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*Corporate Media Kit*



## CORPORATE FACT SHEET

- Company Mission:** To achieve a global market leadership position in every office products category in which Esselte operates.
- Company Profile:** Founded in 1913 in Stockholm, Sweden, Esselte is a leading global office supplies manufacturer. With annual sales of over USD 1 billion, the company employs approximately 5,000 people and sells 20,000 different office products in over 120 countries. Acquired by U.S.-based private equity investment firm J.W. Childs in July of 2002, Esselte is in the process of executing an aggressive growth strategy centered around innovation, Lean Management and investing in its core categories of filing and the hobby and craft markets.
- Product Overview:**
- Filing** – Through a combination of brands including Esselte, Pendaflex, Oxford and Leitz, the company is recognized as a world leader in the organizational solutions marketplace. This is the company’s largest revenue producing category and it consists of products such as suspension files, binders, file folders, index cards, report covers and portfolios.
- Workspace** – The Company’s primary brands in this category include Esselte and Leitz. Esselte’s workspace products are designed to organize and control the flow of paper in the office environment, and include products such as staplers and punches, letter trays, CD storage and computer accessories and supplies as well as binding and lamination machines.
- Creative** – Under the Xyron brand, Esselte has established a dominant position in the rapidly growing craft, hobby and creative professional markets. The division’s innovative adhesive application, laminate application and printing and cutting products are designed for creative uses such as “scrap booking” and developing packaging “mock ups.”
- Global Markets:** Esselte has subsidiaries in 33 countries throughout the Americas, Europe and Asia. Europe accounts for 55% of revenues, the United States and Canada contribute 40%, and Latin America and Asia Pacific generate the remainder. Esselte is the dominant category leader in the North American filing products market; and is the market leader in filing and workspace products in most every European country. Its craft and hobby products are favorites of consumers in most major countries.
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## OPERATING DIVISIONS

Esselte's global business is comprised of five operating divisions that service the office supplies and creative needs of customers in over 120 countries. Esselte Americas, Esselte Europe, the Creative Division and Asia Pacific together account for annual worldwide sales of more than USD 1 billion.

### OPERATING DIVISION: Esselte Americas



Over the last decade, Esselte's North American office supplies business has undergone radical consolidation, focusing on specific product lines and relying on strong market shares to create successful and profitable economies of scale. The North American Filing business is mainly concentrated on suspension files, file folders, index cards, report covers, sheet protectors, indexes/dividers and portfolios, with the market for these categories growing in line with GDP at approximately USD 1 billion per year. With a 40% share of the market, Esselte is a market leader in these categories.

In the Americas, service demands on manufacturers are intense and distributor supply chains are highly sophisticated. Delivery times to end-users are frequently measured in hours and in-stock positions in retail stores run as high as 99+%. We are proud of our ability to meet these demands head-on with customer service fill rates at the forefront of the industry.

Esselte's manufacturing facilities in the US, Canada and Mexico are all highly automated, high quality, competitive operations. By focusing on continuous improvement (Lean Management philosophy), employee involvement and motivation, and self-directed employee work teams, Esselte maintains a high level of productivity, quality and the ability to meet our customers ever changing demands in these operations.

The combination of a strong market position, a streamlined supply chain and an innovative product line that addresses end-users' needs puts Esselte in a position to continue enhancing its position in the Americas.

Esselte's South American business is also managed from North America.



**OPERATING DIVISION:  
Esselte Europe**



Europe is a highly fragmented and competitive market with many local producers and regional manufacturers. The market has witnessed rapid consolidation at the distribution level and product variations have emerged over the years according to the preferences of end-users in different countries.

Filing is the largest Esselte product category in Europe. The filing market in Europe is approximately USD 1.4 billion and is growing in line with GDP. As the market leader in most European countries, with an overall market share of about 25%, Esselte is well positioned to rationalize this marketplace.

Additionally, Esselte's workspace products are contained within this division. Workspace products are designed to organize and control the flow of paper in the office environment, and include desk accessories such as staplers and perforators for preparing paper for filing and archiving; letter trays, drawer cabinets, magazine files, file boxes, waste bins and computer accessories. Esselte maintains more than a 25% market share of this space.

Like its parent company Esselte Europe has deemed innovation to be a priority. The Company realizes that product innovation is a key differentiating point between itself and its competitors, to that end Esselte has dramatically increased the number of innovative products it has launched over the last several years. These products include the Leitz 180 lever arch file, the Allura line of staplers and punches and desk free, a paper organization system. Additionally, Esselte Europe has managed to import innovative products which its sister company Esselte Americas has launched in North America, products such as Ready Tab, a line of filing products with tab 'built-in'.

These steps and other actions in the ongoing restructuring of the European supply chain will build a strong foundation for growing the business in the years ahead.



**OPERATING DIVISION:  
Creative**



Esselte's newest division is the Creative Division. Led by an innovative collection of Xyron®-branded products, the Creative Division is a prominent player in a number of rapidly growing craft-specific and creative markets. With four distinct business units –Consumer, Professional, Leeza Gibbons LEGACIES and XPD (X Product Development) – the Creative Division is known for setting the standard by which creative tools are judged.

Under the Xyron brand name, the Creative Division develops, manufactures and sells innovative adhesive application, laminate application and image transfer products designed to enhance and protect ordinary printer output, digital images, photographs and hand-generated items. The applications for these internationally patented technologies are virtually unlimited. More importantly, they allow the user to perform creative transformation at the "desktop." Whether a graphic designer, hobbyist, home office worker or stay-at-home mom, Xyron products are functional, safe and easy-to-use anywhere, anytime.

All Xyron-branded products are based on a unique set of innovative film, adhesive and coating technologies that are integrated with world-class product development. The majority of Xyron's products are proprietary and covered under one or more of over two hundred patents and patents pending.

The primary distribution channels for the creative consumer are retail store chains such as Wal-Mart, Target, Michael's, Jo-Ann's, A.C. Moore, Hobby Lobby, and independent craft stores. The professional products are sold through a direct sales force, as well as Xyron's nationwide service center. Beginning in 2004, LEGACIES – an all-inclusive nationally branded paper crafting product line that includes papers, tools, embellishments and storage/carrying cases – will be a mainstay in mass, craft and specialty retail outlets.

Outside of the US, Xyron has business operations and solid market penetration in the United Kingdom, Germany, Scandinavia and Japan.

With every product, the Creative Division's goal is to employ innovative technologies that inspire the user to transform personal items into showcased treasures. The division's dedication to innovation has earned numerous awards. The Creative Division's close relationship with a variety of end users will ensure a flow of new generations of cutting-edge products that provide solutions to the creative needs of casual crafters, die-hard enthusiasts and creative professionals.



**OPERATING DIVISION:  
Asia Pacific**

Much like Europe, the Asia Pacific market is highly fragmented with strong local and regional players but virtually no one with a global presence. With strong and high quality brands, such as Esselte, Leitz, Xyron and Spirax, Esselte sees Asia Pacific as an area for significant growth.

In Australia and New Zealand, the company holds a majority of the market in filing, creative/hobby, notebooks and moulded products. It has begun to build a presence in China with offices in the economic centers of Shenzhen, Guangzhou, Shanghai and Beijing. Through Lean Management principles, Esselte has developed its manufacturing centers in Shenzhen and Ningbo into highly automated, low cost centers of excellence allowing the company to better compete on a global basis as the low cost provider of quality office products.

Esselte believes that growth will come by offering the highest value for the products sold. In addition, innovation will be another critical growth avenue. Esselte utilizes the QFD (Quality Function Development) process to develop new innovative products. The QFD process starts by focusing on the 'voice of the customer'. With that in mind, Esselte has established its regional innovation activities in Shanghai where it can 'hear' the 'voice of the customer' within China and have easy access to other key countries.

Japan is another market where Esselte sees significant growth opportunities due to the value of the Japanese consumer puts on strong quality brands.

Further growth in this region is expected to come from Hong Kong and Esselte's export opportunities to countries such as Singapore, Malaysia, Taiwan and South Korea.

These exciting Pan-Asian initiatives and others will help drive profitable growth for the company in this important and growing economic market.

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## PRODUCT OVERVIEW

Esselte sells more than 20,000 different innovative office products in over 120 countries worldwide. The company is the leading global office supplies manufacturer, and holds dominant positions in the filing and hobby and craft industries. Despite the increasing digitalization of the office, paper use has not decreased, and the need for physical document creation and retention remains essential in the modern work and home office. Thanks to an aggressive R&D program based on extensive customer research and feedback, the company continues to launch exciting new products and innovative designs to benefit both home and business users.

Esselte divides its products into the following categories:

### Organizational Solutions

Filing products make up Esselte's largest business category in terms of revenue. The company is the world leader in this sector with a global market share of 20% and strong positions in North America and Europe. Representative products include:



- Hanging file folders
- Presentation products
- Soft plastics products
- Indices & dividers
- Ring binders
- Index cards
- Storage products
- Piling products
- Lever arch file systems
- Expanded files

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### Workspace

Esselte's workspace products include all accessories and devices used on and around the desktop, as well as for mobile use. Due to Esselte's long history and experience and ongoing R&D programs, the company's products in this area continue to be the recognized standards in the industry. Representative products include:



- Staplers & perforators
- Letter trays, magazine files
- Bags / computer bags
- Desk accessories
- Filing & storage supplies
- Printer cartridges
- Computer accessories
- Binding machines & supplies
- Lamination machines and supplies

## Creative

The products of Esselte's Creative Division are based on innovative technologies employed to facilitate a variety of applications performed at the desktop of the hobbyist, graphic designer, small/home office worker and household. This division includes Creative Consumer and Creative Professional. Across both market segments, the Xyron brand stands for innovation. Innovative technologies and innovative applications are combined in products that allow the user to perform a variety of creative tasks – such as the application of adhesive or laminate, the making of magnets or labels, cordless printing and digital cutting – all without complicated multi-step or dangerous processes. Representative Xyron-branded products include:



- Adhesive application machines
  - Hand-held adhesive products
  - Digital personal cutting systems
  - Children's creative products
  - Hand-held printers
  - Cold-lamination machines and sheet goods
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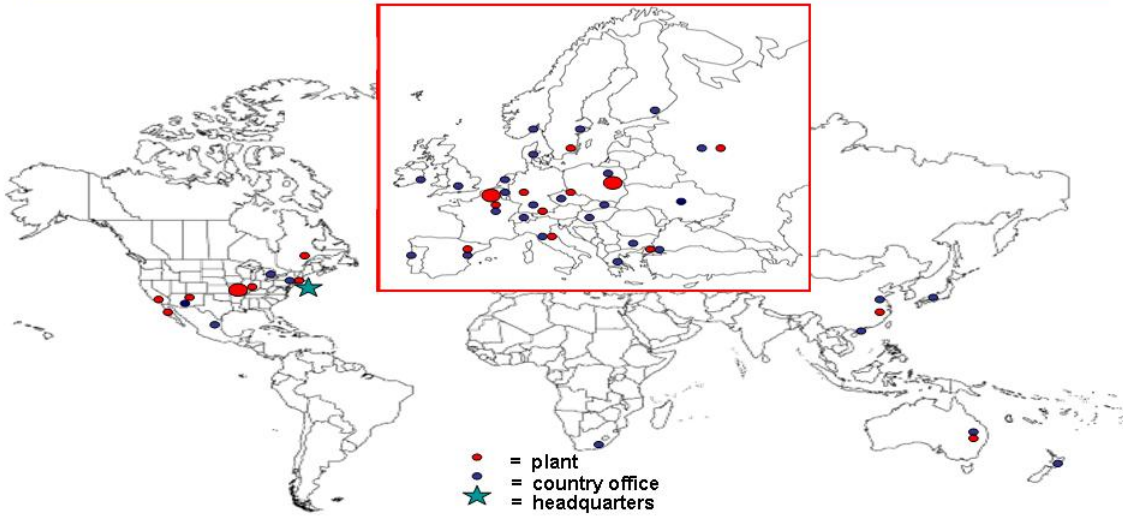
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# LOCATIONS

## Esselte World Locations

OFFICE LOCATIONS			MANUFACTURING FACILITIES		DISTRIBUTION FACILITIES		
Australia	Hong Kong	Slovakia	Australia	Spain	Australia	Hungary	United Kingdom
Austria	Hungary	South Africa	Belgium	Sweden	Austria	Italy	United States (4)
Belgium	Italy	Spain	Canada	Turkey	Belgium	Japan	
Bulgaria	Ireland	Sweden	China	United States (4)	Canada	Mexico	
Canada	Japan	Switzerland	Denmark		China	New Zealand	
China	Mexico	Turkey	France		Czech Republic	Norway	
Czech Republic	Netherlands	Ukraine	Germany (2)		Denmark	Poland	
Denmark	New Zealand	United Kingdom	Italy		Finland	Russia	
Greece	Norway	United States	Mexico		France	Spain	
Finland	Poland		Poland		Germany	Sweden	
France	Portugal		Russia		Hong Kong	Turkey	
Germany	Russia						





## TIMELINE

In 1913, thirteen separate Swedish businesses, all involved in graphics and related operations, joined together to form SLT.

Through numerous acquisitions, the company grew and its core activities soon included everything from book binding and paper manufacturing, to the printing of stationery, playing cards, maps, forms and printing securities; including share certificates and bonds.

By the early 1960s SLT had an overwhelming number of competing operations and products, and in 1964 a period of dramatic structural change began. Divisions with similar activities were merged and any incompatible operations disposed of.

On August 1, 1970, the group changed its name to Esselte. With high liquidity, vast borrowing potential and an agreed overseas acquisition program, Esselte embarked on a period of dynamic growth; beginning with the acquisition of Benson's International Systems Ltd, the world's largest producer of ring binder mechanisms.

### Major Events

**1976** - Esselte acquires Oxford Pendaflex Corp, a leading U.S. manufacturer of suspension filing systems.

**1978** - Esselte acquires DYMO Industries Inc, a San Francisco embossing company, which also included the Meto price marking business.

**1981** - Esselte acquires Letraset Ltd, a world leading supplier of products for graphic design and technical drawing.

**1990** - Esselte's commercial real estate, publishing, book retailing and printing operations are sold.

**1992** - The Annual General Meeting approves the demerger of Esselte into two separately listed companies – Esselte and Scribona (a PC distribution company).

**1996** - Esselte acquires the Curtis Manufacturing Company, a U.S. Computer Products business; and Karl Bene & Co., Austria's largest office products supplier.

**1997** - Jan Kvarnström is appointed President and CEO of Esselte. A new strategy is developed with a focus on developing the group's office products business.

**1998** - Esselte acquires several computer products and office product groups including Leitz, the largest office supplies manufacturer in Germany, and CoStar, a U.S. manufacturer of label printers for personal computers. The Nielsen and Bainbridge business is divested.

**1999** - The Meto business is distributed to shareholders. Esselte becomes a company focused on office supplies and the head office is moved to the UK. Anders Igel is appointed President and CEO of Esselte.

**2000**- Esselte's cash management improves. There is an increased focus on the key operating divisions. The Monti printing business is divested.

**2001**- The Letraset graphics business and the Tarifold filing system business are divested.

**July 2002**- Boston-based private equity firm, J.W. Childs, together with Magnus Nicolin, a former executive vice president of Esselte, prepare an offer to acquire the company for US\$ 550 million.



Esselte becomes a private company, as the public offer of Esselte AB is accepted by shareholders representing 97 percent of the capital and 97 percent of the votes in Esselte. Following the acquisition Nicolin, was appointed President and CEO. A new strategy of growth is fueled by a Kaizen (lean management) led operating efficiency program and brand development is launched.

**March 2003** – Esselte builds up its team of brand oriented consumer packaged goods executives and doubles investment in marketing and innovation. Esselte acquires the Consumer Products Division of Centis Inc., an office product manufacturer. This transaction includes the assets of US consumer business of Centis, composed of JM (formerly Joshua Meyers), Duo Tang and Century Craft, and the entire business of Centis Canada (Post Fax.)

**October 2003** – Esselte establishes an international presence in the creative products market, through its acquisition of Xyron. Xyron develops, manufactures and sells innovative adhesive application, laminate application and image transfer products designed to enhance and protect ordinary printer output, digital images, photographs and hand-generated items. Esselte is now well positioned to seize a global leadership role in the expanding binding and lamination marketplace.

**April 2004** - Esselte announced that it successfully completed a seven-year, 150 million EUR bond issuance. In total, 120 institutions from more than 15 countries purchased the bonds. The net proceeds of the offering were used to retire mezzanine debt and reduce senior bank debt. The bonds can be purchased through the Irish Stock Exchange.

**August 2004** – Esselte consolidates Sales Group Europe with its Organizational Solutions business to form Esselte Europe. The new entity ensures cooperation among divisions with a shared goal and objectives.

**November 2005** – Esselte sells its DYMO division to Newell Rubbermaid for US\$730 million. The deal, worth three times sales, enables Esselte to take advantage of the significant investment it had made in the business since 2002. With the proceeds of the sale Esselte pays down the debt from its leveraged buyout in 2002 by private equity firm JW Childs.

**December 2005** – Esselte focuses its energies on supporting its global filing and organization business which consists of Pendaflex and Oxford in the U.S. and Esselte and Leitz throughout the rest of the world. Additionally, it devotes increasingly more resources to building its creative division which is made up of the Xyron craft and hobby business.



## EXECUTIVE BIOGRAPHIES

*For high resolution photos of Esselte's executive team, please visit:*  
<http://corporate.esselte.com/enUS/ResourceGroups/People.html>

### **Gary Brooks** **President and CEO** **Esselte Corporation**

Gary Brooks was named president and CEO of Esselte in December 2005. Esselte is a global leader in the office supplies industry with brands such as Oxford and Pendaflex in the US, Leitz and Esselte in Europe and Xyron, a global manufacturer of craft and hobby products.

Gary joined Esselte in March 2005 as president of Esselte Americas division. Esselte Americas is committed to simplifying consumers' lives through innovative, efficient and stylish filing and organizational products for the home and workplace.

Gary has 30 years of industry experience with proven leadership and demonstrated skills in successfully growing and developing a company from startup and beyond. He is a proven Lean business practitioner driving Lean principles from the factory to the customer and through the entire enterprise.

From 2002 to 2004 he was president and CEO of The Wiremold Company, a subsidiary of Legrand N.A., where he led 2000 employees and six facilities in 3 countries.

Previously, 1998 to 2002 he was Group President of three Wiremold independent subsidiary's (Brooks Electronics, Interlink and Homaco). Responsible for strategic acquisitions and integration, he led the transformation to a Lean business strategy for all three divisions. Prior to 1998, he was responsible for the day-to-day operations at Brooks Electronics, a privately held company that he co-founded in 1974 and sold to The Wiremold Company in 1988.

Gary has an Associate's degree in Business Administration, with additional coursework through Philadelphia College of Science and Textiles, and Penn State University.

He attended and completed the Leadership Course at the Center for Creative Leadership; Immersion Leadership Development in both the United States and Japan and is a member and Chairman of the Philadelphia Council for Excellence, mentored by W. Edwards Deming 1986-8.

Married, with two children, Gary enjoys spending time with family, golf, skiing, and traveling.



**Cezary Monko**  
**President**  
**Esselte Europe**

Mr. Monko was appointed to the position of president of Esselte Europe in August 2005, following a reorganization of Esselte's European operations.

Previously, he was co-president and chief commercial officer of Esselte Europe. Prior to that he held the position of president of Sales Group Europe and senior vice president of the Esselte group. Prior to that, Mr. Monko led Esselte Poland for ten years.

Before his tenure with Esselte, Mr. Monko held various sales positions with IKEA.

**James J. O'Leary**  
**Senior Vice President**  
**Human Resources**

Mr. O'Leary was appointed to the position of senior vice president, human resources of the Esselte group in July 2002.

Previously he was the senior vice president of human resources for Philips Services Corporation, an industrial services company which recently emerged from Chapter 11 reorganization.

Prior to that Mr. O'Leary was vice president, human resources for PACTIV Corporation (formerly Tenneco Packaging), a manufacturing conglomerate. Mr. O'Leary also spent 15 years at Mobil corporation.

**Richard Douville**  
**Senior Vice President**  
**Chief Financial Officer**  
**Esselte Corporation**

In April 2003, Mr. Douville was appointed chief financial officer for Esselte. Mr. Douville has enjoyed a successful 25 year career as a financial executive with global leadership responsibilities for major corporations in consumer products, healthcare and financial services. He has extensive experience in audit, tax, risk management, treasury and controller functions and has held positions with oversight responsibilities for strategic planning, information systems and human resources.

He most recently served as Vice President, Finance at Automatic Data Processing ("ADP"), a worldwide provider of outsourced payroll and administrative services, and prior to that was Senior Vice President & Chief Financial Officer at U.S. Surgical. At US Surgical he led numerous restructuring and growth acceleration efforts prior to the successful sale of the company to Tyco. Prior to that he was Vice President, Controller for PepsiCo Foods International.

Rich's professional experience also includes 15 years with Deloitte & Touche where he worked as a partner with clients across a broad range of industries and countries.

He is a CPA with a Bachelor of Science degree in Accounting from the University of Connecticut and Masters degrees in Taxation and Financial Management.



**Kjell Clefjord**  
**President, Chief Operating Officer**  
**Esselte Europe**

Mr. Clefjord was appointed to the position chief operating officer of Esselte Europe in September 2004, following a reorganization of Esselte's European operations. In this capacity he is responsible for all manufacturing, logistics, purchasing, warehousing and distribution.

From August 2002 to September 2004, Mr. Clefjord was president of Esselte's Workspace division, where he was responsible for the company's binding and lamination products and those products which designed to organize and control the flow of paper in the office, e.g. paper trays. Prior to that Mr. Clefjord served as senior vice president of that division.

Before joining Esselte, Mr. Clefjord was employed by Moore Corp MD Europe for 17 years and previously served as vice president, marketing for Elanders Printing.

**Kelvin Yao**  
**Senior Vice President**  
**China Operations**

Kelvin Yao, who in addition to China manufacturing and sourcing, assumed responsibility for all sales, and commercial activities in China and Hong Kong/Export, on July 1, 2006.



## Fun Facts

The name Esselte is derived from the original thirteen graphics companies that joined together in 1913 to form SLT (Severiges Litografiska Tryckeri).

Esselte annually sells enough suspension files to store 200 billion pages of information.

Leitz invented 'soft click' technology which softens the sharp snap of closing binder rings and makes nipped fingers a thing of the past.

Pendaflex has an online "I Hate Filing Club", which provides tips and tools for making filing easier.

The typical American office worker uses an estimated 200 sheets of paper on a daily basis.

The average European office worker uses approximately 200 pockets/ folders each year.

Since 1950 worldwide paper consumption has climbed more than six-fold.

Copiers, fax machines and printers generate between 860 billion and 1 trillion pages annually.

The average European office worker:

- uses a new punch every 5 years
- a new stapler every 5 years
- a new letter tray every one year
- a new waste bin every 5 years

70 percent of European companies state that "the paperless office is just a vision" (1)

61% of European managers prefer reading spreadsheets, offers, reports in paper format.

60% of European managers say that correction reading is easier on paper than in electronic files.

33% of those managers print emails and web pages before they read them.

65% of European managers store paper copies of important documents.

Paper demand increases by 40% in companies that introduce email systems, because employees tend to print emails before reading them. (2)

According to a survey from the University of California at Berkeley, in 2002 the world's offices used 43% more paper than they did in 1999. Also in 1999 0.03% of the world's information was stored on paper, this dropped to 0.01% in 2002. However, in the same period, the total amount of information grew so fast that the absolute quantity of information stored on paper still rose by more than 30%.

The same survey stated that mankind produced 12 exabytes of data over the past 10,000 years (an exabyte is a billion gigabytes). But from 1999 to 2002, it produced 12 exabytes more, and in 2003 alone it should produce another 12.

Document growth at most organizations is exceeding 200% a year. (3)

Paper usage has actually increased by 14% in the last few years. (4)

Business paper (cut sheet average) consumption in Western Europe has grown from 2.9 million tonnes in 1997 to around 3.7 million in 2001 - an annual growth of 6.5%. (5)



The average organization: (6)

- makes 19 copies of each document
- spends \$ 20 in labor to file each document
- spends \$ 120 in labor searching for each misfiled document
- loses one out of every 20 documents
- spends 400 hours per year searching for lost files.

In 1982 organizations globally used three trillion sheets of paper, in 1999 organizations used nine trillion pieces of paper.

Paper consumption will grow by 20% each year.

Usage of recycled paper plateaued in Europe in the latter part of the 1990s at approx. 5%-6% of overall paper consumption. A slight increase is expected in 2003.

Employees typically spend 5%-15% of their time reading information, but up to 50% of their time looking for pertinent data.

Disorganization costs time and money. Some experts estimate that the average person spends 150 hours a year looking for misplaced information. (7)

According to the Wall Street Journal the average executive loses an average of six weeks per year retrieving misplaced information from cluttered desks and files.

Americans waste nine million hours per day searching for misplaced items. (8)

Cleaning professionals suggest that getting rid of excess clutter would eliminate 40 percent of the housework in an average home. (9)

Crisis purchases, related to disorganization could cost as much as 15-20 percent of an annual budget in terms of: (10)

- Buying duplicates
- Last minute shopping trips
- Late payments
- Financial charges

By the year 2005 there will be 50 percent more paper in offices than there was in 1995. According to Real Simple Magazine, women spend approximately 55 minutes every day searching for items. (11)

A PriceWaterhouseCooper study showed that employees typically spent 5-15% of their time reading information, but up to 50% of their time looking for pertinent data.

### **Tangible Costs of Disorganization (12)**

Both salary and productivity costs of the “lost time” employees spend who are unequipped to find “What They Need, When They Need It”.

Based on one employee working full-time, making \$50 per hour, the annual salary cost of spending five hours each week looking for lost or hard-to-find information is \$13,000. Now multiply this by the number of employees you have in your company!

Cost of poor decisions being made based on the lack of, or absence of critical information



Cost of “Reinventing Ideas” because of lost information, or other people in the company who are unaware of the information.

Cost of duplicated efforts made because more than one business unit works on the same project – without knowing it has already been done!

Cost of replacing and retraining stressed-out employees that quit.

Cost of lost sales because customers are unable to find the information they need on products or service – giving up in frustration.

Cost to reproduce or repurchase something that you already have, but cannot find.

Overnight Express Mail costs for last-minute deadlines.

Lost Interest on uncollected invoices that have not been sent to customers.

Lost interest on cash and checks that have not been deposited.

Late payment fees.

- 1) Horizons – Solutions in the Digital Office 2000 – Xerox Corporation
- 2) PriceWaterhouseCoopers Survey
- 3) Infoconomy
- 4) Documents, People and Technology: A European Perspective - Xerox Corporation
- 5) CAP Ventures
- 6) Gartner Group Survey
- 7) Sun-Sentinel Company, 6 January, 2003
- 8) [www.aplusorganizing.com](http://www.aplusorganizing.com)
- 9) [www.aplusorganizing.com](http://www.aplusorganizing.com)
- 10) [www.aplusorganizing.com](http://www.aplusorganizing.com)
- 12) The Myth of the Paperless Office, Abigail Sellen and Richard Harper
- 13) YCBO Management & Productivity Consulting

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