







Mitcheldean Report

The Mitcheldean complex is part of Rank Xerox Ltd. and is responsible for designing and making a range of xerographic products and shipping them to Rank Xerox markets, in more than eighty countries, in Europe, Asia, Africa and Australasia (including the Soviet Union, Eastern Europe and China).

Including the two satellite plants at Lydney and Cinderford, the Mitcheldean complex covers 71 acres and has 1.6 msq. ft. of space for production, engineering and supply operations.

About 80 per cent of our production is sent outside the United Kingdom. EEC countries, including the UK, in turn take about 80 per cent of our goods.

At the end of the 1978 calendar year we employed 4308 people in the following major groups:

Engineering Group 343
 Manufacturing Operations

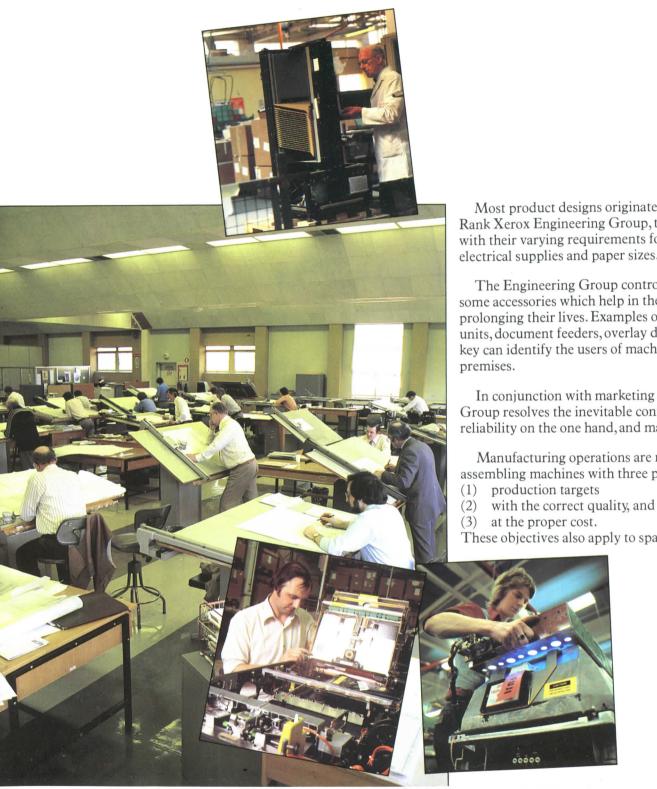
 (including Manufacturing & 3763
 Supply Division Staff)

 International Supply Operations 202









Most product designs originate in Xerox and are adapted by Rank Xerox Engineering Group, to suit our markets worldwide, with their varying requirements for such things as safety standards, electrical supplies and paper sizes.

The Engineering Group controls the design of our products and some accessories which help in the placement of machines or in prolonging their lives. Examples of these have included coin-op units, document feeders, overlay devices and autometers, by which a key can identify the users of machines within individual customers'

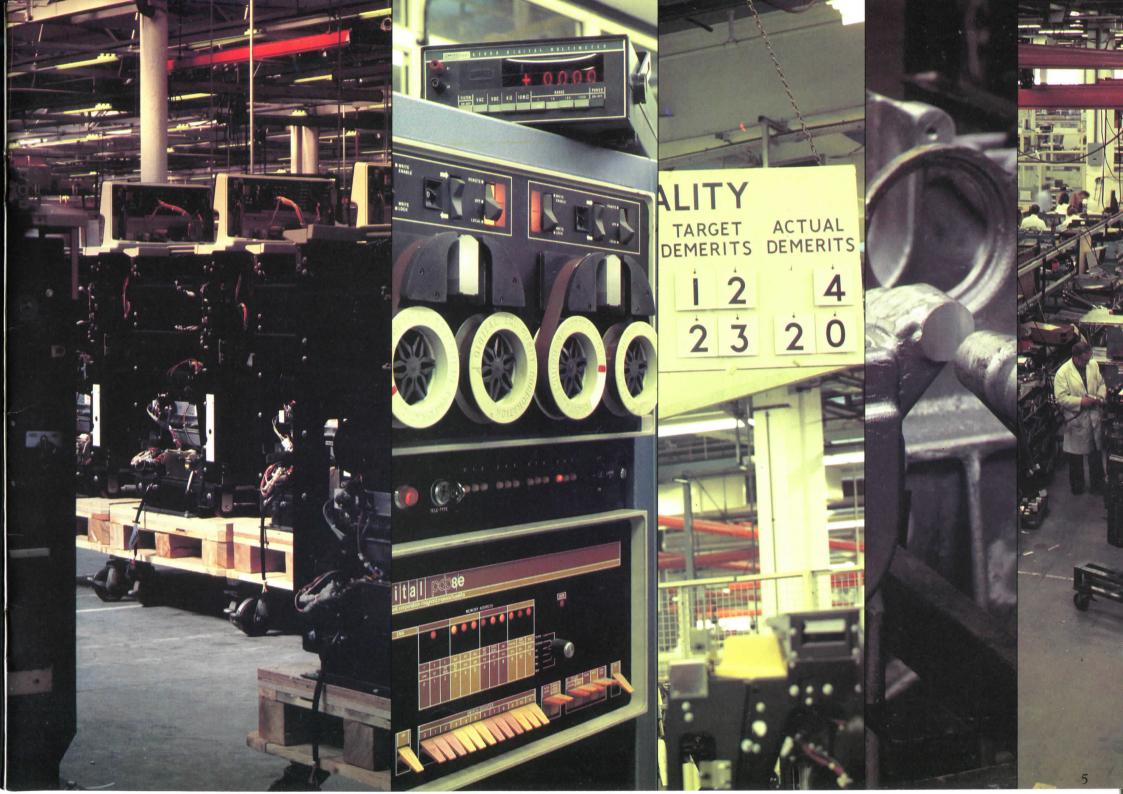
In conjunction with marketing and manufacturing, Engineering Group resolves the inevitable conflicts between performance and reliability on the one hand, and manufacturing costs on the other.

Manufacturing operations are responsible for making parts and assembling machines with three prime objectives:

These objectives also apply to spares.







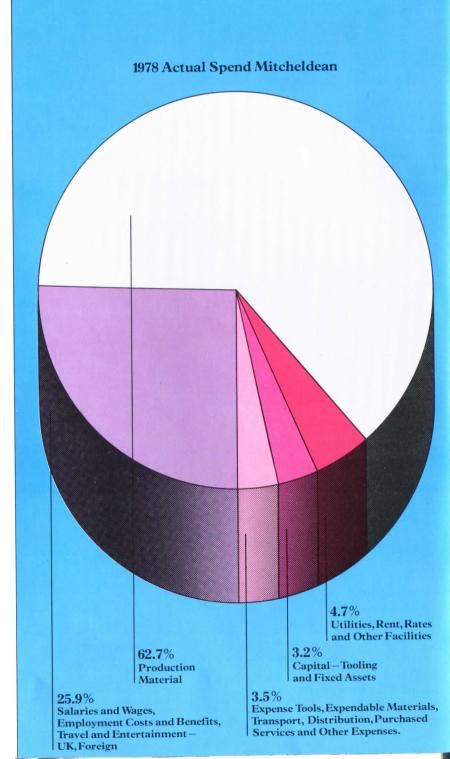


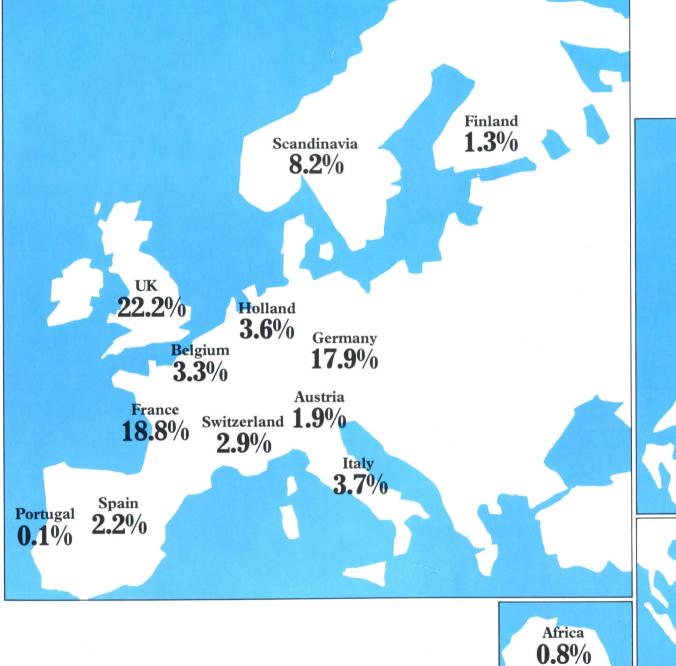
Where the Money Goes

Since the Mitcheldean plant is part of Rank Xerox Ltd., it is not, on its own, a separate company which shows an annual profit or loss in the accepted sense.

In common with other Rank Xerox factories, however, it is an area of major expenditure and its performance is measured against a target set at the beginning of each financial year.

In the accompanying chart, you can see where Mitcheldean spent its money in the 1978 financial year. This amounted to many millions of pounds and was transferred to Mitcheldean directly from the Treasury Department at Rank Xerox International Headquarters. Although some of this money was raised through borrowings, most of it was received from customers around the world who made copies on machines produced at Mitchedean and other plants in the past.







Where the Product Goes

These are the areas, shown by percentage, which take our finished machines and spares. Inter-plant and inter-company "sales" account for 3.6% and "others" at 8.9% include a variety of countries such as Greece and Iran where the trade for current Mitcheldean products has not been great. Eastern Export Operations, which include Eastern Europe, Soviet Union and China, account for 1.1%.

Australia & Far East

1.6%

Fuji Xerox

6.7%



Xerox 2202

BOB MURPAY, TECHNICAl Programme Manager. In charge of the 2202 CONVERSION, NOW ON 9400

Within the space of a year, a five man team from Mitcheldean Engineering completely "anglicised" the established and successful FX 2202 to enable the

Western European launch of the Xerox 2202 to meet its target date in September 1978. Its introduction in the UK was in February.

The five were Bob Murray (Engineering Programme Manager), Mervyn Thomas (Assistant Design Manager), Michael Selwyn, safety expert, who reviewed the machine in Japan and here, Geoffrey Partridge, mainly responsible for most of the work on the "labels," and John Bright a junior design engineer.

When the decision was taken by Rank Xerox in 1977 that a speedy response was needed to low-volume moving platen Japanese competition, the Mitcheldean team charged with the task, short circuited the inevitable communication problems and potential delays with Japan by making direct contact with their Fuji Xerox colleagues, using the good offices of the resident Fuji Xerox engineer.

Bob Murray said that these colleagues could not have been more helpful and co-operated fully throughout. The programme was not without its amusing and occasionally fraught moments however. The translation of some Japanese instructions for instance, if taken literally, would have led to some curious and confusing moments for Occidental operators. When Fuji Xerox men finally "got the message" they became decidedly less inscrutable.

It's not all one way traffic! The console of Fuji Xerox 9200, made at Mitcheldean for Japanese markets.

The team's brief was to obtain all necessary RX markets' safety certificates, redefine customer

interface requirements such as colour scheme, labels and graphics, set up permanent documentation and change control procedures with FX and establish a source of technical expertise.

In "cosmetic" terms the visually hard colours used by FX have been softened and a mains transformer has been incorporated into the body of the stand to meet the various voltage requirements in the new markets. The 2202 seems in many ways to meet the original conception of a small office copier as defined by Chester Carlson.

By the end of this year RX are now expected to have thousands of new customers who might otherwise have been lost to competitors in the low volume market.







JOHN WILKS, Manager, Commodity Operations.

A planned and increasingly integrated approach to materials management in Commodity Operations has paid dividends in the past year or so. Under John Wilks this department succeeded in buying at prices that substantially beat the general rise in wholesale prices. "We showed an extremely favourable position with regard to the cost of materials" says John. Delivery performance also improved from 25 per cent on time to 70 per cent. In the control sector there was also a rewarding degree of improvement and success in cost analysis.

A major factor has been the teaming of the buyer leading the negotiating operation and being responsible for the final decision making, with the back-up and physical support of cost engineering and material cost analysis. The teams established a high degree of skills which were particularly helped by the specially designed training courses on negotiating techniques. It should be borne in mind that at least 70 per cent of RX purchases are from large supplying companies.

John Wilks said he thought the training courses, even though experienced buyers were involved, helped achieve the favourable results. He said "There are some companies as professional at negotiating as we consider we are. We reckon to do our homework so that we have all the facts available to us."

He thought improved deliveries had come about largely by bringing together in teams the disciplines of planning, buying and expediting. There were some suppliers who delivered well, and others whose performance was not so good. John said it was his firm belief "that generally speaking in Purchasing you get what you shout for." It seems that his 25 buyers—described by John as "very dedicated"—and the valuable support functions have been, and will remain "in good voice."

Materials

CLIVE BARONS and PETER STREET, from Materials Cost Analysis, are responsible for the materials Side of Cost Control



PETER STREET joins other members of a commodity team to plan a negotiation: left to right PETER STREET, FRANK TUCK (cost Engineering) KEN LEWIS (from Commodity Operations), and ROBIN FYFFE (Buyer).

MATERIALS ..



ERNIE WOOD in the spares shipment awea of the supply centre with those involved in spares operations.



The provision of spares for the servicing of hundreds of thousands of RX machines now being operated in the field world

wide, excluding those in the United States, is a massive undertaking calling for a high degree of control and judgement. Under Ernie Wood of Spares Order Entry there has been a heartening improvement with arrears now down from 23 days to less than ten and with

orders overdue also reduced considerably.

FRNIE WOOD

Last year 50,000 manual demands were entered of which 67 per cent were from Mitcheldean Supply Centre and 29 per cent from Lille. In addition 17,000 automatic orders went through from the Supply Centre. Ernie said "I put 40,000 picking instructions into stores over the year on a very carefully controlled basis. In the last six months, we have achieved a greater awareness at all levels of the importance of spares, and this is helping to drive down our order backlog."

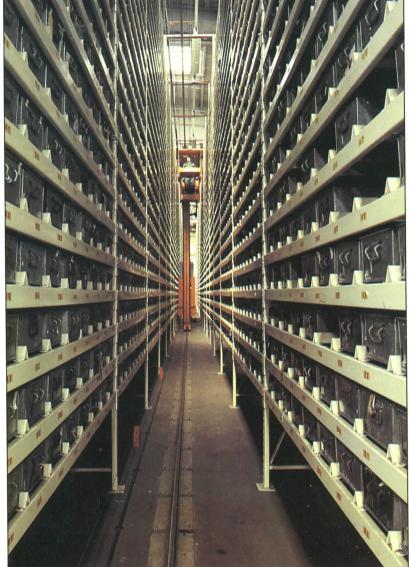
A similar system exists at Mitcheldean as in the aircraft industry when an aircraft is grounded, waiting for a spare part. If a machine on a customer's premises has broken down and the part is not available in the Operating Company or Supply Centre, the Spares Section aim to deliver the part to the Supply Centre within 4 hours.

Unlike, for example, his counterpart in a car manufacturing company, Ernie cannot use obsolescence as a reason for a lack of particular spares.

While such productive longevity by machines that have been out of production for some time is a tribute to their inbuilt quality, the problems they present is growing. Ernie says "There is a very good system in this company for launching products, but no system for taking products out."

One of the spaves bays in the Supply Centre, with a picking truck in operation.







Peter Grainger of Organisation, Training and Development, makes the unequivocal statement: "I believe we have one of the very best appraisal schemes in British industry." Since 1970 Mitcheldean has had such a scheme and in the intervening nine years it has been built up and its effectiveness improved. Then late in 1977 the Mitcheldean Management Development Committee was established under Ron Morfee's chairmanship and comprising first line managers with representatives of Management Information Systems, Engineering and Supply.



TED SAGE, Manager, Electrical Subs, on a training programme, and being recorded on video-tape. In the audience, MARTIN FENN-SMITH, JULIAN ALINGTON, BRIAN BUCKLAND and ROGER ACLAND.

PETER GRAINGER, Manager, Organisation, Training & Development.

It meets monthly and its objectives are to approve all appointments to second line positions; to review development and training needs for these positions and confirm specific training and development strategies. It also reviews the capabilities of job-holders below the second line in order to identify suitable successors for second line positions or beyond. The committee has defined the roles of manager and supervisor—the latter with union assistance—as being that each manager/supervisor is "accountable," not only for the achievement of specific results through the resources of his manager, but also for improving both the methods and the performance of the department and site as a whole." (their italics)

Of the committee's achievements, Peter says that this ensures the commitment of everyone to development and, above all, of senior management as a group to joint approaches. It also avoids what he calls "blue eyed boy" selection and helps to ensure a balanced view to the planning of people's future. Each move is planned, helping to stabilise the organisation; it has authority and cohesion and every move has to be justified.

The committee's affairs and action taken on appraisals are carried out with a high degree of confidentiality. As a result, the benefits for individual employees have not been publicised across the site as a whole.

Nevertheless the one hundred per cent record during the past year of those wanting to be appraised—some 516 people in the affected grades—suggests that the message is now getting across.



Training



JOHN INGRAM with a young visitor in the Standards Room.

Visitors

One of our distinguished visitors during the year was the Rt. Hon. Margaret Thatcher, then Leader of the Opposition. She is seen here during her tour of the site.

During the year, Mitcheldean entertained some 1500 visitors. These included Rotary Clubs, Round Tables, Schools, Colleges, and other groups, as part of a continuous programme on community relations.

We also had some sixty different visits from VIP customer groups from the UK, Germany, Belgium, Netherlands, Finland, Denmark, USSR, Bulgaria, Romania, Yugoslavia, India and South Africa.

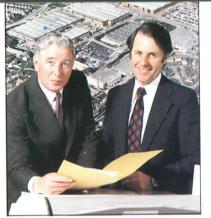
Represented were some of our largest national and international customers such as the British Government, ICI, British Leyland, all the big Banks and Insurance Companies, as well as Local Authorities and smaller businesses.



... and on the 5400 Assembly with ROGER BROOKES and RON MORFEE







Pensions

ROYSTON CHARLES (IEFE)
Employee Services Manager
discusses with Personnel Manager
DEREK KNIBBS, aspects of the
revised Pension's Scheme

The Pensions Consultative Committee at Mitcheldean is now established.

The committee comprises representatives from each of the recognised trade unions on site, three people representing management and other staff, the Pensions Manager and Royston Charles, Personnel Services and Security Manager as Chairman. The initial meeting explored what level of interest there was likely to be in such meetings, recommendations as to their frequency, what reaction had been to past efforts at consultation and to the ways in which benefits and methods of operation of the scheme were communicated to members through, for example, booklets, presentations, broadsheets, annual reports, and what members would like to see in future.

Under terms of The Social Security Pensions Act 1975, the company, after seeking the views of employees, decided it would be in the best interests of its employees to contract out of the State scheme. One consequence of this decision has been that both employees and the company pay lower National Insurance contributions. In view of this, the company was able to make further improvements to the Rank Xerox Pension Scheme. These are: a new formula for calculating personal pensions; generous new provisions for those who retire early; equal eligibility and dependants' benefits for women; an increase in the company's contribution to the pension fund to provide a partial hedge against future inflation and a commitment to review the effect of inflation on pensions in payment.

Company Chairman MALTHOMAS, addresses the LSA dinner. On his left, BERNARD SMITH, who retired during the year.



AL HAGEN, Director of Operations & Technical Staff Operations & Technical Staff Speaks at the LSA Dinner.

Last year Mitcheldean paid out £204,797 in benefits to its 435 pensioners and 128 in receipt of widow, widowers' pensions

or children's allowances.

A projection by the Pensions Department indicates that the following numbers of employees will be reaching normal retirement age during the next four years; 1980–51; 1981–63; 1982–45; 1983–63. The number of people at Mitcheldean who now have over 25 years'





In its first twelve months, the new club house returned very buoyant financial figures and Anne Fox, the committee secretary reports that the first £16,000 of income had been deposited with a building society. Income from subscriptions is running at between £8,000 and £9,000, draws are bringing in another £18,000 and there is an anticipated annual turnover of £100,000 from the bars which are stocking 13 different beers supplied by four leading breweries.

The company is meeting the cost of heating, lighting and rates and the first of the annual repayments of £16,000 on the interest fee loan of £80,000 from the company is not due until September. But the figures given by Anne suggest that the loan will be cleared possibly in three rather than five years. This will enable work to be started much earlier than anticipated on the proposed adjoining sports hall. An immediate requirement however is the laying of slabbing to make an attractive patio outside the main lounge. This will provide summer relaxation with the outdoors furniture and sun umbrellas provided by a brewery.

ANNE Fox, Secretary Sports and Social Club

The frenzied activity and intensive work by committee members and relatives prior to the advanced opening of the club by Rank Xerox chairman J. Maldwyn Thomas, is now part of Mitcheldean history. Less well known is the meticulous sort of research that went into the planning that has given the club a special style and ambience of its own.

Committee members were mandated to journey far and wide in the pursuit of excellence. They visited Manchester, Birmingham, Harrow and Reading to inspect clubs, a number of exhibitions, and they selected the best features, such as lighting and furnishings for incorporation into their own project. The shape and dimensions of the club are based on those of the National Association of Local Government Officers' club at Reading.

The event that Anne Fox recalls with most pleasure is the unexpected gift to her by her committee colleagues of a car radio. Now that the club is well and truly launched and its future secure, the committee members look forward to the next phase of expansion.



Social Club



luterior views of the lounge and bar at the dub.



Charities

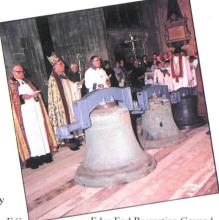
Within every major industrial enterprise are activities which do not relate directly to the business but have an important impact on the people in the company and the community. These activities recognise a corporate social responsibility. Sometimes they are undertaken because the government of the day demands it, sometimes because the company involved wishes to put something back into the community in which it does business.

Two of these areas of 'social responsibility' that apply to Mitcheldean, are charities and social service leave.

Charities

Rank Xerox has a charities programme which is administered on a national basis by the operating company in each country. However, the manufacturing plants also have some money available to them to spend on a 'local' basis. Here is a list of organisations which Mitcheldean helped last year, to the extent of about £10,000.





Community

Bream Rugby F.C Coalway & District Recreation Ground Dean Hill Hospital

Ross-on-Wye Leo Club Gloucester Samaritans Forest of Dean Licensed Ladies Auxiliary Christchurch Scout Association

Forest of Dean Ladies Circle Cinderford Old Peoples' Welfare Association

Sir Thomas Rich's School Rowing Club British Legion Housing

Association Newnham United F.C. Ross Rotary Club

St Johns, Coleford, Youth Centre St. Stephens Cinderford, Church Hall

Butlin Home for the Deaf, Gloucester British Legion, Ruardean

Drybrook Playspace Committee Wisma Mulia (Housing Assn. for the Aged)

Alvington Church, Lydney

Charity. They vaised £400-00

Edge End Recreation Ground

Unit Saintbridge House (for the Aged) Gloucester

Ross-on-Wye Lions Monmouth Rowing Club

Lydney Mobile Resuscitation

Forest of Dean Carnival Gloucester Royal Hospital Intensive Care Unit

Whitchurch & Ganarew Memorial Hall

International Friendship League, Gloucester Gloucester Branch, Referees

Gloucester & District Scout Group

Newent Town AFC Speech House Cricket Club Ferrie Disabled Youth Angling

RAOB Handicapped Children Mitcheldean

Cinderford & District Community Assn.

Gloucester Cathedral Bells

Gloucester Cathedral. "Blessing of the Bells."

Cultural

Ross Grammar School Choral Society Newent & District Choral Society Drybrook & District Silver Band Merlin Music Society Cheltenham Chamber Orchestra Ross Operatic & Dramatic Society Courtyard Arts Trust Lydney Town Brass Band Forest of Dean Young Peoples Band

Educational

Bale Appeal Memorial Fund Ruardean Woodside Playgroup Cinderford Psychiatric Club Camphill Village Trust National Childrens Home (Forest) West Gloucs. Youth Leaders' Council Forest of Dean Expedition



Forest Free Mine

IAN THOMAS

Social Service Leave

Any employee with more than three years' service may apply for paid leave to work on a socially useful project. Such leave is usually undertaken for a period of six months or less.

A national employee committee considers the projects submitted and interviews the applicants. This committee has a certain number of "man-months" at its disposal each year.

Frank Edwards, former Technical Training Manager, and Anne Fox of PED have been Mitcheldean representatives on this committee.

After six months' social service leave last year, to undertake an intensive study of all aspects of the Forest of Dean, Ian Thomas, an expeditor in Commodity Operations, is convinced that in 25 years' time the Forest will have virtually ceased to exist as we know it today.

This uphappy forecast will be contained in the text

of the book he is now writing which will be lavishly illustrated with his own photographs. He hopes it will be published later this year. It will portray contemporary life in an area that has a richer diversity than most but, because of its insularity, seems to lack a ready identity to the world at large.

of summer trippers who, together with open cast mining, are in his view, putting unfair pressure on the Forest and hastening its decline.

Nevertheless, the period from July to December 1978, was

He wishes this would remain so, as the growing number

rewarding and included a spell of observing at close quarters the daily round of the local police, and an enjoyable encounter with a BBC TV Unit, shooting on location.

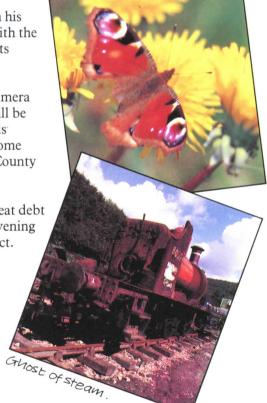
Even for Ian, aged 32, born at Lydney, and now living with his wife Christine, and three children, at Yorkley, close contact with the natural history of the Forest made him much more aware of its richness.

But, for a photographer who is a member of the Forest's camera club, and who has won various prizes, the keenest memory will be the ruthless reduction of the 3000 or so slides taken during his leave, mainly on technical quality. He is now left with 1700; some will go in the book and many others may well end up in the County Archives as a permanent record.

Ian says that he owes a great debt to his wife who took on an evening job to help finance the project.











The Azards O'Chimuck Szwippin

KETTH MORGAN

Any aspiring author knows that to have a book accepted for publication is a feat in itself; to have one published and see it sold out in the first print is a notable success, even more so, when it's a collection of poetry which is not usually the most saleable material in the market place.

Keith Morgan of Production Planning has nevertheless accomplished this with his first book entitled "The azards o' chimuck szwippin published by Douglas McLean at the Forest Bookshop, Coleford (Price £1.50). Having sold the 2,000 copies of the first edition as Keith says "To catch the Christmas market for friends and relatives" the book is going into its second print in time for the summer visitors to the Forest. It took him six years to write and many more hours of painstaking listening and observation around his native town of Coleford.

Keith, who is aged 36, and single, has been at Mitcheldean since starting as an apprentice. As a Forester he has always liked to hear old people of the area talk about life in bygone years.

His dialect verse is engaging and robust, but those in standard English strike a harmony and thoughtful note. Many who have stood and pondered on Nov 11 each year might echo his "Words to a Curious Lad on Remembrance Sunday."

Thus:

Yes lad they were young boys
Those names upon that stone,
Where silent people gather now
In memory of their own.
Where naught but sorrow haunts the air
'cept p'rhaps a sense of pride,
Yes pride and sorrow still remain
But not the boys who died.

K.W. Morgan

The War Memorial at Littledean. A donation from Rank Xerox helped with renewing the site.



RUSSELL GRIFFITHS at his desk ar Mitcheldean.

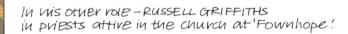
A small Crucifix attached to the desk of Russell Griffiths, a section leader in Standard Materials and Components, proclaims both his faith and his dual role in life as priest and worker. Since his ordination last year, Russell who is aged 57, has found no conflict between his clerical and lay duties, but recently he has come to terms with his unusual situation and he feels that he could play a more involved part in the pastoral care of his fellow workers, should he be called upon to do so. He emphasised however that this should not be as a so called industrial chaplain. Already, several colleagues and others have sought his guidance on spiritual and related matters.

Russell, who has been at Mitcheldean for ten years, is a member of the Rank Xerox Christian Fellowship Group which meets every Tuesday.

He is married with two children and three grandchildren and lives at Hereford. He has been a life long Christian and, in September 1974, he commenced three years' training on a theological course at Gloucester and subsequently passed the General Ordination Examination.

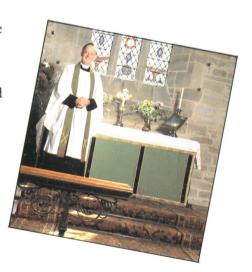
He was ordained deacon in Hereford Cathedral in June 1977, and a year later was ordained priest by The Bishop of Hereford, the Rt Rev. John Eastaugh.

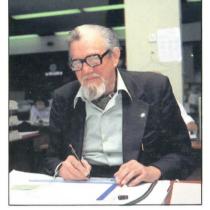
He is now a non-stipendiary priest in the Auxiliary Pastoral ministry. He is serving as curate with the Revd. R. Howard Jones, vicar of Fownhope, which is seven miles from Hereford. They have two other churches to which they minister at Fawley and Brockhampton. Russell is involved with all aspects of parish life in his spare time, such as visiting, hospital visiting, the preparation of sermons, weddings, baptisms and the occasional funeral.





More Faith at Rank Xerox





Rank Xerox Carves Success

STAN CHERRY IN WIS WOVKSHOP at name, and some fivished

products.

STAN CHERRY at his desk at Mitcheldean

Stan Cherry's first wood carving at the age of 11, which was of a Cub Scout, was rudely confiscated along with his pocket knife by his disapproving teacher in Hull. Although the carving disappeared forever, the knife was returned and happily Stan was able to continue on a self-taught road that has provided much artistic self fulfilment and won the admiration of many for his work in wood.

He is of course involved in advanced technology as a production engineer, but Stan who is aged 55 has the affection of a true craftsman for the material he clearly loves both when handling and talking about it."It is a living thing and is always on the move. Oak is still the best because it is so crisp and leaves a wonderful sheen."

At present he is engaged on detailed research into his next work which will depict the Freeminers of the Forest of Dean. At his home at Coalway near Coleford is the wood with which it will be executed. He has a wide selection to choose from and fortunately his wife Betty supports and encourages his all absorbing hobby. There are, for example, the large pieces of pearwood, yew and rosewood that have been in the bathroom for

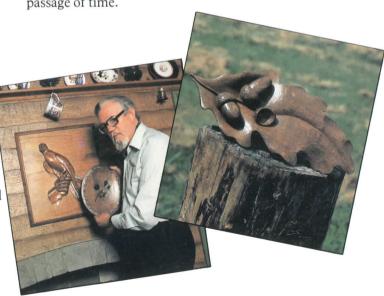
upwards of 19 years to keep them resilient; the 50 year old elm in the porch which he got from a coffin maker, or possibly the sycamore that he has had for a year or so. Then again it might be lime, the wood favoured by giants such as Grinling Gibbons, because of its very fine grain.

When the finished article is ready after several hundred hours work it will join others in his collection such as the Falcon that took 210 hours, which all carry his distinctive cypher of

two cherries.

Stan, who's skills are appreciated beyond the Forest, is consulted by aspiring carvers and all receive the firm advice "Never use sandpaper; a craftsman relies on his chisels." He has a collection of over 150 the finest being one thirty second of an inch for the finest detail.

At home he still has the carving that occupied much of his time while on war service in the Far East. He used improvised tools and it is of an eagle worked in Burmese teak. It was carried wrapped in towels in his pack, but now, inevitably, has suffered from the passage of time.



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