



# Xact News

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## >> Good Day!

By now most of us have returned from the holiday break, hopefully relaxed and ready to get back to work.

But at this moment, we all face a choice: we can fall back into our old patterns and habits, or we can reinvent those patterns and generate renewed energy for the coming year.

The change over to a new calendar year is a perfect opportunity to reflect on what was learned during the past year, set exciting goals for the year ahead, and start taking actions to achieve those goals.

If the new year is about improving the way we work, then in this edition, we begin by asking what happens to the process owners who are supposed to help make things happen? To keep up in the new year watch out for these new technologies. Become more productive by spending five minutes reflecting; and then to our favourite part - what our customers have to say about us.

So lets re-energise and re-invent in 2011!

Cheers  
Marketing



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## >> Where Are The Process Owners?

Processes often must be redesigned to improve customer experiences. When organisations go about improving productivity and the way they work, they go about improving processes.

Process owners are appointed to make things happen. Having process owners provides organisations with major competitive advantage. Without them they are forced to settle for inferior customer satisfaction. But over time, process owners revert to functional management.

[Click here to read why process owners don't stick at organisations?](#)

[Click here to know more about Xact.](#)



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## >> New Technologies To Watch Out For In 2011

2011 is here and so are new technologies to enthrall and keep propelling us forward. New technologies that will gain currency in 2011:

- Web video on TV
- Quora
- Mobile photo social apps
- Mobile wallets
- Context-aware apps
- The streaming cloud



[To read more about these technologies click here.](#)

[To speak to one of Xact's technical experts click here.](#)

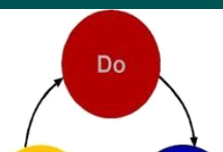
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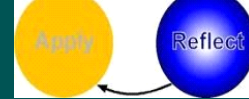
## >> Last Five Minutes

How many times do we do things right and then fail to repeat them and end up making the same mistakes?

We rarely take the time to pause, breathe, and think about what's working and what's not. There's just too much to do and no time to reflect. If an organization could teach only one thing



to its employees, what single thing would have the most impact?  
The answer: teach people how to learn. How to look at their past behaviour, figure out what worked, and repeat it while admitting honestly what didn't and change it.



It only takes a few minutes. About five actually. A brief pause at the end of the day to consider what worked and what didn't.

[Click here to read more on how companies become learning organisations.](#)

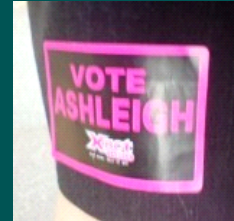
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## >> Xact Customer Feedback

Hi Xact Labels!

Almost a year ago, you made some 'Vote Ashleigh' labels which I planned to use in my campaign to become a school House Leader.

Recently I had the opportunity to use your labels for this campaign and I received a huge amount of praise on the quality and design of your labels. Your logo was worn by hundreds of people in my school and I personally ensured that everyone knew about your exceptional service. My campaign stickers were widely known as 'the best the school has ever seen' and they were also the ones which stuck the best!



Unfortunately, I did not win my campaign to become House Leader. It came very close between the four campaigners and in the end, the more popular students were selected. However, I was selected to become the secretary of the committee, which is the single most important job a student can receive. I've attached some photographs of my campaign and your labels in use.

I'd like to thank you sincerely for allowing me the opportunity to share your company with Howick College!

I hope future campaigners at my school remember your name and order labels from you too.

Thanks again,  
Ashleigh Smith



[If you would like to give us feedback, comments or suggestions, click here. We will be happy to hear from you.](#)

[The Team at Xact Labelling](#)

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## Coffee Break



"Science may never come up  
with a better office communications system  
than the coffee break"

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[Click here to refer a friend](#)

[Update your details here](#)



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