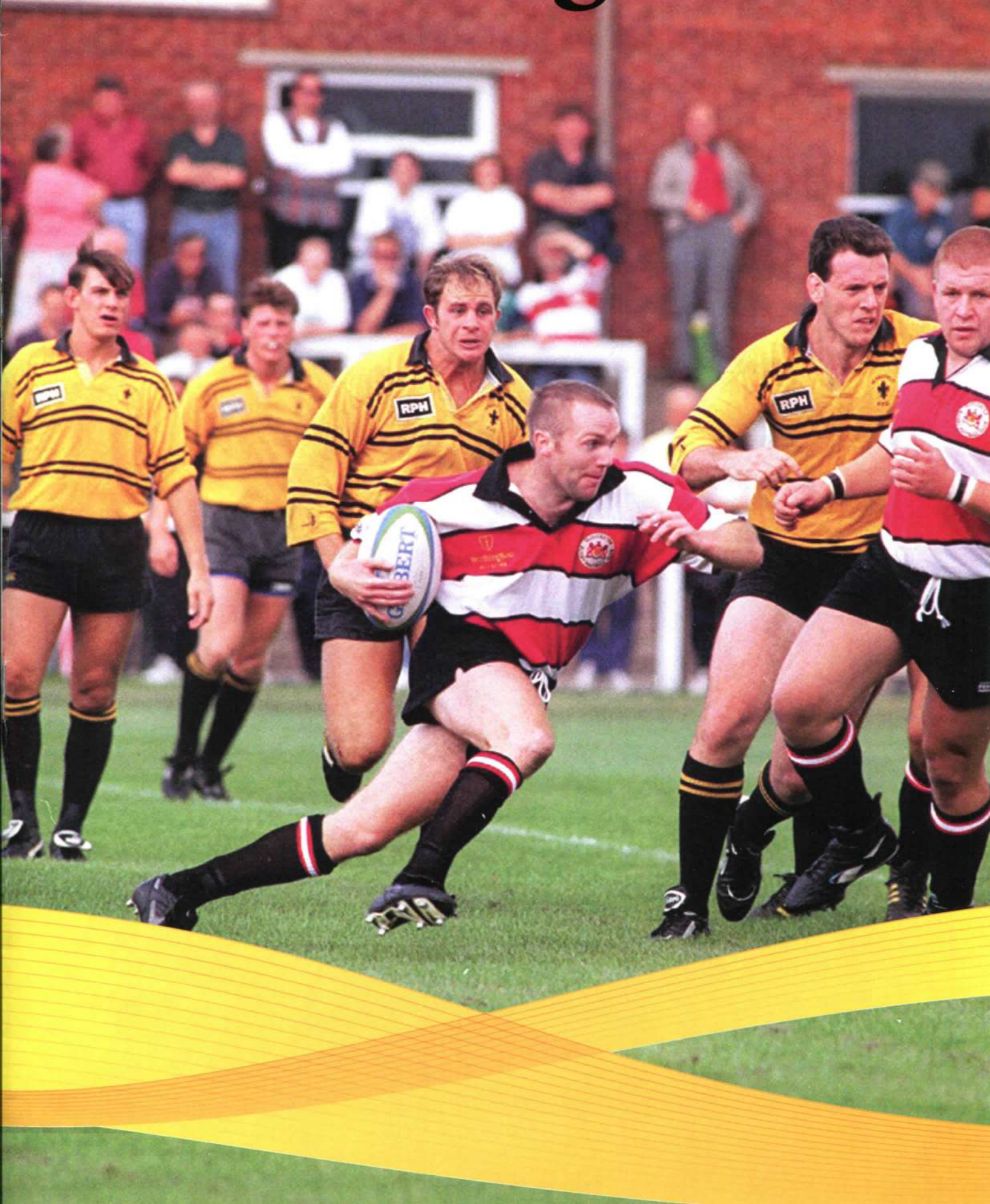


EHSCS Magazine



Editorial

"Only when the spring sun begins to shine", American author Ethel Portnoy wrote in her Mixed Feelings collection, "do we realise how dusty our windows are."

With this explicit invitation to throw open the shutters, to allow a fresh breeze to blow through our hair and to give new ideas and plans a chance, we should like to declare this edition of the EHSCS Magazine open.

Apart from the dusty windows statement by Ethel Portnoy, perhaps you can allow yourself to



be inspired by Gbenga Oluwansaya, Oracle Database Administrator in Dundalk, who is also a passionate singer, by Allard Nijhof and Ruud Lommen who work for Xerox in England and America respectively, by James Elsmore who in a couple of pages introduces himself or indeed by Paul Hermans in his favourite Pitch.

Anyway, enjoy reading and don't forget to clean your windows.

The editors

In this issue:

- From the editors 2
- Venray Workers Council is 40 years young 3
- Global Planning finds a home in Singapore 4
- Painting is Mark Brokke's biggest hobby 5
- The adventures of Allard Nijhof and Ruud Lommen abroad 6
- Leon Keiren on Intervision 7
- Article on Singing 8
- Meet... 9
- Meet... 10
- Quarter 4 Balanced Achievement Award - the UK Team 10
- Rugby Through & Through 11
- 'You could say that I am incredibly proud.' 12
- Leon Jeuken in a new organisation 13
- Another new Arrival in Dundalk 14
- Meet... 15
- Pauls Pitch 16

Venray Workers Council is 40 years young

Any self respecting Workers Council never used to agree with the management, but that was in a time when the boss played the boss and the worker was expected to do what he was told. Nowadays that is different and the Workers Council has become a valuable sparring partner for management. Chairman Gert van Maurik and secretary Wim Verstegen look back on the recent years.

"The last time that it was very exciting here was", Gert looks back "during the division of the Venray site with Flextronics. As the Workers Council, we heard from the management that everything had to change, but the end result had to remain the same. However that is far behind us now. At the moment our relationship with management is as good as you could ever wish for."

Feelers

In general, according to most people, how much say we have only becomes obvious when there are problems. This opinion does not give the Workers Council enough credit though in today's world according to Wim: "In every business centre we have a representative, in the offices as

well as on the work floor. We have 'feelers' throughout the company which works incredibly well. People can ask us anything. For some people going to their manager can be a bit overwhelming. We gather the questions together and discuss them in our regular meeting with management." Gert: "We see the signs early and we often give people tips and try to encourage them to be more assertive."

The Venray Workers Council is involved almost overall. For example, with matters concerning personnel policy, or social innovations. Wim: "There are many current projects. In a great deal of these projects, a Workers Council member is also involved. They talk and think together with the other project members." Gert: "Normally we

carryout our work without people realising it but nevertheless the results are very valuable."

Xerox is flexible

Apart from the fact that the Xerox Venray-Workers Council has carried out its work for 40 years, it is difficult to find people to do something for the Workers Council. The most often heard argument is lack of time. Wim: "Time is an issue, but should not affect everything. Xerox is flexible in giving the Workers Council help. We have our own meeting room and our own office. Also with respect to training and workshops, Xerox is willing to invest in the Workers Council. We have a yearly budget. Also, as a member of the Workers Council you are entitled to reserve time to carryout Workers Council business. To want to is to be able to. You have to have the drive to do something of value for your colleagues and the company."

When asked what drove them personally to be active within the Workers Council, Gert and Wim answered simultaneously: "It is great to do something with your colleagues, for your colleagues."



From L to R: Harrauld Feyen, Leo van Dijk, Jan Hermans, Nellie Arts, Rene Honig, Wim Verstegen, Gerard Bossinga, Gerard Bossinga, Jan Peters, Hans Aben.
Not on photo: Ger van Maurik, Janice Yeardeley, Gonny Snijders, Fer Koopmans.

Global Planning finds a home in Singapore

New transport and communication techniques make the World a smaller place. Why should you carry out the same work in three different places when you can choose to do it in one central location, much more efficiently? Marc Rottink sets out the global aspirations of the planning department.....



Roy Mulchrone



Freek Smals

Until now Xerox has coordinated its delivery of equipment to clients at three different locations. Supplies to countries in the western hemisphere were taken care of by Wilsonville and Webster. For countries in the eastern hemisphere Equipment Supply Chain in Venray was responsible.

Logical step

In October 2008, an organisational change took place where both hemispheres were fused into one Global Equipment Supply Chain under the leadership of Marcel Frielinck. Marc believed this was a logical step: "Look at what happened in the eastern and western supply chain. You could see that they had a lot in common. Independently from each other they were busy doing the same things, such as order fulfilment, planning and the use of the ICT infrastructure. It could therefore be done more efficiently."

"One task which was included in the

Global Supply Chain was the centralisation of planning in Singapore. This has several advantages as the planning is now more or less on the doorstep of large suppliers such as Fuji Xerox, Samsung and Flextronics. This makes it easier to build up a good relationship, which in turn makes life easier for the planners. Besides this, functions

no longer overlap each other and Xerox can profit from tax advantages by being based in Singapore.

Many possibilities

"Of course," Marc admits, "we can do the same work with less people and our planners know this. We have kept them individually informed of any changes and have held communication meetings. There are also possibilities with the globalisation of planning and the organisation is able to function at a better level. We can work together on a worldwide level and there are bigger possibilities to increase the services we receive from our suppliers. On the other hand, these developments can be seen by some people as threatening and I believe we should be up front about this. After all, it is basically about moving jobs away from here. I still feel however, that if you are flexible, there are still enough opportunities within Xerox."

Marc Rottink



Painting is Mark Brokke's biggest hobby

'Colours say something about your character'

Of course he doesn't want to compare himself to Picasso, Rembrandt or Renoir, but just like these masters, he enjoys and feels rewarded when he paints. Still life seems to be his favourite and Mark Brokke talks about pencils, paint and canvases.

Last December Mark celebrated his 25 years service anniversary at Xerox but this doesn't mean that for this tough man from the forwarding department in the Venray SCC, that it's all work and no play. His wife and three children keep all his free time busy, as a trainer for his twin 10 year old sons football team, the carnival club where he lives, tennis and painting.

"About three years ago", Mark tells, "my colleague Gerrit Kuenen made the comment that he thought painting was something for me. Why, I do not know, but I decided to give it a go. It started with water colours and progressed to oils and now I couldn't do without this hobby. It's a perfect way to relax."

Very detailed

Every other Wednesday evening you can find Mark, together with four other hobby painters, in Gerrit's summerhouse in Ysselstein. Here, Gerrit teaches his pupils, including Mark and another Xerox colleague Huub Arts, the finer details of the subject. For example, observing properly and tricks on how to put down onto canvas, what is visualised in your head.

Mark is very proud of one particular painting he made of a bouquet of flowers. The sunflowers are very realistic and the rest of the flowers are very detailed. His still life paintings are also rather good and Mark is quite proud of them. That one painting

though, has a very prominent place on the living room wall.

An optimistic person

Mark gets most of his inspiration from nature however, he also delves into art books and the internet looking for anything which will inspire him. The colours he uses are mostly pure and clear. "They say something about your character and I hope that when you look at my paintings you see that I am an optimistic person."

"Is it an expensive hobby?" we ask Mark. "Well", he answers "we don't save on can-

vases. Also, the tubes of paint and pencils are of a good quality and therefore you take your time and think carefully before you begin a painting. Sometimes, you can have a 'painters block' where you just don't know how you should progress with your painting. Luckily Gerrit is always there with his tips, and of course the others. Above all, we have gotten to know each other and get on well together as friends. You could easily say that Gerrit's insight three years ago, hit the nail on the head."



‘Even when it’s minus 10 degrees, you see some people walking along in flip-flops!’

Normally, most Dutch people go abroad only when they go on holiday. There are some however, who are given the opportunity by their employer to go abroad to work. Ruud Lommen and Allard Nijhof are an example of this. One of them took a small step across the English Channel and the other, a giant stride over the Atlantic Ocean. Their enthusiasm for life abroad is shared. “You have so many opportunities!”



From green Golf to black Brompton.

Allard has spent 18 months in Uxbridge, England and is working for Office as an Equipment Demand Planner. According to him life, there is great. “It’s a fantastic experience, says Allard. As a demand planner you work between two different worlds, marketing and supply. In doing so you work with a lot of different types of peo-

ple. They come from all over the World, from India to Mexico and from the States to Holland. The mixture of cultures makes it a great experience.”

The gym

Outside of work, Allard’s life mainly involves the gym, football and telephoning friends. “The distance from friends and family is the flip side of the coin. Luckily, it’s very easy to fly to and from Amsterdam from here and on the weekend, my apartment in England was frequently turned into a guest house which my friends gladly made use of. So you can appreciate that while in England, not only did I enjoy my work but my private life was good as well.”



Ruud, Director Cost Management for North American Finance in Rochester, has just signed for another few years abroad. Together with his wife Sandy and their daughters Evi and Noa, life in America is good. “We en-

joy tremendously, the space and freedom that life here offers. We’re close to Lake Ontario and only one and a half hours from Niagara Falls, on the border with Canada.”

Convenience

Also, the easy way of life, or convenience as the Americans say, is important for the Lommen family. “Shops are open 24 hours a day, so you can always go shopping. The people here are also very friendly and interested in where we come from.”

On the other hand, Ruud could do without the long winters, just like you could do without toothache. “Snow is nice for a while, but not for months on end. You also see people working outside in flip-flops, even when it’s minus 10 degrees Celsius. Strange people, the Americans.....”

When time allows it, Ruud likes to go for a ride on his Harley. During these rare moments he realises that not everything in America is rose tinted. “Every so often you miss your family, friends and home, especially during special occasions, such as carnival and ‘Mad Monday’. It’s also difficult to see the kids growing up without the grandparents there to see it. In order to compensate for this, we travel back to Holland as often as possible.”

'This makes learning more fun and more effective!'



Within our organisation, the possibilities to learn are enormous. With help from Intervision, this can be made even more practical and I am convinced that Xerox can profit from this. Initial tests which we have carried out have given us a lot of hope that learning with Intervision is more fun and more effective.

HR trainer/coach Leon Keiren is incredibly enthusiastic about this new way of learning. "But what is it exactly and what does it mean to us", we asked him? "Intervision", Leon answered "is a form of expertise advancement whereby co-workers, within a so called Intervision group, call upon their colleagues to get together and think over a question or a sticking point in their own work situation. The interesting thing about Intervision is that the person with the problem works out the solution himself as a result of the open questions colleagues have put to him. In this way, the analytical and problem solving abilities of the 'owner of the problem' are naturally stimulated."

More

KLM, according to Leon, has already worked with this new way of learning for some time and the results are very promising. Xerox started a while ago in Venray with two test groups under the supervision of the Association for Coaching,

Yvonne Pluk and Leon. The results which flowed from these sessions make you want to see more.

This year, Venray is going to go further with four new Intervision groups. "I think",

**in the future,
Intervision will be
one of the most
important ways
of learning within
companies**

says Leon "that in the future, Intervision will be one of the most important ways of learning within companies. The fact that your own knowledge and ability to learn within the organisation can develop without having to fall back on expensive training or external development methods is

an advantage. Above all, using Intervision means that you can begin to solve problems straight way and besides this, the cost which Xerox saves is a great advantage."

Together

"Previously", Leon says, "you saw that people who had a problem would plod along in their own way. Now people join together as a group and you literally learn from each other. Apart from the fact that in this way people profit from lasting development, within the organisation a learning network develops with people at different levels. People have learnt to look outside of their department or area of expertise and work together to solve a problem."

Article on Singing

When I was growing up I used to hear my Dad sing every day. He had a lovely voice but I did not appreciate it so much then. He was a beautiful tenor singer but all I knew was that anytime he sang a song played on the stereo, he always added a soft harmony to it which although sounded different, blended so well with the melody.



Gbenga Oluwansaya

By the time I was in high school back in Nigeria, I found myself surrounded by a number of quite talented musicians. They could play most musical instruments; the saxophone, trumpet, guitar, drums, keyboard, to name a few. I always wanted to learn to play an instrument too but did not dedicate enough time to it. Nevertheless, there came a time that I realized that

the melodies I used to hear at home for so many years in my childhood, were not really forgotten, they began to make sense to me. It was as though a new understanding came upon me and I realized I began to sing like my Dad. I began by singing tenor even though I didn't know what it was called. When I sang, people who were musically inclined told me that I was a fantas-

tic Tenor singer. A few years later, I heard a Baritone singer that I really admired and that prompted me to try to do the same. I then realized that I did have the ability to sing. Now I am gifted in singing from Soprano to Baritone. I sing Bass sometimes, although, it doesn't come to me naturally, like other parts. I can do that only when taught the notes to sing. Some of the peo-

Grace Fellowship Gospel Band



ple I have sang with are shocked to find out the vocal range I have despite having not had a formal training. Switching from Alto to Tenor is so easy for me but singing Baritone is what I believe I do best now.

I currently sing in a gospel band. The band is made up of some of the most talented singers that I have ever known.

I love accapella and opera type music because they bring out the beauty in the harmony of different voice types. The art isn't disguised or drowned by the sound of instruments as in others like rock etc. Nevertheless, I love listening to other types of music too but my favourite is gospel accapella .

When driving in my CD loaded car, I'm never bored. I could be there for hours singing. Many times, when I reach my destination I find it difficult to get out of the car immediately until I get to the end of the song being played. When I have my children in

the car we have a great time because we all sing along. They love it so much. Sometimes they want to hear only one rock-like song over and over again. They love screaming the song out as much as they can. Even my daughter who is barely two year old sings along as much as she can. It's crazy fun but we enjoy it.

It's common knowledge that music has a therapeutic effect on the soul. Research shows that it increases happiness and reduces stress. Research (by Professor Stephen Clift of the Sidney de Haan Research Centre for Arts and Health at Canterbury Christchurch University in the UK) also found it to help in the recovery of mental illness such as depression, schizophrenia, dementia and stroke. I think during this period of global financial challenges, listening to music will be a good way to relieve stress.

Some people have advised me to enrol for TV singing competitions like Pop Idol or X-

Factor competitions but I think I still need to improve a little bit more before I consider that.

During the Christmas season, the gospel band goes to shopping malls in Newry, Northern Ireland and in Dundalk in the Republic of Ireland to sing Christmas Carols. It's such a lovely experience and something I look forward to every year. When we sing, the shoppers usually stop to listen and watch. When it comes to the Baritone solo they say they first found it difficult to believe that I was not miming but they later find out that the voice is real and they actually saw someone that could sing so well. It's always the same with the other soloists and that's why I think we have some of the best singers in the band.

I owe thanks to God for giving me such a great voice.

Meet...



Suzanne van Zeeland

Age :
32.

Lives in:
Heeze, 'the Pearl of Brabant'.

Fell in love, got engaged, got married:
I'm in love with Peter with whom I share a home.

Education:
Fontys Hogeschool Bedrijfskader and a Bachelor Degree in Business Management.

Position:
SSA Manager Planning Mature EOS.

Company history:
Since 1st of January this year, so there's lots of future ahead of me!

Hobbies:
Stepping, jogging and playing tennis. At the moment I enthusiastically participate in a painting course. Furthermore, I really love travelling to exotic countries.

How I feel in Monday mornings:
Ready for the week to come. Let the game commence, I would say.

Character:
I'm a little headstrong but determined.

I dislike:
People who always bet on the safe side.

Favourite wish:
Living free. I'm looking for a healthy life without tight planning.

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

Administrators. I used to work for UPS SCS logistics services. To me it seems great fun to walk in the shoes of the customer for once.

Favourite food:
Sushi, anytime.

For me Xerox is:
A great opportunity to learn about a load of different processes. It gives me the chance to develop myself. Working at Xerox also gives me a chance to learn more about systems such as Oracle and SAP.

Holiday country:
One of my big dreams is going to Australia or New Zealand. Not just to travel but work there too!

Last book or film:
The Devils' Advocate, by John Grisham.

What should we do a bit more of at Xerox:
Think outside the box. Ask ourselves continuously if and how we can improve each other. On top of that I think we should be a little harsher if deadlines aren't met.

Meet...



Dejan Jovanovic

Lives in:
Dundalk.

Fell in love, got married:
Fell in love 10 years ago, got married 9 years ago.

Education:
B.Sc. degree in IT.

Position:
Oracle Developer.

Company history:
8 years with Xerox.

Hobbies:
I am spending a lot of free time with my 5-year old son, so I have no major hobbies at the moment (watching movies and sports when I get a chance, also going to JJB – for swimming mainly).

How I feel on Monday mornings:
Not so bad.

Character:
Easy going (I hope).

I dislike:
There are different things I could say I dislike, but rude behaviour comes first to my mind.

Favourite wish:
For my family and myself to be healthy and happy.

My motto:
Don't treat others the way you wouldn't want to be treated.

At Xerox I would like to walk in the shoes of:
I don't mind being in my own shoes at

the moment, but I would like to see some things from higher Xerox IM perspective (I won't put any specific names).

Favourite food:
Italian.

To me, Xerox is:
A place where I still enjoy the work I do with my team mates.

Holiday destination:
Preferably somewhere that I don't need a visa for (loved Cuba, enjoyed Tunisia several times).

Last book or movie:
Last book I read was about children's eczema, and from the recent movies the last one I watched was The Dark Knight (I enjoy these kind of movies since I grew up on the related comics).

What should we do a bit more of at Xerox:
Go for bowling (or some other fun team activity) and socialize.

Quarter 4 Balanced Achievement Award - the UK Team are "Addicted to Winning!"

Yes, it has happened once more! The UK logistics team had already promised halfway through quarter 4, that it was going to happen again. Winning the EHSCS Balanced Achievement Award twice in a row hadn't happened before in the recent history. To be honest, the Netherlands was very close, but there is only one winner and that was the Xerox UK team which leaves us without any comments other than we sincerely congratulate Frank, Sandy, Warren, Brian, Pearl and Adrian with this GREAT achievement.

For how long will the other countries allow this to happen? We are already well on our way in quarter 1 and it seems that some countries have decided that it's enough. They have asked for a league table so that they know their exact position and what they need to do to get into the lead. As 2009 has its specific ISC challenges on inventory and cost, while maintaining the service level, we will slightly adapt the balanced judgement for the EHSCS Balanced Achievement Award. But be sure, that you have to achieve a BALANCED performance to end in the higher ranks. Who that will be? We think the UK still has strong

hand of cards, but there are a few others that may cause a surprise as well!

The 2009 competition has started with equal chances for everyone and good luck on achieving the BEST business results!

Sergio Argyridis & Roland Hoogendam



The UK winning team from left to right are: Sandy Menzies - Service Partners & Logistics Manager, Brian Munroe - Parts & Supplies Logistics Manager, Pearl Jones - CSO Management Accountant, Indi Sanotra - CSO Financial Analyst, Adrian Stringer - Logistics Contracts Manager & Warren Birch - Production & Equipment Operations Manager.

Rugby Through & Through

Sport plays an important part in most people's lives and Lee Osborne in the Global Purchasing XOG group is no exception to this rule. He is quite handy at a number of ball sports but when your home village is Berry Hill in the Royal Forest of Dean, there can be only one – Rugby Union!

Lee's first love as he grew up was football and he played for local team Broadwell Youth until around the time he left school. He actually found that he was a little too small for football and got "muscled" off the ball to easily and this is when his focus switched to Rugby. It gave him the opportunity to use his size to his advantage and being very quick, he could use his pace to get past players. Tackling bigger players was also never a problem as long as you got stuck in and tackled them properly!

Lee made his debut for Berry Hill in 1987 at 17 years of age, which just happened to be the same time as he joined Xerox at Mitcheldean. Forest of Dean rugby was exciting at that time with local teams being fierce rivals and working with colleagues who also played, helped his enjoyment of the sport.

One of his best memories comes from beating the famous London Scottish side at Berry Hill in 1989. Gavin Hastings, the Scotland & Lions captain of that time played that day so it was quite memorable!

When he was 21, Lee played for Gloucestershire (County), at 24 joined Gloucester RFC and although this was in the pre-professional era, Gloucester were a well recognised national team. Lee: "I have many memories from playing at Gloucester. I made 50 appearances, playing with people like Mike Teague and Phil Vickery and against the likes of Will Carling, Martin Johnson (current England coach) & Jeremy Guscott, but my best memory is beating Leicester 9-3 at Kingsholm, where I scored all 9 points"!



After Gloucester, Lee spent 2 seasons at another local team, Lydney, before returning to Berry Hill where he still plays (even at the age of 39!). In terms of the future, Lee will eventually hang up his boots but he's already turned his hand to coaching the junior groups at Berry Hill and also the local school.

He also enjoys playing golf and wishes he had more time to do so!

Lee: "I've been very privileged to play with some great players locally and nationally, against some great teams and fortunately, I've never picked up any serious leg injuries so I might as well keep going until.... for now! "

Lee in action for Gloucester RFC, against Wakefield in 1995.

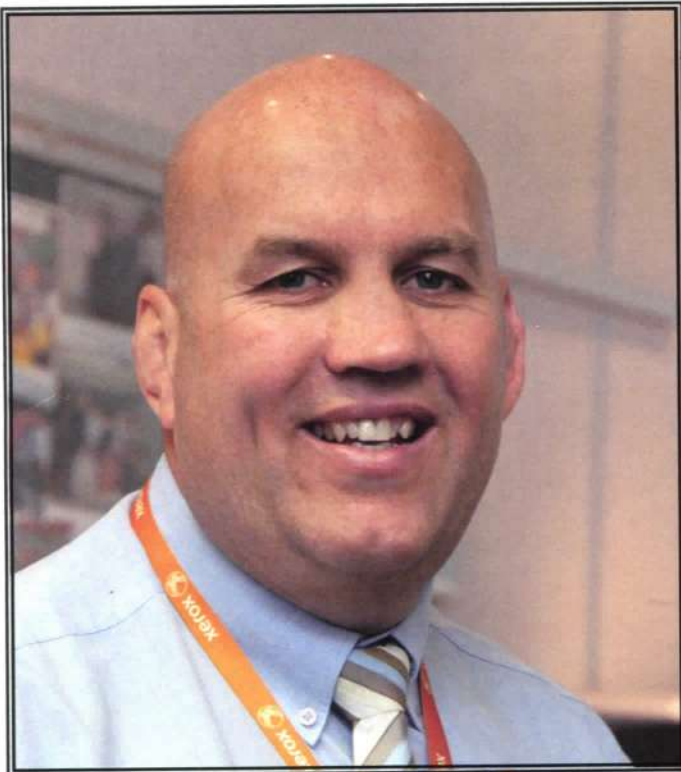


Several Business Managers take a look back on 2008

'You could say that I am incredibly proud'

2009 is already a number of weeks old so why bother to look back on what happened last year? Well, because in 2008 a couple of great accomplishments were realised. Four Business Managers, Sonja Poels (Finance), Marc Rottink (ESC), Leon Jeuken (SSC/SSA) and John Evans (CD&MG) are not afraid of showing how proud they are of these achievements.

John Evans



want to ensure quality and your employees need to be able to carry out their work in a health and safety conscious environment. I feel we have made major strides towards this goal in the past few years!"

Trust

Sonja looks back with a great deal of pleasure on how her department has realised the implementation of the Asian Office in the last year. "We were part of a worldwide project in which we had to set up a so called legal entity in Singapore. Amongst other things, this organisation is go-

Sonja Poels



"Sometimes" says John "you can be really pleased with jobs which are not directly connected with the profit making part of your organisation. I am incredibly proud of the way in which our health and safety attitude has become such an important part of our organisation and the way we work – this covers employees at all levels of the organisation. A result of this is that within all five CD&MG businesses, located at Venray, Mitcheldean and Dundalk, only one health and safety incident occurred during the whole of 2008. It was a minor cut to a finger sustained in the Venray OPC Plant. Considering all the changes we have had to deal with, this is a wonderful result. Apart from this, health and safety also indirectly affects profits. As an organisation, you



ing to be responsible for all our purchasing. Venray Finance will be responsible for their accounting and accounts payable and basically this means that Venray will be the back office for Singapore. We see this as an enormous compliment from the worldwide organisation. It shows that our team delivers what is needed and there-

fore there is an amazing amount of faith in our department."

Leon states that 2008 was an 'exceptionally busy year': "We've done more and more with various organisations in different countries and I can look back

with a great feeling on the way in which we have worked together. We've done incredibly well with consumables and above all, we have also managed to raise our level of service substantially. Having never swayed from the fact that we must focus on our clients, it would seem that we have succeeded when you see how satisfied our clients are. Of course, we won't take a back seat now, but we will look and see how much better we can perform. Considering all this, you can understand that I am very proud of how many satisfied clients we have."

Cooperation between departments

Marc also has a reason to be enthusiastic about 2008: "We've invested a lot of energy into ensuring that agreements were met – do what you say you are going to do. In this respect our actual agreed delivery times which were met, rose from 73% to 86%. We are extremely proud of this because we have put in an awful lot of energy into ensuring that this was possible. Success depends after all, on departments cooperating with each other. Alongside this, I'm very proud that we have met our goals with respect to costs and stock. No thanks to the difficult times experienced at the end of the year."

Leon Jeuken in a new organisation

On 1st March, Leon Jeuken became the head of the German service organisation. As his 'old' organisation is also going to go global, Leon will be succeeded by 4 different people, including Roel van Groesen (planning) and Roland Hoogendam (field).

When asked what appeals to Leon about his new position he answered: "I'm now going to be working on the completely opposite side of the organisation. With the experience I've gained in all the years I worked on the manufacturing and supply chain side of the organisation, I think I can bring some very useful ideas to the client side of the company. And from what I learn, I will be able to supply my successors with some great feedback.

Good luck Leon!



Another new Arrival in Dundalk

The manufacturing team in Xerox Dundalk are supporting the iGen3 Classic program, officially launched by XE marketing in January '09. The iGen3 Classic process is now capable of taking back used iGen3 from the field and processing them for use in a second life.

The reprocessing activity involves

- The cleaning of the machine using various cleaning methods such as, CO₂, ultrasonic's & high pressure air blast.
- The outer panels are cleaned and recoated using a certified external processor.
- A preapproved Bill Of Material developed by the Webster MRT is used to determine the components that are to be exchanged. Only Xerox approved materials can be used in the reprocessing activity.
- Any MOD tags that were not applied in the field are now applied in the manufacturing environment.

- The job matrix used in the qualification of new iGen3's is then run to ensure the printer meets or exceeds the expected standards.
- After Hi-pot testing and bonded release, the order is packaged and made ready for shipping. Some new order-form items are fulfilled from Venray, with all the reprocessed and customisable components being supplied from Dundalk.

iGen3 Classic units are especially useful when Xerox is seeking business in price sensitive accounts, or when we are trying to maximise asset utilisation by getting re-

turned assets "clicking" once again – it's all about revenue!!!

To date, the demand for the service has been outstanding with 13 units being processed in the last 3 months from 4 different countries.

Please contact Brian Keegan at 00353429387622 for more information on existing Shamrock/Classic products or Brendan Carragher on 00353429387670 if you would like to see additional products added to the Shamrock program.



The Igen Classic team with the first system

Meet...



James Elsmore

Age:

Fell in love, got engaged, got married: I have fallen in love several times but then decided to get married. A beautiful wife Nicola and three amazing children - Jasmin 9, Harriet 8 and Tomas 5. I am however open to offers!

Education:

College of Arts and Technology
Gloucester BTEC National Certificate
Business & Finance.
Royal Forest of Dean College: CMS-
Chartered Institute of Management
Studies.
Currently studying my DMS - Diploma
in Management Studies at Cheltenham
University ending in June.

Position:

Import/Export Business Analyst.

Company History:

Having started Xerox at the age of 16 in Stock Control 1012,1025, I then progressed to Shipping/Traffic Administration which at the time was very challenging job considering that Mitcheldean was producing both low, mid and high volume products including Docutech. As well as being responsible for the Import/Export operation at Mitcheldean, Les Lewis and I are currently accountable for

the movement of freight arriving into Xerox UK i.e. Welwyn Garden City, Uxbridge, Continua and XOS et. This involves dealing with all forwarding agents and HMR & Customs regarding VAT and Duty Declarations.

Hobbies:

Rugby has always been my first love - just ask my wife. I never really had the opportunity to follow in my father's footsteps of becoming a champion a rally driver. My younger brother Nik is now an accomplished driver himself in his own right. I'm still trying to work it out why he got a car in excess of £100,000 and I got a pair of rugby boots? I put it down favouritism but Dad concludes it was down to a lack of talent. I beg to differ.

How I feel on Monday mornings:

For those of my colleagues around the world who are in the logistics world they will agree that this activity is busy 24/7. Finishing work Friday and arriving to work on a Monday you should always open your door with an open mind. Just make sure on Friday, that the fax machines have plenty of paper and there's plenty of room in your Inbox, then hold on tight.

Character:

Loyalty and trust are everything to me and I hope that those qualities are values that people see in me. I like to think that I am very approachable and those people who know me well know that I am game for a laugh at the right time and place of course. Life is too short.

I dislike:

Those people who work within their own boundaries and are not prepared to go that extra yard. For me this is the difference between a winner and

a loser, whether it's in business or on the rugby field.

Favourite wish:

For my family to live a long and fruitful life, but after witnessing Chelsea AFC win the European Champions League Final.

My Motto:

Don't knock it until you've tried it.

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

I would not necessarily want to be in anyone else's shoes but I would like to spend a day or two with our CEO Anne Mulcahy who for me has guided Xerox through a very difficult time and it is my belief that without her leadership qualities our business could of easily gone the other way.

Favourite food:

I love Indian food but like all rugby players after last orders, I'll eat anything.

For me, Xerox is:

Everything that I have achieved academically was down to the support of Xerox and its people. For me Xerox is a company of great and equal opportunity.

Holiday country:

The Maldives - not many people can say they swam around an island!

Most recent book or film:

Exploring Corporate Strategy by Jerry Johnson. Like I said earlier, I'm still studying.

What should they do a bit more in Xerox:

Understand and recognise that everyone plays an important part. Build bridges and unite - we're in it together.

Improvising

Music is never more exciting or surprising than when musicians improvise e.g when they stray from the normal musical path and go off on a musical adventure. Legends of this were of course, the drum, clarinet and piano battles of Errol Garner, Benny Goodman and Oscar Peterson in the American jazz halls, playing against each other and other musical virtuosos. The musical scores were more or less known, there were no notes written down. The star of the evening was the one who managed to get the public dancing on the tables with his improvisation.

This improvisation is what we as an organisation should also do in this difficult period. The economic situation in which we find ourselves is not easy and although at

Xerox we have a very good starting position, we should be creative in what we do in the current situation. This isn't al-

ways easy, but necessary if we wish to remain competitive in today's market.

Just like the former jazz battles which demanded flexibility from the musicians, the current situation asks that of us. Make sure you keep your skills up to date, that you continue to learn and improvise

when necessary. Then you remain important for the company and you shall see that the public still wishes to invest in Xerox products and services.

Paul Hermans



EHSCS Magazine

EHSCS Magazine is a quarterly magazine for the employees of Eastern Hemisphere Supply Chain Services.

1850 copies printed
(850 English/1000 Dutch)

Editorial Board:

Editor:

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

Venray:

Ingrid Renjaän-Wijkmans
(Communications and Co-ordination,
+31 (0)478 52 5502)
Hanneke Smits-Hermans
(+31 (0)478 52 5802)
Gonny Sniijders-Vissers
(HR&Q, +31 (0)478 52 5407)
Anita Sorensen-Telussa
(HR&Q, +31 (0)478 52 5860)
Leonie Siebers-Verkoeijen
(CDMG, +31 (0)478 52 5831)
Wilma Saamena-Verstraaten
(SSC, +31 (0)478 52 5200)

Mitcheldean & GB Staff:

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

Dundalk:

Sheila Dignam
(HR, + 353 (0)42 938 7630)
Deborah Dunne
(HR, + 353 (0)42 938 7257)

Editorial Board Secretary:

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

Editors:

Derix*Hamerslag
Paul Peijnenburg

Photography:

Jan Peter Ambaum
Own archive

Graphics:

Yvonne Arts and Ton Penterman (XGS)

Printing:

Xerox Global Services, Venray

The use of any part of this publication is permitted only after prior written permission from the Editorial Board Secretary.

This magazine has been printed on Xerox DocuColor 8000 on Colotech paper.