



NSE Services : we have more than 450 employees dedicated to customer service in the electronic and computer domains.

Our global offer is defined by the following :

- ▶ Added value European Customer care center (160 co-workers, 15 languages, administrative and technical)
- ▶ European logistics Platform (Over 10 000 m², reverse logistics, spare parts, management)
- ▶ A 200 technician high skilled Repair Center

Our service combines: Skills, Quality and Reactiveness and Competitiveness.

NSE Services is the European partner for the biggest computer and electronic manufacturers for :

- ▶ the global management of the warranty of their products,
- ▶ the management of end users and supply chain partners.



E-LETTER # 19
OCTOBER 2009

EDITORIAL

INDEX

EDITORIAL

CASTOR PROJECT

SANYO INTERVIEW

NSE RE-CYCLES ITS WASTE

"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change."

(Charles Darwin / 1809-1882)



Hello

This quotation from the celebrated Victorian naturalist remains pertinent today to illustrate the need to adapt in the face of an ever-changing environment.

We have, in our way, with humility, honesty and rigour examined our processes and work methods in order to better respond to our clients and markets.

In a period where economic parameters demand caution and attention, we have made large investments in the improvement of our production line.

Our initiative < Project Castor > unites the whole NSE workforce in the same objective: to reinforce the position of NSE as a major player in the European market renowned for quality and competitiveness.

At the same time we continue to reduce our impact on the environment in a sustained and determined fashion.

The theme of this e-letter, waste treatment, is a concrete example of our desire to fulfil, in a lasting and responsible way, our role as a civic-minded organization.

Bearing witness to our capacity to adapt to the needs of our clients, David BROOKES, SANYO Europe's Director of Operations has agreed to answer our questions in this e-letter.

José Parets
Managing Director

Comment
Améliorer notre
Service, nos méthodes de
Travail, notre
Organisation et notre
Rentabilité

Castor is the French for Beaver, an animal noted for its hard-working qualities.

The Castor Project forms part of our three year strategy (CAP 2012).

For several years now, our organization and levels of service have continued to progress.

In order to sharpen our competitiveness and to improve our response to market demands, we have decided to take a step forward in our work methods and organization.

This new approach has given rise to Project Castor.

The project is founded upon

- ▶ Optimization of our industrial tools
- ▶ Optimization of both physical and technological flow
- ▶ Optimization of our field of operations
- ▶ The reduction of costs (services and materials)

We have made large investments in recent months in the area of rationalization and modernization of our repair lines, along with improved management of our operations through the appropriate IT tools.

We have adopted the measure of «**Lean Management**» in keeping with the philosophy at the heart of our company : **continued progress** and **permanent improvement**.

These additional steps will enable us, not only to improve our performance and better respond to the needs of our clients, but to consolidate the cohesion of our teams within a unifying project.

Alain ROCHER
 Industrial Director
 Service Delivery Director

See below an example of the impact of project Castor on one of our repair lines.



BEFORE



AFTER

One year ago **SANYO Europe** and NSE finalised an agreement to manage Projectors warranty service for specific European applications.

David Brookes : Operation Director of SANYO Europe has kindly agreed to answer to our questions:



CB: How is positioned the Projector activity in the global SANYO strategy ?

DB: Based in London SANYO Europe Ltd. is the SANYO Group's UK headquarters for sales and marketing of a wide range of products including digital projectors, digital still and movie cameras, LCD televisions, microwave ovens, CCTV equipment and batteries. Digital projector sales are about 30% of turnover for SANYO Europe Ltd.

As for home cinema, events, education or business using LCD or DLP technology; SANYO is offering the right presentation system to match to large needs and applications -from ultra-portable lightweights to high-end fixed installations.

SANYO PLC-XL45 - Short Throw Projector



SANYO currently holds the No1 market share position for digital projector sales in the UK market and is using its experience and knowledge helping European colleagues to expand sales in continental Europe. This is a major area of sales for SANYO and we hope to become No1 across Europe.

CB - How do you see the evolution of the projectors market in the next years ?

DB -The current evolution direction is pushing manufacturers towards shorter and shorter throw projectors. These are especially popular in education environments because the teacher or lecturer can work on the whiteboard without casting a shadow across the presentation.

Many of these projectors are used in one education building and to allow control and monitoring of the projectors from one central location SANYO is now installing network communications in this type of projector.

CB - What are you expecting from your Service Partner ?

DB - To offer under one coordinated contract a service model adapted to our clients everywhere in Europe which includes:

- ▶ To take into account RMA request by liaising with SANYO customers, distributors, dealers and end-users
- ▶ To perform exchange service to the user site
- ▶ To adapt buffer stock of exchange product and spare part to the real service demand
- ▶ To be pro-active in the dealings with SANYO customer in order to maintain and promote the good name of Sanyo
- ▶ To have a full visibility and report on the service *done*.

CB - How is going your relationships with NSE ?

DB - We really appreciate NSE flexibility in launching with us a new project from zero and by developing the right organisation and service levels to meet our increasing sales of digital projectors in each European country.



PLEDGE OF QUALITY

NSE Services sites are certified by l'AFAQ under reference **QUAL/2003/19690**.
Certification **ISO 9001** and **ISO 14001**.

To subscribe or to unsubscribe [click here](#)
For technical problem infos@nemesi.fr

Declaration **CNIL # 853153**

You have a right of access, of modification, correction and suppression of the data which concern you (Article 34 - Law "Informatique Et Libertes" January 6, 1978).

Our environmental policy has been structured since we obtained ISO 14001 certification in December 2005. NSE Services have introduced permanent methods geared towards the protection of the environment. To date, one of the largest impacts of our activities on the environment has been the production of waste. We have undertaken measures for recycling this waste, beginning with those categories of waste, the nature of which renders them the easiest to deal with: cosmetic waste, cardboard packaging and scrap metal. We are committed to the recycling process. The systematic sorting process in place at NSE Services is a permanent measure imposed for the recycling of certain materials.

Thanks to this sorting process, in 4 months we have achieved :



- ▶ **15 tonnes of plastic waste** recycled into new materials
- ▶ **20 Tonnes of cardboard and 12 tonnes of scrap metal** recycled.

In July 2009 NSE formulated a breakdown of the waste produced :

Breakdown



40 % Polystyrene



40 % Polyurethane



5 % Cardboard



8 % Plastic Film 30 kg



1 % Foam (PU supplé)



3 % Wood (60 kg)



2 % Foam (polyethylene expanding)



1 % Un-sortable waste

The waste as a whole is sorted at the sorting centre to determine the appropriate treatment required.

NSE are working on the reduction of waste volumes together with the creation of reusable packaging which would serve for both the collection and re-delivery of goods to the customer.

These measures enable us to generate and implement ways of reducing packaging waste. We must all participate in the protection of our environment.

Laurent FAVIER
Quality/Environment Manager