

Xerox Services - 2005 Performance Excellence Plan

Employee/Work Group Name: Brian Zuehlendorf-X04121 Job Title: Account Associate

Length of Performance Cycle: Beginning Date: 1/1/05 Ending Date: 12/31/05 Number of Planned Feedback/Review Sessions: 2 - Annually

Feedback Sources: Managers: X Customers: X Peers: X Employees: X

Vision: Deliver on the Promise to Customers, Employees, and Stakeholders
Mission: Create sustained competitive advantage for Xerox by becoming the best services delivery organization

Organizational Goals (What/How)	Organizational Objectives	360° Feedback
<p>Customer – Consistently meet or exceed Xerox customer's expectations regarding Xerox value proposition</p> <ul style="list-style-type: none"> ➤ Deliver performance commitments ➤ Work cross functionally to improve Customer Experience 	<ul style="list-style-type: none"> ➤ Clearly understand and consistently adhere 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 minimal rework. ➤ Look for opportunities to improve work processes to meet standards of performance or improve productivity. 	<p>Brian, you consistently met all of the requirements stated in the SOP/SOW. The feedback from your customers were always positive. Critical processes were understood and consistently followed.</p> <p>You were always looking for opportunities to improve the process and to meet the standards of performance.</p>
<p>Financial – Manage the utilization of Xerox assets and resources to achieve financial commitments and create superior value for Xerox and its shareholders.</p> <ul style="list-style-type: none"> ➤ Deliver Gross Margin Commitments ➤ Post Safe Revenue Growth ➤ Work cross functionally to deliver benchmark total cost 	<ul style="list-style-type: none"> ➤ Implement Lean Document Production (where possible) ➤ Large volumes of work or multiple tasks are handled efficiently ➤ Be at work and on time every day. ➤ Actively seek opportunities to reduce Xerox cost. ➤ Billable activities are tracked and incorporated in 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 standards of value. ➤ Material Parts/ Assets are managed effectively. ➤ Documentation and reporting requirements are met. 	<p>You have successfully implemented the Lean Document Production process in your account. You were able to handle multiple tasks and volumes in your account effectively. Perfect attendance in 2005.</p> <p>You were always looking to reduce cost. All billable activities were captured.</p> <p>You were always involved with the C-SE's in understanding the new technology.</p> <p>Understand the importance of ensuring that Xerox and the customer's confidential and private information was protected.</p> <p>Materials were managed effectively.</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"> ➤ Regain Hearts and Minds of our Employees 	<ul style="list-style-type: none"> ➤ Effectively work and interact with Team members. ➤ Compelling 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. 	<p>You were willing to support your fellow team members when necessary.</p> <p>All Xerox Policies and Procedures were understood and adhered to.</p>

Employee Signature:

Brian C. [Signature] 3/27/05

Date:

3/27/05

Manager Signature:

[Signature]

Note: Brian, it's a pleasure to have you on my team supporting the Jacksonville Operation. I encourage you to continue with your self improvement. Please also focus on continued learning activities to increase your overall knowledge of business concepts and procedures at Xerox.