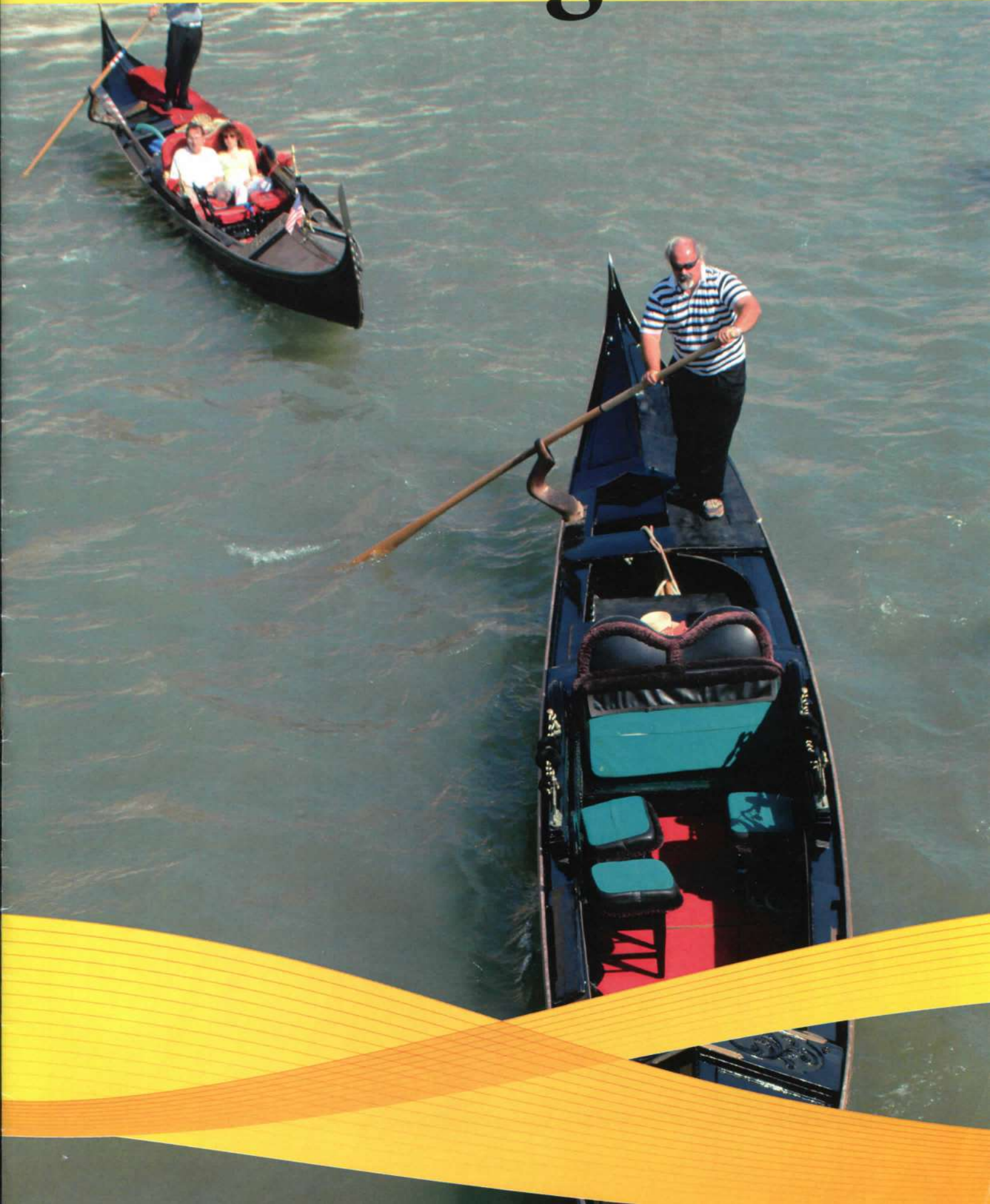


Magazine for Xerox Europe - Eastern Hemisphere Supply Chain Services Nr. 25 July 2009

EHSCS Magazine



Editorial

Spring into summer and beyond!

Welcome to the summer edition of the EHSCS Magazine. It's very pleasing to say this when the weather actually seems to feel like summer for a change!

With so much focus and attention on managing cost within our business, you will notice a few minor changes to the magazine during 2009.

Firstly, we will no longer have an issue every quarter but we will have 3 issues during the year, most likely in the spring, summer and autumn/winter timeframes.



The second change you will notice from this issue is that where possible, we will publish the magazine as an electronic pdf document and only produce hard copies for our employees who don't use PC's as part of their daily work.

The editorial team hope that you recognise the need for these small changes and we will still be working hard to provide you with interesting content in the magazine. This issue is no different with some intriguing stories and information about the business and its people.

On behalf of the editorial team, enjoy the read.

Mark Barnard

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Italy wins 1st quarter EHSCS Balanced Achievement Award!

Before you know it the first quarter of 2009 is finished and it's already time to identify the winner for quarter 1, based on best Logistics costs, Inventory and team-work performance across Europe.

Based on input from the country organisations, who are our Customers and Candidates in this case, we have made a few changes in the decision process. We introduced Inventory and Cost as a percentage of revenue, as especially in the current times, this is a more relevant metric, as our goal is to keep cost aligned with revenue. Another wish from the field was to see a kind of league table. Instead of publishing the winner only, we will communicate the top 3 from now on, however we have retained the team ratings that are given by the Equipment, Transport (ETO) and Post Sales teams in Venray.

Based on this, it became clear that Italy is the winner for quarter 1. Our congratulations therefore go to Paolo Formenti and the Italian Logistics Team.

These are the Italian Highlights:

- Good cooperation in Consip role out (forecast timely and good shipment phasing agreements).
- Equipment Inventory in Q1 - very good close and much lower than target, with Service Inventory a bit better than planned.
- More activity drives cost but relatively good when looking at cost as % revenue.

- Teamwork with the Italian Team is effective and they are always eager for changes.
- Service Distribution cost better than planned.

The award comes in the form of a certificate and a small recognition trophy. These will be handed out to the Italian team in the near future to remember this great performance. It was back in 2006 that Italy won this award twice, so the question is, will they repeat that 'style' in 2009?

Runners up in the Q1 contest was Portugal, followed by Austria. This means that the heat is on, as our intelligence is telling us that these teams both decided to win the EHSCS BAA award during 2009. Well, we have three quarters left, so everything is still possible!

Best regards and good luck with achieving the best ISC results in Europe!



From left to right:
Luigi Premoli
Enzo Sparacino
Giuseppe Puglisi
Paolo Formenti
Massimo balestra
Giuseppe Demartinis
Fabio Sirtori

'It's a wrap'

It's a Wrap was the headline of the presentation from the 5th year students from O'Fiach College Dundalk, which outlined their experience of the Skills at Work Programme. They presented to Sheila Dignam and Deborah Dunne from Human Resources in Xerox Dundalk, along with Kate Horton, the Coordinator from Business in the Community, their Teachers and School Principal.

Deborah and I met the students for the first time in October '08 at the introduction module of the programme. Having had a wonderful experience of engaged, motivated and enthusiastic students the previous year on the same programme, we were concerned walking away that day that the programme would be less so this year. However, we could not have been more incorrect.

We took the class through the same six module programme between October and April, which consisted of:

- Introduction
- Site Visit to Xerox Dundalk
- A Day in the Life
- CV Workshop
- Interview Skills
- Mock Interviews

The site visit gave the students an opportunity to see the Workplace in Xerox Dundalk, the many types of roles and the atmosphere of a working environment. After a short presentation from Tony McQuillan about the site they went on a site tour.

A day in the Life is where we started to see the students really come alive. Brendan Carragher, New Programs and Sinead Mills, Purchasing, gave a short overview of their education and career paths, which really enlightened the students as to what they can achieve and the different opportunities available to them in order to follow their own chosen path.

After the CV Workshop and Interview Skills module, the entire Management Teams at the Dundalk site took time out of their busy schedules to do Mock Interviews with the 21 students. This was a fascinating experience for all involved. The students got a real life experience of a professional interview with two interviewers. Whilst they were nervous you could feel the excitement and enthusiasm they brought to

this module. After a short individual feedback session with their Interviewers we had a group feedback session with all involved where the students got the opportunity to ask the Leadership Team more questions and pick up more hints and tips. Then the most amazing thing happened. Two of the students stood up in front of the group and performed a RAP song that they had written in the short time while waiting for their colleagues. The subject of the song was "THANK YOU XEROX" for the opportunity today. We were amazed!! We could have been at the X-FACTOR.

At the wrap-Up on 30th April, Deborah and I were blown away with the professional presentation the students gave of their experience of the programme. The growth and development we could see in these students since our first meeting with them in October was phenomenal. It was quite emotional to see how far they had come and of course we had got to know them as individuals. Again our two friends brought the presentation to a close with a RAP song written for the occasion. The smiling happy students receiving their certificates as well as the pride on the teachers faces was wonderful to see. All of us involved in the programme at Xerox found it a most rewarding experience and this itself will ensure we are involved in the programme for 2009/2010.



North East school's principals go back to the classroom



Xerox Dundalk supported the "Management Excellence for Principals" Programme for School Principals in the North East Region by hosting a Seminar on Performance Management.

Established in 2001, The Schools' Business Partnership (SBP) is a flagship programme managed by Business in the Community Ireland (BITCI). The programme aims to develop mutually beneficial links between schools and businesses at local level and to support the Government's overall strategy on educational inclusion. A key component of the SBP programme is the unique Management Excellence for Principals (MEP) initiative.

It is a national seminar series specifically designed for principals on a variety of key topics such as Leadership and Performance Management and the seminars are actually delivered by volunteer business leaders themselves with a number of Ireland's top CEO's having participated so far. To date, 80 seminars have taken place in a number of counties and more than half of Ireland's post primary principals have participated in the series.

Through our relationship with Business in the Community via the Skills @ Work Programme (i.e. our partnership with O'Fiach College) Sheila Dignam was invited to participate in the Management Excellence for Principals Programme hosting a half day seminar on Performance Management. Tony McQuillan opened the seminar giving an overview of Xerox Dundalk and where we fit into the Global Xerox Organisation. Sheila then took the group of Principals on a journey through Performance Management tools and techniques.

Feedback from Business in the Community and from the School Principals is very positive

"Thanks so much for hosting the event and for giving such a wonderful inspiring presentation".

"Thank you it was only fantastic!"

"Thank you, Seminar was delivered with your usual enthusiasm".

Xerox is delighted to support the Schools' Partnership Programme managed by Business in the Community Ireland in both the Skills @ Work Programme and the Management Excellence for Schools Principals.

What happens on the boat stays on the boat...

Friday 3rd April was the start of what turned out to be a fantastic weekend for Twan Fleurkens, Roy Mulchrone, Wouter Poels, Peter Camps, Han Slooter, Daan Wolbertus and myself. We set off, early afternoon, for IJmuiden where a ferry was ready to depart for the North east coast of England. After an eventless journey to the Dutch port, we checked in and received our tickets for the Saturday afternoon game between Newcastle United FC and Chelsea FC.

For most, this would be the first taste of English Premier League football but not for Han who, as a dedicated Toon fan, visits Tyneside regularly. At the time, Newcastle were hanging above the relegation zone and had just appointed Alan Shearer as manager and as this would be his first game in charge, expectations were high.

After settling into our cozy cabins on board, we went out on deck to enjoy the early spring sunshine and some refreshing beverages whilst leaving the harbour. As well as seven Xerox colleagues, a friend of Daan Wolbertus had also come along so the 16-hour journey gave us plenty of time to get acquainted. After a few more beverages, some of the group turned in for the night while others tried their luck at the roulette table.

The sunny skies of flat Holland had by Saturday morning given way to a very damp, grey rugged Newcastle coastline.

Lengthy passport control meant we were slightly late arriving at our hotel but once we had checked in and caught a bus in to the city centre, we could finally start to soak up the Newcastle atmosphere on match day!

We made our way down through the city and, on our way to tasting some local beverages, stopped to have a flutter on the Grand National. The winnings not worth mentioning unfortunately!

We passed the late morning and early afternoon getting to know some of the locals at a pub situated down on the riverbank of the Tyne. Soon enough it was time head off to St. James Park. The walk

took us back up into the city centre where masses of black and white striped shirts were gathering. This being Alan Shearer's first match in charge, the atmosphere was electric.

From the city centre, it was not hard to find the stadium. We followed the thousands of Toons up the hill to the turnstiles. The three O'clock whistle finally came and we sat back to enjoy what we came for.

Unfortunately, after 90 minutes Newcastle lost to a far superior Chelsea with Guus Hiddink as their master tactician. The final score 0-2. Determined not to let the loss get us down, we made our way back to our hotel to freshen up. We then headed back into town where we eventually found a restaurant which was prepared to serve such a large group



who had not made reservations. We sat down and enjoyed a great Italian meal, which was enhanced by the friendly locals, something we were now getting used to.

Later on, some of the more ripened members of the group returned to the hotel



Back row from left to right:
Han Slooter, Wouter Poels, David Cox
Front row from left to right:
Twan Fleurkens, Peter Camps, Roy Mulchrone,
Daan Wolbertus.

while the more dynamic members of the party went on to taste Newcastle nightlife. An experience not easily forgotten!

Sunday morning breakfast came far too soon for the now not so dynamic members of the group. Nevertheless, the coach back to the ferry terminal was not due to pick us up until 16:30, which left plenty of time to clear our heads and relax. The hotel was also situated close to a shopping outlet where many of us took the chance to profit from the cheap pound.

By 17:00, we were back on board the King of Scandinavia, which was ready to take us home. With weary legs but high spirits, we settled down for some final beverages in the ship's main entertainment area. A quiet evening in general, which most of us were very much in need of!

A sunny Monday morning greeted us in IJmuiden where we swiftly made our way back to Venray. Our safe arrival outside building L in Venray, the point from which we departed on Friday concluded a fantastic weekend during which our binding factor was not only Xerox but also our passion for football.

David Cox

‘Stepping it Out- Irish style’

One of Ireland’s most sought-after cultural pastimes is Irish dancing. Irish dancing can be considered as an elegant but powerful, competitive sport. Dancers from across the globe compete against each other to be crowned with many various titles including the All Ireland and World championship titles. The World championships were recently held in Philadelphia, USA, where 75% of the competitors were American!

At the age of six, I started my first Irish dancing class and over the following years I competed in many competitions across Ireland, reaching the pinnacle of my career at the age of 11 where I got placed 5th in the Ulster solo championship. At the age of sixteen I retired from competitive Irish dancing and since then, it’s fair to say that I have been known to spring into step (under duress) at the occasional wedding!

Years later and between the ‘jigs and the reels’, Aisling, my eldest daughter who is now six has started to follow in my footsteps. Aisling loves to Irish dance and competes at ‘feiseanna’ competitions all over Ireland. Recently she competed in Dublin and won her ‘Aged 6’ solo championship! We consider this as a great award and achievement, but the focus of all fei-

seanna is participation and enjoyment of the music with a close eye kept on the intricate step-work and skill levels of all the dancers. The competitions are a real social event for the mums too! Ruth my second daughter aged 4, although no where near ready for the competitions, also embraces all of the craic at the feiseanna, loves going to dancing and always cheers her fellow dancers on!

Aisling also dances as part of a team, which is a great honour for her. She loves working with her team pals, and really does have the time of her life. Watching all of the fun which Aisling has brings back great memories from my childhood, so much so that would you believe that I have started to Irish dance again! Aisling’s teacher, Debbie Maguire (who tours with the world



Orla Fegan with her daughter Aisling.

famous Irish dancing shows ‘Lord of the Dance’ & ‘Celtic Tiger’) has now recently opened an adult’s Irish dancing class. This class is brilliant, and great for my fitness! A killer work-out but we have a laugh.

I would personally recommend everyone to give Irish dancing a go, for fitness and fun! You can have the time of your life with your friends and drive yourself to follow your Irish dancing dreams!

So for all you closet Irish Dancers, if you are interested in giving Irish dancing a shot, then simply log on to www.rinceweb.com/schools/ and you may find an Irish dancing school in your local town. You would be surprised where you would find one!



'Planning' Your Sport?

For many ladies, sporting hobbies tend to be the traditional hockey or netball activities however for Rachel Ashton (nee Courtney) in the Uxbridge based Equipment Planning Team, football and golf are her great sporting loves.

So let's start with football then Rachel: "This is my passion! I was brought up in the Marlow area and was 1 of only 2 girls who enjoyed playing football in my primary school. Around the age of 9, a local girl's football club was formed so I joined them, but I didn't play for a number of years after leaving primary school, mainly because I attended an all girls secondary school and football wasn't on the agenda! It was only when I went to university that I decided to play again in my final year, although my mum and dad were petrified that I'd injure myself and jeopardise my music degree!

Around 3 years ago, a friend introduced me to Marlow Ladies FC who happen to

be linked to the first girl's team I played for! I usually play in defence and really enjoy the team spirit plus it keeps me fit!"

And you play golf too? Rachel: "Yes. My husband Matt and I started to dabble with golf a few years ago, paying green fees and playing at various courses. We then decided to get more serious, joining a club and taking lessons every 4 -6 weeks. Our first club was Castle Royle near Maidenhead but the annual membership fee became too high and we moved to our current club, Harleyford near Marlow. I regularly play with the 'Business Ladies' (ladies who work!) in "social" rounds and friendly matches with other clubs, but

Rachel using her head on the football field.



Rachel with that special golf ball?

Football keeps me fit!

I also play in competitions. It works very well as Matt can also play in competitions at the same time, often the same competition with separate male and female prizes, which means we have a common interest and spend our leisure time together".

"We are both fairly competitive too" says Rachel. "Matt plays off a handicap of 10 and mine is 17. My target for this year would be to get it down to 14 so I'll need to get some practice in during the summer evenings!"

Time to act is now...

It's high time to act now.

This was the title of an International Symposium held by the ILO, The International Workers Organisation in Geneva.

One of the main problems the world is facing in the next decade is demography change. The world's working population is rapidly growing older and needs our immediate attention.

Background

According to calculations completed by the United Nations, the world's population will grow by a third between 2010 and 2050 which means 2 billion people more than today. The amount of people 60 years and older will grow from about 605 million to about 2 billion, an increase of 3 times!

The fastest growing group is 80 years and older. The number of youngsters of 15 remains the same and for the first time in world history, the amount of people of 60+ years will exceed the amount of people at the age of 15 this in the year 2045.

The world population is growing old and there aren't enough young people. More and more people are retiring and less young people are entering the labour market.

In addition, due to increasing schooling,


these young people also enter into the labour market later which means that the effective time they work is shorter.

These developments will have great social and economic consequences and we should think about how to manage the economy, employment, income, social security, including pensions and healthcare. Short-term conclusions, which will happen. The present political debates on what to do are the toughest in the Western world, but also becoming a concern in third world countries.

ILO symposium

The ILO therefore organised a symposium which was held on the 28/29 April in Geneva.

Representatives of National Employers Unions, the Business Community and Scientists from various countries gathered to exchange their knowledge and experi-



The ILO was established by the idea that durable peace was not possible without accomplishing social justice. To achieve social justice the organisation has formulated 4 main goals:

- 1) to promote the right to have a job.
- 2) to improve the chance to obtain and maintain a job for men and for women.
- 3) to introduce and expand social security.
- 4) to promote social dialog between Employers, Employees and Government.

ence, and maybe provide solutions and to discuss them.

Programme

The first day was in the name of science. Various research results were presented and debated.

Worldwide you can say there is a great diversity and this needs different approaches. Take for instance China. This country has had a one-child policy from 1979 onwards. The policy has led to selective abortions if the foetus is a girl, because girls in China are expensive due to dowries, which have to be paid, and poor people cannot always afford this. A second negative effect is that there are not enough girls in China leaving a lot of single men, which potentially leads to less Chinese people. In this respect the one child policy has achieved its goal. In terms of elderly care, each child will be responsible for 2 parents. This will also have consequences for the job market, which grew tremendously in recent years and where labour potential is still needed. The current economical crisis is expected to be a minor stagnation of this growth.

Or Africa, where children are expected to care for their parents when they are old and where there is hardly any social security or pensions. Also, ageing has an enor-

ILO headquarters in Genève



mous impact on poverty and the lack of a subsistence level. This can again lead to disruption within the family and also within society life.

We also see a strong ageing process occurring in Europe and we also need capacity here for elderly care, but also the same capacity (and more) is needed to keep the economy rolling. Because there isn't enough influx of young people, this will mean that they don't only need to be smarter, but also work on longer. This is a theme, which repeats itself in every story, but can vary from region to region, country to country. This is tailor-made and must be tuned to every countries own specific situation.

The expertise in handling the ageing of the work force has been shared in the interactive session in these two days. Participants had new views on this. The network could also be used to achieve solutions for the problems that each country is facing. And with the results reached in the 2 days, the ILO will make an agenda of actions on both social and economical level. An International Workshop will be held this spring with government representatives.

Contribution from Xerox

As you may well know, Xerox Venray won the 2008 AWWN Social Innovation award. One of the projects that contributed to winning this award was our "levensfase" project. Via the Employers Union we were noted by the ILO and for this reason Xerox was invited to present this project to the symposium attendees.

Jan Wijnands travelled to Geneva on 28/29 April paid for by the ILO,. He writes this article.

"It was not only a tremendous recognition but personally a very informative experience to be part of this two day worldwide Symposium.

I presented the Xerox case on the morning of the second day. A discussion with the other participants followed and the reactions were positive. The participants were impressed by the pragmatic approach and the manner that we created a basis. Also the instruments and the means we had set up.

Of course, nothing can be copied one on one in other countries, but it did get them thinking. With alterations, many parts of our approach could be used in



other countries.

One of our objectives was to share knowledge and expertise.

The discussions with the other participants, their vision on the problems plus possible solutions, was also very interesting.

This was definitely a meeting well worth the invested time.

Meet...



Sarah McArdle

Lives in:

Carrickmacross, Co Monaghan.

Fell in love, got married:

Single (All offers considered!).

Education:

Degree Business/Finance.

Position:

Finance Analyst.

Company history:

3 years.

Hobbies:

Hiking, running, I did the London marathon a few weeks back – never again, 26miles is way too long. Most things that involve being outside are good.

How I feel on Monday mornings:

Mondays – let's not mention Mondays....

Character:

Easy going.

I dislike:

Monday Mornings & Recessions!

Favourite wish:

The lotto of course, not a huge amount, €10 million or so would do lovely...

My motto:

Carpe Diem & Life isn't about waiting for the storm to pass, it's about learning to dance in the rain.

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

Wim Verstegen, he's a funny dude. I think I would laugh all day if I was in his shoes.

Favourite food:

Anything I make myself.

To me, Xerox is:

Actually.. it's not a bad place to work.

Holiday destination:

Vietnam, still unspoiled but not for long. Peru is next on the list, then Alaska..

Last book or movie:

Star Trek – excellent the best one yet. Reading a book about Orcs at the mo, before that the Twilight series.

What should we do a bit more of at Xerox:

Party...!



Meet...



David Eames

Age:
25.

Fell in love, got engaged, married:
Been with girlfriend for 10 years and living together for 3.

Education:
B Eng in Civil Engineering.

Position:
Commercial Partner Manager.

Company history:
Worked as a contractor for just over a year in a couple of roles: Worked in test audit in WGC for 2 months. Started Buyer Analyst role for GP supporting

Electronics in WGC for a year. Became permanent Jan 07 taking over Electronics, supporting WGC PDT requirements. I have recently taken on new modules to incorporate different commodities including resins & steel.

Hobbies:
Football coaching at a local colts club.
Playing football for a Sunday league team.
Reading / Squash / Swimming.
Watching sport in any gaps that I have!

How I feel on Monday mornings:
Physically, I normally have a number of bruises from playing Football on a Sunday. Mentally, it depends on the challenge of the day. The greater the challenge the more I look forward to it.

Character:
Competitive / Optimistic.

I dislike:
Inactivity with no purpose.

Favourite wish:
Pay off mortgage and retire at the age of 30. Unrealistic possibly, but I will continue to dream.

My Motto:
Get on with it.

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

Ken Syme – I would enjoy having more input on global direction.

Favourite food:
Anything without vegetables suits me fine. Sweet food is especially popular.

For me, Xerox is:
A company looking to innovate to meet the needs of their customers.

Holiday country:
UK – There is so much to do and see, but just trying to find the time.

Most recent book or film:
Paul Johnston – The Soul Collector, I do a lot of reading, mostly crime thrillers and football coaching manuals. I'll read most books if recommended.
Film wise I have a Cineworld card so I have seen most of the new releases, but I have seen Star Trek / Angels & Demons / Night at the Museum 2 in the last couple of visits.

What should they do a bit more in Xerox:
Communicate & empower. Lack of knowledge sharing and trust leads to slower decision making..

With thanks to Xerox people

Venray 'Muzikaal Totaal' becoming more popular

That you can score with a music festival without Bruce Springsteen, The Killers or Snow patrol is what Venray has been doing for the past years.

What started in 1996 with one podium and a few hundred spectators has now evolved into a happening with about 20,000 people. This we can thank Xerox for or not Leo Goumans?



Eger Lander next to blues band

Venray "Muzikaal Totaal" will be held on 6 squares with each 2 podiums. Each square has its own square manager. The square manager is responsible for the music programme per square and that it all goes well. Leo is responsible for the Henseniusplein (square). Toon has "De Bleek" and Ray is responsible for the smooth running of the "Schouwburgplein."

Glass of beer

According to Leo the Venray "Muzikaal Totaal" is a festival for everybody. You can find a blues band or a senior citizens orchestra next to an "Eger Lander" or a rocking Billy. Also we have local brass bands from all around the area. We even had bands asking if they could play from Hulst and Amsterdam. This says it all, this festival is popular with the musicians.

We asked when Leo and his colleague volunteers are satisfied with their efforts he answers "When we see the laughing faces of the public and when the boss of the local catering companies gives you and you colleagues a firm handshake and congratulates you on doing a good job yet again. Then you all enjoy a big glass of beer together".

Modestly OPC maintenance mechanic shyly laughs away this compliment. Of course my fellow Xerox colleagues Toon van Osch, Ray Bradley and myself spend a lot of free hours organising this festival. So if you see this as a Xerox effort be my guest.

We are not the only ones involved. The festival relies on about 20 enthusiastic volunteers. We are just a part of it.

Square managers

Venray "Muzikaal Totaal" originated from a musical party celebrating the 50th anniversary of local tourist center. Leo: "That was such a success that representatives of the Venray catering industry, shop owners and music companies decided to do this more often. On the 17 of July the 13th edition of this festival is a fact and all musicians will play for free"

Centralized L.S.P. Product Training

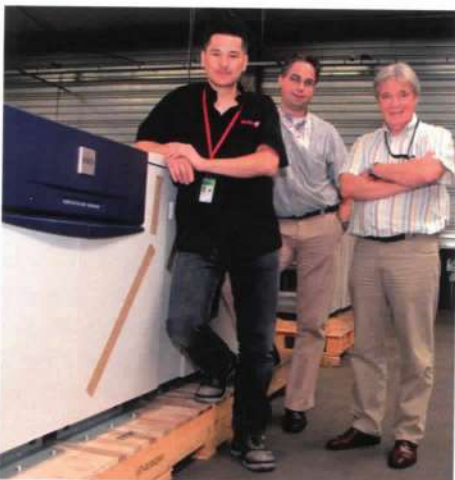
Although the fleet of the Xerox Office products are "Customer Installable", the majority of the Multi Function Products are delivered / Installed & de-Installed by so called external Logistic Service Providers (L.S.P.).

In the past there has been no consistent approach to train & provide documentation to these crews and the LSP delivery & removal could lead to Customer Dissatisfaction or un-necessary Service Call's. Proper training of the LSP's are key to improve the Installation Quality and therefore early 2007 a cross functional core team was formed for the E.H.S.C. assessment to set-



Participating LSP trainers and contract managers
LSP Forum workshop (September 2008)

up "Centralized LSP product training" of European LSP's. The LSP's were invited for a workshop in Venray, in July 2007 to introduce the proposal and to determine their needs and requirements. The outcome of that 1st workshop was that there was a lack of communication. The LSP's did not have the proper product information to do the job and one of the 1st actions was therefore to design and create an external website that contains all Installation



Members Project Team from left to right
Marco Evers (Engineering / LSP Trainer), Twan Verdellen (GP -Transport), Toon Peters (Customer Focus Dept.)

related product information.

Centralized Training was implemented via the "Train the Trainer" principle. The XE LSP trainer provides documentation and training to the Lead trainers (± 25) of the LSP's and they will then train their Install crew's (> 700) in country.

Centralized LSP Training is given via 3 basic methods: 1) Hands on training (Complex or New Design products) 2) Website (Documentation / Video's / Bulletins etc) 3) Conference Calls / Webcast. Since the start, 5 Hands on training sessions have been held, various product documentations have been created and 2 webcast's were organized. Further on 4 (bi-yearly) LSP forum workshops with the European LSP's have been organized to build up the mutual relationships and improve the Install quality via the best practice principle.

To measure the effectiveness of the new Training approach, the Voice Of the Customer program was started. The V.O.C. is a 6 questions web survey to measure the satisfaction level of the Installation done by the LSP.



Paul Kools (left) handing over LSP Award to Richard Engelkes from NYK Logistics (Edam) B.V.

After a trial with 3 countries the program is now implemented to 15 XE countries with a Customer Satisfaction of 98%. As an extra LSP motivation, following the Balance Achievement Award for the best performing Country Logistics Organization of the year, the LSP Excellence Award was introduced.

The best performing & winner of the 1st LSP Excellence Award (2008) is NYK Logistics (NL).

LSP Award





Meet...



Claudia van Rooij

Age:

36, born 11 March 1973 in Utrecht.

Fell in love, got engaged, married:

Married to Dorus and mother to 2 lovely daughters Willemijn and Sophie.

Education:

HEAO-Business economics and after that Economical Science at the University of Tilburg..

Function:

Financial Analyst.

Joined Xerox in:

1 October 2008, but also worked at Xerox from 1997 till 2001. I have also worked at Flextronics.

Hobbies:

Tennis and shopping. I used to horse ride but after the children were born I didn't have enough time to pursue this and had

to stop. (I want to keep working and do nice things with my kids.) I would like it if one of my daughters decided she wanted to ride a pony.

How do you feel on the Monday morning:

Full of energy and to start working in a new week.

Character:

Honest, driven, flexible. I think I am easy to work with because I have a broad interest and also try to have a realistic approach to things.

I dislike:

Dishonest and jealous people and also people who make loud noises when eating, like the loud crackling, crunching sound of crisps. My sister also dislikes this, much to our spouse's disappointment, who completely disagree with this.

Favourite wish:

Hardly a surprise, but it is important to me that our family stays close, warm and of course healthy and that my daughters grow up to be strong independent women. A dream that will be realised this year is that we are building our own house which is fun but also time-consuming.

Life's Motto:

If you do something, do it right.

In whose shoes would you like to step at Xerox::

Ursula Burns. I would like to experience the daily decision-making and how she

manages to keep the Corporation intact.

Favourite food:

A lot of different things. I enjoy going out for dinner but staying at home enjoying a home cooked meal provided by my husband is also nice.

Xerox is for me:

A warm team where I can be myself and constantly develop myself by learning from other people who also sometimes learn from me.

Vacation country:

I like different countries and different things 'back packing in', Thailand, Mexico, Australia and America. (Especially for students this is the low budget way to travel.) Also I enjoy city trips and have caught the winter sports bug. We tend to check out new destinations every time.

Latest book or film:

My favourite writers are Marianne Frederiksson and Isabel Allende, but the last book I read was called 'De Reünie' (The Reunion) by Simone van der Vlugt.

What should they do more at Xerox:

Try to oversee the process and not only the piece you are responsible for, so you can figure out how to work together. Also I enjoy going for drinks now and then after work like at summer break or Christmas, just to get to know my colleagues better.

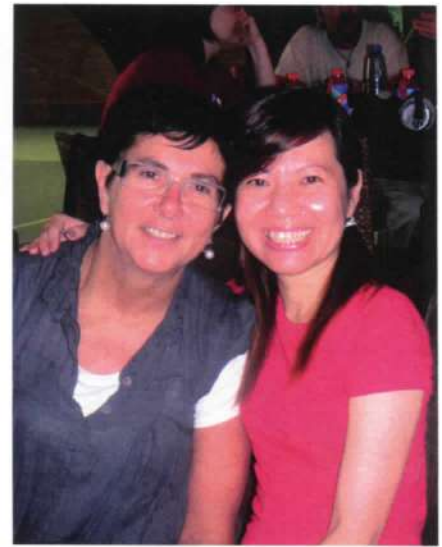
Xerox Venray Sports Day

That fraternizing doesn't necessarily cost Xerox money has again been proven. On Saturday 27th June a sports day was organized by Venray employees for the third time. Taking into account the economic crisis they had all agreed to go ahead as planned.

The employees themselves paid for the whole event.

It was again a super happening. A lot of sport, a lot of laughter and no major injuries.

Look at the photo impression.





Courtesy

No-one has ever become less intelligent by reading. Personally, I like reading and try to combine the useful with the pleasant.

A while ago I read a book called "If Disney had been the boss in your hospital" by the American author Fred Lee. This author was a senior vice president of the Florida Hospital and also an employee of the Disney University. From different views he shed light on how necessary good customer orientation is in a service-oriented environment. He uses the code of conduct SHARE that consists of five points.

- Speak with people and open yourself to their needs, before they have to ask.
- Help each other.
- Accept other people's feelings.
- Respect their dignity and privacy.
- Explain what is happening.



By doing this he came to an interesting conclusion.

The perception of the customer is sometimes more relevant than the result of the treatment.

After this literature sank in, I thought what applies to the service sector can also apply to us at Xerox. Who does well meets, expectations or not? Especially in a time that the glass always seems half empty and nearly everybody feels the crisis breathing down their neck.

It's in times like this we need to keep our basic values towards our customer and each other.

Next to the proposition of a good product, courtesy could be the key to a glorious future.

Have a nice vacation and come back healthy.

Paul Hermans



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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:

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