Enterprise Transformation
A Xerox Supplies Perspective

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Elements of Enterprise Transformation in Xerox Supplies

**WHY**
- Drivers of Enterprise Transformation

**HOW**
- Strategy Development and Alignment
- Communication
- Organizational Design
- Metrics and Tools
- Lean Six Sigma

**RESULTS**
The Historical Perspective

1964...

Xerox introduced the *plain paper* copier

\[ \text{Paper Jam} = \text{Fire} \]

Xerox had to invent *xerographic* paper
Drivers of Enterprise Transformation

- Customer Needs
- Technological Innovations
- Financial Performance

Drivers of Enterprise Transformation
Altering Our Business Model and Enabling Our Customers

Customer Needs

Innovation

Financial Performance
Understanding the Strategic Opportunity and Direction

Internal

Customers

Suppliers

Equipment Development Teams
Communicate, Communicate, Communicate

- Make Sure Everyone “Understands Why”
- Align the Organization
- Engage Value Chain Partners
- Communicate, Communicate, Communicate
Changing Organizational Design

Decentralized
No Strong Central Global Strategic Coordination

Blended Model
Consolidate Strategic Elements
Organizational Investments in:

- Global R&D Resources
- Global Marketing
- Training
- Sales Compensation
- Channel Expansion
- Reward Systems
Metrics and Tools

- **Lean Six Sigma**
  - Tracks Color Performance
  - Enables Fact-Based Discussions
  - Improves Product Quality
  - Reduces Time to Market
  - Supports and Enables Strategic Execution
Enterprise Transformation in Xerox Supplies

- Strategic Discipline
- Communication
- Execution through:
  - Organizational Design
  - Resource Investments
  - Metrics and Tools
- AND…Stay Focused!
We’re headed in the right direction.

The path is always changing.

The transformation is never complete.