

The Document Company Keeps Worldwide Conversations Going with Xerox DocuShare

Like most manufacturing companies, the amount of documentation involved in remanufacturing parts for Xerox equipment can be mind boggling. Parts and associated documents span from North to South America, from Europe to Asia, and continue on to Australia. There are over 10 different countries developing their own remanufacturing processes. All these processes are created independently of what's going on in other parts of the world. With so much going on and so little communicated, newly established technical information is difficult to find and utilize. Which is not exactly a desirable model for knowledge sharing.

These are just some of the challenges that led to the formation of the Xerox Global Remanufacturing Parts Working Group (XGRPWG). This group agreed to tackle the issues and find solutions to increase global communication and access to technical information. Right from the start DocuShare was an integral part of the process.

The Conversation Begins

As worldwide discussions with the Xerox remanufacturing parts teams and the XGRPWG began to happen they were stored in DocuShare electronic file folders



for immediate access by all members of the Working Group—regardless of physical location.

With DocuShare the Working Group was able to “come together” when they might otherwise not be able to. Bulletin boards kept members up to date. In progress documents were shared in each team's work space. And, as the dynamic work-group grew, new DocuShare member accounts were easily set up by the core group. So those using the knowledge could decide who to share it with.

Key requirements of the group were:

- Best practice sharing
- Standardized processes
- Reduced time to market
- Reduced costs
- Reduced landfill waste

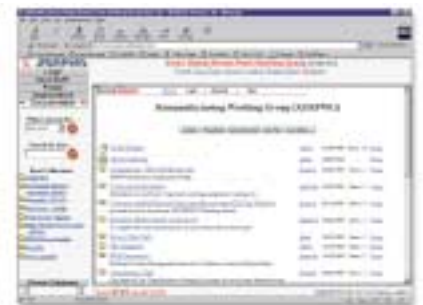
Technically, the group was also challenged with the requirement to create a knowledge portal that could accommodate heterogeneous document sources. For example, they needed to accommodate parts inventory stored in an Oracle database, engineering drawings of parts via Xerox Intranet Docs, remanufacturing expert contact information via a home-grown information application, and remanufacturing processes and related documentation that is located in many isolated places.

The Conversation Spreads

Since DocuShare uses standard HTML forms, Peter Barton, another team member, was able to modify DocuShare



Xerox Global Remanufacturing Parts Working Group has integrated a number of different applications and technologies under one easy-to-use web interface



Clicking the Documentation link brings users directly into the DocuShare repository



Information of all types is stored in DocuShare, including hyperlinks to other databases such as the SEAR Catalog

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to link to the Oracle and Xerox Intranet Docs systems. All other documents were stored directly into DocuShare.

The DocuShare Intranet site provides immediate access to data which enables engineers to eliminate process development redundancies and reduce their own development lead time from weeks to days.

The Conversation Keeps Going

Since its implementation the DocuShare site has become a central repository for remanufacturing knowledge.

It is used as a benchmarking tool that allows a remanufacturing site in Australia to compare its operations with a site in Brazil. New parts remanufacturing opportunities and improvements have already been uncovered.

If an engineer is interested in a particular process the parts may be selected for viewing via Xerox Internet Docs. All this is done without leaving DocuShare.

The results have been dramatic: Worldwide there has been a significant reduction in parts inventory, coupled with lower remanufacturing costs overall. More importantly the volume of material entering landfills has dropped significantly as different organizations learn how to more effectively reuse and remanufacture components. Parts Work Group member Mary Ellen Ditrinco puts it succinctly. "If we don't reuse or remanufacture a part it WILL end up in a landfill." By using DocuShare XGRWG has achieved all these goals with just a modest investment in time and infrastructure. A simple calculation shows that for every one dollar spent developing the DocuShare site, over \$35 dollars was returned the first year and over \$800 dollars the second year.

What does the future hold for the Global Remanufacturing Parts Working Group? Well, the sky is the limit. If the information is needed and they can find it, it'll be part of their DocuShare site.

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The Parts Working Group (clockwise) - Mary Ellen Ditrinco, George Ford, Mike Ward, Kimberly Brebeau, Graciela Salcedo, and Peter Barton

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