

Vision

The house magazine of Rank Xerox Mitcheldean

A little champion - a great performer

ON STAGE was 'the little champion' — the Xerox 1012, our latest small copier.

And to see it prove its claim to the title, all Mitcheldean staff from right across the site (including the night shift and those currently working at Welwyn) were invited to attend one of a series of internal product launches held in bld.6 on 4 and 5 September.

Alan Ladd, small copier assembly operations manager, introduced the new model, after which product training manager Dave Higman highlighted its outstanding features.

Now coming off the south line in bld.4, the 1012 was designed by Fuji Xerox and it

notches up a number of 'firsts', not only in Xerox but within the industry:

Warranty — The machine is so reliable it comes with a three-year warranty — no charge for service or labour for the first three years.

Quality — Comparable with that of the 1090, its quality is quite outstanding for a small desktop model.

The key to the maintainability of this copy quality lies in the following:

Customer replaceable units (CRUs) — The model has no meter for service billing purposes. Instead there are a

People attending the product launch were able to see how the new copier packs the maximum performance into the minimum space.



photoreceptor cartridge and a toner cartridge, each of which the customer replaces and installs as required.

The photoreceptor cartridge lasts for around 18,000 copies; as it approaches the end of its life, a warning is flagged up in good time on the control panel.

When the final point is reached the machine ceases to operate until a new photoreceptor cartridge is inserted.

Single component toner — There is no separate developer to 'wear' and so degrade copy quality; the old toner cartridge is simply removed and replaced with a new one.

Automatic exposure system —

This scans the original and automatically adjusts the intensity of the lamp, so ensuring uniformly excellent copy quality even from difficult originals (quite a feature for such a small machine).

Users can, however, adjust the density manually, if they wish, by cancelling the automatic exposure system.

Paper feed by-pass — A piece of paper (it can be as small as a business card) or a transparency can be copied on to, by using the by-pass on top of the side cassette tray.

Paper feed module — This module (which comes only with the reduction/enlargement

Continued overleaf



Alan Ladd, assembly operations manager for small copiers, and (right) Keith Wilding, assembly programme manager, at the product launch.



The team of people involved in the Xerox 1012 programme pictured in bld.4.

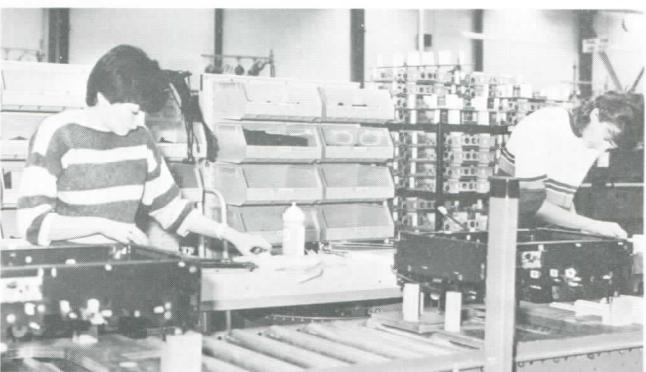


Above: Nicola Tingle gets to work on an upper cassette end chute; on the left is sub-assembly section manager Neil Foulger.



Right: Inspector Tony Nelmes uses a torch to spy out any trapped wires in a base sub-assembly.

Right: In the upper frame assembly section, Julie Humphries and Robert Brace work on mirror assemblies.



Bruce Bowdler moves an upper frame assembly into one of the illumination fixtures on the south line.

Continued from page 1
model) is fitted at the base of the machine and holds a second 250-sheet paper tray, providing a rather useful option.

Where the machine has to fit into a confined space or corner, the side paper tray, also holding 250 sheets, can be removed and the module tray, which is loaded at the front of the machine, can be used alone.

Another first

On 18 August — the day of the 1012 product launch in the USA — Keith Wilding was talking on the 'phone to programme manager John Freestone at RXHQ and he was happy to say: "Today we ran the first machine into FR&T on plan and ran through the process without having to make adjustment for copy quality in any respect."

The fact that the 1012 is a fixed platen model also helps to make it ideally suited to the small office.

And if you have a bulky object, like a book, to copy, the platen cover can be detached from the machine and placed on top of the original, thus shielding the light and improving copy quality.

All in all, this flexible newcomer packs a load of useful features into its compact frame.

It produces 12 copies per minute (A4 size) and takes documents up to B4 (10 x 14 ins.). Two pre-set ratios are offered by the reduction/enlargement version — 82 and 122 per cent. of originals.

The machine list price is £1,499 for the size-for-size and £1,799 for the R/E model; these prices include one

photoreceptor cartridge and five toner cartridges which will do 18,000 copies, plus 3-year warranty.

The Xerox 1012 was presented to dealers from all over the country when they attended a convention held by the UK Co. in our Showroom on 16 September.

Their reaction was that the package as a whole is extremely good, giving them a lot more opportunity than they have had before, reports product launch manager Tim Gould.

As we went to press, the UK sales launch was about to take place on 30 October — the day



Right: Richard Shanahan inserts a photoreceptor cartridge into a Xerox 1012 during final run and test.



Talking round the facility layout are (from left) product engineers Dave Barrett, Tony Tovey and Trevor Key with Dave Poyner from facilities engineering.



Concentrating on copy quality adjustment in the training centre are (from left) product training manager Dave Higman and operators Kelvin Norris, Steve Foxwell and Hugh Cromie.

before the Mitcheldean Quality Convention.

More innovations

The Xerox 1012 programme has also brought with it some interesting innovations on the shop floor, and a real teamwork approach.

"Representatives from every section were consulted during the facility planning stage and they contributed some worthwhile ideas," said Keith Wilding, assembly programme manager.

The product has basically gone into the space vacated by the 1020 (now in bld.3) but there are some major — and colourful — changes.

The first thing you notice about the 1012 subs area is that there are no overhead gantries for air tools; the latter have been replaced by yellow electric tools drawn from holsters fixed to the bench.

Revolving scarlet carousels hold the smaller parts arranged in sequence of use; other larger, awkwardly shaped or delicate items (like sensors) are held in coloured boxes behind the operators.

There is a separate paper feed module line, and a sub-base assembly section to which the empty build dollies conveyor has been extended, bringing along the dollies formerly used for the 1020 and now modified

for the 1012.

The south line has undergone a major change, for two-thirds of it now comprise the upper frame assembly area.

With its two-tier conveyor, its black-curtained optical and illumination setting stations and

"Invariably, when you talk within plant of the Xerox 1012 introduction, teamwork gets a mention as an important ingredient of our success to date," says Kevin Horrobin, manager, assembly operations.

"If you step back for a moment from the day-to-day activities and take time to view the future, you can see that the challenges facing us at Mitcheldean will require us to concentrate further upon all aspects of teamwork."

It is encouraging to witness so many applications of teamwork within the preparations and start-up of the 1012. The joint approach to layouts and the team approach to training, are fine examples of the new approaches necessary within our changing environment.

But this is only the beginning. Our challenge is to build upon this experience and extend it, so that we utilise to the full the inherent skills, knowledge and experience of all members of our new build and refurbishing team."

roomy working bays, it is no longer the 'mirror image' of the north line.

Many of the parts go in before the marriage of the sub-base and upper frame assemblies and so the work content of the main line, which occupies the last third of the south line, is smaller than usual.

The developer housing, which is assembled on the line, and the photoreceptor cartridge are inserted just prior to FR&T and CCT.

Another facility which has also undergone considerable modification for handling the new model is the former 1020 packing area.

Total training

A totally new approach to training was adopted too.

Recognising that they had people new to the product, new to bld.4 or even new to Mitcheldean itself, management spent two days off-line with them, giving them what amounted to a real business induction.

"We covered everything — the business, the company structure, quality systems and targets, the competition, fire and safety procedures, how the facility was developed and, of course, the product itself.

"Everyone working on the programme was given hands-on experience in operating the 1012," Keith told us.

"The attitude of people has been very good; they have appreciated being kept in the picture."

Bulgarians build the Xerox 1025



A LICENSING project which further improves our presence in Eastern Europe was recently completed within record time by EM&SD manufacturing projects with the Bulgarian organisation known as CPD.

This firm, whose products include typewriters, printers, floppy disk drives and other office equipment, are now building Xerox 1025 machines from SKD kits in a specially allocated area of their brand-new factory in

Plovdiv, Bulgaria's second biggest city.

A group of CPD quality and technical staff (pictured here) visited Mitcheldean as part of their training before starting up production, and product engineers Alec Davis and Roger Trigg, Roger Dutton (QC) and Malcolm Hood (audit) — also in our picture — went to Plovdiv in September for a few weeks to support the operation.

The building of a conveyor

installation, designed by facilities engineering, was sub-contracted to EMP (tenants in the MEWS) who sent four of their people out to Bulgaria to set it up.

And our ISC export people found themselves having to understand a whole new set of rules and regulations for the invoicing and documentation involved with the shipping of kits and tooling to yet another Eastern European destination.

Promotion for quality projects

OF THE five teams who participated in the latest Top Teams review, two were previous citation-winners who had come close to winning an award earlier this year.

Having since built on their original achievements, they had decided to re-submit their projects and this time succeeded in gaining 'promotion'.

They're not stopping there either; both teams are now working on further developments within those same projects.

Such perseverance should provide encouragement and incentive to all other groups whether they have submitted in the past or are currently working on projects.

The presentation of awards to the five teams on 3 September was the last to be held before the Mitcheldean Quality Convention takes place on 31 October, and site director David Stokes took the opportunity to outline the plans for the event during that all-important week which sees the

end of the company year and the start of a new one.

Our Quality Convention will feature displays of all the 1986 award and citation-winning projects, and there will be a line-up of entries for the quality Poster Competition. Awards will be presented to the 'Top Team '86' and for the winning poster.

These will be on view again on Saturday, 1 November, which will be devoted to 'Family Day' when employees are invited to bring along their families and show them the work we do on site.

The six-hour programme will include attractions ranging from a miniature railway and bouncing castles to video films and cartoons plus displays of all kinds and a firework finale.

Earlier in the week Mitcheldean will play host — on 29 and 30 October — to the UK Co., who will be holding their management and sales 'Year Start' conferences including the launch of the Xerox 1012 copier.

Below: The DBA local communications team.



Below: Tool database update was this team's project.



Award winners:

- **CBA transfer roll assemblies** — Savings to the company from the rationalisation of BTR assemblies (which won the project a citation at the previous Top Teams review) have far exceeded the original estimate, and a further four items have since been identified as candidates for rationalisation.

Team members: John Dennis (leader), Esmée Halford, Des Ellway, Esmé Cox, Mike Gosling, Bob Farnham.

- **DBA local communications** — This project, which arose during the pilot course for Leadership Through Quality training, dealt with the problems faced by DBA refurbishing in working on large, low-volume products, not initially built at Mitcheldean, with insufficient technical information from the field. As a result of the action taken, communications have improved all round — locally, across departments, with management and outside the plant.

Team members: Mike Bullock (leader), Clive Reid, Derek Jones, Alan Bosher, Ron Arkell, Roger Barnes, Colin Worgan, Mike Ward, Stan Davies, Fred Weyman, Terry Zimmermann.

- **Payroll improvement** — Since being awarded a citation last February, the project team have reviewed a further four items within the payroll processes, introducing new procedures and documentation and achieving a significant reduction in security service costs.

Team members: Phil Ballinger (leader), Alan Cryer, Mike Keen, Janet Bears, Trevor Knight, Brian Chelu, Chris Hale, Graham Beavan.

Citation winners:

- **Presentation of information on station quality boards** — The team identified the factors that were preventing proper understanding of the quality information on control charts, particularly where different models are assembled across two shifts, and introduced an improved design for both charts and mounting boards which has proved acceptable to all concerned.

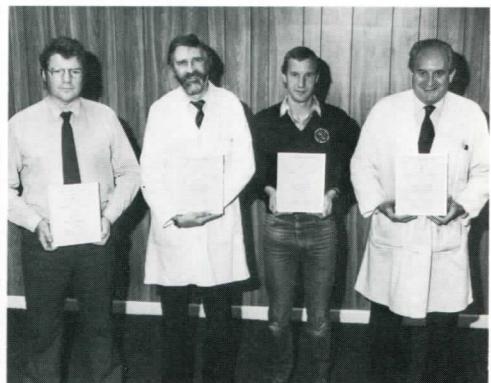
Team members: Bob Howell (leader), Ron Wilkes, Howard Foxwell, Paul Ricks, Jack Foster, John Perkins, Terry Hook, John Fellows, Terry Rawlings.

- **Tool database update** — A communications solution to the problems of getting tools back for calibration from the large number of users and even greater number of locations, ensuring that the CALTRAC database accurately reflects tool locations and movements.

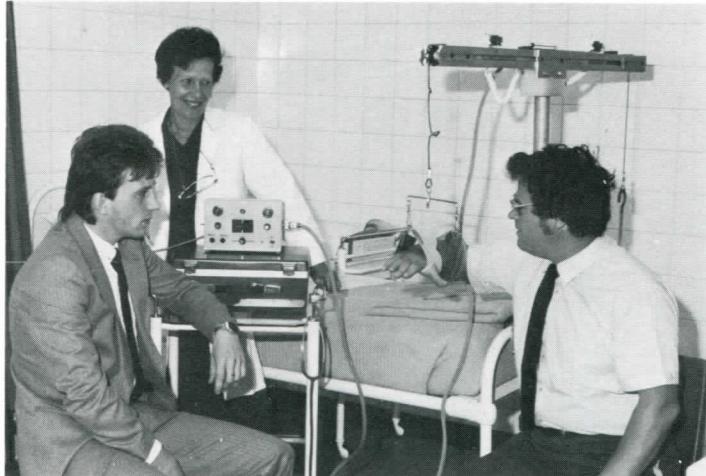
Team members: Keith Jones (leader), Jeff Tate, Ruth Knight, Don Southey, Kevin James, Mike Read, Dave Pollock, Mike Hazell, Bill Hall, Gail Hicks, Ray Whittington.



Above right and below: Members of the station quality boards information team.



Coleford clanger



John Smith gives a demonstration of his exercise equipment to Sister Collins; on the left is Sean Mills who made the electronic 'box of tricks' linked to it.

A moving story

THERE'S a sequel to the story in our March/April issue about the exercise equipment devised by asset recovery manager John Smith for the Bristol Stroke Unit at Frenchay Hospital.

As we explained, it was designed to help patients regain strength in their arms, and to mark and record their progress, so as to encourage further effort.

This basic exercise equipment was tried out at Frenchay and, says John: "We picked up a load of requirements from the Unit as a result.

"We then moved on to something which gives a greater range of exercises with twisting movements of the wrist and the shoulder which can be vertical or horizontal."

This called for other electronic devices incorporating more

features and once again Jeff Tate and his electronic lab. came up with the goods.

Jeff set apprentice Sean Mills to work on the project, and he produced three bigger, more sophisticated 'boxes of tricks', incorporating lights, counter and buzzer, to link to the equipment for the different exercises.

Small batch department people gave a hand, too, in making the different weights which provide the necessary 'pull'.

The equipment, now doing good work at Frenchay, runs off the mains or a 12v. car battery.

All the pieces ("Genuine scrap from asset recovery," says John) can be taken apart so the equipment can be fitted easily into the boot of a car and taken to a patient's home if necessary.

THE FIRE engine bell was ringing non-stop at Coleford last spring bank holiday but there was no cause for alarm. In fact, everyone was delighted to hear it going 'like the clappers'.

The fire station was holding an open day in conjunction with Coleford Carnival and, when making their plans, the brigade decided to use the bell, now superseded by air horns, to help raise funds for the National Fire Services Benevolent Fund.

They decided to mount it on a collecting box but they needed some device to make it ring every time a coin or note was dropped in, so as to attract attention —and donations.

Richard Howe (control), who is one of several retained members of the Gloucestershire Fire & Rescue Service at Coleford working on site, had read in 'Vision' of the work carried out in connection with John Smith's exercise equipment.

So he approached Jeff Tate and that's how apprentice Sean Mills got involved on this project too.

Sean speedily devised a circuit using a 'magic eye' so that, every time the beam of light was interrupted by the drop of a donation, it worked the clapper. The circuit board was housed inside the box, the whole device being driven by a 12v. car battery.

The box-with-a-bell was officially handed over, along with a Rank Xerox donation of £25, to station officer Norman Barrow in July.

Expressing his appreciation, he said: "We shall have this permanently on display at Coleford and take it with us when we attend fetes.

"It will also make a novel attraction for our traditional carol float next Christmas".

Jingle bells never came as big as this before!

Station officer Norman Barrow puts the RX donation in the box-with-the-bell; with him are Sean and (right) Richard Howe.



£3,000 gift for local hospitals



Looking very pleased with their respective cheques are Matron Joyce Coates of the Dilke Hospital, Melville Watts, chairman of the Friends of Lydney Hospital, Mrs Heather Jackson, chairman of the Ross Cottage Hospital League of Friends, and Alex Rogers the Lydney Friends treasurer; with them is Larry Sterrett, leader of the fuser roll Top Team.

THE DELIGHTED representatives of three local hospitals came to Mitcheldean just prior to the summer shutdown to collect cheques totalling £3,000.

At a gathering in the Showroom they learned from technical services manager Graham Bunt how this donation came about.

Matron Joyce Coates of the Dilke Hospital already knew a little about it. For when the fuser roll group, one of our first Top Teams in 1985, earned an award for their project, they also won a £200 charity cheque which they gave to the Dilke towards the purchase of a wheelchair.

Then, when the team were successfully submitted for an RBG president's award and the £3,000 came with it, fuser roll personnel decided, by means of a ballot, to split the money between the Dilke, Lydney and Ross Cottage Hospitals.

Naturally they wanted to know how the money would be used, and they were happy to hear that the Dilke and Lydney Hospitals had decided to pool their donations in purchasing a piece of heat-sealing equipment to be shared with Lydbrook —another hospital within the Forest unit.

"It will save the lady who has to sew on patients' names in the laundry-room hours of work," said Mrs Coates.

As for the Ross Cottage Hospital, Mrs Heather Jackson, chairman of the League of Friends, explained that they were in the process of refurbishing the male and female wards, and their cheque would go towards the total cost.

On line with our Systems Strategy

IT WAS back in 1973 that 'Vision' reported the appearance on the horizon of SOLAR, a new basic materials control system, and the installation of a new mainframe computer to handle it.

Now the sun has set on SOLAR; at the ripe old age of 13 it has become increasingly expensive to maintain. Apart from this, the company's business needs have altered over the years.

Our current Honeywell, which is some eight years old, has also been getting more and more expensive to maintain and we have reached the stage where it is uneconomic to keep it.

A new systems strategy involving major investment is providing the answer to both problems.

When shopping for a computer, we had the choice of an IBM or a DEC VAX, both of which conform to Xerox standards. We finally decided on a VAX 8600, similar to the one on which IMPACT runs.

This was installed earlier this year and is now being used in the development of a new materials control system.

Since we acquired our Honeywell, some big technological advances have been made. While the Honeywell is the 'wall to wall' type with tape and disk units, the VAX takes up one-sixth of the space and has just one tape unit and no punched card reader, all the information being fed in via terminals or electronic links from other computers.

But because our new materials control system is somewhat simpler, a less complex computer can handle it.

We had looked at several younger systems within the corporation, including PPICS, XMPIII and the Welwyn manufacturing system before deciding to go for the latter, which also runs on VAX. We are using this system as a foundation, building on additional features to meet our business requirements and incorporating SUE and GRIT (which were developed at Mitcheldean) into the total online system.

Software in common

Mitcheldean and Welwyn will thus have software common to both sites on their individual computers, and both sites should benefit from reduced support costs.

Dave Shimmin of MIS Aylesbury says: "One of the main advantages is that all the functions of the system sit on one bit of hardware; hitherto we have had SOLAR on the Honeywell and SUE on a DEC.

"This means that in future when you look at a file, you know you are always getting the up-to-date picture."

While the new system is functionally simpler, making the necessary modifications and getting it all up and running is another matter.

To manage the project a joint team was set up with Andy Kennedy of Aylesbury leading



the MIS effort and John Court heading teams of users through Fred Bach at Mitcheldean and Allan Pipe at Welwyn.

John regards it as "the biggest single project in terms of systems this site has ever handled."

Having decided on the type of system, the next step was to define the user requirements which MIS had to satisfy. This was a major undertaking in itself.

The user areas comprised 'P' products, refurbishing and support operations (ROS), production stores, materials management (including purchasing and SQA), control department — and MIS themselves.

"Some of the meetings went on for hours, on occasions becoming all-day sessions with working lunches," said Fred Bach.

"Altogether the task took about three months and the end result was a 55-page closely typed document listing the consolidated requirements."

A team of six — Andy Kennedy, Dave Shimmin and Dave Mahar of MIS plus users John Court, Fred Bach and Allan Pipe — identified those requirements which were vital to the business, those which were valuable business aids, and those which were just 'nice to have'.

It was a case of trying to satisfy the customer within the



financial constraints and the time-scale set.

The project team's aim was to have the system working by the end of 1986, with all the programs common to the two sites.

So MIS analysts and programmers promptly got busy on the vital changes, all of which had to be tried out and tested by users.

To help with that task, and also with the training of users in areas where major changes will occur, four students from Bristol Polytechnic arrived on 14 July to join the testing and implementation team headed by Fred Bach and Rob Bloxsome. The idea was that, while helping us, they would help themselves by gaining industrial experience as part of their systems analysis course.

Over 100 different transactions had to be tested —

Pictured attending a progress meeting held during the summer of users and MIS staff on the new systems strategy are (from left) Chris Cinderey, Roy Watkins, Mike Bradley, Andrew Pritchard, Roger Smith, Robin Gibbard, Dave Mahar, Dave Shimmin, Tony Cudok and (continuing on the right) ...



On the left is the VAX 8600 computer, introduced to handle our new materials control system. Ann Cinderey, about to load a new tape, stops to look at some A4 print-outs Malcolm Brain is holding; these were produced by the Xerox 3700 laser printer (in foreground) which is part of the total VAX system. The VAX has greater memory and disk storage than the Honeywell mainframe (below) which it will replace. But although more powerful, it is physically only one-sixth of the size of the Honeywell which takes up half of the computer hall. Seen working at the console are operations manager Dave Evans and (right) Rob Arnison, while John Rudge selects a tape.



some individual, some interacting with each other within their respective modules (bill of materials (BOM), requirements planning (RP), purchasing, replenishment, etc.).

First on the map was MAPS (maintenance accounting and purchasing system) enabling storemen to record all consumable, maintenance and packaging items on a terminal.

"Though not actually part of the materials control requirements, it was easy to pick this up as a stand-alone and it provided us with some useful experience," said Fred.

An important target date was met when, in mid-September, base case testing (a simulated production run) was commenced by the team plus a few people from each user department.

This stage, which will last throughout the autumn,

(C) Andrew Bentley-Taylor, the four Bristol Polytechnic students Richard Stevens, Bob Farnham and Rob Bloxsome. (This must surely be the biggest round-the-table



You too can See Why

THERE'S AN old Chinese proverb which says: "Guessing is cheap. Guessing wrong is expensive."

These days, beating the 'best of the rest' in the business leaves less and less room for guessing wrong; so more and more aids to better guessing — or projection, or planning — are being developed and used at all levels.

One such aid, called SEE-WHY, was bought for Mitcheldean towards the end of last year. It was not completely new to management, as we had used it before on a consultancy basis for one or two projects before deciding to buy our own system.

SEE-WHY is a computer-based simulation system. Simulation is really just a different approach to problem-solving by computer, and is particularly useful in situations like the following.

It happens quite often that you have a scheme, or a facility to plan, or a project, or a business situation, which consists of lots of individual 'bits' or units, interacting with one another.

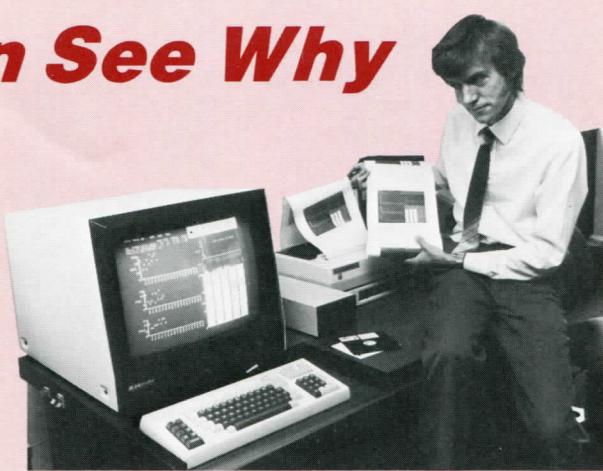
A typical example might be a new product assembly line.

You can determine pretty well how the individual 'bits' will perform, and what they will have to do, for any given situation.

But to put all the bits together to form the whole picture — for every possible combination of circumstances — is just too much to handle.

You can tackle this problem in two ways.

Firstly, you can build up, piece by piece, a giant set of mathematical equations (or



Computer systems specialist Don Southey gets full colour 'hard copy' results from a 'model' on the SEE-WHY system.

'hard sums' to you and me!) that describe the whole scheme, put in some numbers — like build rates for our assembly line — run it on a computer, and see if the results look plausible.

There are several snags with this approach: how to track down a mistake in the sums is just one.

Secondly, you can build up 'model', on computer, describing our little 'world', add for each 'unit' the logic of how it will act — a sort of list of rules — wind it up, let it run, and see what happens. This is simulation.

Older simulation systems ran 'blind' on a big computer somewhere and gave piles of print-out that might take an expert a couple of weeks to wade through and interpret.

The beauty of SEE-WHY is that your 'model world' appears on a large colour screen and all the little changes and interactions take place before your very eyes. Hence the name: you can watch what happens and *see why* you get the final results.

Such a system is particularly useful where you have the possibility of 'random errors',

like (on our assembly line) a pallet of parts arriving late, or an air tool breaking.

SEE-WHY has a whole set of random-number and statistical functions built in that the modeller can call up. It even draws graphs of the results for you, all on the colour screen.

Starting with small training exercises, some expertise has rapidly been built up, and models of 'live' situations have already been delivered, ranging from the repair strategy for electrical tools to material movement on a new production floor.

Each model has been well received, and has usually sparked off eager enquiries for further modelling!

Demonstrations of the system, and work already done, have been given to site director David Stokes and many of his management team.

They have been quick to recognise the potential benefits of computer simulation, long-term, in planning for new programmes at Mitcheldean; and they are already sure that bringing such a system in was 'guessing right'!

Don Southey

(requirements planning) will run from input to output.

Operations are being directed from a strategy test centre, a kind of war room on the top floor of bld.8 where the team have their own terminals and printers.

Taking the strain

The final month of 1986 should see them reach another milestone — volume testing, to ensure that the computer will take the strain of lots of people carrying out lots of transactions simultaneously. Even computers can be driven beyond endurance!

Come the end of 1986, we hope to be ready to implement at Mitcheldean with a Big Bang! We shall stop using SOLAR one day so we can transfer all our data to the new system which we shall use from then on.

Every effort is being made to ensure that it works perfectly from the word go. But it's in the nature of a new system that it doesn't. So after the Big Bang — the Burn In!

That's when any 'bugs' in the system will make their appearance and have to be winkled out.



"It is a wonderful thing for a man to have served a company that long," said Ken Collier (left), EMSD manager, ROS, presenting a 35-year award to Eric Smith; pictured right is Mel Alder, Mitcheldean ROS manager.



Barry Hall (centre) seen receiving his 25-year award from controller Bryan Cook; also in the picture are (from left) materials manager Des Halliday and senior buyers Bob Liddington and (far right) Tony Cudok.

Service awards

35 years

Officially he's an electronics specialist; but most people view **Eric Smith**, our longest service engineer, as a back-room boffin.

Highly regarded on both sides of the Atlantic, he reached his 35-year milestone last August, briefly emerging for the celebration from behind the locked doors of the ROS laboratory in bld.3 (locked, we should point out, chiefly to ensure that he and his colleagues can work quietly, surrounded by a battery of high tech. testing equipment).

Eric joined us in 1951 under the 'learnership scheme', starting with work on the assembly floor and finishing in the drawing office.

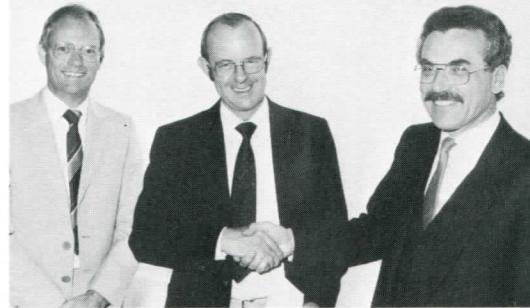
Having collected HNCs in both mechanical and electrical engineering, he obtained a transfer to what became the electronic dev. lab., and was made section leader in 1975.

From electronic modules and power supplies he progressed on to the logic side, using computer programs to generate 'truth tables' for testing boards, and later working with automatic testing equipment, like GenRad.

He was closely involved with the software for the 8300 and the upgrading of both this and the 8200 (working direct for Xerox on the latter). Eric recalls "We had conference calls almost every afternoon talking to Rochester via a microphone and loudspeaker connected to the telephone system."

His main task today is the writing of programs for the repair at Venray of circuit boards for the 8700/9700 and also for the 1025/1038 and sorter. "It's different today," says Eric, "because we are not only writing programs, we have to design the interface hardware as well."

Eric's eldest son Robert was an RX apprentice too a few years ago; his middle son Stephen did a



John George (centre) is congratulated on his quarter century by technical services manager Graham Bunt; on the left is PED manager Dick Delahay.



Colin Lewis, also a 25-year man, is presented with his award by Brian Buckland, business & product quality manager. With them is John Haggard, manager, refurbishing & parts mfg QA.

YTS course here and the youngest, Andrew, is now a YTS trainee in Cinderford.

We interviewed Eric five years ago when he and three fellow engineers — John Brain, John Stephens and Bob Wright — all shared a 30-year service celebration. But this time we learned something new about him: he enjoys traditional ballroom dancing — it makes a change from high technology.

25 years

In our July/August 1985 issue we featured the 'pioneer builders' of the 914 machine in a silver jubilee article; but there is one other long-servant who had even earlier hands-on experience — **John George**.

After completing his apprenticeship with us, John went into the 'experimental laboratory' where he helped to build the very first UK 914 models. Only a few parts were imported from the USA, the majority having to be machined from raw material.

In 1965 John moved into production engineering where he subsequently became a section leader. Then in the early '70s he went on secondment to Webster in connection with the 9200 start-up. "We had a big group of Mitcheldean residents out there in those days," he recalls.

His work has been primarily in the field of optics and his experience is currently being put to good use at Welwyn in the development of optical tooling for a new product, along with other Mitcheldean 'expatriates'.

"We have formed some very good relationships with the people there — and we take part in an

all-sports 'league'; they're slightly in front of us at the moment."

John really qualifies for a 25-year skittling award as well as a 30-year service one. He has been bowling with the Rank Xerox 'A' team all that time and has been captain on numerous occasions.

In 1972 he added bowls to his sporting activities and he enjoys meeting old friends at Ross Bowling Club.

John met his wife Diana when she was working in design; now their son Andrew has joined us. One of the recent intake of young people, he is working in the bld.4 re-tote area. Their daughter Suzanne, although still at school, is captain of Cinderford Ladies' Swimming Club.

Barry Hall is our longest server — purchasing-wise. He came as a commercial trainee straight from East Dean Grammar School.

It was the time of the 914 start-up and, in fact, because of the rate of expansion his tour of the plant was cut short and at the age of 19 he was buying all types of materials for our first copier.

A graduate of the Institute of Purchasing & Supply, he was seconded to the USA in the early '70s as RX purchasing resident to provide liaison between the European and Xerox buying groups. In 1974, two years after his return, he became a senior buyer, and was subsequently promoted to manager, mechanical work unit, specialising in rubber and plastics.

Another trip abroad came at the beginning of the '80s when he joined a team of commodity operations staff on a trip to India. "We spent some 10 or 12 weeks in total visiting Delhi, Bombay, Madras, Bangalore, Hyderabad —

we scoured the whole country, in fact — seeking out suitable suppliers for the Rank Xerox joint venture. It was a fascinating experience."

It was in purchasing department where Barry met his wife Pat, and they have a son, Andrew, now at college studying computing, and a daughter, Claire, at Laker's School.

Barry was a keen rugger player at one time; he enjoys watching all sports but golf is a main interest and he wants to resume playing when time permits.

Having started at Mitcheldean as a craft apprentice, **Colin Lewis** progressed from trainee inspector in the machine shop to full inspector at the age of 21.

Though he has made his career in manufacturing inspection, he has had a change of scene from time to time.

He was among those who went to Venray for four months to bring back 1045 pressure roll work and his outstanding memory is of working Continental shifts there. "This involved going to work on Sunday evening or getting up at 5.30am for the morning shift."

He has also crossed the Channel twice to take part in the annual inter-company fire-fighting contest at our Lille plant. Colin is, in fact, one of the longest serving members of our works fire brigade; earlier this year he received a silver award for 20 years' service from the British Fire Services Association and now he's on track for the gold.

Colin is the middle one of three brothers who have worked on site. Brian, the eldest, who was a manager in PED, clocked up 28 years before he left; the youngest,

John, is a QA engineer. Their father Harold was also an employee for 12 years on the wire-cutting section.

Colin played rugby for Drybrook for 26 years and, while mostly a watcher these days, he still enjoys the occasional game.

20 years

Louis (better known as Lou) Taylor joined the machine shop as a drilling operator in 1966. Six years later saw him "in right at the start" of the 4000, working as an assembly setting operator.

A spell at Lydney on the 660 line followed, after which he transferred to CBA assembly, becoming a stand-in. Today he still works on our high volume machines — in refurbishing operations, which he joined some 18 months ago.

Rugby is all-important to Lou; "it's been my life" he told us. He played prop forward for Berry Hill RFC for about 20 years and is still a member of the club.

Lou Taylor receives his 20-year award from refurbishing operations manager Keith Grant.



Harold Butler is one of the many ex-miners who came to work at Mitcheldean after local pits were closed. He started as an assembly worker and, apart from a short time in the plating shop, has spent all his 20 years working on different models — 914, 813, 2400/3600, and 4000 family (during which time he became a mechanical adjuster), his longest stint being some ten years in CBA assembly.

In 1984 he transferred to refurbishing; then a year ago he joined small copier operations where he works on 1025/1038 FR&T, along with his nephew Melvyn Butler who is a 25-year service man. "It's very interesting work because it's so varied," Harold told us.

He's a keen angler and likes to

From left: Harold Butler and Syd Cooper receiving their respective 20-year awards from assembly shift manager Les Kilmister. Right: Chris Gurney, another 20-year award man.



spend his leisure time fishing in the Forest lakes or on the banks of the Wye.

His section manager **Syd Cooper** received his own 20-year award at the same time as Harold.

Syd worked for 16 years in the machine shop, initially as capstan operator, then turning setter, and it was while on the turning section that he served as AUEW shop steward. He also worked in the Burkhardt & Weber section and on conventional mills and drills, becoming foreman in 1979.

Four years ago he switched to assembly operations as foreman on 2300 build at Lydney and subsequently Mitcheldean; when that programme ended he transferred to the FR&T section, first 1020 and now 1025/1038, in bld. 4.

Syd's main leisure-time interest is rugby and he is subscription secretary for Berry Hill RFC.



A 20-year award for Brian Smith, presented by (right) Keith Parrett, manager, PQA Mitcheldean.

As one of a team of engineers servicing and maintaining copiers used in-house, ex-apprentice **Brian Smith** soon became well known throughout the plant.

He well remembers one incident when they were called out to a 660 machine at Newent which smelt horribly when used; the cause, they discovered, was a dead mouse caught on the chain in the fuser area which was 'cooked' every time a copy was run off!

Brian's recollections of a visit to Germany in the early '70s concerning the 4000 are pleasanter ones. Now a leading engineer in group audit, he visited Yugoslavia in June last year in connection with a 1030 licensing project.

Four years ago Brian became a representative for TASS; he is now the union's vice chairman at Mitcheldean and also registrar of the FOD branch.

Brian's wife Sandra, his father Bert and brother Barry all worked at Mitcheldean. Both Brian and

Newlyweds

Right: Julie Douglas (secretary to Bernard Morris, divisional personnel manager) to Ian Jones (contractor) at Lydney Register Office on 13 September.



Left: John Murrell (small batch) to Linda Simonds at St Stephen's Church, Cinderford, also on 13 September.

The Shape of Health and Safety

ACCIDENT TOTALS	
for year	to date
'85	'86
Eyes	1 0
Head/neck	3 1
Hands/arms	10 7
Trunk	5 2
Legs	1 1
Feet	2 0
Total	22 11

Barry were members of our former table tennis section and added lustre to the latter's reputation when, as players in the Rank Xerox team, they helped win the Lydney league in 1975.

Today Brian has replaced his bat with a fishing line. "It's more restful," he says.

Chris Gurney came straight from school to work as shop boy in 2400/3600 assembly, becoming a fully-fledged operator on the build of 4000 family machines.

In 1974 he was among those who went to Venray for a month in connection with the transfer of the 7000 to Mitcheldean. Says Chris: "I was on a section where they spoke little English but we got on very well and I had a great time."

Three years later he joined CBA assembly as setting operator, then in 1983 he transferred to bld.4 to work in the frames section, first on 1020 and now on

Obituary

We report with regret the deaths of the following pensioners: Joe Buckman on 10 July at the age of 55; Keith Brain on 12 August, aged 53; Roy Roberts on 5 September aged 72. Our sympathy goes to their families.

1025/1038 machines, on permanent night shift.

Chris has played cricket for Aston Ingham for the last six years and he's a member of the RX skittles 'B' team. He's also a follower of Hereford FC, but his interest lies more in English league football grounds than the game itself.

As a youngster he saw a lot of first division football so he covered a fair number of grounds, and since then he and his like-minded mates have covered quite a few more. In fact, this year Chris celebrates not only his 20th year of service but also his sighting of the only ground missing from his 'collection' — the one at Ipswich, making 91 in all!

Any news for Vision?

If you have, then please — mail it to me c/o Corporate Affairs, bld.8/2,

or leave it at any gatehouse for collection by me,

or post it to me at Tree Tops, Plump Hill, Mitcheldean GL17 0EU,

or ring me — ext.566 or Dean 542415.

Myrtle Fowler, editor

How we keep our customers happy

IN TODAY'S fiercely competitive copier market, much of the sales potential lies in persuading people with other makes of machines to switch to Rank Xerox models; at the same time we have to ensure that our existing customers remain loyal to our products.

Our after-sales service, which keeps customers satisfied and machines operating to the highest possible level of efficiency, is therefore crucial to our success.

Mitcheldean plays an important role also in ensuring that the spare parts needed by the service engineer are available when required.

Although we meet the planned demands placed on us by TS&D consistently one hundred per cent., we are striving to introduce added flexibility by meeting unplanned demands.

As part of a current investigation being carried out between our purchase department and TS&D in this connection, Maurice Pask, production purchase manager, asked if he could spend a day with a service engineer. Here he tells about his visit to the Bristol branch of the UK servicing organisation:

A one-day visit only allows one to scratch the surface of the complexity of service organisation but, even so, it was a worthwhile experience.

I arrived at the Filton offices at 9am on Wednesday, 25 June, and found it buzzing with activity.

John Stevens, the district service manager, took me on a tour of the office and explained that the 100 service engineers who service the whole of the West of England plus Wales, were organised by geographical and model mix.

A work controller in the office acted as the link between the customer and the engineer.

As calls came in at the rate of approximately 400 per day (not all, I hasten to add, because a Rank Xerox machine had broken down — some problems are customer-induced), the work controller entered the details on to the data base via a VDU.

The engineer 'phones in after completing a service and ascertains his next assignment. Priority is given to those customers where a breakdown has occurred which is

preventing the use of the copier.

I was lucky enough to spend the day with a senior service engineer called Adrian Roberts who not only knew his products (CBA/DBA) inside and out technically, but also had excellent rapport with the customers.

First call was at a large 'software' house in the city where a 9500 was giving registration problems which Adrian fixed fairly quickly.

After a 'phone call back to base, we moved on to BAC, a huge complex which houses many Rank Xerox copiers.

Following the mandatory security check, we went to an engineering area where there were copy definition problems with a 9500. Adrian defined the trouble within minutes and was able to correct the machine by replacing a part and making a slight adjustment to cater for the humidity factor in the working area (it was extremely hot and sticky that day).

Adrian was then asked to take a look at another 9500 but this needed a spare which was not in his van kit. A replacement part was available at the Avonmouth RX Stores, so off we rushed to get it and subsequently make a permanent fix back at BAC.

A quick bite to eat and off again, this time to Rolls Royce at Filton. This is a major customer with over 50 machines installed throughout the factory, plus another 50 or so of our competitors' machines in operation. The copying here is a massive exercise producing 26 million copies last year.

As with the previous two customers, I had the chance at RR to chat with users; they were very positive about the RX machines in terms of operation and copy quality and enthusiastic about the after-sales service they get.

Rarely do they have to wait more than two hours before our engineer answers their call for assistance.

It was good to hear them say that our service was certainly equal to, and often better than, that of our competitors.

Ultimately it is the paying customers that must be satisfied; and a day spent in the field certainly brings home to one the significance of our spares support role.



Mike and Carol Rouse and (centre) Harold Moore jointly hold the top trophy, donated and presented by site director David Stokes; far right is John Harris, chairman of the RX Gardening Association.

Show entries are getting bigger!

WITH A total of ten flower and vegetable classes attracting over 90 entries, the RX Gardening Association's 2nd annual competition on 13 September was altogether a bigger and more colourful affair than last year's.

The organisers were delighted with the response, though they had a bit of a problem when they found three people qualified for the top award!

This was a perpetual trophy donated by the association's president, site director David Stokes, for the highest number of points in the show.

However, with wisdom worthy of Solomon, they decreed that Harold Moore should hold the trophy — a

beautiful engraved crystal rose-bowl — for six months, and Mike and Carol Rouse (who had put in joint entries) should have it for the other half of the year.

Andrew Gardiner was undoubtedly onion champion, winning the heaviest onion class with a magnificent specimen weighing 4lb. 13oz. This was, oddly enough, the weight of Carol's winning onion last year, but since the 1986 rules said it must be 'dressed' — that is, shorn of its leaves and roots — Andrew's entry set a new benchmark.

"That is a beautiful onion in itself, and for the heaviest onion it is outstanding," said the judge, Owen Warren of Clifford's Mesne, and he ought



Is it a single carrot, or a bunch of carrots? Judge Owen Warren seems to be wondering. With him are (left) committee members Keith Knight and Roger Childs. Below: Taking a look at the exhibits.



Phyllis Christopher, grower of the three best exhibition onions, and Andrew Gardiner with his winning heaviest onion which tipped the scales at 4lb. 13oz.



This kidney bean, nearly 2ft long, won Fred Sheers a first prize; weighed down by his top heavyweight marrow and carrot is Rex Turley.

to know, having won national awards himself.

Andrew also had the heaviest three onions (dressed) and was winner of the shallots class. The grower of the best three exhibition onions was Phyllis Christopher; she won the dahlia class too, though she had never competed in a show like this before.

Barry Barton took on the task of weighing all the 'heavies', but when Rex Turley brought along his mammoth marrow it proved too much for the scales! "So we took Rex's word for it that it was all of 22lb.," said Barry.

Rex also produced another top heavyweight with his 4lb. 7½oz. carrot, and when it came to the longest kidney bean, the

23 in. specimen entered by Fred Sheers was a clear winner.

RXGA secretary Harold Moore came first in the sweet pea class while Carol and Mike Rouse produced the best pot plant.

Presenting the prizes, David Stokes congratulated the gardeners on their achievements, and thanked all those who had participated, thereby helping the RX Gardening Association to grow.

Chairman John Harris expressed the RXGA's appreciation of their president's interest and support. "We're very encouraged by the greater success of this second event, and we're already planning an even more ambitious one with additional classes for 1987," he said.

All the winners

The full results of the competition were as follows:

Heaviest onion (dressed) — 1st Andrew Gardiner; 2nd Harold Moore; 3rd Rex Turley; highly commended Mike Jotcham.
3 Exhibition onions — 1st Phyllis Christopher, 2nd Harold Moore, 3rd Keith Knight, h.c. John Gurney.
Heaviest 3 onions (dressed) — 1st Andrew Gardiner, 2nd Mike Overbury, 3rd Harold Moore, h.c. Rex Turley.
10 Shallots — 1st Andrew Gardiner, 2nd Clive Griffiths, 3rd Harold Moore, h.c. Rex Turley.
Longest kidney bean — 1st Fred

Sheers, 2nd Mike & Carol Rouse, 3rd Harold Moore, h.c. Rex Turley.
Heaviest marrow — 1st Rex Turley, 2nd Fred Sheers, 3rd Andrew Gardiner, h.c. Mike and Carol Rouse.
Heaviest carrot — 1st Rex Turley, 2nd Mike & Carol Rouse, 3rd Harold Moore, h.c. Don Aston.
5 Dahlias — 1st Phyllis Christopher, 2nd Mike & Carol Rouse, 3rd Harold Moore, h.c. Fred Sheers.
6 Sweet peas — 1st Harold Moore, 2nd Mike & Carol Rouse, 3rd Vere Christopher, h.c. John Harris.
Best pot plant — 1st Mike & Carol Rouse, 2nd Walter Manns, 3rd Norman Powell, h.c. Harold Moore.

Round the clubs

THE NON-APPEARANCE of those racy reports on the doings of our golfers might lead you to think they'd all got bogged down in a bunker somewhere.

No so; our Golf Society has been at play since April with outings to Stinchcombe, St Mellons in Newport, the famed Belfry at Sutton Coldfield, Burford and, most recently, Cirencester Golf Clubs.

All were well attended and enjoyed, especially the outing to the Belfry where the players could let their imagination run wild while playing the same greens as the European Ryder Cup team when they beat the United States last year.

Unfortunately for most of them, the shots they actually played were far short of their imagined ones!

Stinchcombe

The first major trophy of the year was the Spring Bowl, held on 21 April at Stinchcombe Hill GC near Dursley.

The conditions in the morning were fair (for Stinchcombe!) but became horrible in the afternoon. At one time the thunder and lightning — which were truly terrifying — were accompanied by a hailstorm which laid a thick white carpet over the entire course in minutes.

Despite the conditions and delays, the final result was very close with Dave Tyler and Dave Bufton unfortunately losing out on a scoring technicality, leaving Dave Robinson and Nigel Bayliss as winners on 82 points, with Danny Haines and Ron Carter as runners-up on 81.

St Mellons

Two cups were vied for on 17 June. Richard Matthews won the Summer Cup with a total 140 points; Steve Cooper was runner-up with 141, beating Danny Haines who had the same score but had a 'worse back 9 holes', as your golfer would say.

Winners of the Interdepartmental Cup were the 32Ds team of Dave James and Dave Tyler with 294 points — the same players who brought the trophy back to small copier operations last year. Close behind with 295 came the Highwaymen, Dave Robinson and Danny Haines, representing product engineering.

The Belfry

Again, two cups were up for grabs on 10 July. Mike Brain (141 points) secured the Powell Cup while Mark Barnard came second with 144. Then Mark moved into the winning position in the Scratch Cup with 152, Dave Robinson being runner-up with 160.

Burford

Rain persisted all day when the Interplant Competition was staged on 18 August.

Nevertheless, 12 teams turned out to do battle, coming from as far afield as the Irish OpCo and St Helens, with Welwyn, Hampden House, IHQ, Bushey, the UK OpCo and our good selves.

After the morning round, Mitcheldean 'A' were leading with 155 points; this was mainly due to an excellent round by Mark Barnard who scored 41 points.

The afternoon round was a different matter with Mitcheldean 'A' collapsing, and Welwyn 'A' coming through from fourth place at lunchtime to romp away with the cup yet again with a total of 299 points, while IHQ came second with 294.

Credit must again go to Ray Harvey of WGC who keeps producing these handicap good things and manages to put them correctly in one team — his!

Our 'A' team players' individual morning and afternoon results were: Dave Robinson (capt.) 32/33, Mark Barnard 41/36, Steve Cooper 38/36, Ken Ellway 38/30, Dave Tyler 38/29 and Wilf Jones 29/29.

As you will notice, there is no mention of Mitcheldean 'B'. "That indicates exactly how we played," said one crestfallen member.

Cirencester

The last outing on the season's programme was to Cirencester for the America Cup on 9 September. Weather conditions being perfect, everyone was anticipating scoring well. But, at the end of the day, it was Dave ("My handicap is too low") James who won thru' again, scoring 38/36 for 74 points, with a tie for second place between Danny Haines and John Rees with 68 points.

Dave Robinson, on his last outing of the year as captain, presented a pair of cut-glass brandy glasses to the winner of each handicap section as follows: *low* — Dave James (74 points), *mid* — Danny Haines (68 points), *high* — John Howls (65 points).

John, 'The Perpetual Rabbit', repeated last year's win in the Rabbit's Cup. Who says he won't win it outright next year?

The Order of Merit Cup resulted in a tie for first place between Mark Barnard and Dave James with 41 points each. The winner after an 18-hole play-off, was Mark Barnard.

And finally, rounding off the season, Don Meek beat Steve Cooper to win the 36-hole final in the Round Robin.

IF ANYBODY asks on which day the sun shone this summer, the answer is: 20 August, when we retired LSA members went on our annual outing.

Perhaps this was arranged by the couriers, Alan Cryer and Graham Beavan, or the coach drivers! They certainly looked after us efficiently all day, with Barbara John and Lilian Howells in first aid attendance.

Leaving Mitcheldean site at 9.45am, we enjoyed a fine run through Cotswold country via Brockworth, Crickley Hill, past the old woman's shoe at the Air Balloon, taking the A436 to Andoversford where we booked our evening meal; thence to Bourton-on-the-Water for a 45 minutes' stop and on to Moreton-in-the-Marsh.

These villages with their beautiful stone houses were soothing to the eye, and the brown, green and gold colours of the fields were delightful.

As we cruised towards Stratford-on-Avon it was noticeable that sheep were more numerous than cattle, but I did see a small herd of totally white cows. I wonder what breed these are?

Stratford was teeming with young life as usual; the flowers were in full glory and the river boats doing good business. We stayed 2½ hours here and enjoyed our packed lunches in perfect picnic weather.

We left Stratford for Woodstock and Blenheim Palace, where we came upon more sheep grazing alongside the drive. ("Why did we come all the way from the Forest to see sheep?" asked a plaintive voice from the depths of the coach.) Not one animal leapt over the electric fence, however!

At the Palace doors a janitor showed us the huge key

A perfect day



Wandering in Bourton-on-the-Water, embarking on the coaches afterwards, and (below) at the entrance to Blenheim Palace — all pictured by Bill Austin.



Geoff gets a sword

WHEN Geoff Gray took early retirement last July, he was presented with a sword!

It symbolised the highlight of his 27-year career at Mitcheldean — the introduction of the SWORD system into the supply centre. But apart from the ceremonial bit, it had a useful role as a poker to go with Geoff's new fireplace.

The presentation took place at a dinner, hosted by LSA chairman Alan Phelps, and attended by a group of Geoff's colleagues at both Mitcheldean and TS&D Aylesbury who also gave him some crystal glassware.

Geoff started with the company as an area controller in the Bell & Howell sales



department; later he became involved with the start-up of the Xerox warehouse.

On two occasions it was located at Gloucester Trading Estate, where Geoff recalls making the acquaintance of Barney the guard dog. "He was an ex-RAF dog who had failed his exams, and on one occasion he got over-enthusiastic and went for one of our forklift truck drivers

who had to make a quick get-away!"

When spares were centralised at Venray, Geoff took over management of Squirrel; more recently, he was in charge of tool & consumable stores.

A keen angler, Geoff was responsible for starting up the now established annual Gloucestershire Schools Angling Contest.

weighing 1½lb. He gave a brief history — in between asking each visitor "Can I have your ticket, please?" — of how the first Duke of Marlborough received the estate from Queen Anne in gratitude for his victory in a great battle near Blenheim in Bavaria.

Firstly, we visited an exhibition of early photographs of Sir Winston Churchill and his letters to his father. Like most boys he fell off his bike and pestered his papa for more money. We also saw the famous bedroom where he was born.

Our guide then took us through the dining and drawing-rooms to explain the history of the antique china, porcelain and silver.

The many paintings included portraits by Sir Joshua Reynolds, but my particular interests were the beautiful inlaid cabinets and clocks and the exquisite tapestries which depicted scenes from the battles won by the Duke.

These were housed in the State Rooms and were stitched in very fine detail, their colours beautifully preserved.

The marble pillars and statues all added to the grandeur, together with the well laid out but formal gardens.

It was not possible to absorb everything in the time allowed, and soon we were leaving for Andoversford where our evening meal was arranged at the Frogmill Waterwheel Restaurant, built around the original, still working wheel.

It was altogether a perfect day, with something to interest — plus, of course, the great pleasure of meeting old workmates and gossiping.

Thank you, LSA committee.
Daisy Bullock

