't always have to happen internally. It can also occur through the suppliers to our suppliers."

"In general," René carries on, "these sort of Green Belt projects show that in all the processes we use, we can still produce great efficiency results. In addition, the fact that we let loose the tools of (Design for) Lean Six Sigma on the processes and that we train people to use them, means that the improvements in processes are very important for Xerox."



Winners for the Best Name Competition: "Dolls with Balls" Catherine Gray, Lisa Morgan, Sharon Murchan and Fiona Clifford.



And: "Duckie & the Double D's" Niall McCarron, Brenda Schuls, Aine McFadden and Brenda Coleman.



Overall Female winner with the highest Score **Heidy Murray** being presented by Brian McAleer.



Padraig O'Reilly, takes a deep breath before his throw.

'It is going brilliantly, but....'

In March 2007, Marcel Frielinck took over from Greg Tayler as Vice President of EHSCS. He has since, well and truly taken over the position and his adventures as CFO in India seem to be years ago. "Time flies by and so much happens here. I have never seen so many changes at Xerox, but it is good to see!"

How do you look back on 2007?

Last year was very hectic. On the organisational side, we took big steps towards worldwide alignment. Operationally, we had a fantastic year in which we surpassed all our goals.

A reason to relax perhaps?

Not at all. There are still several challenges, the first being that with EHSCS, we want to progress further towards globalisation. What we are going to look at first is what we are going to do with the Global Planning function for Equipment. In order to carry this out, we have organised a large workshop which will take place in March. This will

incorporate defining what the function will consist of and setting out the next steps for 2008.

What other large projects can we expect this year?

A couple, for example, will be the increas-

ing importance of A2B and Solar. We will be looking at working together with different countries so that the logistics run as smoothly as possible. At the moment, there are parts gathering dust in one country which could be sold immediately in another, which is of course, crazy.

On the other hand, we're also busy developing an end-to-end supply chain which will include integrating what happens in different countries into our organisation. We are trying to ship more and more products directly from the supplier to the client.

So more management and less hands on?

Exactly. The containers which arrive at Rotterdam and then need to go to our Eastern neighbours, don't necessarily have to travel via Venray.

What do all these changes mean for the employees?

What I expect from all employees is that they understand what our clients



are doing and that they take notice of what is happening outside of the company. As soon as you do this then you have a basis on which you can effectively communicate with the client. Everything which we do in EHSCS should be done in order to offer our clients a better service. To be able to offer a better service with less stock in-house and at a lower cost. In order to understand the client better, you have to have a certain attitude and you can't just sit behind your desk. It's imperative that you leave your safe environment and try to understand how the outside work looks, which we are doing it all for.

How do you nurture this understanding?

By communicating at all levels and ultimately through examples set by management and putting the right people in the right place. But what we also do, for example in the Xerox Academies, is allow people from XGS to regularly talk about businesses. During the last few years, you

can also see that there are different ways to communicate, via webcams and other internet facilities. Compared to days gone by, it is now possible for almost everyone to hear what Ann Mulcahy is saying in America, what our clients are saying in Europe, or the Developing Market Organisations. The tools are all there and its management's job to encourage employees to use them.

It would seem that using the tools is not voluntary?

No. That is why the changes which everyone will experience are crucial. When you want to be a global company, you have to have people who are prepared to focus on this. People who are willing to work with colleagues in America, the same way they do with colleagues in Venray, Mitcheldean and Dundalk. Everyone has to follow the same philosophy. Remaining the same is actually going backwards. This is why we spend so much more energy on the so called personal efficiency pro-

grammes (pep's) which sets out definite goals for each employee. By doing so everyone knows exactly what is expected from them. This isn't meant to take over from communication, but to encourage dialogue over what the changes mean and how we can help the organisation. It's important that people understand that they also have their own part to play and of course, they in turn can also expect support from management.

You said that during all your time at Xerox, that you have never seen so many changes. When do you think that everyone in EHSCS will be able to take a well earned break?

2010, 2011, who knows? Personally, I think changes will be a permanent part of our working life. Above all, I believe that people, especially in Xerox, continue to understand what is expected. After all, remaining still is the same as going backwards, isn't it?

Meet...



Lene Russell

Age:

It's not polite to ask or 47, if that's the more appropriate answer.

Fell in love, got engaged, got married: To Brian Russell. He works for Xerox as well.

Education:

BSME Washington State University. Half way through MSBA University of Oregon but had to quit to deliver Phaser 780. I'll go back in a few years.

Position:

Welwyn Garden City MRT Manager.

Company History:

Started when Xerox purchased Tektronix. I've been a functional manager, program manager and Engineering manager on the PDT side. Close to four years ago I moved to the manufacturing side of the Xerox business, managing MRT's.

Hobbies:

What ever my children (both boys, one 18 and one almost 13) want to do.

How I feel on Monday mornings:

Tired but ready for a new week.

Character:

Is this my favourite character? I like female leads that don't scream too much. If you are asking about my character, I'm a bit too impatient. I like to have a sense of humour and I'm told by my family that I'm too serious. I dislike: Waiting on customer service phone lines, especially if my problem doesn't get solved.

Favourite wish:

My kids are happy and that I'll have energy left when I retire.

My Motto:

Superman is the best hero. It's a long story but I preach about this to my boys all the time. Ask me for details if you're curious.

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

The sales team. I would like to understand more about the customers.

Favourite food:

Hmmm. Real good butter on really good bread or pasta.

For me, Xerox is:

A challenge and ever changing.

Holiday country:

Everywhere! I love travelling.

Most recent book or film:

I really liked "Across the Universe" for a film and my last book was a re-read of Jonathon Livingston's "Seagull".

What should they do a bit more in Xerox:

Listen.

To reach truly “Lean” manufacturing status... start with the very basics

With the support of LSS Black Belt Martyn Gunter, Operations Support Manager Dave Adams, embarked on his LSS Green Belt project to install 5 S visual controls into each production cell.

So what is 5 S? Dave: “5 S stands for cleaning and organising and it’s a great place to start the lean process, because it really is common sense. It therefore helps get the people on the shop floor involved in the whole process from the very beginning. We set out our long term goal/vision, communicated it to our teams and then started the process in the machining cell. It’s really about taking small steps and then seeing the benefits gradually appearing, which also helps convert anyone who doubts the overall philosophy”.

Benchmark visits are also a vital part of the process and the opportunity was taken to visit Toyota in Derby. They are obviously a large organisation however smaller local companies were also benchmarked, as you can learn a great deal from them too. These companies are also further down the line than Fusers in terms of the lean manufacturing journey.

So how has your journey been so far? “It’s been very good says Dave. We’ve extended the process through the Viton Flowcoat and Strip & Sort areas. The visual effects are really dramatic and people who don’t regularly visit the shop floor comment

positively about the changes that have happened. The floors being painted, identifying gangways and storage areas, really has changed the outlook for visitors, but also for the employees!”

The Strip & Sort area before 5 S



“It isn’t just about painting and storing material properly though” adds Martyn. “You have to clean and organise everything and this includes all the tooling required by the process. It needs to be properly located from a visual perspective, so that it’s easy to find and always in place when someone needs it”.

So what’s next in the lean manufacturing journey? Dave: “We have to complete the 5 S projects in each area of the shop floor and we can then move on with other Kaizen projects towards leaner processes. Keeping everyone involved and engaged along the way is key to us achieving our long term vision”.



Strip & Sort after 5 S

Schools and institutions welcome free Xerox PC's!

Computers are not a luxury? Think twice. Visit an average class at a junior school and it is amazing if they have one small PC for 25 pupils. Normally, it's simply a case of not enough money so you can therefore understand how happy the teachers are when they receive a phone call from IM colleague Marie-José Flinsenbergh: "Is it okay if we bring along the four computers we promised you in the next few days?"



What is the reason behind this? Once every few years, the Xerox computer park in Venray is updated so what do we do with the old computers? Exactly, we find an excellent new home for them. The law doesn't allow old computers to be given to employees and therefore it's interesting to look and see who we can make happy with them.

A new round

And that's exactly what Xerox in Venray does. Marie-José explains: "Schools and non-profit making institutions such as Warchild and organizations in Africa, can now profit from this. In 2007 we gave away five used laptops and about 30 PC's. The

replacement of PC's isn't going as quickly as planned, but fairly soon there will be a new round of PC's available for schools."

The computers which Xerox donates may be second hand, but they are as good as new. Before they're given to schools and institutions they are stripped of all the data and software and, if necessary, cleaned. It goes without saying, as should be the case, they are delivered with a mouse, a keyboard and a screen.

Xerox has already made many schools and institutions very happy and the computers are often delivered by Xerox employees. "In the past we haven't made it

widely known," says Marie-José "but we now want more attention paid to the old computers. In doing so we can ensure that more schools and institutions can profit from our old hardware."

Shipped and polished

Several of the old PC's remain in-house and are used in departments where computers don't necessarily have to be so quick. So what happens to the very old computers then? These are stripped and polished and sent to Africa where they are used for various projects. "At the moment, we throw away hardly anything and therefore, our social responsibilities have two aspects." Says Marie-José.

From high energy costs to exemplary energy management

In 2005, the then largest corporations in Ireland met around the table with the SEI organisation (Sustainable Energy Ireland), in order to look at ways to significantly reduce energy use. Of course, Xerox was one of the companies which took part, alongside Intel and Pfizer. Now, three years later, Xerox Dundalk has received a certificate stating that they apply with the stringent IS 393 Energy Standard. Thanks to Tom de Lása and his team.

With satisfaction, Tom, Engineering Manager in DCTP, looks back on the performance of his team of electronic and plant engineers: "It was an incredibly compli-



Energy Team
Left to right back row: Tom de Lása, Pat Scully, Paul Lynch, Karen Lennon
Left to right front row: Kevin Marley, Barry Grennan, Catherine Connolly, Padraig Murphy

cated project. Nevertheless, we all agreed that energy use was one of the major costs within the company. If we could do

I am very proud about what has been achieved

something about it, then we would be adding value to the business. For the last two years my team has worked very hard to turn the organisation around from being a well known user of energy, to being now known for its energy management. I am very proud about what has been achieved."

Savings and awareness

But what has Tom's team actually done? "To start off with", he answers, "together with a management team, we put together a plan which not only had to help us gain the certification, but also added to

the Xerox Energy Challenge 2012. The plan focussed on direct energy savings and increasing awareness of energy use on site. I have to say that we have succeeded on both points".

Simple

Numbers don't lie. The energy use for each unit produced was reduced from 4.0 to 3.8 kw/h. In this way, Dundalk managed to save \$280K during the certification project. Alongside this several smaller and larger projects also managed to save energy.

Tom continues: "It is of course wonderful that we have been awarded the certificate, but it doesn't end here. We shall continue to monitor the biggest energy users such as the grinders, air compressors and our heating system, and where possible make reductions. We will also try to make people aware that they should turn lights out and the heating down when buildings are empty. Some things are after all, very simple and yes, everybody can add something."

'We brought back more luggage than we took...'



Leonie Siebers amidst a few orphans in the orphanage of Mrs Madoux

"Marrakech", Gerard tells, "is organised chaos! Without a guide, you would be lost but luckily Hassan was with us. With the help of our hostess, we quickly found our accommodation within the old city walls and it was an oasis of peace within an unbelievably hectic neighbourhood."

Real Morocco

The first day was spent on a sightseeing trip using hop-on, hop-off buses around cultural highlights in the city. In the evening, the group enjoyed a traditional Moroccan meal. Although the travellers, according to Gerard, constantly searched for terraces to enjoy a beer, the city had enough sights to fill two whole days. Hassan: "Because I wanted to avoid my friends thinking that Marrakech was Morocco, I suggested that

Gerard Linssen, Hassan Najja, Piet van Ophuizen, Leonie Siebers and Frans Vola belong to a set group of CD&MG employees which for years has gone out regularly for a drink at De Klokkenuider in Venray. During the last get together, they came up with the idea to Hassan's place of birth. Two days later, Leonie had booked a five day trip to Marrakech. It would be a memorable trip....

we should spend the remaining two days away from the city. Then you get a better picture of the country."

The trip went past an irrigation project, a tannery, a factory where Berber women pressed oil out of nuts in primitive working conditions and an orphanage. The last sight made the most impact on the group from Venray. Leonie: "A Dutch woman looked after the orphans there, without a thought for herself. She was partly supported by the Venray Rotary Club. A little further along, her daughter had a small company where a couple of women from the village painted plates and tea glasses. The traditionally painted tea glasses were almost completely extinct in Morocco."



Women from the village painting tea glasses and porcelain

And further

Hassan: "My country is an incredible, hospitable land where Muslims, Christians and Jews have lived together in peace for centuries. The people are far more tolerant than the Dutch sometimes think." Piet: "We came back with a lot more luggage than we took, but of course, we mean spiritual baggage. In Morocco, I realised how lucky we are in The Netherlands. Besides this, it was great to go on holiday with good friends and to share the different experiences."

Whether this initiative will be repeated is yet to be seen. In the near future, the group will of course be meeting in De Klokkenuider to look at photos and to have a good chat.



From L to Right: Leonie Siebers-Verkoeijen, Gerard Linssen, Piet van Ophuizen, Hassan Najja, Frans Vola and Mrs. Madoux's daughter.

Youth Football Coaching – A change of approach to sport

What do you do if certain events in your life make you take stock of not only life in general, but how you approach something you've always enjoyed – sport?

Your editor, Mark Barnard, hasn't enjoyed the best of health over the last few years and having lost his left sided peripheral vision, his first love of golf has become a little more difficult!

So what happens when this sort of life event occurs?

Mark: "First of all, you recover as best you can and the support of all your family,

friends and colleagues is fundamental to that recovery. You then take a positive attitude for the future and try to make the relevant adjustments, so that you can still enjoy the things you used to".

So how did the football coaching happen?

"I still try to play golf, but its much more of a social sport for me now. The other major factor is that my 12 year old son, James, also enjoys sport, especially football, and when a new coach was required at under 11's age group, the team either had to stop playing or someone else had to take over? Another father and I decided to become joint coaches and have run the team ever since."

And what's different about coaching football to playing golf?

"Well" says Mark, "You're now trying to achieve something through others. You not only have to develop the boys from a technical point of view but you have to motivate and get them to play as a team. You also have to help them analyse both good and poor performances, learning from experiences gained and many of the skills that I have acquired working with Xerox obviously help with this process.

My co-Coach and I played football when we were younger and we have attended the Football Association Level 1 Coaching Course to acquire the basic coaching skills. We're making good progress and our team is currently top of its league.

My wife Lisa also gets involved, as there's also a lot of administration we have to complete like pitch risk assessments before every game, collection of match fees etc, so all in all, most of the family can get involved. Even my 13 year old daughter Lauren comes to watch occasionally!"



Mark Barnard (Back left) with Lydney Town Juniors Under 12's.

Meet...



Sergio Argyridis

Age:
47.

Lives in:
Eindhoven.

Fell in love, got married:
Cris & I just celebrated our 17th Wedding Anniversary. We have two daughters. Julia and Isabella.

Education:
Engineer Degree, with two post-graduation in IT and Marketing all done in Brazil and finally I did my Master degree in Business Administration at Rochester Institute of Technology in USA.

Position:
I have been invited for an International assignment and be a European Supply Chain Development which I gladly accepted.

Company history:
I have been in the company for the last 26 years. Started as a trainee in 1982 with 22 years old Throughout my career, I had different positions in the manufacturing and supply chain area, including periods in UK and in the US two time, in an international assignments and now in Netherlands.

Hobbies:
Football (soccer) and bicycle.

How I feel on Monday mornings:
A new week full of opportunities.

Character:
Integrity and sense of humor.

I dislike:
Discrimination of any kind, God has made us all alike.

Favorite wish:
My family to be healthy, happy and always prepared for the unexpected.

My motto:
You don't get what you expected but what you inspect.

At Xerox I would like to walk in the shoes of:
Mine are enough to be in.

Favorite food:
Italian and BBQ.

To me Xerox is:
An example on how a Corporation could be raised again.

Holiday destination:
I Hope to go to Barcelona.

Last book or movie:
Organizational Cultural and Leadership from Edgar H. Schein. Movie; Treasure Hunters 2.

What should we do a bit more of at Xerox:
Remove complexity, and always be ready for a change. Our challenge has to do with bringing the appropriate results to our growth. We have also to reduce costs increasing flexibility and efficiency across the whole company. At the same time, we have to optimize the use of our assets, plants and warehouses, integrating them to our network of partners who perform specific roles to enable our growth. We must try to align levels of service to gain flexibility and speed to help our customers. We are, in an extremely competitive industry, increasingly is a competitive differential.

Our new branding will be incorporated into the next issue of the magazine

xerox



Keep on turning

When I hear someone proudly saying that everyone in their company faces the same way, I feel a bit bemused. "So everyone looks at the back of each others head." I then think, "very inspirational."

Perhaps, I think further, looking at each other from all angles is not such a bad idea. Seeing each other's good qualities, discovering their many different aspects and allowing this to work for the company. By doing so, every contact you have is a worthwhile moment; a Xerox moment.



Paul Hermans

Of course, you can expect the management to lead the way. We want to follow the great philosophy of 'A Great Place to Work Institute': "Trust the people with whom you work, be proud of what you do and enjoy working with your colleagues."

I would like to add the following to the heading keep on turning. By doing this you will see more. Above all else, you will be able to ensure that after a fantastic 2007, this year will be just as good.

A freely translated Chinese saying is: let a thousand Xerox moments bloom. Allow the pride that you feel shine out for others to see. Share it with colleagues, clients, friends and family. Let it be seen that Xerox is a great company, a great place to work.



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