

# EHSCS Magazine

DRUPA  
2008

xerox 



# From the editors...

In this magazine you can find the results of the questionnaire. On behalf of the editors I would like to thank everyone for the feedback.

As editors, we are very proud of the results which reflect on how we function. With your input we can improve the magazine and in doing so continue to produce a great read.

We would like to wish you all a good holiday during the coming summer months.

Enjoy the latest issue.

On behalf of the editors,  
Ingrid Renjaan-Wijkmans

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Rob, Roy and Theon's good luck:

## Going crazy just 3 metres away from The Boss

**All you were going to do was go out together to get a bite to eat and an hour later, with a pint in one hand and a hotdog in the other, you are singing at the top of your voices together with Bruce Springsteen: live and in the front row! How can this be possible? Read on and go green with envy....**



From l to r: Roy, Rob & Theon

"Good luck?" asks Theon Sanders, "What do you mean good luck? It must have been fate that on that particular evening, Thursday 6th March, Roy Mulchrone, Rob Mellon and I were witnesses to a spectacular concert in the Blue Cross Arena in Rochester (USA). What else could it have been? Together with several other colleagues, we were attending an interesting workshop. We knew 'The Boss' would be playing in Rochester that week when we happened to see an article in a magazine. We asked our American colleagues if there were tickets still available and they looked

at us as though we were completely mad. "Boys", they said "go take a ride on your bikes. The concert was completely sold out within 15 minutes back in November."

### *A wonder*

But instead of getting on their bikes, they decided to go for a drive. The idea was for the three of them to have a nice relaxed meal after an intensive day. As they missed several turn offs for the city centre they eventually ended up in a traffic jam, which led them to the parking garage at the Arena. "We could not", according to Rob, "go anywhere else! The police had closed the roads leading to the Arena behind us, due to safety reasons. When we got out of the car, we were pushed along with the flow of people going to the concert towards the ticket boxes and there the wonder happened. There were still tickets to be had and not just any old tickets...."

Roy explains: "Someone told us that on the day of a concert, Bruce goes into the city to get a taste of the atmosphere. Whilst doing so, he hands out free tickets to people he likes. In order to have space for these people, he reserves an area to the left of the stage and if any tickets are left, he gives them back to the ticket box. They can then be bought by anyone. Just say you happened to be standing at the right ticket box at the right time? Theon is right. This was fate."

### *What a laugh!*

Needless to say, the three went completely crazy. Apart from the greatest hits, Bruce also played a lot of numbers from his new album Magic. Theon: "And

do you know what was really great? We were wearing our white concert T-shirts, which we had bought there, in plain view of our Xerox colleagues who months earlier had, with great effort, managed to get tickets for the concert but were way at the back. They sent us messages on their mobiles saying what lucky devils we were. What a laugh!"



# Wave Solder Process Optimisation generates quick wins!

**W**PSM (EBC) Dundalk manufacture power supplies for Xerox printers. Inside each power supply is a Printed Wiring Board Assembly (PWBA). These assemblies pass through our wave solder process where most components are soldered. And now better than before...



A Xerox LSS GB Project team was set up in September 2007 to address concerns about the solder quality from the wave solder process. At that time, our top hitter in terms of defects was wave solder at 75%. When writing the article, the project was in the Improve Phase of the DMAIC model and fast approaching the Improve Tollgate on 23rd May.

The team implemented various quick wins including:

- Modifications to wave solder carriers, detailed maintenance and cleaning schedule put in place, new design of chip wave fitted to machine, wet/dry vacuum cleaner used to aid with cleaning and maintenance.
- Also, the 5S process was used to clean, tidy and organise the area and audits have been initiated to keep the area in the desired state.

- The target is to have the project completed (in terms of certification) by 30th June.

The initial team was: Oliver Mills (Green Belt candidate), James Kieran (Sponsor), Tom O'Brien (Black Belt Candidate), David Gray, Brendan Rice, Sabrina Callan, David Morgan, Phelim Mc Caul, Paddy Bourton. The current team consists of: Oliver Mills, James Kieran, Tom O'Brien, David Gray, Pat Lambe, Lesa Gray, Pat Belton, Paddy Bourton, Mick MacCurtain.

## Meet...



### Michael McCurtain

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

I married Fiona 16 years ago. We have three kids, Georgia, Benjamin and Reuben.

**Education:**

Second Level Education, Diploma in Electronics, Business Degree and MSc in Quality Management (this year).

**Position:**

EBC Production Manager.

**Company History:**

Joined Xerox in Dec 2007. This is my ninth month in the company. Previously I worked at Intel Ireland as a Shift Manager.

**Hobbies:**

Running (6 km whenever possible) and Golf (my 12-year old is my mentor).

**How I feel on Monday Mornings:**

Just want to get going as soon as possible, start the week running.

**Character:**

Strong, process oriented and hopefully approachable.

**I Dislike:**

Waste in any form both inside as outside of work.

**Favourite Wish:**

To live happy ever after.

**My Motto:**

'Opportunity is missed by most people

because it is dressed in overalls and looks like work'; Thomas Edison 'People make the place and people set the pace'.

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

Don Clausing, an ex Xerox-employee who wrote Robust Quality.

**Favourite food:**

Indian, as much as possible.

**For me Xerox is:**

Delivering Customer needs when needed at the right price.

**Holiday Country:**

Spain once a year.

**Most recent book of film:**

Indiana Jones.

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

Good at Six Sigma need more Lean.

Finance Idea box is once again alive and kicking!

## Good ideas make smooth organisations!

**P**erhaps the best idea for a while in Finance came from manager, Sonja Poels. After all, she suggested during a communications meeting that maybe new life should be breathed into the idea box? Jan Hermans, Fons Merken and Allard Nijhof didn't let the grass grow under their feet and the rebirth of the idea box quickly led to several cost savings.

After the new idea box committee had been formed, the three colleagues put their heads together and produced a flyer explaining the rules ensuring that it ended up on everybody's desk. The first five ideas in the new style idea box would be rewarded with a voucher.

### A nice reward

Before long, ideas were being submitted and two really stood out. Waldy van Bers came up with a better way to load containers and to handle products for the logistics department. Although it hasn't yet been officially published, this idea will probably save Xerox literally thousands of euros. Waldy has so far received a small dividend, and according to Hans, he has a good chance of receiving the maximum reward. But there was also another very useful idea which came from Jean-Paul van der Heijden. His idea to use slightly lighter quality packing material has resulted in an early saving of 35,000 euros so he has also received a nice reward.

How do you actually submit your idea? Jan: "Everybody can download a form from our intranet. You fill this in and send it to us. The idea is then registered by the committee, appraised and then explained to the department where it will have the most impact. As a committee, we come together once a month and



From front to rear: Allard Nijhof, Jan Hermans and Fons Merken.

during this meeting, we appraise the status of each idea."

### Kept informed

"If you submit an idea," Jan carries on, "then we take a serious look at it. With each step we keep you informed of the status: at the registration, when it goes to the appropriate department, when it has a go or no go status and when a saving has been realised due to your idea, including what your resultant reward is. We are here to ensure that a good idea gets a real chance of succeeding."

Xerox Venray now has a total of 3 idea box

committees. SSC and CDMG have had such committees for a while longer. Finance has now ensured that the whole site has access to an idea box. Jan: "We have been asked by people to also allow ideas from other departments which are not covered by SSC and CDMG. This includes HR, ESC, IM, Global Purchasing, New Programmes and Electronics. We have taken this request seriously as wherever they come from, good ideas help an organisation to run smoothly. In the future, all three committees will work together to ensure that not a single golden idea can be forgotten."

# Quarter 1 Balanced Achievement Award

I was sat at home last night on my largish orange sofa (despite the colour, it's actually quite nice.....honest!). With drink in hand, I was gazing through the window, when my wife, Beryl (remember she's "the one" that was nagging me about that piece of wallpaper) walked into the room – it didn't hurt her that much but next time she'd better watch where she's walking.

Anyway, in she came, newspaper in hand, saying "that's terrible, really terrible. Have you seen this?" waving the newspaper in front of me.

Now I pride myself on continually developing my skills but reading the small print inside a folded newspaper, is one that I've still got to master!

"No dear" I announced, "I haven't".

She then went onto explain, that a famous television presenter, had told the world's media that he'd driven his super fast sports car at 186 miles per hour

in a 70 mile per hour zone. And what's more.... nobody had seen him and he hadn't even been caught by the police.

"Don't believe everything that you read in newspapers and magazines" I said, "because if you do, you'll think England have a chance of winning the next World Cup, the Spice Girls really can sing, Men are more intelligent than Women and Greece have won the EHSCS Balanced Achievement award for the first time ever".

My wife started to laugh. "I see your point" she said.

And just to support my point (not), here is a picture of the victorious winning Greek team with the coveted Balanced Achievement Award. It really is true, after five years of waiting Greece have finally won the award!

Our congratulations go to the Greece logistics team on an outstanding performance and one of which they should feel justifiably proud.

Well done!

Rob Mellon.



From l to r: Thanasis Katsiros (Inventory mgr), Evdokia Manolaki (Logistics + Service Partner mgr), Labrini Vassilaki (Inventory controller) and Charalampos Papavasiliou (CSO Mgr).

# Mitcheldean Long Service Association – 55th Anniversary

**T**he Xerox Mitcheldean Long Service Association held its Annual Dinner in May, fifty-five years after the Inaugural Dinner took place in 1953. In those days, it was known as The British Acoustic Film Long Service Association.



To qualify as a member in those days employees required 12 years service with BAF, to mark the 12 years since the company had occupied the old brewery buildings in 1941.

Guests at this year's dinner were welcomed by Chairman Mark Barnard, and six long serving employees were each presented

with a bottle of champagne to recognise significant anniversaries in 2008.

After a delicious four course meal, friends and colleagues were able to chat and reminisce. There was also an opportunity for everyone to look at copies of the Mitcheldean publication that had been issued in 2006 covering "50 years of Xerox Manu-

facturing at Mitcheldean between 1956 and 2006". This together with a general catch-up, made the evening go quickly, but everyone attending seemed to have a really great time.



"Champagne" recognition of significant service anniversaries in 2008, from l to r: Bernie Fraser (30 yrs), Andy Lane (30), Mark Barnard (30), John Davies (35) & John Emery (30). Inset is Chris Barnard (40), who our photographer accidentally cut out of the picture.

LSP-VOC project highlights the quality of the transport companies.

## ESC Quality introduces an action which cannot be ignored...

**I**f you want to be involved in the printer business then you have to ensure the best possible quality at the lowest price. A few years ago, in order to keep prices as low as possible, Xerox decided to entrust the installation of products to the transport companies, the so-called logistic services providers (LSP). But how do they actually go about their work? We asked Field Quality Manager Toon Peters....



"We seek", Toon explains "constant improvement. In order to achieve this we need as much feedback as possible from clients. Xerox delivers products to 25 countries within Europe and crews from our transport companies not only deliver these products, they install them and also give the client a demonstration. In order to do this as well as possible, the crews, otherwise known as the driver and his co-driver, receive training provided by a certified trainer. This trainer is in turn trained in Venray. What we now really wanted to know was is this training helping to reduce any mistakes made in the field."

### Rewards

"For Xerox", he continues, "It's extremely important that all products are delivered and installed properly with the client. We decided we wanted to see if this was actually the case and the best way to do this of course, is when the client lets us know

what has happened. But how do you encourage them to tell you if all has gone well or not?"

Toon takes his time and then answers the question himself: "We set up the LSP-VOC project. This consisted of leaving a leaflet with the clients. The leaflet contained several questions, such as 'Has the LSP crew given a comprehensive demonstration of the machine?' or 'Has the LSP crew delivered the machine at the agreed time?' This 60 second Customer Survey can be answered via a special Xerox website."

### Cake and chocolate

"Did it get off to a good start?" we ask Toon. "At the beginning, the customer response rate was below what we expected. The marketing department of Xerox Nederland in Breukelen came up with an idea to improve the response rate. They suggested a reward for people who filled in

the survey. Now clients who tell us what they think have a chance of receiving a tasty cake. In Germany they can even receive a box of chocolates. Since this initiative, the response rate has increased significantly. In England they respond even without receiving a present. In fact, in no time at all in England, there was a response rate of 15%. And above all it seemed that client satisfaction was 96%, a very good result indeed!"

In the meantime, other LSP crews in Europe also wish to achieve a better score. Toon says that this has resulted in a LSP-VOC competition to see who can achieve the best score. "And let this be exactly what we want to see, competition between LSP's to get the highest customer response rate. Venray is now going to hand out a certificate to the best LSP crew of the year. And this should ensure that quality continuously improves."

## Trade shows & train spotting

**M**y name is John Martin and I have been with Xerox Dundalk since 31st Jan 2000. I am married to Joan and our son Stephen is just finishing his transition year in Colaiste Ris. I joined Xerox as an operator and was assigned into the ESS area to build & test ESS controller modules for 4890, 4635 & DT135 print systems.





# Meet...



**Tom Keeris**

**Age:**

25 years.

**Lives in:**

Geldrop.

**In love, engaged, married?**

Happily married since 30 August last year.

**Education:**

HTS Chemistry Technology.

**Function:**

Process Engineer in the toner plant in Venray.

**How long employed:**

Since June 2007.

**Hobbies:**

Fitness, computers.

**On Monday morning I feel .....**

A bit tired, but after a nice cup of coffee ready for anything.

**Character:**

Get on well with people, but can be a bit pig headed.

**Dislikes:**

People who drive to close. Due to the distance I have to travel to work I come across them often.

**Dream wish:**

To live happily and healthily with my wife and to have children in the future.

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

At the moment no-one. I enjoy what I am doing at the moment.

**Favourite food:**

Pizza or a kebab.

**Xerox is for me ...:**

A good workplace with great colleagues and enough challenges.

**Holiday destination:**

No real preference, as long as it's warm.

**Last book or film:**

The film Cloverfield.

**What Xerox should do is ...:**

Communicate more clearly.

In mid-2000 the opportunity arose to apply for a tech-op position and I moved into SITCO to begin testing Docutech systems. DP92c came in later and I assisted the technicians there in setting up these systems. Later, I assisted the same technicians in the remanufacture of DP92c modules and while there, I was promoted to position of technician.

Nuvera systems arrived into the Dundalk plant and as soon as 'vanilla' orders were being processed, I was assigned to assist in this area. I have also assisted in the testing of the Merrimack systems as they were introduced.

This year, the opportunity arose to apply for a position in the Quality control team in EBC and I have been there since 7th May. This is a new area of Xerox for me, both from the quality aspect and from the electronic boards & components, which need to be managed.

My hobby is railways – both model and the real thing. I have been on several trips to the UK & Germany for trade



shows & train spotting. Lately, I have been researching the history of a local railway – Dundalk, Newry & Greenore Railway - for exhibitions held recently in Carlingford in 2004 & Greenore in 2007. I have been able to trace photographs from the 1880's up to closure of the line and some from later showing the dereliction which followed. These photographs were purchased from various sources in the UK and from the photographic archive in Dublin. I was also able to find deposited plans – equivalent to planning permission plans – from 1846, 1863 & 1873 along with various plans used by the railway as developments took place

– plans for bungalows and extension of the main station shed. In the research process, I availed of the local museum & archive, and the assistance of the railway museums in York and Cultra. I have still to get copies of various magazine articles – York railway museum will hopefully be able to assist me there. As a member of the LNWR Society I was able to access their plans & photographs. One of the LNWR Society officers - Clive Taylor - visited the exhibition in Greenore and as a result of this visit and other background work by Clive himself, there are plans to publish a book on the Greenore railway.

I have been able to assist several correspondents with queries on matters relating to the Greenore Railway and have also assisted the County archives with additional contacts in relation to their current exhibition on GNR(I).

I also enjoy choral singing and am a member of the St Cecilia choir in Drogheda with my wife Joan. Joan has her own church choir in the Dundalk Dominican Friary, in which I am also a member.

# The Voice of our Customers

**X**erox has always put the customer first and your editors felt it was time we included some feedback from our own customers as part of our magazine. As winners of the Q4 2008 Balanced Achievement Award, we asked Warren Birch, XUK & XIRL Equipment Inventory Manager and Sandy Menzies, UK Service Partners & Logistics Manager a few questions.



**Organisation Name:**  
UK CSO

**Interviewee(s) name(s):**  
Sandy Menzies

**Interviewee(s) job title(s) + brief overview of function(s):**  
UK Service Partners and Logistics Manager

**What would you like the supply chain to do more of?**  
Keep up the focus on Quality... In the last year we have been working with the quality team (Toon Peters) on improving the quality of Install by our LSP. This is something we take very seriously and

as such our LSP has been involved in the Crew Training workshops and the launch of the Voice of the Customer Survey process. This is going very well and Toon was over in the UK recently to present some recognition to our crewmen for Customer Excellence in quarter 1.

**What would you like the supply chain to do less of?**

With the modularity of our Office products now the norm, we need to look at the amount of waste packaging that is involved. In many cases where the product has tray options, we have to pre-build these in our LSP prior to delivery. This used to be done in manufacturing and created a lot less packaging waste.

**Is there any one thing which particularly frustrates you about the relationship with EHSCS? If so, what is it?**

From a personal point of view and on behalf of my Team, I would like to think that we have a good relationship with EHSCS that is based on open and honest dialogue. There will always be more intensity from the Country teams in our focus on Cost and Speed of delivery to the end Customer, as we work very close to the Sales and Service

teams and feel their pressures....

**How can we work better together to achieve greater things?**

The central team has a Global perspective that is often not visible at a country level and equally, the country teams have a closer connection to the market changes and drivers. The ideal state would be when we can harness both of these elements in a fully joined up way which would then maximise the opportunities at Country P&L and Global levels.

**Do you have any general comments you would like to share regarding EHSCS?**

I have been working in Xerox for 34 years and interfacing to the supply chain for almost 30 years of that time, during which I have seen and been party to, many major change initiatives and programmes, always striving for the perfect balance between Service level, cost of operations and Inventory levels. To achieve these objectives there has to be a strong sense of teamwork across the supply chain. I look to the future with an expectation that this continues through the next generation of supply chain.



**Organisation Name:**  
Xerox UK Order to Collect (OTC)

**Interviewee(s) name(s):**  
Warren Birch

**Interviewee(s) job title(s) + brief overview of function(s):**

XUK & XIRL Equipment inventory Manager, PSG Order to Collect Manager, LSP Relationship Manager, Project Support EHSCS A2B Transition Manager.

**What would you like the supply chain to do more of?**

Give the Balanced Achievement Award to the UK again soon. (Rob & Marcel, I hope you're reading this). Well, continue the journey that I have seen over the last 18 months on improving the communication and more importantly the relationships with the opco's. We can and have learnt a great deal from each other, and the impacts that we have on each others objec-

tives. Even if we can not change an issue, having an understanding why it happens can help remove any frustrations and often leads to new, better ways of working.

**What would you like the supply chain to do less of?**

I'm going to sound like a beauty queen contestant giving my speech on fixing world peace and hunger for all now, so on a personal note, I feel that we still have too much non environmental waste in our packaging & pallets, some of this being driven by the complexity of our products (being Modular). We are market leaders and have set the bench mark in many ways on environmental issues, with a great heritage going back over twenty years, but

The secret of super walker Gerrit Opstal:

## New socks every five kilometres...

**H**e isn't walking for any special cause however according to Gerrit, if you add together all the different walks he's done over the years, then he could have walked around the World. Whether we're talking about the Vierdaagse (walking for 4 consecutive days) or the Kennedy March, the Mergellandroute or the 'Halve Zolentocht' around the Geldermalsen; Gerrit Opstal has done them all, quite often more than once. On 15 July the toner operator will be at the start of the Vierdaagse in Nijmegen for the 20th time.



If you used to go for long walk then you could always rely on some sort of cream to keep your feet in a good state. Gerrit does this a different way now and his secret for a successful completion of any long distance walk: 'Put on new socks every 5km. Then you won't have any problems.'

### No beer

When you dig deeper, there is much more than you think, to taking part in a mega event such as the Vierdaagse in Nijmegen, especially if you walk the maximum distance of 50km every day. "You must", according to Gerrit "eat and drink properly. Lots of orange juice, which prevents you from sweating and of course brown bread. Eggs and milk are forbidden and you are also better of leaving the beer alone..."

Good shoes (very expensive Nikes according to Gerrit), comfortable sport trousers,



an airy T-shirt, a cap to protect you from the sun and ten pairs of clean socks make up the standard outfit. As far as pre-training goes the best is just to rest. "Training", says Gerrit, "I definitely don't need. I walk enough every day anyway."

### Cups and medals

It doesn't matter which walk Gerrit does, he always walks at his own speed and by doing so he always reaches the finish line. Uncountable medals, cups and certificates prove this. In the living room of his home in Venray, one wall is covered in trophies. When asked for how much longer he will carry on his hobby, he answers "I am now 52. The oldest competitor in the Vierdaagse is 90. I should be able to reach that, shouldn't I?"

"In years gone by" Gerrit continues, "my father would always be waiting at the finishing line. He would then give me applause but he is no longer with us. Now there are always members of my family waiting for me on the last day and they all have a bunch of flowers for me. These moments are unforgettable."

we must not allow ourselves to become complacent. It is the planet after all. (I feel pleased with myself now I've said that).

### Is there any one thing which particularly frustrates you about the relationship with EHSCS? If so, what is it?

Not sure if this an XE marketing or EHSCS area of control, but Product End of Life notifications are a little hit and miss on timing. One of the impacts of this is that our Sales teams work on tenders, which can take months to complete, only to find out the product they are recommending goes EOL.

### How can we work better together to achieve greater things?

Well I could try to learn Dutch. In the meantime, continue to build on the communication links in place. If something is not working no matter how small, we should ask ourselves how can we improve the process or our understanding. Keep an open mind to new ideas and change, even when things get difficult or frustrating. Being the best and achieving greatness takes pain and lots of effort as individuals and as teams.

Do you have any general comments you would like to share regarding EHSCS?

Yes. I would like to thank the teams of people that put the machines together or perform Valo activities. Why single this area out you might say? Simply, if these teams don't put the correct part in the correct place the machine doesn't work and we end up with a DOA (dead on arrival) or CCF (crew commission failure) and the cost associated with it. Most importantly we have lost an opportunity to show our Customers how good we are. These teams may be removed from the end point customers but have a huge impact on our perception, so keep up the good work and make every connection count.

## 'EHSCS is heard all over the world'

**O**n average Wim Appelo visits his former work place in Venray three or four times a year. The president of Xerox Strategic Services Group doesn't just use these visits to bring back memories. They are used to share plans for Xerox with anyone who is interested. He told us how he sees the future: "You work better if you work together".

*In an interview in the last EHSCS Magazine, Marcel was himself amazed at how quickly Xerox had changed in recent years. Do you agree with him?*

"I am completely in agreement with him. Five years ago we had gone through so many changes that we thought that we were finished, but it would seem that after each change, that it was only the foundation for the next step."

*Where are the opportunities for the European organisation according to you?*

"Look at the role this organisation has played in the last five years. You can see that we are appreciated more and recognised more as a partner in the accessories market. In years gone by, we had to explain exactly what we did which is no longer the case"

*Does EHSCS stand out?*

"We used to have to always defend ourselves in meetings but now we are asked for help. When I'm in America talking to Anne Mulcahy, you can see that our organisation is doing well in North America as well as in Europe. Not only is this satisfying and good for business, it offers the chance to go forward and take the next step."



*Are they easy steps to take?*

"You can of course carry on doing what you are good at and be contented, but look around at the company and the way in which we work together. There are always things to improve upon."

*Which examples?*

"I think for example, optimisation of our processes depends on what our clients expect from us. We used to work according to the average client but we are coming more and more to the conclusion that average clients don't exist. Each client is unique where one wants one thing and the other something else. Therefore we have to differentiate."

*How do you propose to do this?*

"As an organisation in Europe, we are increasingly trying to improve how we work together with the sales department, the Design Group and several other departments. By doing so, we not only improve, but the Xerox processes improve as well. This means that with our knowledge, we should sometimes put more into internal resources. For example, we know from

our sales department what the clients want, but someone should make sure the Design Group know. At the same time, we see things happening in the Supply Chain which should be different and therefore we should tell the sales departments that they should sell things differently."

*Basically within the organisation we should work better together?*

"Exactly! If we had said this three years ago, everyone would have answered: 'keep your nose out of our business. Make sure your own house is running smoothly first'. Now that EHSCS has a much better starting point, we can afford to make comments."

*Is this already happening?*

"Of course. In Europe we are more and more organising ourselves to work globally. As part of the Global Group, Leon Jeuken's spares department has a very good working relationship with Peter O'Dell, their counterpart in America, in order to work on a worldwide basis. Marcel Frielinck is also busy with Doug Burgess and the Equipment organisations in

America and Europe, setting out a process to work more closely together."

**If the World is compared to a big village, would it not be better to divide it into an east and west half?**

"We are on the way to becoming a world-wide organisation. With non-equipment there is definitely no division between east and west, and we are also surely but

slowly, going in that direction for equipment as well. This is however more difficult and at the same time it is exactly what makes some people apprehensive. People are used to having everything, including their colleagues in close proximity, however this continues to change."

**What message to you want to leave everyone with?**

"The good news is that we don't all have

to work worldwide. We have consciously chosen only those things which we are good at and for other business matters, we have employed third parties. This doesn't mean that we will use third parties for everything, so the message is: concentrate on your work and do it as well as possible. This will make you a valuable part of an organisation which is improving all the time."



## Meet...



**Rob Sutcliffe**

**Age:**  
42.

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

Married fourteen years ago to Sue and we have two boys, David aged 10 (going on 16) and Jay aged 8.

**Position:**

Head of Corporate Procurement Services – East.

**Company History:**

I joined Xerox just over two months ago from Tyco Fire & Security where I was responsible for European Logistics & Distribution.

**Hobbies:**

Squash, running, watching football (this can be depressing as I support my local team Tottenham Hotspur), taxi service for my boys and if I can find the time.....the odd round of golf.

**How I feel on Monday mornings:**

Fortunately I am used to Spurs losing so I usually see Monday's as a fresh start to a week full of opportunity.

**Character:**

I have a good sense of humour (a necessity with two boys and the football team I support), a bit impatient (well actually very), I like to be challenged and enjoy the sense of achievement.

**I dislike:**

I love team sports and firmly believe teamwork is a key to success. I find it challenging to motivate people with a negative attitude but dislike those that discriminate and bully others.

**Favourite wish:**

I would really like to win the lottery,

but hope for health and happiness for my family.

**My Motto:**

Expect the unexpected.

**Favourite food:**

I love Indian food and enjoy sampling local foods whenever I travel.

**For me, Xerox is:**

A well managed company built upon good values and an excellent team of people.

**Holiday country:**

Since the boys have been born most of our holidays have been in Europe. We went to Mexico last year but it was too far to travel with young children.

**Most recent book or film:**

Unfortunately we are subjected to children's TV and films, so I try to avoid TV or cinema before 9pm. I enjoyed the Da Vinci Code and normally pick thrillers or biographies on sporting heroes.

## Learn!

**F**or many non Dutch parents it's difficult to help children with their school work. This is often because the parents don't speak the language and what the school expects isn't always the same as what the parents want. This can lead to parents not being able to get a picture of what is happening at school and therefore not seeing the progress of their child. The IKRA project wants to improve the educative participation and support of non Dutch parents, in order to increase the social chances of their children. Financial analyst Fons Merken and Manager OPC engineering Nahit Berk, are great believers in this project.



Fons Merken (left) and Nahit Berk

But let's go back in time. A few years ago, Hassen Najja, a former Xeroid, an old member of the Venray city council and at present the director of a housing association, together with Fons Merken, set up the welfare organisation Stelcom. The goal behind this organisation was to get non Dutch people interested and to prepare them ready for welfare work. There is after all, a distinct lack of non Dutch people doing this work. From the moment that Hassan became a councillor, he had to formally end his involvement in the organisation. Stelcom then became an organisation with Nahit Berk as chairperson and Fons as a director.

### Funds

Together with the Synthese organisation, Stelcom set up the project IKRA (literally meaning 'to learn'). In the meantime, Raayland College, Gilde education, Primary Education Venray and the Venray council have been helping as much as possible. The project will last for three years and will be funded with 320 thousand euros. This money has been donated by amongst others, the local county, Oranjefonds, Venray council and a children's postage stamp charity.'

"I believe" Fons says, "that as a Dutch national, it's important to add value to the

community. I see that the amount of non Dutch children who leave school early is very high and therefore, their chances of finding work is reduced. Of course, I could say that this is their problem but why shouldn't we work together in order to improve the situation? Only then can you show how important living together is."

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**but why shouldn't we work together in order to improve the situation?**

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### Results

Nahit says that IKRA is already making a name for itself and showing results. "Stelcom has already appointed two people who together with a project leader who has a Moroccan background, are carrying out IKRA work. They have already started with 20 activities which should make IKRA a success. This means visiting households, helping with work experience places, helping to register children at schools and much more. All traffic lights are currently on green and an example is that you now see females getting involved in matters which normally only the males were involved in. This is pure results."

# The Passion of Politics

**D**emand Planner Nigel Bakhai, part of our equipment supply chain planning team based at Uxbridge, has an ambition to one day become a Member of Parliament for the Liberal Democrats.



Nigel Bakhai - third from right in the front row, wearing a gold rosette.

Nigel's enthusiasm in the area of politics goes back to his childhood when he first joined the party and met local councillors through his father who ran the local community centre. This interest developed further during the late eighties, when still at school and at the age of 15-16, he spent spare time delivering leaflets for one of his teachers, who was also involved in local politics.

After gaining two university degrees, in Politics & History (Bradford) and International Relations (Nottingham), Nigel's interest continued to blossom and after moving back to Ealing and buying a flat to put down some roots, he first stood for election in 2002. So far, he has stood for election in two General Elections, local council elections, European parliamentary

elections and most recently, the London Assembly elections, the office which scrutinises the Mayor of London's office. Unfortunately, he hasn't been successful as yet however his ambition still remains.

"Most of my colleagues think I'm mad" says Nigel. "When they're off on their summer holidays, I'm spending time on the streets of Ealing handing out leaflets and knocking on doors to try and gain support".

So what keeps Nigel so enthusiastic about this ambition? Nigel: "I genuinely want to make a difference to my area. The highest profile thing I've been involved in was the Ealing Southall by-election last year. I was interviewed on television and by all the national newspapers. It was a fantastic experience and over 800 party members

from all over the country came to Ealing to help me get elected. There were MP's, MEP's and the party leader Sir Menzies Campbell visited so often I thought he was living here!"

Nigel is also involved in his local community as a school governor, Chairman of his local residents association, as well as helping to run the local carnival and working with the police for a 'Safer Neighbourhood'.

And the next challenge Nigel? "It'll be the European elections next year, and then in 2010, the General Election and local elections. By that time, I hope to have a tidier flat which doubling as a home office, is a bit of a mess!"

## ‘Better ask us what we don’t do....’

The fact that you are now reading a magazine which according to a survey is well set out, is thanks for a great part to Xerox Global Services (XGS). But for the XGS department at Venray, the publishing and printing of this magazine every three months is only a small part of what they do. “You better,” according to Ton Penterman and Yvonne Arts both from XGS Venray, “ask us what we don’t do.”



Step 1: The machine (DT6180) producing the manuals.

It’s actually rather strange that XGS is situated in Venray? The sixteen ladies and gentlemen who work in this department are actually employed by Xerox Nederland, the sales company based in Breukelen. Even so, it would be unthinkable that they were not based at Venray. It doesn’t matter if it’s about printing nationalisation kits, the supply and maintenance of the complete printer fleet in the building, running the post department, printing business cards, contracting our printed matter (believe it or not) and much more, it’s all carried out by XGS. Yvonne: “There are 60 XGS departments in The Netherlands. Each one of them is more or less dedicated to one client. You can find us at universities, but also at banks and warehouses. Here in Venray, Xerox Manufacturing is our biggest client. Almost 100% of all the work comes from Xerox.” “That is nice, but also at the same time a bit tricky”, Ton adds. “Being reliable on one big client makes you fairly vulnerable.”

### A lot of good things.

“Then why don’t you look for more cli-

ents?” we ask Ton. “We are getting” he answers “more and more external clients. The University of Utrecht is a good example, with their so called reader project. But what we actually need is someone to go out and market our skills to others. Unfortunately, he or she does not exist which is a pity. We have after all, a lot of things to offer.”

on the open market, the requests from our clients via a software package. This means that we are able to find the most suitable printer quickly and therefore keep down the costs. This is a great but unexpected service we are able to offer our clients.”

### Variable work.

Yvonne takes us to the work floor. The activity here is quite a contrast to the relative peace in the offices. Nimble hands are putting together nationalization kits or are making sure all the printers are running smoothly. Yvonne is the handyman in XGS. Apart from the fact that you have Yvonne to thank for putting together this colourful magazine, she also helps where and whenever it is needed. “The various jobs make the work interesting and we have a good team which is great to work with.”



Step 2: The finishing.

Contracting out printed matter has for sometime been an important part of XGS’s work. Although the inside pages of many instruction manuals are normally just black and white copies, the cover of manuals are normally printed. The reason is simple: the more you print the cheaper it is. “Within Xerox” Ton says, “we have developed a tool which enables us to put out to tender

Step 3: The making of the Nationalisation Kits.





# The views of our readers

**F**irstly, thank you to everyone who gave us feedback by completing the reader's survey included in the March magazine. Across the organisation, 17% of you responded and have hopefully received your free gift.

The graphs/pie charts/bar charts show you the feedback by geography and average across EHSCS however the key messages from those responding were:

- 99% receive the magazine each quarter.
- The majority (67%) take between 10 and 20 minutes to read the magazine.
- 75% of readers read more than half the articles.
- Generally you feel that the magazine keeps you up to date with what's happening in EHSCS and enjoy reading about its various locations.

- You would like to see more articles about:
  - o Developments in the office and on the shop floor.
  - o News about EHSCS.
  - o Human Interest items.
  - o Opinions from Xerox staff outside EHSCS.
- You feel the content, variety and length of the articles is about right, and they're easy to read.
- You also said the proportion of words & pictures is good, quarterly publication is about right and 34% of people

responding share the magazine with other family members or friends.

The rating of the magazine overall was 8 out of 10 and your appreciation of the magazine was also 8 out of 10.

As editors, we are of course pleased with this feedback which we feel is genuinely supportive of the magazine and its content. We will also look to build upon your feedback in future issues of the magazine and you will hopefully notice that we have started this journey in this edition with a new article on "The voice of our customer".

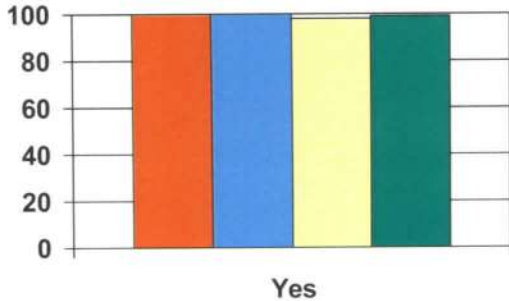


**See the detailed results  
on pages 18 & 19**

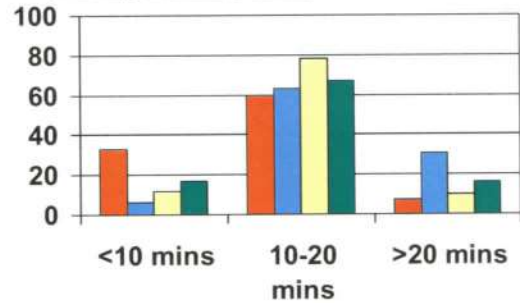
## Reader's Results in detail:

Legend: Dundalk (Orange), Venray (Blue), GB Staff (Yellow), EHSCS Average (Green)

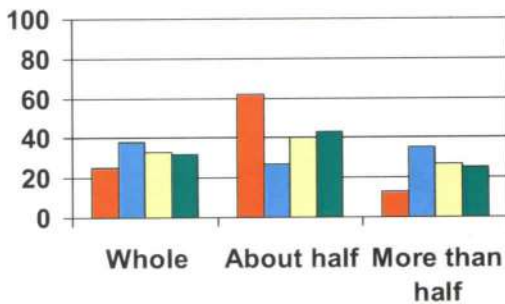
Have you received the most recent edition



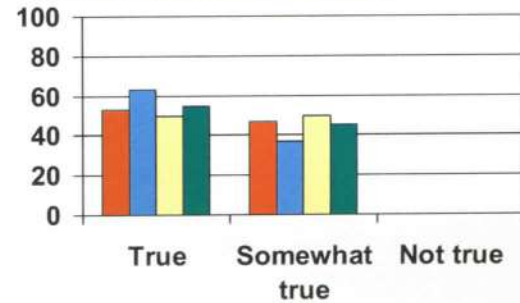
On average how much time do you spend reading the magazine



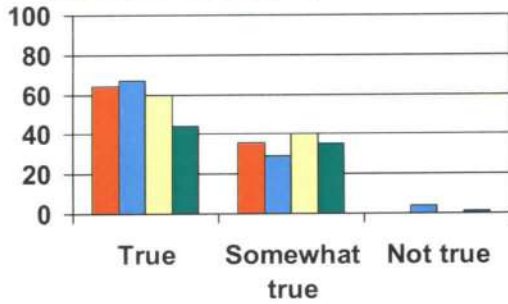
Do you read the whole magazine



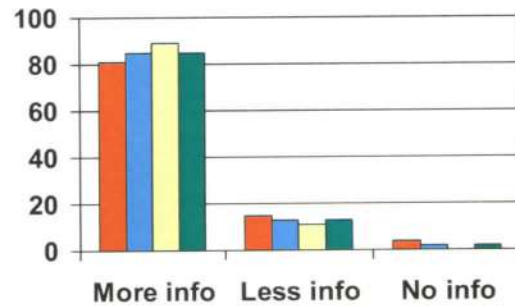
The magazine keeps me up to date with what's happening in EHSCS



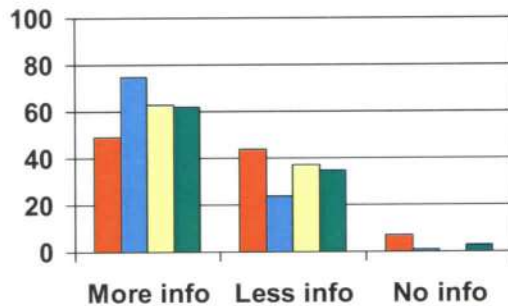
I enjoy reading about what's happening in other EHSCS locations



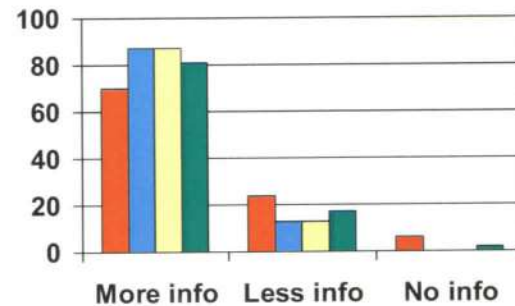
Developments on the shop floor



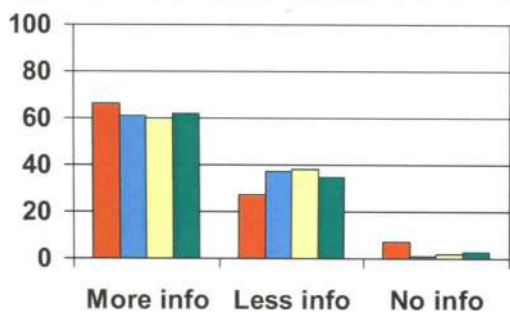
Developments in the office



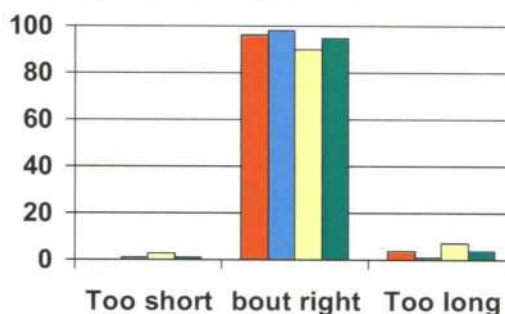
News about EHSCS



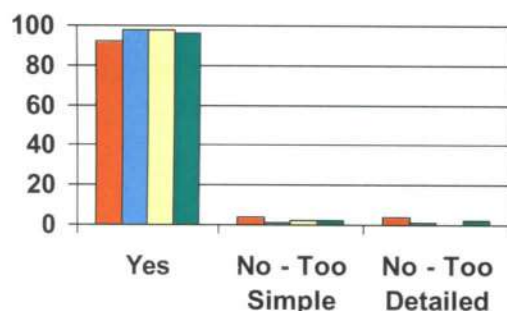
Opinions/views from non EHSCS Xerox people



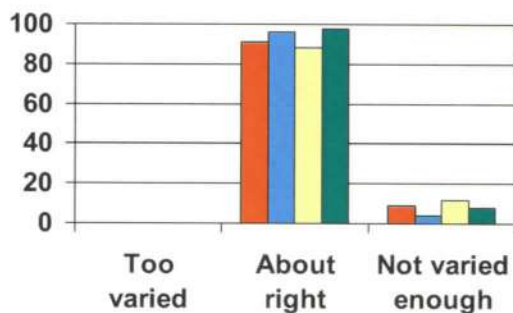
Length of the articles



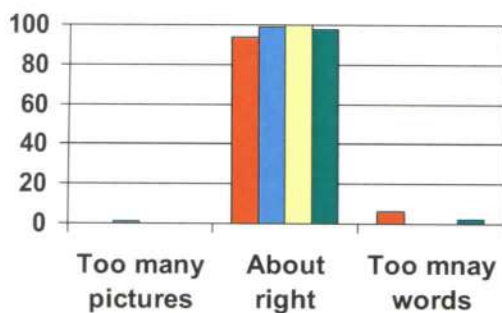
Articles are generally easy to read



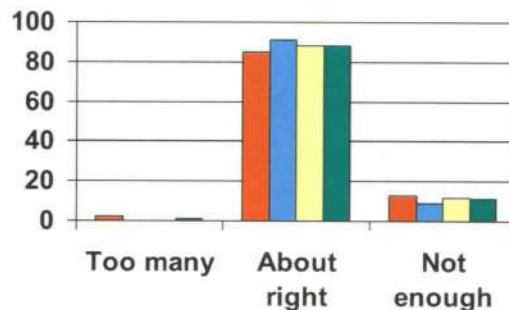
Magazine content/variety



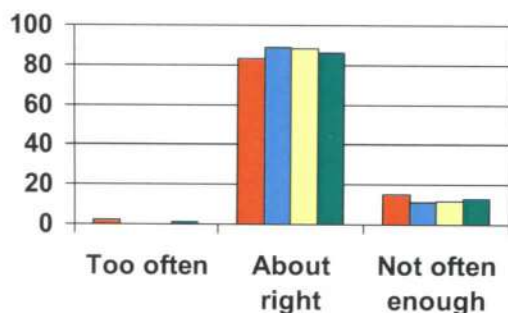
Proportion of words and pictures



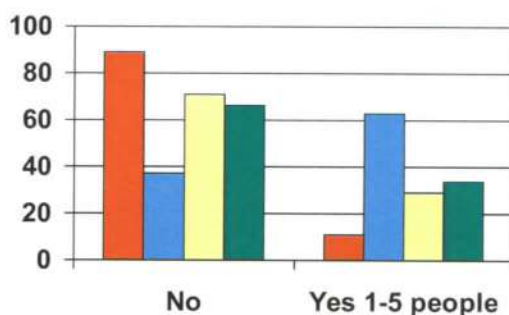
Number of pages



Timing of issue being quarterly



Do others read your magazine



The scores for "How do you rate the magazine" and "How do you appreciate the magazine" were 8 for Dundalk, Venray and GB respectively.

# Oldies but goodies

Inter-, intra- and ethernet. E-mail, VOICP and web-log. As an employee in such a vital organisation as Xerox there is an avalanche of new media techniques available to you in order to get your message from A to B. However, so much communication can be over the top. Due to the amount of electronic notes and the speed at which they are sent, most of the announcements go in one ear and out of the other....

Luckily, once every three months, we can take a break and rely on an old and tested – and now also an investigated- medium: the personnel magazine. Who was it who predicted that the appearance of the worldwide web would be the death of the printed word?



In the written off, old fashioned way to communicate, I have since read that LP's are making a comeback, no thanks to MP3, MP4 and Blue Ray disk. Apparently, the sound of old fashioned vinyl, even with its tendency to getscratched, still produces a better sound. And even in this time of all the new electronic products, my name-sake Paulus from the New Testament made the comment, "Try all things but then keep the best."

I wish you all a very good holiday.

Paul Hermans



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