

Xerox Services - 2004 Performance Excellence Plan

Employee/Work Group Name: Brian Zuehlsdorff X04121 Job Title: Account Associate
 Length of Performance Cycle: Beginning Date: 1/1/04 Ending Date: 12/31/04 Number of Planned Feedback/Review Sessions: 2 - Annually
 Feedback Sources: Manager: X Customers: X Peers: X Employees: X

Organizational Goals (► Vital Few)		2004 Measures & Targets		Coaching & Feedback
Vision: Deliver on the Promise to Customers, Employees, and Stakeholders				
Organization Objectives				
<ul style="list-style-type: none"> Clearly understand and consistently achieve SOP/SOW Demonstrate effective behaviors to build Customer Relationships Effectively resolve or escalate customer problems Critical processes are understood and consistently followed Tasks are completed accurately with minimum rework Look for opportunities to improve work process to meet standards of performance or improve productivity 	<ul style="list-style-type: none"> Participate in successful implementation of Performance Excellence (Targeted Accounts) 	<p>Positive Customer Feedback</p>	<p>Brian, you have met the requirements outlined in the accounts SOP/SOW.</p> <p>You have worked diligently to provide the customers with quality service.</p> <p>You were also able to handle customer issues and concerns.</p> <p>You understood the critical process. There was minimum rework within the account.</p> <p>You helped look for opportunities within the account.</p>	
<ul style="list-style-type: none"> Deliver Performance Excellence Work cross functionally to improve Xerox's Value Proposition Business Simplification 	<ul style="list-style-type: none"> Identify Revenue and Volume Growth Opportunities 	<p>Identify Revenue and Volume Growth Opportunities</p>	<p>You have been able to keep the downtime on the equipment at your account. Which helps the revenue bottom line.</p> <p>You were able to achieve perfect attendance for the year 2004.</p>	
<ul style="list-style-type: none"> Financial - Manage the utilization of Xerox assets and resources to achieve financial commitments and create superior value for Xerox and its shareholders. Meet financial Commitments Post Sale Revenue Growth Improve Productivity 	<ul style="list-style-type: none"> Implement Lean Document Production (where possible) Large volumes of work or multiple tasks are handled effectively Be at work and on time every day Actively seek opportunities to reduce Xerox cost Billable activities are tracked and incorporated in the customer invoice Support Billing Accuracy/ Timeliness Activities Leverage the use of new technology Ensure the protection of Xerox and Customer confidential and private information and materials of value Materials/Parts/Assets are managed effectively Documentation and reporting requirements are met 	<p>Attendance/ Hours Absent (Mgr Expectation)</p>	<p>All billable activities were captured in your account. Your billing documents were submitted on time monthly.</p> <p>Your materials were managed effectively.</p>	

<p><u>Employee</u> – Attract, retain and develop a diverse group of the best people by creating an environment of individual growth and team spirit, which inspires Xerox people to realize their full potential.</p> <p>➤ <i>Maintain Hearts and Minds of our Employees</i></p>	<ul style="list-style-type: none"> ▪ Effectively work and interact with Team members ▪ Competing priorities are balanced effectively & positive relationships maintained ▪ Help is offered to others when needed ▪ Conflicts / Problems are resolved effectively ▪ Emergency procedures are understood and followed as needed ▪ Xerox Policies are supported and adhered to ▪ Take initiative to complete Cross Training activities 	<ul style="list-style-type: none"> ▪ Personal Development Plan (PDP) Activity Progress ▪ Actions supporting Safe, Clean and accident free work environment <p>You worked will with your fellow team members and was always willing to support.</p> <p>You created a PDP in 2004. I will need for you to follow-up on your development plan in 2005.</p>
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Values ♦ Respect for people ♦ Performance/Results Orientations ♦ Honesty and Integrity ♦ Open Communication ♦ Leadership ♦ Teamwork ♦ Balance

Employee signature: Brian Zuehlisdorff Date: 4-7-05

Manager signature: Jeffery Patterson Date: 4-7-05

Notes:
 Brian, it's a pleasure to have you on my team supporting the Jacksonville operation. I encourage you to continue with self-improvement and to utilize the tools available to you. And continuously improve in your customer skills.



2003 Performance Excellence Plan
Objective Setting & Feedback Form
"Helping people find better ways to do great work..."



Employee/Work Group Name: Brian Zuehlsdorff Job Title: Account Associate
 Employee Number: X04121 Employee Phone Number: 904-620-1940 Organization: Southeast Xerox Services, North Florida
 Manager Name: Jeffery D. Patterson Manager Employee Number: 984283 Manager Phone Number: 904-642-1426
 Length of Performance Cycle: Beginning Date: 01/01/2003 Ending Date: 12/31/2003 Number of Planned Feedback/Review Sessions: 2

Feedback Sources: Manager Customers Peers Employees

Performance Objectives & Feedback			
Organization Goals	Individual/Work Group Objectives	Target	Measures and Interim Full Year
<p>Customer Consistently meet or exceed Xerox customer's expectations regarding Xerox value proposition</p>	<ul style="list-style-type: none"> Live "The Power Of You" (passionate customer commitment) Achieve Standards Of Performance Simplify services processes for customer Support Client Problem Resolution Support Client Communication plan and process Support National One Page Manager and Value Added Tracking Participate in Customer Appreciation Days Deliver Operational Excellence 	<ul style="list-style-type: none"> CSMS 100% Satisfied Communication Plans Completed for each account to meet AMP requirements Adherence to AMP process with NOPM / VAT completed where applicable 100% contract renewal Adherence to SSDAs Participate in 4 Customer Appreciation Days Site Services Blue Certified 100% within 30 days of install; Silver within 90 days; Gold within 120 days of install OPEX Silver Q.20, Selling Services Effectively; Active participation in quarterly review, communicate all changes in customer requirements to Manager Favorable Mystery Shopping Results 	<p>Manager Coaching & Feedback</p> <p>UNF received a score of 8 on the 2003 CSMS. The current contract is not up for renewal this year. You were adherence to the SSDA for the UNF account. Account has been blue certified.</p>
<p>Financial Manage the utilization of Xerox assets and resources to achieve financial commitments and create superior value for Xerox and is shareowners</p> <p>Grow Revenue</p>	<ul style="list-style-type: none"> Volume Building Programs Increase connectivity (Office - PUMP) Application growth (Production) Supplies Marketing Account Marketing Demonstrate Xerox value every day 	<ul style="list-style-type: none"> Account Revenue Growth 10% Increase monthly print volume (AMPV) Grow Supply Sales; Paper, Transparencies, Tabs, HP Cartridges, FAX supplies Billing Timeliness Target met 100% 	<p>The revenue growth for the account was about 3% growth.</p> <p>All meter reading and additional billing information was submitted in a timely manner.</p>

<p>Improve Profit</p> <ul style="list-style-type: none"> • Reduce Costs - Effective Use of DocuCare - Supplies/Materials/Parts Management - Compliance to Purchasing Processes - Reduce Waste • Gross Margin Improvement Plan - Support Account Business Plan - Increase Output per Associate (productivity) - Minimize Absenteeism and un-billed OT 	<ul style="list-style-type: none"> • Supply Inventory Managed • Supply reconciliation process followed • Supply audits conducted monthly • Purchase Order Logs completed & reconciled monthly • Maintain less than 30 day non-billable supplies • 100% Compliance with Overtime Process • S5 Reporting Compliance • 100% Compliance to Attendance Process – less than 24 hours of Absenteeism with 0 hours exceptional • DocuCare Logs submitted monthly where applicable 1st Tuesday of each new month • Key Op in accordance with SSDAs • PCs installed, operational, and used 	<p>You managed the inventory on the account very satisfactory.</p> <p>The reconciliation process was followed at your account.</p> <p>NA</p> <p>Maintained 30 days of supplies.</p> <p>NA</p> <p>You achieved perfect attendance for the year 2003.</p> <p>Your docuCare logs were submitted monthly.</p> <p>Completed</p>
<p>Manage assets/ Improve cash generation</p> <ul style="list-style-type: none"> • Support Billing Process / Meter Read Process • Maintain Accurate Customer / Billing Back-up Reporting • Manage On Site Inventory • Managed Service Assets inventoried and secured 	<ul style="list-style-type: none"> • Customer Signature for all billable OT 100% • OT billed month of Service 100% • Billing Accuracy 100% • Purchasing Process Compliance 100% • Service Overtime Billed to Customer 100% • Cumulative Parts Service Level (CPSL) for On-Site Managed Services Inventory 85% • Parts Inventory maintained at established Level 100% • Parts Overdue Returns < 1.75% 	<p>NA</p> <p>NA</p> <p>100%</p> <p>NA</p> <p>NA</p> <p>Completed</p> <p>NA</p>
<p>Employee Attract, retain and develop a diverse group of the best people by creating an environment of individual growth and team spirit which inspires Xerox people to realize their full potential</p> <ul style="list-style-type: none"> • Complete PEP / PDP • Manage Skills Development • Plan for Safety First - Follow Site People Safety Plan 	<ul style="list-style-type: none"> • PEP Completed 3/31/02 • PDP Completed 6/30/02 • Business Ethics and Workplace Policies acknowledged by date TBD • Business Conduct and Customer Skills Training completed 100% • Xerox initiatives/direction supported 100% • Demonstrated PC Skills, E-mail, E-Learning, Billing Logs, Microsoft Office Suite – subjective evaluation by CAM • 100% Satisfactory Job Assessment Ratings by CAM 	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

Overall Summary (for year-end review)

Summarize the employee's/team's overall performance for the full year. Include the impact of situational factors or constraints.

Brian, you have consistently exceeded acceptable levels of performance in completing objectives and responsibilities. You have also accomplished your job with excellence, demonstrating creativity where appropriate. Also the highest level of quality works in a timely manner and requires very little guidance from your manager. Brian, it's a pleasure to have you on my team supporting the Jacksonville Operation.

We have discussed and agreed upon the above performance objectives and measures/targets

Employee Signature <i>Brian Zwickel</i>	Date 4/12/04
Manager Signature	Date

We have completed the interim review

Employee Signature <i>Brian Zwickel</i>	Date 4/12/04
Manager Signature	Date
2 nd Level Manager Signature (if required by your organization)	Date

We have completed the year-end review

Employee Signature <i>Brian Zwickel</i>	Date 4/12/04
Manager Signature <i>Jeffrey Walker</i>	Date 4-12-04
2 nd Level Manager Signature (if required by your organization)	Date

NOTE: As part of the interim review session you must complete a **Personal Development Plan** <http://www.xserv.world.xerox.com/xserv/home/forms/dhloads/52164.doc>