



EXPORT SPECIAL

March/April 77 No. 124

VISION

THE HOUSE MAGAZINE OF RANK XEROX MITCHELDEAN



EXPORT IS A TEAM EFFORT

In the year to October 31, 1976, Rank Xerox exported goods from the UK to the value of £90,767,000 (1975 — £68,650,000). This year we have a special reason for hoping the figure will be as good if not better.

Winners of the Queen's Award to Industry for Exports on no less than four occasions, Rank Xerox is one of over 2,000 companies taking part in Export Year 1977 — a campaign sponsored by the British Overseas Trade Board, the TUC, the CBI, British Chambers of Commerce and other interested bodies.

All Export Year activities are aimed at spelling out a single message: exports are vital. A satisfied export customer is one who is likely to place more orders. More orders mean greater job security and increased prosperity for all concerned.

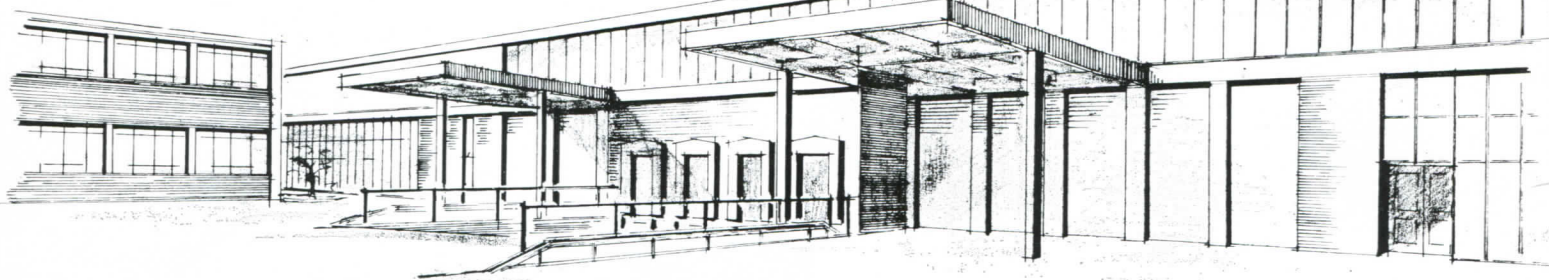
We at Mitcheldean are contributing to the campaign by featuring in VISION the various ways in which we all, directly or indirectly, assist in the export drive and so help the nation's balance of payments situation.

This issue focuses particularly on

the International Supply Centre which physically exports our goods.

Throughput of spares alone is in the region of 36 tons a week and, while orders arrive in random fashion, they cannot be handled efficiently that way.

So work is scheduled on a country basis with goods for, say, Germany being picked one day, packed the next, etc., through to final despatch. Our picture here shows the area where the paperwork is married up with the relevant consignments for countries and locations ranging from France to Fuji Xerox in Japan.



Gerald Cooke, Export/Import Manager in the International Supply Centre at Mitcheldean, gives some insight into the function of his department whose paperwork travels all over the globe, providing

PASSPORTS FOR OUR PRODUCTS

Foreign place names stamped on cartons and crates, boxes grouped round stands marked 'Germany', 'Italy', 'Switzerland', etc., great 32-tonners revving up before a journey that will last thousands of miles — yes, you're very conscious of our export activity on the Operations side.

The Export Section in adjacent Building 42 has no such aura. It's an office with lots of people working at desks and paper, paper everywhere.

Yet if those goods that leave the Supply Centre are to be moved across international borders with the minimum of delay and hindrance, obeying the many and varied laws and regulations that apply, they must be accompanied by the correct documents.

That is the task of the Export team; and with the increase in size of loads and the speed of transit, it's a task that has assumed growing importance.

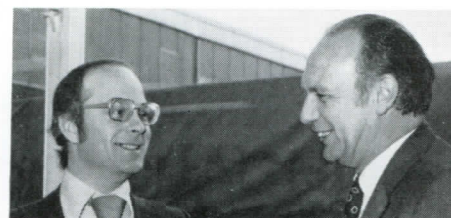
The Export Section is constructed so that each export clerk has

responsibility for a group of countries. This enables the clerk and our customers to identify with each other. On a rota basis, each clerk deals with each of the groups over an extended period.

The products we are dealing with are those manufactured at Mitcheldean and its satellite sites, plus all parts and tools required to maintain existing machines. We also ship the occasional packet of gravy browning to an RX resident abroad! Most of us have heard of the balance of payments — usually in terms of the trade gap. Not so many know that it is compiled by means of declarations made by import and export traders, like ourselves.

In order that this country can keep a check on what is being exported and imported, each category of goods is given an eight digit code. Wigs, false beards and hairy chests, for example, are coded by Customs as 6704.2024. But so far we haven't used this one.

Where to, to whom, and how do we export?



Gerald Cooke with Eric Edwards, joint supervisor with Mike Jones of the Export Section.

Firstly, where to? The world outside our Eastern Export Operations (goods for the latter go via Welwyn — see story on page 10).

To whom? Mostly to our 'direct customers' like the Operating Companies. But occasionally we receive orders from individual customers — like the World Health Organisation, or a certain professor at the American University in Egypt.

Rank Xerox machines are to be found in most countries, and in locations varying from factories and offices to embassies and gold mines.

And how do we export? By air, sea and road; in cartons, wooden crates, containers and trailers.

Rank Xerox was one of the first major companies to make regular use of 12-metre trailers to move goods between its European locations.

Air transport is used where the goods are required urgently, although for near European countries, road can be quicker!

Urgency is not the only reason, however; goods to Nigeria have

OPERATING COMPANIES

Angola	The Netherlands
Australia	New Zealand
Austria	Nigeria
Belgium	Norway
Denmark	Portugal
Eire	Singapore/Malaysia
Finland	South Africa
France	(inc. Mozambique)
Germany	Spain
Greece	Sweden
Hong Kong	Switzerland
Iran	Uganda
Italy	UK
Kenya	

OVERSEAS MANUFACTURING OPERATIONS

RX Lille, France
RX Venray, The Netherlands
RX Coslada Spain

EASTERN EXPORT OPERATIONS

Albania
Bulgaria
People's Republic of China
Czechoslovakia
East Germany
Hungary
Mongolia
Poland
Rumania
Soviet Union
Yugoslavia

ASSOCIATED COMPANIES

Xerox Latin Group (Argentina, Brazil, Jamaica, Mexico, Panama, Trinidad, Venezuela); Fuji Xerox, Japan;
Xerox of Canada; Xerox, USA

In some countries we have both Operating Companies and distributors.

DISTRIBUTORS

Afghanistan	Kuwait
Algeria	Lebanon
Bangladesh	Libya
Belgium	Malawi
Canada	Malta
Ceylon	Mauritius
Cyprus	The Netherlands
Egypt	New Zealand
Ethiopia	Nigeria
France	Pakistan
Ghana	Portugal
Greece	Somalia
Iceland	Spain
India	Sudan
Iran	Switzerland
Iraq	Tunisia
Israel	Turkey
Italy	Zaire
Ivory Coast	Zambia
Jordan	



Shunter/driver Alan Smith fixes sheeting over a load destined for Norway. Marked 'groupage', this will go to our London shipping agents who will combine it with other consignments before shipment.

been 'shipped' by air to avoid congestion caused by 200 (yes, 200) ships waiting to off-load cement. Being an oil-producing country brings its own set of problems!

I mentioned the need for documentation and its correct preparation. There are available to us dozens of different forms to be used in various circumstances. Some are required by our Government, some by the EEC, and others by various bodies including chambers of commerce, airlines, embassies, consuls and banks.

Their use ranges from the Certificate of Origin required by the Portuguese authorities (which requires verification by the Gloucester & District Chamber of Commerce before being presented to the Portuguese Consul in London for further verification) to the Certificate to New Zealand Customs, confirming that our packaging does not contain hay or chaff, for health reasons.

In some countries, Customs officers are paid a small salary which is supplemented by a percentage of the fines they impose through discovery of incorrect documentation. They also have the power to impose fines to the value of goods. Fortunately, there aren't too many of these countries, but in such places getting it wrong is expensive.

It is appropriate that Export Year coincides with the UK becoming a full member of the European Economic Community (EEC). The transitional period started in April 1973, ends on June 30, 1977. The EEC and our membership have made many changes to the type of

IMPROVING OPERATIONS

With half of its planned projects already completed (see September/October VISION), the Operations side of the Supply Centre has now entered on the second phase of the programme.

Space means money, and the aim is to utilise it to the fullest advantage, to achieve faster turn-round on orders, and maintain an efficient distribution flow of machines throughout our part of the Xerox world.

Work is well advanced on the improvements sketched opposite. Outside, the canopies will enable vehicles to be loaded or unloaded under shelter; new loading docks, involving a 15ft extension to the main building, will increase the current capacity of 210,900 sq. ft and make for more efficient operation.

Vehicles will back down an incline into the docks and, with aid of a dock leveller, forklifts will be able to drive straight on and off with their loads.

More changes are in store on the stores side. The dynamic storage of machines (a tier-on-tier system of tracks down which the machines gently roll for picking off) is being extended, and a mobile floor stacking installation added, the whole machine storage area being served by a roller conveyor system.

Dynamic storage is being introduced too for spares despatch areas, while the racking for tool stores is to be extended upwards, forming a 'mezzanine' storey.

These projects, which are expected to be complete by the end of the summer, will add to the well-ordered appearance and smooth operation of — Operations.

RX Recognition Chart

Can you recognise any Rank Xerox product at 20 paces? And describe its attractive features in a few brief sentences? If not, the enclosed sheet illustrating our current range could be just what you need. Keep it by you — we think you'll find it useful.

Shipping clerks Michel Dallemagne (half Belgian, half Welsh — but fluent only in French!) and Tony Eveleigh have to keep track of consignments shipped all over the world. The safe arrival of machines and spares depends on the correct handling of mounds of paperwork — shipping, insurance, banking and other documents — and constant contact via telecommunications with Operating Companies, shipping agents, etc. With them is Gerald Cooke's secretary, Julia Smith.



documents and procedures we use and the duties applied.

A further change arises out of the implementation of the INTERPICS warehouse order control module in November 1976, which now provides us with computer-generated export invoices. INTERPICS also provides automatically a link with the Supply accounts systems — SASICS — speeding up the flow of accounting information related to exports.

This is an exports feature — but I must mention briefly the other areas of my responsibility, since they and exports are very closely related. The International Supply Centre imports parts from suppliers in many countries for incorporation into our products.

A dedicated team is in daily liaison with the Plant, reacting to urgent requirements for imported parts to keep the lines producing — and therefore keep our exports moving.

A part of this — and in itself a major change in Customs approach in the UK (one of the positive benefits of EEC membership) — is the ability to 'Customs clear' goods locally under our Local Import Control arrangements. In the experimental pilot scheme last year, we were one of only six companies invited to participate.

Linking Export and Import is the Duty Relief Section, controlling the duty aspect of these functions. It may interest you to know that the amount of duty reclaimed in the last financial year was a cool £1 million.



Customer Service Manager Peter Chislett
with a visitor from the Spanish Operating
Company.

THE PERSONAL TOUCH

While adopting ever more sophisticated techniques, the International Supply Centre haven't lost sight of the fact that the personal touch is as important as ever.

Customer Service department was set up to enable closer communication with our direct customers — the Operating Companies — and with Supply Programme Management on new product launch plans.

To the customer, the department is the 'window' of the ISC, forming a link not only with the Op.Cos. but also with Eastern Export Operations and distributors, with our associated companies, and with other manufacturing locations on inter-plant activities (such as the 7000 sub-assembly transfer from Venray to Mitcheldean).

Peter Chislett, who recently took over from David Jolley as Manager, Customer Service, is keen to keep the customers in the picture as regards developments in the Supply Centre, and to 'personalise' his department.

Customer Service do on occasion meet Op.Co. representatives when on visits to Mitcheldean, or when a

product presentation has to be made abroad, and such meetings have proved invaluable on both sides. Problems can be got round much more easily if the caller knows the name and the face at the other end

of the 'phone — and that holds true whether it's a straightforward cry 'We haven't got the spare' or a more difficult one like the recent query from Australia about the sterilisation of animal hair materials!

Left: Ready for any emergency — on spares! Margaret Drinkwater (right) copes with 9200 orders, assisted by Zena Carter; standing is Creidwyn Stacey who deals with current product emergencies. **Right:** Courier Edgar Davies, taking an emergency supply of spare parts to Denham, receives his consignment notes from Despatch clerk Don Baldwin.



Extra Role For Interpics

INTERPICS — the International Supply Centre's computer-based system which now processes and controls orders for all spare parts of all our machines — is getting ready to extend its role.

The next major phase — the inventory module — is being developed and is due to be implemented by the end of Export Year 1977.

The aim is to achieve closer control of stocks everywhere in the Rank Xerox sphere of operations — from Spain to Sweden, from Ireland to Iran. What is needed is a better flow of information into and out of the system and this will be made possible by computer link-ups between Manufacturing, Supply and the Operating Companies.

In this way a more reliable and accurate pool of technical and manufacturing information can be built up, with access to more detailed information about Operating Companies' stock.

Inventory Planning say: 'We have to look 12 months or more ahead and it will help us in our forecasting if we know, for example, whether certain spares are ordered for immediate use by field engineers, or whether the Op.Co. is restocking.'

PROMOTION IN PORTUGAL

Rank Xerox Portugal recently staged a two-day company presentation, and a Xerox 3103 and 4500 pre-cluster-launch exhibition, for high-level government officials and executives of public and private companies.

Nearly 200 guests attended the presentation from all branches of the economic community, and the Portuguese company chartered a TAP Boeing 727/200 to transport most of them from Lisbon to the Algarve and back.

On exhibit on this occasion were four 3103s, three 4500s, four Xerox Telecopier 400s, a Rank Xerox 7000 with sorter, and a Xerox 6500 colour copier, on special loan from the Italian company, which became the 'star of the show'.

The 3103 and 4500 pre-cluster-launch exhibition took place in Lisbon's Ritz Hotel, where nearly 350 guests were present, and in Oporto, with nearly 300 guests. Again, various sectors of business and industry were widely represented.

Press coverage of these events was extremely good, special attention being paid to a talk on 'the office of the future'.

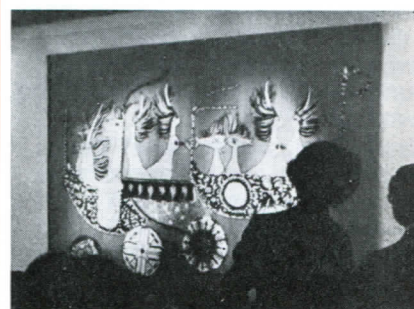
NEW SWEDISH HQ

This striking tapestry by internationally celebrated artist Max Walter Svanberg graces the main entrance and reception hall of the new 11-storey headquarters of Rank Xerox Sweden in the Stockholm suburb of Solna.

The entrance hall has a sales display area where the Xerox 9200 takes pride of place among the battery of machines permanently ready for presentation.

Facilities enjoyed by the 1,100 employees include a staff restaurant, known as Xerografica, which has been named 'personnel restaurant of the year', and a recreation room, swimming-pool, sauna, exercise room and clubroom, administered by the leisure activities club.

Adjoining the company car park are a football pitch and tennis court.



TO SPEED THE FLOW

At the end of February a conference for all our International Supply Centres was held at Harpenden, Herts., under the chairmanship of Richard van Wijk.

Their purpose was to review the world-wide Customs requirements affecting the smooth operation of the supply of parts to our manufacturing plants, and of finished products to the Operating Companies and other 'customers'.

As far as Customs procedures are concerned, paperwork seems to be on the increase. You might think that, being in the paper business, we shouldn't complain. But the fact is, the less paperwork, the quicker the operation.

'We are hoping that when we have finalised our entry into the Common Market and the associated EFTA agreements, some of the documentation will become standardised, or vanish altogether,' says Steve Ferriman, Manager, International Systems and Procedures at Mitcheldean.

'Until then, all is not common in the Common Market.'

Commonwealth countries, no longer enjoying preferences, are revising their procedures too.

When the wind of change blows, it causes a flutter among the forms. And we have to make sure that, whatever is agreed internationally, our documentation is correct, otherwise consignments are held up — not to mention unpleasant consequences like fines.

We have to have imports before we can export, and a big step forward in getting goods from the ports to Mitcheldean without delay has been the introduction of Local Import Control (LIC), an arrangement with HM Customs & Excise for clearing a consignment when it arrives on site, instead of at the docks. Welwyn have a similar arrangement.

Based at Mitcheldean but reporting to Supply Group is Henry Berry, Manager, International Customs, Import & Export Procedures. As one of the RX representatives on the Simplification of International Trade Procedures Board, he told us: 'We want to speed the flow of goods by replacing traditional documentation with computer links, and the Board is carrying out a feasibility study. At Venray they already carry out much of their Customs duty work by computer.'

CLEARING CUSTOMS ON SITE

'The secret's in the seals,' said LIC Administrator Bernard Measham; he was explaining to us how Local Import Control actually works.

'The people who load the container or vehicle abroad are supplied by us with metal seals, which they link into the door latch or the lacing.

'Each seal has a serial number for identification purposes and this is quoted on the various shipping documents involved, and in messages which reach us — from the sender at the time of despatch, the forwarding agents at the port of entry — so we can keep track of the consignment's progress.

'When it's unloaded off the ship at the port, it goes into a separate bay and normally Customs officers only do a preventive examination and check the seals (foreign Customs' as well as Rank Xerox) are intact — and, of course, to make sure no one has taped 500 cigars on the underside!

'The collecting driver sets off for Mitcheldean, his exact time of departure being notified to us. When we get the telex I shoot off to Gloucester to make the necessary declaration at Custom House.



Bernard Measham carries out the 'breaking of the seals' ceremony on a vehicle recently arrived from Vienna.

'On arrival the vehicle has to park in a special bay at the end of Building 41 until at least four hours after the declaration has been accepted, even though it may be carrying some urgently needed parts for the assembly line.

'This 'quarantine' period is to give Customs time to inspect the goods if they consider it necessary. It's not long when compared with a possible delay of several days at the port of arrival.

'At the end of that time we can move the goods. Then comes the ceremonial bit — the breaking of the seals. A Customs official doesn't have to be present; but he is free to come here at any time (halfway through the night if he wants to) to make a spot check, and he can vary the waiting time too.'



This lorry load of spares bound for Germany has a 'royal' driver in Derek Minter, otherwise known as 'King of Brands'. For 14 years a professional motorcycle road racing ace, he became the first person to lap the IOM 250 TT circuit at over 100 mph on a British machine, and at the beginning of the 1965 season he held records at nearly every circuit in the country. Now he's swapped two-wheelers for a multi-wheeler artic, which he runs under contract to British European Transport. Here Harry Chew, Transport section leader in the Supply Centre, looks at the book Derek wrote about his racing experiences.

IRANIAN JOINT VENTURE

Technisaz S.A., a leading Iranian investment and industrial company, has acquired a 25 per cent interest in our Operating Company — Rank Xerox (Iran) Ltd. The agreement provides for direct Iranian participation in the future development of Rank Xerox business in that country. As a result of this agreement new appointments have been made to the company's board. J. Maldwyn Thomas, chairman and chief executive of Rank Xerox Ltd, and David Thompson, a regional group director, are being joined on the board by His Excellency Dr Mehdi Bushehri, chairman of Technisaz, who becomes non-executive chairman, and Sarkiss Safarian, manager director of Technisaz, who has been elected a director. Adrian B. Gozzard, who has headed Rank Xerox in Iran since it was formed in 1970, retains his responsibilities as managing director.



EEO IS BIG BUSINESS

Gordon Planner,
General Manager,
Eastern Export
Operations.



The winning of a £5.53 million order from the USSR, the largest contract yet awarded to Rank Xerox Eastern Export Operations, gives us a splendid kick-off to Export Year.

The order, signed with Technopromimport, the Soviet Union buying agency, in February, is for Xerox copiers, high-speed duplicators, microfilm printers and spares. This equipment will be delivered as required to Technopromimport during the year for service in government departments as well as industrial and commercial organisations.

The contract follows similar agreements between Rank Xerox and Technopromimport which began in 1970; business with the Soviet Union has been gathering momentum in recent years, despite the fact that since the rouble is non-convertible to sterling, our exports to the USSR have to be balanced by Soviet exports to the West.

EEO sell outright to the USSR. The new order includes the Xerox 4500 machine and the mobile Xerox 3100 and 3103 models; RX 7000 and 1000 machines, and even the original Standard Xerox 1385, are among the thousands of machines already installed over there.

Towards the end of 1975 we reported that Rank Xerox had landed a £5 million Russian order for a range of machines over a period of 12 months. Writing in *HQ News*, Gordon Planner, EEO's general manager, says: 'Most of these machines have now been installed — by a cadre of well over 100 Soviet service engineers whom we've

trained in Moscow or at our training school in Czechoslovakia.

'Our machines in Russia operate in arctic conditions and in semi-tropical heat. Some of them travel round the world on Soviet ships. The bulk of them, of course, are installed in offices, plants and government locations around the country. We have our machines in the heart of the Kremlin and even in the vodka factories.'

Mr Planner feels we have 'only scratched the surface' so far — there are vast areas that still have to be covered, the huge industrial regions and the developing areas.

'Not the least exciting is the prospect of providing copying facilities for the 1980 Olympic Games in Moscow. There is also a vast hotel-building

programme under way requiring massive copying facilities.'

Assisting in the expansion of sales to this part of the world are the Rank Xerox travelling exhibitions — a showroom train and a mobile showroom that goes by road.

The train, having visited some 120 towns in Eastern Europe recently, is now in this country being refitted. By late summer, it is scheduled to leave for a tour of Poland, Czechoslovakia and Yugoslavia to launch the 9200, as well as continue promotion of our current products.

And as we went to press, the mobile showroom was about to recommence its tour in the same area, complementing the RX train by contacting businesses away from the large cities.

MISSION TO MOSCOW

Rex Furley bent down to see to the electrics of an RX1000 machine; then he lifted his head quickly and hit his nose. Some blood was spilt and, before he could look round, he found himself in the hands of some ministering angels who, despite his protests, firmly bandaged — his drinking arm!

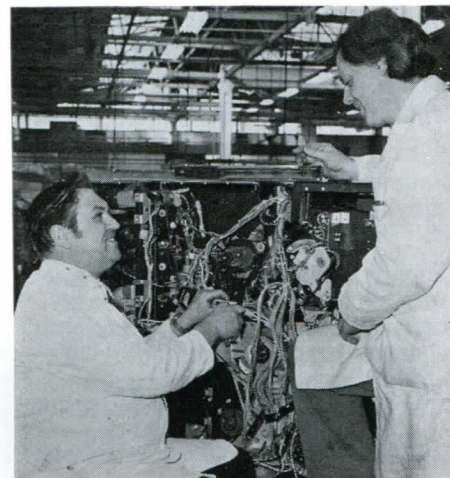
It happened when Rex was a member of the Mitcheldean task force which went to Russia in 1975 on a 'get well' activity in connection with some RX1000s installed in the Moscow State Library. These machines work round the clock copying data from technical literature which is translated and distributed all over Russia.

But apart from the instance we've quoted (when an interpreter wasn't at hand), our people got round the language barrier very well.

They stayed in the Hotel Ukraina, one of the most modern and certainly the tallest of Moscow's hotels, situated just off Gorky Street.

'If you walk across the street instead of using the subway, you get fined one rouble,' said Rex, who is probably the only Rank Xerox man ever to have played the piano, gratuitously, in a Moscow hotel.

Rex and Derek Jones, another member of the task force, went to the Soviet Union again towards the end



Rex Furley (left) and Derek Jones, now working in 4500 assembly, remember a time when they over-indulged in apple juice and wished they had stuck to vodka!

of last year — this time to Riga, a Baltic resort in Latvia. The RX1000 machines concerned on this occasion were in the print room of a technical institute, and once again the Mitcheldean men's expertise was much appreciated.

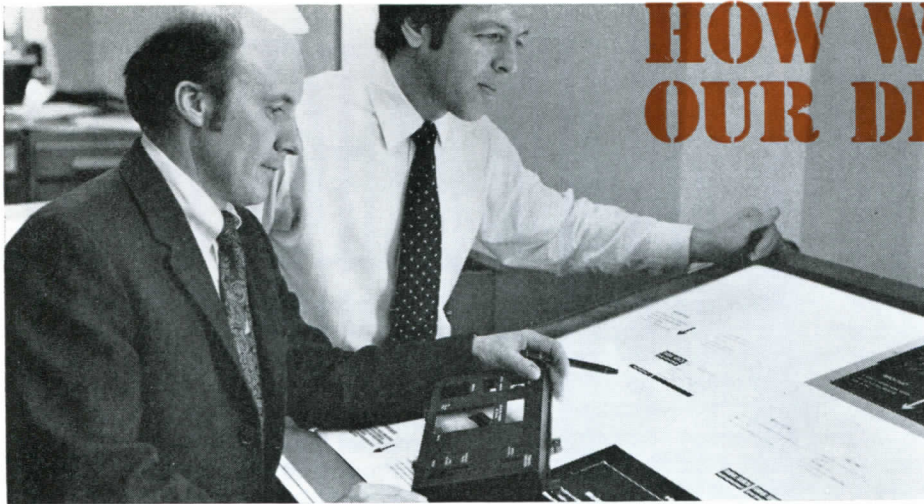
It is no coincidence that the institute director's antique bronze clock is now chiming again after years of silence — Rex enjoys mending timepieces.

On each visit our people received warm hospitality and were taken to see the tourist sights — the tomb of Lenin, the Bolshoi Theatre, the Park of Achievement in Moscow — a trip round the town for two alone in a 32-seater bus in Riga, plus a walk along its vast beach.

SUCCESS IN PEKING

Rank Xerox both exhibited its own products and provided a copying service for the other exhibitors, and the organisers, at a British exhibition in Peking recently. It was the British '48 Group Broadcasting, Radar, and Communications Exhibition, and it attracted 30,000 visitors during the ten days it was open.

Thirty-seven British companies took part, and sales totalling £1,600,000 were made — including a total sell-out of all the Rank Xerox products on display — Xerox 3103 copiers and 4500 copier-duplicators, and Rank Xerox 1824UV copiers.



HOW WE SETTLE OUR DIFFERENCES

Studying translated labels, from artwork to the finished product in aluminium and plastic, are (left) Jim Saunders, 9200/Fuji Xerox Draughting section leader, and Des Ellway of Production Engineering. Jim is holding a bezel printed in Flemish.

It doesn't matter what language you press the buttons in, our machines will understand and obey the command. But what about the operators?

While, for example, 'quantity select' may be crystal clear to us English-speaking lot, in some countries the only phrase that gets the meaning across would be 'auflagen vorwahl', 'programmazione copie' or 'autalsväljare'.

So, although our machines leave the production line with all the wording inside and out in English, supplementary kits of labels and bezels bearing translations in the appropriate language — French, German, Spanish, Flemish, Dutch, Italian, Russian, Japanese, etc. — are supplied to replace the English version when the machine is installed abroad.

So far we haven't been asked to do any in Welsh or Gaelic!

Engineering organise the artwork but to avoid any possibility of misunderstandings, the translations are carried out by the countries concerned. In the case of the 9200, there are some 65 different labels and bezels — that can add up to a lot of misunderstanding. Not only where foreign languages are concerned either.

Space is limited on certain bezels and the words 'print on photo-receptor' on a certain model were abbreviated to 'POP'; this had to be changed hastily to 'SOS' (sheet on selenium) when it was discovered that in one of our export markets 'pop' was the popular word for a woman of easy virtue!

The supplementary kit for 9200 machines exported to Fuji Xerox in Japan is unique. Apart from the obvious labels and bezels in Japanese, the kit includes retrofits to modify the sorter and the automatic document handler, enabling them to handle smaller paper (the Japanese B5 size), and also an adaptation to the billing system.

In the near future, however, these requirements, together with some other necessary refinements, will be built directly into machines destined for the Japanese market.

FOR SAFETY'S SAKE

For a reliability story, how about the 914 in the State Museum of Moscow which has exceeded the normal machine life several times over? It has produced over eight million copies and when last heard of was still going strong.

In our May 1976 issue we described how stringent tests are carried out in the laboratories of Reliability Engineering (electrical, altitude, vibration, climatic, etc.) on components, and complete machines from the production line are tested over a period of weeks to ensure they meet the specified level of reliability wherever they're placed and however they may be used.

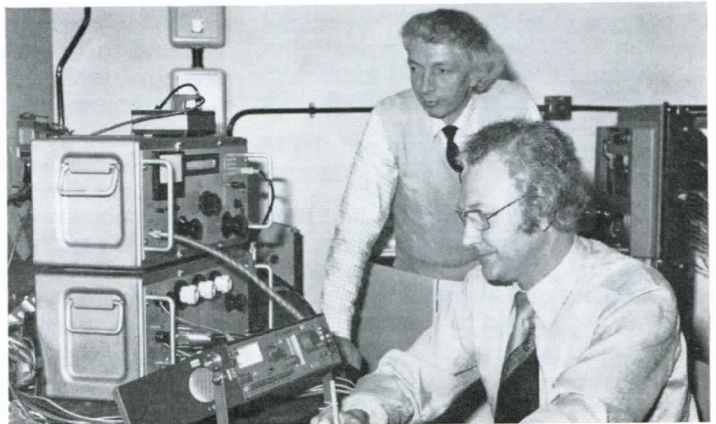
They are also inspected in-house by Safety Group from the safety angle — fire hazard, toxic emissions, acoustic noise — to ensure they will meet the requirements of the UK Health & Safety at Work Act, and those of the British Standards Institution and its German equivalent, Verband Deutsche Elektrotechniker, who subsequently carry out their own tests and grant certificates.

Many countries accept the standards of these two bodies, but before launching a new product we may be required to obtain clearance from the appropriate safety authorities in the countries concerned.

There are national differences in legislation, for example, in respect of noise abatement, radio frequency interference, etc., and, as with the language problem, we meet these differences by providing supplementary installation kits.

Efforts are being made to harmonise standards across the globe, and IPSES (International Product & Environmental Safety Council), which is a corporate body with representatives from Xerox, Fuji Xerox and Rank Xerox, is setting standards for our multinational products to ensure they are safe and do not create environmental hazards, no matter where the product is made and no matter where it goes.

Left: Chu Yamamoto, resident Fuji Xerox engineer, and Stan Howitt, 9200 Design Lab. 'resident', talk over a 9200 module with Japanese wording incorporated in the console. **Right:** In the screen room Mike Selwyn, a member of the Safety Group in Engineering, tests a 4500 for radio interference. Watching is Site Products Safety Manager, Dave Foster; when authorised to carry out safety tests on our products on behalf of a German licensed test unit, Dave has to act as Devil's advocate, arguing against his own convictions!



Monday, February 7 — Assemble in Lecture Room 4 in time to catch the 8am 'milk float' over to Building 40.

We are to make a videotape, the subject of which is to be the SOLAR system, and all sorts of technicians are to descend on us, bearing cameras, lights, recording apparatus and all the other things necessary to produce the said tape.

Martin Colvey and Derek Young from Middlesex House are the director and recording technician respectively; the camera man (complete with flared jeans and clogs) is Jim from Zoom Television, who recently filmed Rod Stewart in concert.

The lighting experts are Nobby and Ray, who usually provide lights for TV shows and at film studios, as well as at live variety shows.

The objective of the tape we are to make is to explain to employees the importance of SOLAR in an interesting and not too technical manner.

For this reason, the presenter on the tape is to be Michael Rodd of BBC TV's 'Tomorrow's World' who has the ability to make the most technical subject easily understood.

Employees from different areas on site are to be recorded as they ask Mike a series of questions on SOLAR which he will answer, explaining in his inimitable style.

Back to **8am on Monday**. The mountains of equipment are delivered to 9200 assembly area in Building 40 where the first few hours' shooting is to take place.

Don Jefferies of Training Department puts on record the planning and the panics behind the words

Mike Rodd is learning his lines, the lighting engineers and recording technicians are putting their gear together. Amid great interest from the shop floor staff, everything is set up for the first rehearsals; lights (when switched on, the disc in the electric meter must do 12,000 rpm), camera and sound.

After several rehearsals — 'Quiet please, roll VTR' from Martin Colvey, the working man's Cecil B. de Mille, and we are off.

Everything appears to have been perfect — but no! We have to do it all again with the camera up on the balcony round the office area.

Eventually it is OK and we move to another location for more shots.

Vic Mockford is the first employee to be involved in the tape; he assumes the role of an assembly foreman who explains that SOLAR is dependent upon people, and only makes mistakes when people make mistakes.

When that sequence is complete, it is time for lunch, after which the afternoon session is taped in the 9200 QC area and the NC machine complex.

4.30pm — everything behind schedule so the programme has to be rearranged — various people can't work late and so on.

Graham Savage, an NC setter, gallantly volunteers his services as a questioner and, after frantically

QUIET PLEASE

learning his lines, he earns the congratulations of Mike Rodd for his performance (we hear he is soon to audition for 'The Archers'!).

Tuesday, Feb. 8 — shooting in the Computer Room, Production Control and Production Stores, where Mike signs countless autographs between takes and accepts with good humour comments like 'You look taller than you do on telly,' and 'I thought you were going to be the blond chap with blue eyes'.

His involvement at Mitcheldean complete, he goes back to London Tuesday night, no doubt enriched by his experiences and with his vocabulary considerably widened after his two days here!

Wednesday, Feb. 9 — commences in Training Department with shooting tape of the 1385 machine, complete with operator in the shape of Lynne Coote who is suitably attired in



OUR NEW COMI

Do you remember when it was announced that we were to lose the old, familiar Imperial money in favour of decimal currency?

The endless television debates, the countless outraged letters to *The Times*, the massive education campaigns in all the media, the many thousands of people who swore that they 'would never get used to it' and the relentless countdown to the dreaded 'D-Day' all appear somewhat laughable with hindsight.

We now know that once we had the new, lighter coins in our hands and realised how much easier it was to calculate in tens, we quickly and easily became used to the new system.

Incredible though it may seem, 'SOLAR' will slip out of our day-to-

day vocabulary as quietly as 'Decimalization' has done and for precisely the same reasons.

It will be so much a part of our normal working lives that it will become inseparable from all the other routines, procedures and practices which we operate. In so doing, it will lose the awesome reputation it has now, which, for some, is that of a frightening and unmanageable monster.

Now that the system is installed and operational, the next round of training activity on SOLAR, starting this March and phased over the next five months, is designed to move us to this position of 'normality' as quickly as possible.

The scene will be set by the videotape recording featured on these pages, which was scripted

with the express purpose of concentrating on people and the jobs they do rather than on the system itself.

This will be on 'general release' at Mitcheldean for the whole five months and in that time it is hoped that as many of the total workforce as possible will have the opportunity of seeing it.

Jobs which directly contribute to the implementation of SOLAR involve the use of Material Requirements Planning (MRP) techniques, so it is important that we ensure that all the people in these jobs and those who supervise them are fully aware of the techniques and their implications.

A training programme is therefore being designed with the assistance of Arthur Anderson and Company, leading consultants in this field of

SE-ROLL VTR!

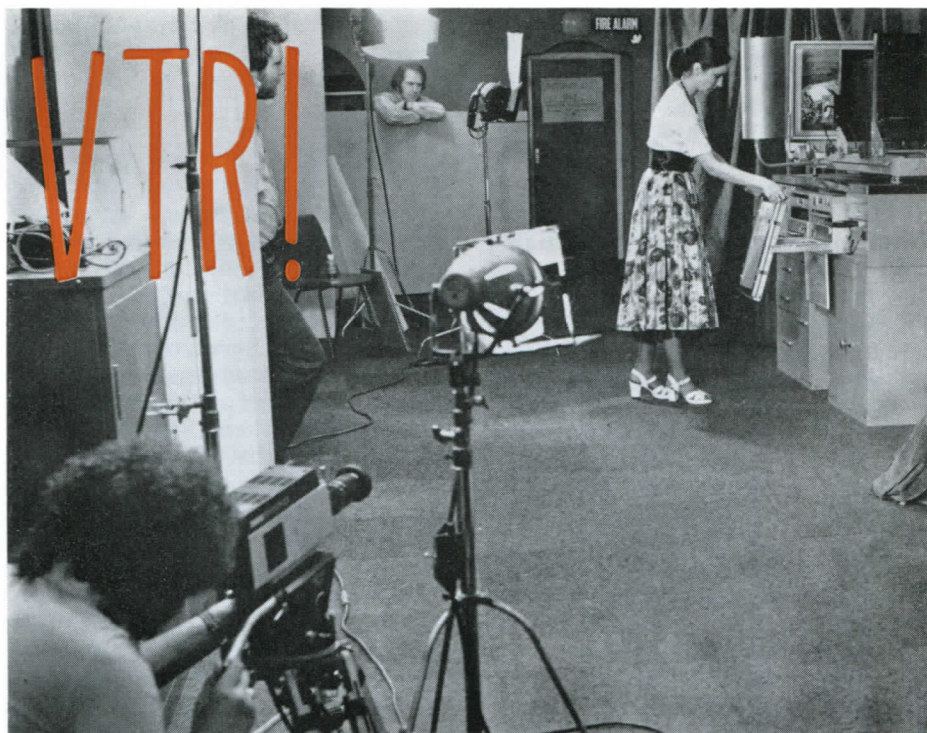
clothes of the immediate post-war period, when the machine was in its prime.

The rest of the day is spent shooting bits and pieces in 4500 assembly with the camera man riding on a fork-lift truck provided by Maintenance.

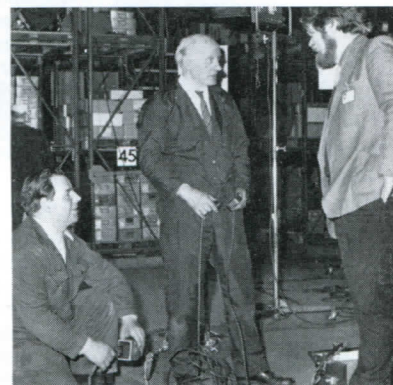
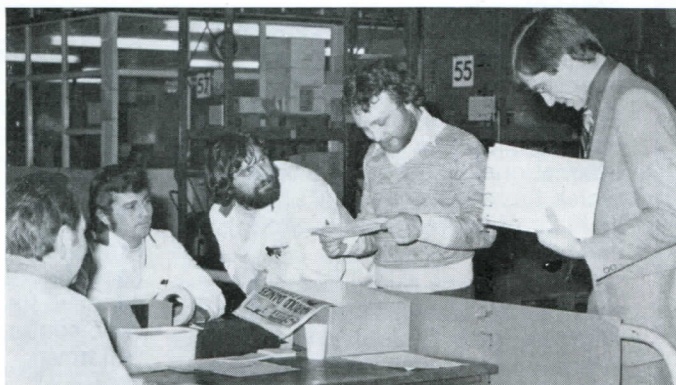
Then it's all 'in the can' — or perhaps we should say 'in the cassette'.

The Credits

During the three days' shooting, the co-operation received from all areas in the Plant was first class and contributed immensely to the schedule being completed punctually. Thanks are also due to Tom Morgan and Stan Burford, the Maintenance electricians, for their part in ensuring that the right plugs went into the right sockets, thus preventing the complete destruction of the Mitcheldean site.



An historic moment in Training Department — Lynne Coote in 'fifties outfit operates the Xerox 1385 machine for a 'this is how it all started' shot. **Below left:** In Production Stores Michael Rodd takes a ride in a Jumbo picker with Mike Maith at the wheel so the cameraman can get a new angle on SOLAR. **Below centre:** Director Martin Colvey checks the shooting script with Michael and the two storemen stars Mike and Tony Burke before getting it all on tape. **Below right:** Eric Tose of Training with Maintenance electricians Tom Morgan (centre) and Stan Burford who provided the right connections.



ION CURRENCY

education and training.

It is a three-tier programme: the first level is a general appreciation of Material Requirements Planning, appropriate to all users; the second is a more detailed appreciation for those who need to understand how and why the techniques work; and the third, a specialised level for those who require a detailed knowledge to enable them to apply the techniques in decision-making.

This will involve practice with a working model to obtain rapid feedback on the effects of the decision made. The intention, naturally, is to improve and safeguard the quality of the decisions, not just in a simulated case study but in the application of SOLAR in our day-to-day work.

Already the process of absorbing

SOLAR into that day-to-day work is well advanced and so, as already indicated, the training emphasis must now be moved onto departmental induction, job instruction and problem solving. For this to happen, supervision must be equipped with the necessary information, material and assistance to carry this out in the normal way.

It will be the responsibility of a Training team, consisting of SOLAR Project Team member David Davies, Training Officers Lynne Coote, Eric Tose and Jane Belcher and led by Training Co-ordinator Roger Acland, to ensure that supervisors are thus equipped.

In response to requirements which cannot reasonably be dealt with by departmental supervision, the team will also arrange off-the-job training

and, where necessary, call upon the assistance of specialists in those subjects from other departments, such as Management Information Services, Production Planning & Control and the SOLAR Project Team. This will particularly apply to those functions, such as Remanufacturing, in which the interface with SOLAR is a comparatively new development.

Much has been said and written to date about SOLAR — some would say too much — but one inescapable truth remains. Because it is a crucial and integral part *now* of our whole material control activity, and because it forms the basis for future systems developments, the sooner it becomes as commonplace to us as decimal currency, the better.

R.A.



CONTINUITY IS THE KEYNOTE

What part does our sister plant in the UK — at Welwyn Garden City — play in the Export Story?

The answer is: a complementary role to our own.

While Mitcheldean Plant, in the main, manufactures machines, Welwyn makes the 'special materials' for those machines — items like the photoreceptor whose function in our machines can be likened to that of a film in a camera, in that it receives the image of the original.

This year a £7 million facility for producing the 9200 photoreceptor has been completed and become fully operational.



As Mitcheldean Supply Centre co-ordinator for EEO and distributors, Mike Hirst liaises regularly with Welwyn.

Developer, another special material, is also manufactured at Welwyn, while toner comes from the associated factory at Elstree.

The lead plant in Manufacturing Group for electronic assembly (PWBs for the Xerox 9200 and earlier models in our range), Welwyn carries out a number of other activities — in connection with the Xerox 800 typewriter, the Xerox System 125 and the Rank Xerox 1824 (see 'On Target' on page 11). Millions of pounds' worth of supplies and products are exported annually from the International Supply Centre associated with the two sites, and a considerable percentage of the 156,000 sq. ft of space in the warehouse is given over to machines and spares destined for EEO markets. No matter where they are manufactured — Mitcheldean, Venray, Lille — they make this Supply Centre their first stopover before journeying to the East. Here at Welwyn the machines are 'consolidated' with the necessary kits and supplies before being shipped off to the USSR, Czechoslovakia and other COMECON countries.

But for the purposes of this export article, those special materials and the system which produces and keeps those particular exports flowing, claim our special attention.

'Britain is regarded as the export expert,' Senior Technical Advisor Jack Wigglesworth says. 'Shipping, and export finances, are better dealt with here than anywhere else.' But Rank Xerox is more dependent on the steady flow of special materials to its export markets than your average exporter.

'However vital the role of the machine in xerography, it is the uninterrupted flow of developer, toner, etc., that determines rental income.'

'So we practise sophisticated world-wide inventory control for these special materials, related to manufacturing capacity.'

A full warehouse represents tied-up capital, so it is important that the crates keep moving, with FIFO (first in, first out) as the password. Environmental control of stores provides additional quality assurance.

No Operating Company can ever be totally complacent about continuity of supplies. Even if they have never had a customer who ran short, a 'business interruption' is always conceivable.

Ensuring that continuity is the responsibility of a dedicated International Utilisation Committee which has a 200-page data base as its bible of international capacity and inventory.

'There is a Xerox brotherhood, and we all lean on each other,' says Jack Wigglesworth. The committee wants to know at any time what the current capacity is in the manufacturing plants, how long it would take to rebuild plant in the event of a disaster, how quickly support would be forthcoming for a stricken plant, and what the inventory of key equipment is at each Xerox location. None of this information is static, and up until 1975 it took three statisticians three days working from early morning until evening to produce the data base for a special materials support operation. Not for nothing did they call themselves 'number crunchers'.

Now each and every plant where special materials are produced is 'on line'. Anywhere in the world the Committee stewards responsible at such plants can book a telephone line, link up their portable terminals through an acoustic coupler and ask the computer to do a 'what if?'

Every activity, from forecasting requirements to placing orders for raw materials, is geared to the protection of the flow of supplies.



Goods for the Soviet Union are sealed in wooden boxes in accordance with special packaging requirements. Here in Welwyn Supply Centre a packer stencils the necessary details — invoice number, weight, measurement, etc. — on a consignment destined for the USSR.

Paper is one special material which Rank Xerox does not manufacture but which is increasing dramatically in importance, particularly since we expanded into the central reprographic department system with the 9200 duplicating system.

In the Welwyn laboratory, tests are carried out to ensure that paper supplied for the machines performs well, conforms to specification and will travel.

Paper of a certain type is exported to a number of customers in lots of 400 reams, shrink-wrapped to protect it from humidity changes.

But there is an enormous amount of local production in mills where RX procedures such as scorch tests are used to check quality between visits by the RX inspector.

Currently there is paper production for Rank Xerox in Sweden, Finland, Germany, France, Austria, the Netherlands, Spain and Portugal, as well as in the UK, and once contract terms have been agreed, Operating Companies usually deal direct with these mills.

Xerographic materials are cossetted more than machines when they are shipped round the world.

If machines need to be stacked, an open crate is used so they are visible through the slats. In contrast, materials are . . . but that's all part of the packaging story, which we plan to deal with in a following issue.

Sarah's Social Service



Sarah Hall

One of three people to be granted leave this year under the Rank Xerox Social Service scheme, Sarah Hall left her job in the Technical Library (Engineering) in February to work for six months at the Barbican Centre in Gloucester.

The Centre was set up some three years ago as an experiment in self-help for the 'socially disadvantaged' — those who are unable to cope with the normal stresses of life and who want to do something about it.

In carrying out their own programme of self-improvement, they are offered a chance to learn new skills, to educate themselves and to join social groups which may help them to regain self-confidence.

Initially Sarah will be assisting with the literacy scheme, in the arts and crafts area, and in the playgroup organised for wives and children.

By working full-time at the Centre, Sarah feels she will be doing something useful and, at the same time, equipping herself better for the voluntary probation work which she wants to continue in her spare time when her six months' leave ends in August.

The other two successful applicants both work at Observatory House, Slough. Pat Colley (Field

Engineering) has already completed his five weeks' leave, helping to set up a social centre at Caversham, near Reading, for the local community association which was recently opened by Sir Harold Wilson.

Anthony Sadler (Information Systems) has been given a whole year's leave (the first time such a long period has been granted) to help produce dolls' houses!

The project came about through the Action Resource Centre which arranges secondments of business people to charitable and educational bodies. Ten voluntary groups have been given the use of a factory in Kennington, London, to provide new employment for the area. One group was seeking a manager to prepare and organise the production of dolls' houses and Anthony is taking up the challenge.

First off the line will be low-priced products, to be followed by £500 reproductions of antique dolls' houses copied from originals in a London museum (an American chain store is interested in marketing these copies).

Incidentally, the Action Resource Centre has been supported by money from the Rank Xerox HQ charity fund ever since it was formed.

On Target

Despite aggressive targets set on cost, quality and delivery, Mitcheldean has 'come up with the goods' on the RX 1824 T4U kit project.

About a year ago there was a requirement from EEO markets for such a device — a four-lens turret with viewing screen designed to fit on the 1824 microfilm printer.

In EEO countries the tendency is to use roll film rather than aperture

cards; the T4U enables the operator to position the film, which may have different size image areas, and to vary the magnification as required.

Bernard Page's Current Products team in Engineering designed the kit and the initial order of 100 was manufactured in Small Batch Department, who are now handling a repeat order.

These kits are fitted on the 1824 models at Welwyn and shipped out by their Supply Centre to EEO markets.

Coming Shortly...

In addition to the packaging feature we've already forecast on page 10, we'll be continuing our Export Year contributions in the next issue with an article about the people we 'export' on assignments, and we hope to include personal stories from some of them — like Mark Southall and Don Presdee.

There will also be some chilly reading about Mitcheldean 'residents' in the USA, particularly those in Webster (David Groom, Terry Gardner) where there have

been drifts of snow up to 12ft high on top of some of the buildings during an incredibly harsh winter.

Webster operated without shutdown on about 60 per cent of normal gas consumption, and it was 'pretty uncomfortable' at times. Fortunately they have a computerized system that monitors and controls temperatures all over the complex, so they were able to turn equipment on and off centrally to meet minimum needs.

Which reminds us that Mitcheldean's launch into 'energy management' should be ripe for editorial treatment in a month or so.

European Director

B. H. (Nick) Nicholson has been appointed to the board of Rank Xerox Ltd. as Director, European Region, succeeding Michel Clèdes who has

retired. Mr. Nicholson joined Rank Xerox (UK) Ltd in 1972, as Director of Operations, and was appointed a Regional Director in Rank Xerox international headquarters in May 1976.

SKATING RESULTS BY RX

Rank Xerox machines turned out 167,000 copies for press, television, and radio during the five-day 1977 European figure-skating championships, held in Helsinki's Ice Hall.

The machines involved were two Rank Xerox 7000 copier-duplicators with sorters, and a Xerox 4000. A special template, made by the Finnish Operating Company, included a pre-printed letterhead and advertising spaces for Rank Xerox and one of our paper suppliers.

Rank Xerox also had advertisements on the tickets and in the programmes, and has subsequently taken space in the magazine of the Finnish Figure-Skating Association.

Our picture shows Peter Brück (left), public relations manager of Rank Xerox Finland, with general manager K. Hilpas Hirvonen and a group of hostesses around one of the 7000s at the results service centre in the Ice Hall before the opening ceremony.





If you watched the programme 'ATV Today' on March 7, you'll have seen among the competitors in the annual 'Miss ATV' contest our own **Estelle Cash**.

Secretary to John Roberts, Manager, Multinational Manufacturing Engineering, Estelle got through to one of the eight heats and was able to watch her own recorded appearance on the screen along with her husband Johnny, her father, mother and brother, all of whom work on site.

Elected 'Miss Rank Xerox, Mitcheldean' three years ago, the last time the competition was held, 22-year-old Estelle has collected numerous titles including 'Miss Ross-on-Wye', the local 'Miss Tesco', and 'Miss High Court of Western England' — a personality girl title accorded her by the Independent Order of Foresters (nothing to do with the Forest of Dean!).

She also does quite a bit of modelling — the photograph shown was one of a series taken by Heine van der Wildt of Group Materials.

Estelle keeps her model-girl proportions by living a very active life; she plays badminton and squash, goes riding and dances at discos.

Her squash-playing nearly ruined her chances in the contest. A few days before the interview her face was hit and she acquired two black eyes. Luckily the swelling subsided just in time and her make-up camouflaged the remaining bruises.

A short list was selected from postal votes received after the last of the heats and, as we went to press, we heard the good news that Estelle is among those finalists who will appear before a panel of TV personalities on April 6.

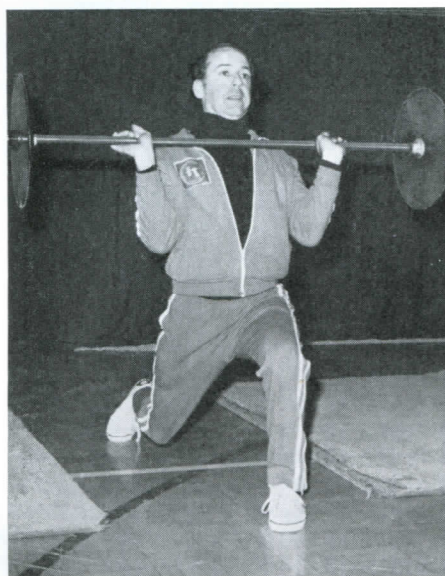
If she is successful in winning the contest, she gets £500 (plus automatic entry into the 'Miss Great Britain' contest).

We wish her the very best of luck.

Did you know there are no less than 32 recognised ways of lifting a heavy object? There's the rectangular fix, the curl, the snatch, the bench press — to name just a few.

We learned this from **Ron Parker** who, as Transport Supervisor in the Supply Centre, is responsible for the despatch and transport of our machines and spares.

Not that he goes around lifting our machines on his own! At 10½ stone Ron is a light-weight Olympic-style weight-lifter, which means he's not exactly the muscle-man type with bulging biceps.



He took it up (the sport, we mean) about four years ago. 'I got a bit too old for water polo, so I looked around for something else to occupy me and I hit on weight-lifting. It keeps you healthy, builds up stamina.'

Holder of the British Amateur Weight Lifters Association schoolteacher's training certificate, he runs a club at the Beaufort Sports Centre at Tuffley, Gloucester, where this photograph was taken.

But his chief interest lies in the competitive side, and for this he does his training at the Leisure Centre. Last December he gained six awards of merit, using different lifts for certain poundage. 'I knew I had to do it before Christmas; I'd never have managed it after the season had taken its toll!'

Ron's other interest is chess. 'When you've two growing sons, you need to keep mind as well as body in trim,' he reckons.

When **Ann Peiris**, secretary to Customer Service Manager Peter Chislett, joined us last November, she was delighted to renew some old acquaintanceships.

She first worked at Mitcheldean 18 years ago; in the intervening years she has been living thousands of miles away in Sri Lanka, better known to us as Ceylon. She married a Sinhalese and her two teenage daughters were born out there.

'Everyone is so friendly and hospitable there,' Ann told us.

She worked in the UK Trade Commission in Colombo and also in the Hong Kong & Shanghai Bank, so she feels quite at home today in the international atmosphere of the Mitcheldean Supply Centre.

'About this time of year we used to holiday in the hills to avoid the high humidity,' says Ann, 'then later we'd have another holiday in the jungles — wild life sanctuaries where you can rent a bungalow and enjoy the simple life.'

'We would go out in a jeep accompanied by trackers armed only with a knife (guns are not allowed). It was very exciting waiting near a water-hole and watching the wild animals come to drink — leopards, elephants, the dangerous black bear and others.'



Sri Lanka, famed for its tea plantations, is really a tourist's paradise; there are splendid beaches; or, if you feel like a bit of ancient civilisation, you can inspect ancient frescoes and temples, or visit Kandy, the old capital, with its Temple of the Tooth (a relic of Buddha which is kept in a casket and is featured in a colourful festival once a year).

But despite the exotic attractions of Sri Lanka, Ann says she is happy to see the countryside of her birthplace, Ross-on-Wye, once more.

GETTING "MATCH FIT" FOR A CAREER

This year, as an experiment, the social and serious aspects of the annual students' dinner and presentation were separated.

On February 23 the apprentices, together with Training School staff, managers of departments concerned and representatives of the colleges who supply courses for us, met for tea and a presentation in the waitress service restaurant.

As the inclusion of first year training certificates would have pushed the number of handshakes up to 80 or so, these were postponed to a later departmental occasion. Even so, Works Manager Don Elliott had quite a busy time standing in for Director Ron Morfee whose commitments prevented him from attending.

Looking back on the 30 years of his working life spent at Mitcheldean, Mr Elliott commented that he'd 'never known any venture so successful as the apprentice scheme.

'It is going to mean more and more in the years to come to have qualifications and as apprentices you have the opportunity to gain real experience — to use your hands as well as your head.

'If you are going to apply to play for Drybrook Football Club, you naturally do a bit of training to make yourself "match fit". That is what you people are doing — getting yourselves "match fit" for a career.

'Opportunities are always most open to people who are willing to learn, and I would recommend you to continue your training in the years ahead.'

Two non-apprentices who were included in the list of awards — Rodney Swan (Engineering) and Mike Purchase (Group Materials Management) — are doing just that. Each has been successful in obtaining a Bachelor of Arts degree through the Open University and each has already embarked on an honours course.

Rodney (who recently gained a degree of distinction as individual chess champion at Mitcheldean!) is continuing in computing and related subjects.

As Mike, a social sciences student who is now specialising in psychology, told us, 'You can get hooked on studying just as on anything else.' And he ought to know.



Presenting...

Indentures

Victor Ball, Roger Bannister, Malcolm Bevan, Paul Denton, Roger Ellis, Terence Goulding, John Harding, Richard Johnson, Peter Lee, Timothy Morley-Jones, Stephen Price, John Smith, Stuart Stephens, David Tingle, David Whitfield, Andrew Wilks.

Higher National Diploma

Peter Lee, David Whitfield, Andrew Wilks.

Higher National Certificate

Victor Ball

Ordinary National Certificate

Roger Bannister, Philip Bowdler, Christopher Brown, Philip Davies, Stephen Edwards, Stephen Gwynne, David Hart, Kevin James, Stirling Jordan, David Lewis, David Poyner.

Full Tech. Certificate

Paul Denton

Technician's Certificate

Malcolm Bevan, John Harding, David Hobbs, Richard Johnson, Stephen Price, John Sluman, John Smith, David Tingle.

Intermediate Technician's Certificate

Brian Adams, Simon Baggett, Lyndon Creswick, Neil Harrison, Jeffrey Hawkins, Graham Jones, Robert Murrell, Robert Rutsch, John Skinner, Stephen Wozencroft.

Craft Studies

Final — Geoffrey Cecil, Richard Ellis, Timothy Morley-Jones, Stuart Stephens, Anthony Walding. **Intermediate** — Paul Coleman, Andrew Eagles, Anthony Gittings, David Ireland, Nigel Knight, Armando Nardecchia, Christopher Orris, Mark Savagar, Keith Woodward. **Part I** — Stephen Beard, Roger Davies, Robert Evans, Nicholas Harrison, Graham Morris.

Certificate of Engineering Craftmanship

Richard Ellis, Armando Nardecchia.

First Year Training Certificate

David Beach, Paul Bedney, Gary Dade, Nicholas Farr, Stephen Greenway, Andrew Hoare, Gary Hopkins, Timothy Hunt, Kevin James, Spencer Johnson, Max Linek, Nicholas Mason, Paul Mason, Timothy Morgan, Stephen Powell, Colin Price, Wayne Ruddy, Jeffrey Russell, Gary Ryder, Shaun Toombs, John Weatherley, Philip Wynn.



Above left: Works Manager Don Elliott presents the Alan Dowding Memorial Shield 'awarded annually to the first year apprentice showing outstanding endeavour in all aspects of the course' to Shaun Toombs. **Above right:** Mike Purchase, one of two students who gained their BA degree through the Open University. **Below:** Training Manager Derek Lee talks to the other Bachelor of Arts, Rodney Swan (far right); joining in are first-year apprentice Jeremy Swordy and Pat Gwynne, secretary to Frank Edwards, Technical Training Co-ordinator.



SPORTS & SOCIAL CLUB

Olé! Olé!

If you can't run to a holiday in Spain this year, never mind — come and enjoy a Spanish Night in the Social Centre. Tickets for the event, which takes place on May 21, will cost approx. £3 a head; that includes the following four-course meal, plus wine (but not senioritas):

Spanish egg mayonnaise
Prawn & pimento vol-au-vent
Fried breaded chicken & garnish
Salad & baked potatoes
Seville Surprise
Coffee

Spanish sounds will be provided by guitarist Jess Young who will play as you eat and entertain during the evening of dancing which follows.

Numbers are limited to 250, so ring Doris Meek (Personnel) on ext. 1169 — rapido!

Decision Time

By the time this issue reaches you, forms included in the recent referendum will have been returned, enabling a final and binding decision to be made at the annual general meeting on March 31 as to whether the new clubhouse project is to be proceeded with.

If the answer is 'yes', we shall be featuring details of the plans, equipment, etc., in coming issues.

Positive Help

Our amateur photographers have been taking advice from the professionals. Frank Fitt of S.P. Hamill, the Cheltenham photographic agency, visited the Photographic Club recently to judge the sport slide competition (won by Chris Saywood). Brother of club secretary Chris, Frank brought along his wife who is a darkroom technician, and members were able to pick up quite a few practical hints from both.

MAGICAL MIXTURE

Father Christmas is in evidence from autumn until late January these days but it doesn't seem to affect his popularity. He can always count on a big welcome at the Rank Xerox Mitcheldean children's parties, as Barry Barton found out for himself. Welcome too this year as always were the entertainers (not forgetting the ostrich), the tea and the film show. We're sure the children would like us to put on record their thanks to all who helped make both parties a success — people like Eileen Wakeling and Eric Edwards (pictured on the opposite page with guests at the January 8 and January 22 parties respectively) and a whole lot more who contributed to that 'magical mixture'.

An interesting workshop session followed later on when members paid a visit to the agency.

After touring the various studios and darkrooms, they settled down to printing some of their own negatives. By prior arrangement they had brought along apparently hopeless efforts and they were shown ways of getting effective results from this unpromising material.

For example, one negative which had been developed to finality was used to produce an attractive grainy print.

The visitors were also given a colour-printing demonstration and had an opportunity to take photographs in a commercial studio, using extreme wide angle and telephoto lenses.

Chess Men on the Move

Forest Rooks report the second highest ever response for the Wickstead Shield (interdepartmental) and Portman Trophy (individual) chess knockouts.

The 14 Wickstead Shield entries represent departments right across the site; the heaviest contingent is from Management Information Services who have put forward five teams, playing under the planet names of Saturn, Mars, Venus, Mercury and Jupiter. (Computer types always did seem to us like beings from other worlds!)

The department has also produced no less than 17 of the 43 entrants in the individual knockout.

This year the competitions are being organised by chairman Terry Simpson and David Bourne, who combines the duties of secretary and treasurer, together with the aid of committee members Graham West, Richard Walker and Andrew Gardiner.

Get These Dates Golfers!

Golf Society outings for 1977 have now been confirmed so golfers can go ahead and plan their holiday dates. Details are as follows:

Broadway	Wed., April 20
Hereford (Inter-Dept Cup)	Mon., May 16
Rogerstone	Thurs., June 2
Knowle (Summer Cup)	Mon., July 18
Burford	Mon., Aug. 15
Cirencester (Scratch Cup)	Wed., Sept. 7

The Haggett Interplant Cup outing will be to Frilfirth Heath sometime in October.

For Info

As we went to press the Interdepartmental Football Competition was about to kick off, thanks to the efforts of Richard Cooke.

There has been little response yet to the call 'Who's for tennis?'; if you are interested, do please contact one of the following without delay: chairman Hubert Evans (ext. 436), secretary Olwyn Barnes (574) or treasurer Mike Keen (971).

Bus to Australia?

Cleaner Eva Jones sent a copy of the November/December 1976 issue of VISION out to her daughter, married and with two children, who lives in Western Australia.

Some weeks later she was surprised to receive back a children's party application form, duly filled in with her grandchildren's names, requesting transport and giving details of the pick-up point in Waikiki, Safety Bay, with the comment 'Ready for Xmas 1977!'

Reckon the bus ought to be on its way right now if it's to get back in time!





A picture of the Ross team in which you may recognise some familiar faces — those of Roy Evans, John Smith, the late Jack Allaway, 'Elmo' Clarke, Terry Wear, Les Davies, Bill Beech, Alf Brain and Cyril Smith. Don't be misled by the all-male line-up — there is also a ladies' section.

PUTTING YOU IN THE PICTURE

Engagements

Pam Bevan (secretary to Derek Knibbs, Industrial Relations Manager) to Dick Young on January 22.

Lorraine Simmons (secretary to John Williams, Manager, Plant Facilities) to Terry Farr on February 20.

Birth

Matthew Roger, a son for Roger A. D. Evans (Management Information Services) and his wife Susan (née Pickthall), formerly in International Supply Centre, on February 3.

Silver Weddings

Congratulations to: Margaret Watkins, admin. supervisor in Purchase Department, and her husband Des who celebrated their 25th wedding anniversary on March 15; Darell Timms (Group Quality Audit) and his wife June (Cleaning Services) who celebrated their anniversary on March 22.

Retirements

Fred Howarth (Production Engineering) retired in January after five and a half years' service.

Mary Cole, secretary to Works Manager Don Elliott ever since she first came to work at Mitcheldean over ten years ago, retires at the end of March.

We wish both of them all the best for the future.

Over Sixties Club?

While long service people are catered for by the LSA, there are probably many others who, having retired, wish to keep in regular touch with ex-colleagues at Mitcheldean.

Former Engineering draughtsman Len Sumner, who retired in 1973, is one such person. In a recent letter to us, Len says that, while VISION is 'always welcomed' there's nothing like personal contact.

Once a year many of our pensioners meet at a lunch and reunion arranged for them by the Company (this year it will be on Saturday, May 14); but a year is a long time when you're no longer at work.

Len suggests starting a Cheltenham & District Retirement Club open to those who have retired, and also to those over 60 whose retirement is approaching.

He envisages the club as a non-Company organisation and would like those interested to write to him at 199 Brooklyn Road, Cheltenham, Glos.

Bowling Along in Ross

White-clad figures rolling 'woods' across smooth velvet lawns — the very thought is soothing; perhaps it's not surprising that in these pressure-filled days more, and younger, people are turning to the game of bowls for relaxation.

Rank Xerox employees feature particularly prominently among the membership, and the officers, of Ross-on-Wye Bowling Club, we've discovered.

Bill Beech, who has worked hard as club treasurer for eight years, has now become president, succeeding the late Jack Allaway — well known to many of us who recall Bradley Court in its hotel days.

Club captain is Cyril J. Smith, who has recently joined our International Supply Centre, while Roy Evans of Design Draughting is hon. secretary.

Terry Duberley (Model Shop) has been studying the art of green keeping and the club are hoping to benefit from his knowledge as the green improves; John George (Production Engineering) has made improvements to the club facilities, so members and their guests will enjoy super conditions indoors and out.

Electrical adjuster Terry Wear is one of the most consistent bowlers in the club; he has been to the finals of the English Bowling Association championships on three occasions and is a regular member of the Middleton Cup team (county championships) which means playing at a very high level.

Les East of the Machine Shop has been a member for 14 years and he reached the final of the Club Pairs competition last year, while Pat Jordan (TED) has played for club and county over the past seven years.

New members include Roger Harris and Glyn Williams (Management Information Services), Colin Miles (9200 Assembly), Henry Edwards (Production Engineering) and Dennis Cook (Tool Control).

There's no age discrimination — you're welcome to join even if you are on the young side! Though it looks leisurely, the sport has its thrilling moments. It is comparatively inexpensive, and you can practise it all the year round (facilities at Gloucester Leisure Centre enable members to keep the woods rolling in wintertime).

Ring Roy on ext. 532 if you're interested.

RX CHRISTIAN FELLOWSHIP

Meets every Tuesday lunchtime in Building 6, Lecture Room 1 (enter by rear iron staircase, please). Films. Discussions. Speakers. All welcome.

Obituary

We regret to report the death on March 9 of Francis Brazil, aged 64. He joined us in June 1968 and worked in the International Supply Centre. Our sympathy goes to his family.



For Sale

Dishwasher in working order — offers. Girl's bike, suit 5 to 10-year-old, £15. Two Pogo sticks, 50p each. Mrs K. Meek, ext. 286 or Drybrook 543098.

Children's garden slide 7ft 6in chute, £10. Barrie Morgan, ext. 1263 or Lydbrook 548.

1974 Ford Cortina 1600L, 2-door red saloon, vinyl roof, radio, ext. 430.

Mothercare twin pram, navy blue, perfect condition, £30 o.n.o. Dave Drew, ext. 691 or Cinderford 23707.

Three concrete lintels: 3ft 6in x 6in x 4in; 7ft 6in x 8½in x 4in; 10ft x 9in x 4in, ext. 219.

Viney Hill — 4-bedroomed detached house lounge (18ft square), dining room, sun lounge, fully fitted kitchen 2 bathrooms, oil cent. htg, large garage and garden, £25,000. Blakeney 462, evgs only.

Eumig C6 8mm cine camera with case, also Eumig P8 automatic cine projector (will sell separately if required). G. T. Beavan, Bld 23/1, ext. 1108 or Blakeney 394.

Breaking for spares — MG 1100. L. Lewis, Lydbrook 517 or RX Lydney ext. 26.

Jackson Topline electric cooker as new, £65 o.n.o. Electrolux oil-filled radiator, thermostatically controlled, £35 o.n.o. Drybrook 543101 or ext. 1260.

Two brand new remould tyres. 175 x 14, Michelin M & S, radials — offers. Mrs C. Stacey, ext. 618.

Austin 1100 for spares, good engine and gearbox, nearly new battery, good seats, headlights, etc. Barry Cotton, Supply Centre, Bld 42, ext. 803.

Child's electric organ, ext. 1170.

Coleford — 3-bedroomed detached house with attached brick garage, built 1972, elevated position, full gas cent. htg, many extras, immediate vacant possession, £12,750. J. McLester, ext. 683.

Deansway Rd, Mitcheldean — detached 3-bedroomed house, lounge, dining-room, fitted kitchen, full cent. htg, small garden, garage, £10,200. Drybrook 542978 evgs and weekends.

Vauxhall Viva HA 1963 for sale or spares; body and interior tidy, 10 months MOT, 4 good tyres, engine faulty, £40 o.n.o. A. Coopey, 4000 floor, ext. 258 or 5 East View, Newnham.

Stereo record player, 12 months old, good condition, £25 o.n.o. G. Hayward, RX Lydney, ext. 16-28.

Eros 12-string guitar, excellent condition, with carrying case, bargain at £30. G. Powell, ext. 1372 or Lydbrook 630.

Lancia Beta 1800 ES, 'N' reg., red, good condition, many extras, would consider part exchange, £2,095 o.n.o. Drybrook 542459 or J. Blears, ext. 1168.

Morphy Richards Astral 2 cu. ft Calor gas fridge, suitable for caravan or domestic use £25. R. B. Hughes, ext. 506.

Red/navy Mothercare pram complete with shopping tray, £15 or offer. Silver Cross pushchair with hood and cover (double as pram), £5 or offer. Small wooden rocking-horse (chair type), suit up to 4 years old, £3. R. Trafford, ext. 568, J. Malpass, ext. 893 or Drybrook 542365.

5-6ft x 4ft galvanised metal window frames with glass, plus 4 smaller ones with glass, offers. 2 Town & Country remould tyres, 5.25 x 16, one unused, offers. B. Malpass, ext. 320 or Drybrook 542365.

HOME MARKET

When sending in items please give your extension number and/or department to ensure inclusion

Portable electric sewing machine in good working order, £20 o.n.o. M. Williams, ext. 1179 or Newent 820724.

Two children's winter coats — boy's duffel coat to fit 3-5 yrs, girl's coat with hood to fit 4-6 yrs, good condition, £3 each. 21 Old Dean Rd, Mitcheldean, or Dave Woodward, Security.

Lichfield Malaga frame tent, sleeps 3, used only once, £60. Carmen 20 conditioning rollers, £12. Cinderford 22862.

Arch. designed chalet-type 4 bedroom luxury bungalow, oak parquet floors, 2 garages, conservatory, coloured suite, Italian terrazzo tiled floors, well laid out gardens, beautiful country site, part dble glazed, coal-fired cent. htg, realistic offers around £23,000. Austin, ext. 1191 or Sunview, Second Avenue, Greytree, Ross-on-Wye.

1975 350 Jawa Twin motorcycle, good condition, windshield, £170. A. Haines, RXC QC.

1971 Grand Prix 150 Lambretta complete with side-car, £100 o.n.o. J. Goode, ext. 630.

Astral 10 caravan, 4-berth with awning, good condition. B. Trafford, Small Batch, ext. 319.

Ruspidge, 11 Bells Place — 3-bedroom detached bungalow, lounge/diner, bathroom, separate toilet, full gas cent. htg, big garden, £11,950, offers. Cinderford 23699 after 3 pm or B. Partridge, ext. 16-22.

Osnath pram, coach built, as new condition. Tricycle 16in. wheels, excellent condition. Offers. G. E. Davies, ext. 725.

1976 July Ford Popular Plus, 2,000 miles only, offers around £2,000. L. E. Ellis, ext. 939.

Raleigh Dreamline pram, immaculate condition, turquoise blue, detachable body for easy transport, £20 o.n.o. Cot and mattress, £5. Mothercare folding pushchair, turquoise, £2. A. Tingle, 56 Victoria St, Cinderford, after 4 pm or ext. 19-25.

Oil-fired Parkray 77 complete with thermostat and regulator, £30 o.n.o. G. E. Harrison, ext. 646.

1976 'P' reg. Honda car, 1147 cc, 8,000 miles, under maker's warranty until July, immaculate condition, metallic grey, reclining seats, uses 2 star petrol, spares unused, genuine reason for selling, £1,500 (new RRP £1,950). Ext. 813 or Cinderford 22899.

Mitcheldean — 2-bedroomed bungalow with gas-fired cent. htg, conservatory, greenhouse, shed and ample parking space, £8,650. M. J. Maith, Drybrook 542669 evgs.

Phillips tape recorder, £6. Everlasting bridal posies and bouquets made with silk flowers. Drybrook 542542.

Poodle Clipping

Poodles shampooed and clipped, most breeds groomed and trimmed. Collection and delivery service. Lea 476 after 6 pm.

Entertainment

Midnight Magic Disco — all ages catered for. Pete James, ext. 914 or Chris Warren, ext. 362.

Wanted

Mk II Mini front grille. Ext. 1307 or Blakeney 311.

Good homes for rescued Staffordshire bull terriers, dogs and bitches. Mrs. J. Jones, Switchboard, ext. 898.

Bicycle to suit girl 7 to 11 years, in good condition, L. Murray, ext. 457 or Drybrook 542872.

Scalextric Formula 1 racing set in good working order. Brian John, Bld 11, ext. 463 or Drybrook 542521.

Furnished or unfurnished accommodation — house or flat — within 15-mile radius of Mitcheldean, for 1 to 2 years, required before April '77. No children. Lorne Baynham, ext. 639.

Mk III Ford Cortina Estate tow bar. E. A. Sherwin, ext. 251 or Blakeney 311.

Second-hand crash helmet in good condition. Geoff Bale, ext. 325.

Lost

A five-year service award brooch. If you find one, ring Val Roberts, Design Engineering on ext. 843.

Has Anybody got her Brolly?

Secretary Pearl Phelps, who works in Building 40, took pity on a gentleman who had to cross to another building in the pouring rain and lent him her umbrella, omitting to exchange names. She is wondering if he has finished with it as she would now like it back! Her extension is 701.

SOS from Medical

Though it may be too late to ask for contributions to Medical Department's jumble sale on March 26 in aid of Cheltenham Cobalt Unit, you can still help by taking along to the Medical Centre your old Christmas/birthday cards, and used postage stamps too (did you know that in one year alone the Cancer Relief Fund made £1,000 from used stamps?).

Please help to help a good cause

CAR POOL

Wanted — car owner to make fourth member of car syndicate, Stroud — Stonehouse area, staff hours. G. Taylor, ext. 480.

Lift wanted from Kilcot Cross a.s.a.p. hours, 8.48 am to 4.57 pm. L. Treagus, ext. 552.

Lift wanted from Hardacres Garage, Lydney, to RXMP (40-hour week) every other fortnight. Jill Roberts, ext. 295 or Lydney 2164.

One person required for shared driving from Lydney, Primrose Hill area; hours 8.48 am to 4.57 pm. Terry Jones, ext. 678.

One person required for shared driving from Coleford, hours 8.48 am to 4.57 pm. David Raine, ext. 677.

Lift wanted from Lincoln Hill, Ross, hours 8.48 am to 4.57 pm, from mid-April. C. Goodwin, ext. 655.

ANY NEWS FOR VISION?

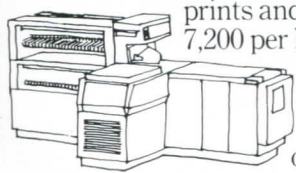
If you have, then please — mail it to me c/o Reception, Building 23, or leave it at any Gate House for collection by me, or post it to me at Tree Tops, Plump Hill, Mitcheldean, or ring me — ext. 566 or Drybrook 542415. Myrtle Fowler, Editor

THE RANK X



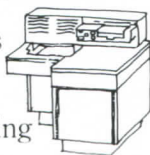
XEROX 9200

Duplicator for the central print room. Automatically feeds originals, prints and sorts at speed of 7,200 per hour. Reduction facilities. Designed to increase productivity in handling multi-original jobs.



RANK XEROX 720/1000

720 – Floor-standing copier-duplicator; can be set to copy at two speeds: for documents longer than A4 – 12 copies per minute; for shorter documents – 14, 14½ or 16 prints per minute, depending on document length. 1000 – As 720, but shorter wait before first copy appears.



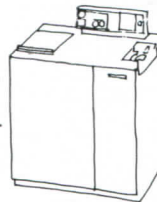
XEROX 3100/3103

3100 – Small copier on mobile stand: 20 copies per minute. Improved developer system gives better reproduction. 3103 – As 3100 but with large document capability.



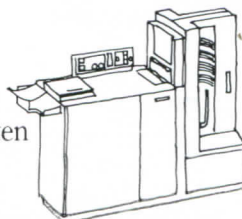
XEROX 4000

Compact, quiet, floor-standing copier-duplicator; 45 copies per minute. Can copy on both sides of paper automatically. Improved photoreceptor gives better reproduction of solid blacks and half-tones. Twin paper trays allow different size/colour paper to be used.



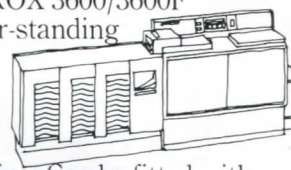
XEROX 4500

As 4000 but with on-line sorter and automatic platen lift and document ejector.



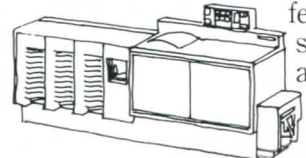
RANK XEROX 3600/3600F

3600 – Floor-standing duplicator; 60 prints per minute; accepts four reams of paper at one filling. Can be fitted with automatic on-line sorter and automatic feeder for originals. 3600F – As 3600 but with automatic overlay device for creating originals.

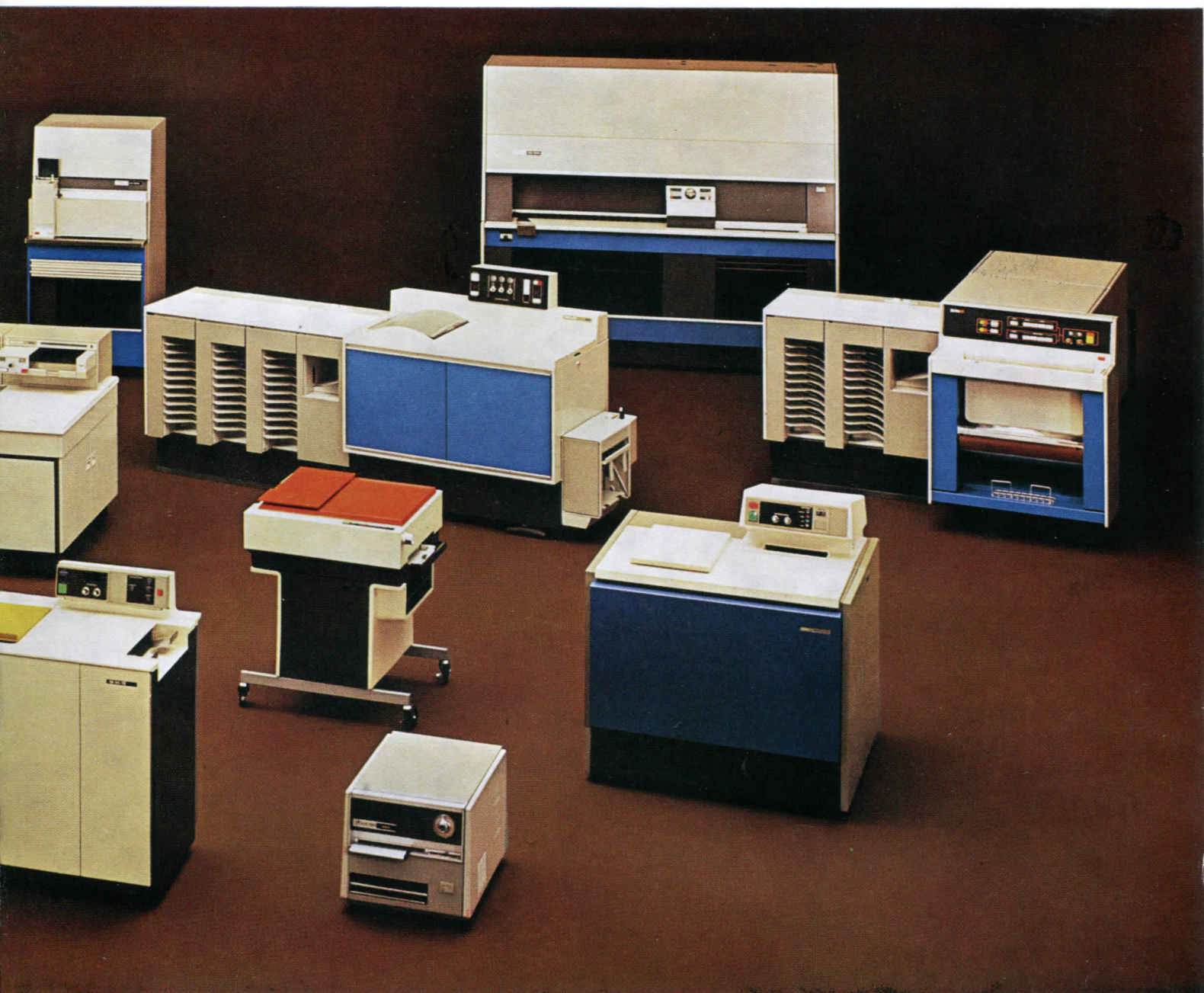


RANK XEROX 7000

As 3600, but also offers four reduction ratios in addition to same-size reproduction. Can accept larger originals than 3600. Computer forms feeder accessory automatically feeds continuous stationery across the platen.



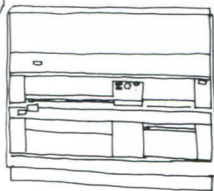
XEROX RANGE



RANK XEROX 660
Desk-top copier-duplicator; 9 copies per minute; needs flexible original.



RANK XEROX 1860
Plan printer accepting originals 36in. wide by any length and making copies 18in. wide by any length. Same-size reproduction and a choice of five reduction ratios.



XEROX TELECOPIER 400
Facsimile transmission equipment that can transmit or receive an A4 document in four minutes by ordinary telephone line.



XEROX 6500

Colour copier using three primary colours to produce copies in seven colours including black; 3 copies per minute; faster speeds for one- and three-colour copies.

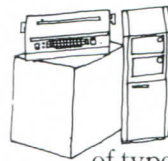


RANK XEROX 1824
Produces enlarged prints from microfilm on A2 or A4 paper. Models for printing from aperture cards or card/film/fiche, and model with variable magnification.



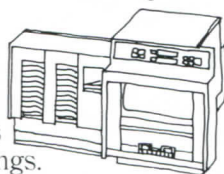
XEROX 800

Memory typewriter using magnetic tapes or cards. Print wheel, in place of conventional type mechanism, gives very high speed, offers choice of typefaces and character spacing.



XEROX 840

Copier-duplicator for large documents such as engineering drawings. Accepts originals up to approx. A1, prints out on A3 or A4. Same-size reproduction (for originals up to A3) and choice of two reductions. On-line sorter; automatic folding capability.



XEROX SYSTEM 125

Equipment for producing positive paper copies from X-ray examinations. Great detail of soft tissue areas makes the system particularly suitable for breast cancer detection.



RANK XEROX