

Vision

The house magazine of Rank Xerox Mitcheldean

First small copiers to offer an ADF

ON 8 NOVEMBER, at an international press conference in Düsseldorf, the wraps came off two more products in our 50 series range of copiers — the 5028 and the 5018.

Intended to replace the 1025 family, the new machines, for which Mitcheldean is making the processors, are the first small copiers to offer an automatic document feeder.

The 40-sheet ADF is of a new, highly productive design, enabling it to run at the same speed as the copier.

Says Keith Wilding, who as manager, advanced product management, is responsible for the programme at Mitcheldean, "We have been running for eight months and we have never had a problem with the paper feed — I would entrust my most valuable document to the ADF with total confidence!"

The 5028, which makes 28 A4 copies per minute, and the 18 cpm 5018 both come in zoom and size-for-size versions, with a wide range of accessories which fit either model.

Both models have up to four

paper sources — a 250-sheet cassette, two further trays in a convenient drawer, plus a 20-sheet bypass tray. These can be programmed to switch from one source of identical paper to another to give continuous running. (And a 2,600-sheet high capacity paper tray is also coming soon.)

In addition to the foregoing, the 5028 zoom model has auto paper selection, enabling it to make size for size copies from mixed sizes and orientations of originals.

Both 5028 versions have a split scan copying mode, allowing copying of either, or both, pages of a bound original.

The copy quality of the new products is exceptional, based upon the same sophisticated organic photoreceptor found in Rank Xerox higher speed units.

For simplicity and reliability, this is contained within a customer-replaceable copy cartridge. In the 5028, the copy cartridge lasts for 25,000 copies, of which Rank Xerox guarantees 23,000.

In the 5018 the life is 20,000

Multinational products

DESIGNED in the USA, the new products are truly multinational. The document feeder comes from Toronto, the sorter from Brazil, the tray attachments from Venray and the stand from Belgium.

Here in Mitcheldean's bld.4 we are building the processor for both models, and the various attachments are brought together on customer premises to make up the configuration

required. Says Keith Wilding: "With all its attachments it adds up to a very powerful system."

The 5028 has already been successfully launched in the USA and Canada, where customers have been shown to be highly pleased with its productivity, copy quality, ease of use and reliability.

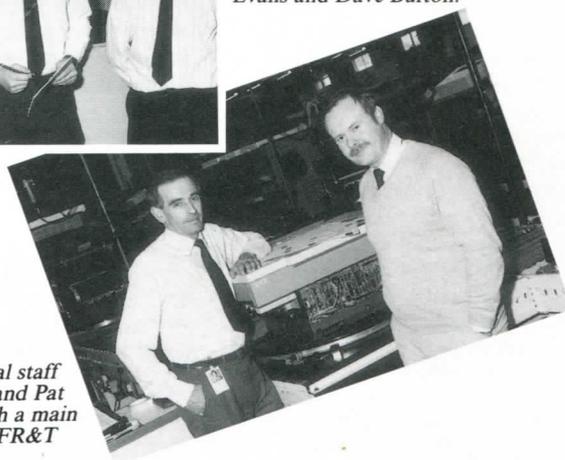
"We are confident both products will be equally successful here," added Keith.



Above: Programme manager Keith Wilding with 5028/5018 assembly manager Keith Marfell and his team of section managers — Mark Barnard, Graham Meek, Mick Scrivens and left Rob Toms, John Evans and Dave Bufton.



Right: Technical staff Tony Murrell and Pat Burke deal with a main line build and FR&T matter.



and the guarantee 18,000.

The separate toner cartridge yields approximately 10,000 A4 copies at 6 per cent. area coverage. Copy quality consistency is a feature of both the 5028 and 5018.

There is an automatic exposure button to suppress coloured backgrounds and — a unique feature — this can be used alongside manual exposure to fine-tune copy quality (with most other copiers the choice is manual or automatic exposure but not both).

Automatic exposure on either of the machines does not affect the running speed.

The 5028 also has a photo button to optimise copy quality from photographic originals.

Yet with all these features, the control panel of the new products has been kept very simple and the number of control buttons kept to a minimum.

Blue and red colour developer modules are available and Rank Xerox also offers a stand.



The four-track main line where each machine is completely built and given a final run and test within a single cell manned by two people.

Manufacturing engineer Jeremy Barnard discusses a copy quality matter with operator Fiona Russell in the CCT area.

Single cell build gives flexibility

THE PROJECT got off the ground at a smart pace.

Soon after Keith Wilding's appointment as programme manager early in 1988, section managers Keith Marfell (recently appointed 5028/5018 assembly manager) and Mark Barnard, with training officer Dennis Duke, went over to the States on a familiarisation assignment.

On their return to Mitcheldean a major training programme had to be initiated and pre-production set up in bld.4. But first a major decision had to be made.

Senior management required that there should be greater flexibility enabling a quicker and easier response to any changes in programme, and this

called for a new approach in the way the machines were built.

The project team, which included representatives from all the functions involved — works engineering, materials, quality, training, engineering, as well as production — came up with various proposals.

It was finally decided to adopt the single cell concept — unique to small copier build — where a complete machine is built at a single station.

Since buying is at major sub-assembly level, no minor sub-section is required to feed the main line.

This means that each station has to have a complete set of tooling and this has been kept very simple in order to control the costs.

Materials section manager Ivan Baldwin watches as Bernard Marshall feeds parts into the live storage racks on the main line while Richard Taylor removes dunnage from the return chute.



Working alongside each build operator is an adjuster who carries out the final run and test, so between them they can sort out most problems on the spot.

This new concept results in greater individual accountability which in turn ensures better quality.

Keith Wilding, who has been involved in the start-up of all our small copier programmes for the past ten years, says that "Quality at start-up has been better than for any other model we have produced."

Greater flexibility is achieved since only individual stations, not the whole line, are affected in the case of overtime, absence, or programme changes.

"There's an increase in job satisfaction, too," pointed out Keith Marfell.

The new approach has also had its effect on materials distribution.

Ivan Baldwin, materials section manager, told us: "There are 12 sections requiring supplies of all the 80 or so parts, so we have to make sure these are evenly spread.

"Soon we shall be running on 'just in time' lines with material coming from suppliers in sets to keep inventory down."

The facility occupies about half the total space in bld.4 and the area has been made bright, open and pleasant to work in. Only a small proportion of the overhead conveyors from the

original installation have been retained and the lighting has been upgraded.

The total layout is simple and uncluttered.

The build line itself is a computerised four-track system; build stations are located on the two outside tracks while the two centre ones bring dollies loaded with new bases from the pack area and take away finished machines.

The latter travel by overhead conveyor to the panel area, go through CCT, flash test and into the packing section.

An innovation in this latter area is the use of a new type of hoist for lifting boxes of consumables/installation kits which go with the machines being shipped.

The boxes are a difficult shape and contain some delicate items. So instead of using a mechanical handler that might damage the contents, two vacuum-operated hoists which can each gently lift a 28 kilogram load by means of suction pads have been installed.

Though the suction doesn't seem any more powerful than you get on an average domestic cleaner, each hoist is capable of lifting 90 kg. and can be adapted to suit requirements.

"Altogether the new style of build operation has been working very well, and the assembly staff like it," commented Keith Marfell.

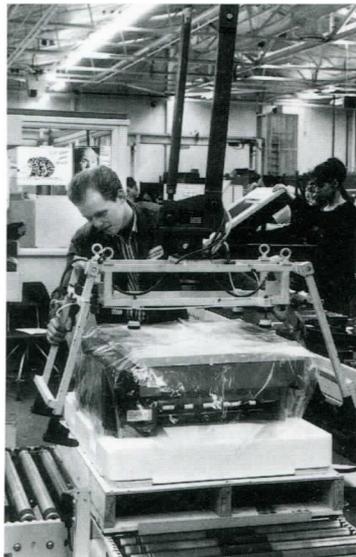


Discussing the facility layout are (from left) mfg engineer Keith Johnson, Alan Worsfold (purchasing), Esmé Halford (configuration control), Ken Ellway (standing) who heads the technical team, mfg engineer John Lugg and Vance Hopkins, industrial engineer.



In the pack area Paul Sainsbury tapes an installation kit box. With the aid of the Vacu-Easylift, Sue Titmuss can easily load the boxes on a trolley. Watching the operation is mfg engineer Ken Dobbs.

Here Steve Tomlins uses a mechanical handler to slot a finished machine into a moulded base. With more moulded packing plus an installation kit box on top, the machine goes in an overshipper by lift to the docks.



Any news for Vision?

If you have, then please — mail it to me in bld. 6/2, 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

Top level changes

LORD FANSHAWE has been appointed a non-executive director of Rank Xerox (UK).

Announcing his appointment, Roland Magnin, Rank Xerox chief executive officer and managing director, said, "I am delighted that Lord Fanshawe has joined the Board of Rank Xerox (UK) Limited. His vast experience of UK and international affairs will be invaluable in helping to devise strategies for the 1990s."

As Sir Anthony Royle from 1959 to 1983 he was a Conservative Member of Parliament, and served in the Foreign Office as Under-Secretary of State and Deputy Minister to Sir Alec Douglas-Home from 1970 to 1974. He was Deputy to Geoffrey Rippon during the negotiation for British entry into the European Community in 1970/71.

He negotiated the Exchange of Ambassadors with the People's Republic of China in 1972, and was Minister responsible for Hong Kong from 1970—74. He conducted the discussions and signed the Treaty with Brunei granting Internal Self-Government in 1971.

From 1979 to 1984 he was Mrs Thatcher's Vice-Chairman of the Conservative Party Organisation and he was elevated to the House of Lords in 1983.

He is on the board of

directors of the Sedgwick Group, Bryant & May, and Westland Group.

XEROX PRESIDENT Paul Allaire has announced that Wayland Hicks, executive vice president, is assuming responsibility for the corporation's worldwide marketing operations with effect from 1 February.

In his new position, Hicks will be responsible for the US Marketing Group, Rank Xerox and Americas Operations.

The president said that the change in Hicks' role will "enable us to aggressively direct our worldwide marketing efforts to enhance our market share and improve the focus on customer satisfaction, our number one priority."

William Lowe has joined Xerox to replace Wayland Hicks as president of the Business Products & Systems Group as from the same date; he has also been elected a corporate executive vice president.

The new Xerox officer was with IBM for 26 years. Most recently, he has been president, entry systems division, and an IBM corporate vice president.

"Bill Lowe brings us significant executive management experience in engineering and manufacturing of both products and systems," said Paul Allaire.

New Year honour for Derek

CONGRATULATIONS TO Derek Knibbs, our former manager, personnel and quality, who was made a Member of the Order of the British Empire in the New Year Honours List.

Derek, who opted for early retirement in 1987 after 14 years' service, was the driving force behind the establishment of the Mitcheldean Enterprise Workshops and the Business Park, both of which ventures have proved highly successful in attracting business to the site and helping to create job opportunities.

"Rank Xerox are a very open-minded and professional company, and I was fortunate to have the opportunity to do what I did," he says.

He also helped to see through a wide range of improvements on site and served on many bodies outside work.

Derek is now acting as a personnel consultant (many will have seen him on site last summer when he chaired a job evaluation committee for us), and has been assisting his son in establishing his own executive car hire business.

Derek's wife, son and daughter are to accompany him when he goes to Buckingham Palace on 28 February to receive his MBE.

He has kindly promised to let 'Vision' have his personal account of the ceremony.

Challenges at year start



David Stokes gives his address.

MEMBERS OF the Mitcheldean management team gathered in the clubhouse last November for the 1989 Year Start meeting.

The objective, as site director David Stokes explained, was to share our 1988 achievements and results and explore the challenges and opportunities lying ahead.

He touched on the highlights in his opening address, leaving it to senior staff to deal with each business aspect in detail.

Over the last three years we had reversed the earlier decline in activity, made positive progress and enjoyed considerable success as a manufacturing unit, he said.

Though helped by a buoyant economy, this was largely due, he felt, to changed attitudes within the workforce, improved communications, coupled with a much greater emphasis on quality, delivery and our value-added cost base — “emanating, I believe, from a more focussed organisation structure.”

Annual production of copiers had grown from 60,000 in 1985 to 130,000 units in 1988 and output value from £70 million to £230 million projected in 1989. “And that’s at cost — their retail value is nearer £600 million, or \$1 billion business.”

As he had announced at the annual Quality Convention in October, achievements had been outstanding in every business area.

However, a serious physical inventory management problem had emerged with regard to finished goods requiring extensive management attention. During 1989 a new continuous flow manufacturing initiative was being introduced

to improve the overall logistics of material control, he said.

Over the past year we had maintained average occupancy in the MEWS at over 90 per cent. with 55 different companies in residence, employing in excess of 350 people, while the Business Park continued to prosper and to make a significant contribution to our overheads and consequent cost base.

The latest leasing agreements meant that, generally, all available production and storage space in the Business Park was now being profitably utilised, and further initiatives in this area were planned.

The section manager training and development programme had been completed successfully and he drew attention to the wide-ranging accountabilities which went with this new position.

David Stokes urged managers to ensure that their talents and those of their staff were applied fully and creatively to the problems and opportunities faced at all levels.

“When full employee involvement is evident, I think we can truly say the objectives of Leadership Through Quality have been met.”

He concluded by saying “I have every confidence that we have the basic management infrastructure, management qualities, experience and leadership to ensure a successful future”.

For reasons of space the following summaries cover purely that part of senior managers' presentations concerned with the outlook for 1989.

Control plan

“Mitcheldean’s objectives include making substantial further progress towards model supplier status,” said Phil King.

“We are measuring this progress by benchmarking ourselves against other organisations both internal and external to Xerox Corporation.

“This process of benchmarking is being actively pursued company-wide, sponsored by BP&SG management in Webster.”

First indications were that our quality record and efforts towards improving productivity and flexibility over the past years made us a competitive benchmark on quality and cost within Xerox.

“However, we do not compare so favourably on cost with much of the external competition, most of it in the Far East, which can achieve quality results equal to our own.”

The item on which much work remained to be done was inventory, where we were significantly adrift from competitive benchmarks.

“This problem is common throughout Xerox Corporation,” said Phil, “and it calls for a major project requiring detailed planning and careful implementation.

“The management team have started the Mitcheldean initiative, called ‘Just in time’, to implement continuous flow manufacturing processes on site which will lead to a reduction in the amount of inventory required.”

Materials

“From a materials viewpoint, then,” said Kevin Horrobin, “1989 holds the challenge of establishing the

foundation and early implementation of this initiative.

“The scope is extremely wide-ranging — from improvement in housekeeping standards, through elimination of waste into greater flexibility and improved responsiveness to supply/demand changes — all leading to inventory reduction, improved productivity, the elimination of manufacturing cost variances and a reduction in our plant overhead rate.”

To accommodate such a major initiative will require greater teamwork and employee participation in problems and opportunities, along with investment in project management, new plant, equipment systems and machinery.

“Delivering material at the time required in the most efficient manner is a key enabler within this project; through this, continuous flow manufacturing will be established and, in turn, the capability to reduce inventory, improve flexibility and responsiveness will be guaranteed.”

New build operations

“We are looking at improving daily delivery performance from 62 per cent. in 1988 to 90 per cent. this year.

“The former figure was primarily driven by shortage of PWBAs, but plans are in hand to ensure that wherever possible, daily losses are recovered within normal hours,” said Brian Buckland.

There is a significant challenge on product quality with effectively a target of zero defects for 1989 (good progress is being seen already on small copiers). There are also concurrent activities in improving customer satisfaction.



Managers gather in the clubhouse for the Year Start meeting.

"We are aiming to reduce material line fall-out and damage from 350 parts per million to 250 ppm through reducing operator handling-induced damage, minimising re-work plus improving operator accountability," he added.

"The single cell build concept introduced in 5028/5018 assembly is a step towards achieving this."

There will also be a significant contribution with 'Just in time', blending delivery of material to the point of use with the assembly method used.

Refurbishing, harnesses & general production

"The development of refurbishing operations as a self-contained, low-cost, flexible business centre will continue," said Keith Grant.

"Asset recovery really got going in 1988 as a main source of material for refurbishing and for spares, and we are looking to grow that activity in 1989, thus reducing inventory, lead times and the level of bought-in parts."

The centre now deals with around 40 different products, from desktop copiers to electronic printers, and it is expected to increase that number in coming months.

The possibility of expanding the in-house manufacturing of parts is being examined. Keeping abreast of latest technological developments, the department is looking to introduce inertia welding in the fuser roll area and considerable investment is being made in new machinery to be installed later this year.

"In addition we will be introducing more statistical process control allied to electronic gauging in parts manufacturing," added Keith.

The harness assembly centre has grown at a phenomenal rate over the last 18 months together with significant investment in equipment.

"We are now exporting harness assemblies to several Xerox locations worldwide and plan to increase our range later in the year to include 1065 harness manufacture for Venray."

(Just as we were going to press we learned of three new products coming into refurbishing operations — 9000 Series sorters, 1045 and 1065.)

Quality & technical services

"Progress towards the desired state objectives of Leadership Through Quality will continue during 1989," said



Pictured with their charity cheques are MCV Top Team members Gordon Cruickshank (who took over as leader from Tony Murrell, now at Aylesbury) and, centre right, Graham Beach. With them are (from left) Phil Smith, manager, financial planning & analysis, colleagues Joanne Howell, Max Williams, Steve Baldwin and controller Phil King, who gave their support. (The two other Top Team members, Doug Bevan and John Evans (who is now in assembly), were unable to attend the photocall.)

A double for MCV team

THE MCV (Manufacturing Cost Variance) Top Team had a double success last year.

In addition to winning an award at the Mitcheldean Quality Convention in October, the team were chosen to go forward for a European Manufacturing Operations Team Excellence Award.

Prior to the selection of the Top Team of the Year by the QIP review committee, the MCV team was identified by Mitcheldean Operations Committee as our candidate at EMO level.

Though they didn't succeed in getting on the next step up the Team of Excellence ladder by making it to Leesburg for a corporate award (that honour went to a Venray and a Welwyn team this time) they received a financial award enabling them to benefit two charities.

Alan Ladd.

Business and product quality initiatives would also include the implementing of an assembly process qualification plan entailing increased measures to prevent assembly problems and ensure we achieved our programme quality goals.

It was planned to introduce a small number of graduate engineers as part of the technical staff resource strategy; at the same time the skills of existing staff would be enhanced through the introduction of a formal training and development programme.

"The control plan incorporates a commitment to offset inflation and absorb activity level increases over 1988," said Alan. "One major area for cost reduction will be energy savings through the renegotiation of electricity tariff

The Meningitis Trust were the recipients of their charity cheque at our Quality Convention. This time they split their monetary prize between the Special Care Baby Unit at Hereford County Hospital and the Cheltenham Cobalt Unit, who each received a cheque for £245.50.

The MCV team's project was devoted to bringing the difference between planned and actual manufacturing costs under closer control with the aim of eventually eliminating it altogether.

In order to do this, they had to create a process which enabled MCVs to be related to specific functional areas.

Commented financial planning and analysis manager Phil Smith: "The team have worked very hard at getting greater financial awareness into

manufacturing operations and have done very well.

"Since my arrival at Mitcheldean last November, it has been interesting to see operations management working in parallel with control and placing more emphasis on the financial aspects along with manpower, facilities and other considerations, in making their decisions.

"The team is a small one, but the project is having far reaching effects and it has considerable implications in making our plant more competitive and so attracting more work to the site."

A definite reduction in MCV is expected this year. The project has also had various spin-offs, including the achievement of a general improvement in our financial reporting systems.

levels, the enhancement of our central energy management system and the implementation of various energy productivity processes."

Purchased services were another area where savings could be made.

It was planned to convert MEWS bld.11 into a Business Park building, involving the removal of the small industrial units and relocation of current tenants elsewhere on site.

Another major challenge would be to market and lease surplus office accommodation in blds.7, 8 and 9.

Personnel

"Objectives for 1989 include completing the introduction of the single bargaining unit which will involve finalising outstanding job evaluation appeals, and the preparation and issue of the employee

handbook," said Robin Fyffe.

This latter will spell out the rules and standards of conduct, summarise conditions and terms of employment, and provide other useful information.

A health awareness programme is being introduced (see centre pages) and the department are working with the Area Health Authority on this.

On the catering front, it is planned to open a 'corner shop' in bld.6/1 this spring.

"We have also developed and submitted proposals for the upgrade of our telephone system so as to allow us to take advantage of new technologies such as transmission by satellite dishes," reported Robin.

A further planned 'communications' change will be the conversion of 'Vision' into a full colour magazine during the spring.



Jacquie Shaw in the newly refurbished medical centre.

Nurse Jacquie - and Jackanory

THERE'S A permanent staff of three in the medical centre.

Jacquie Shaw is section manager, but everyone calls her nurse or sister.

Then there are Norah Miles, and Jack Bloodworth. "So they're known as Jackanory!" laughed Jacquie.

Born in East London Jacquie attended school this side of the country — in Bath — then went to live in Zambia, or Northern Rhodesia as it was known, with her family.

She joined the Women's Royal Air Force, becoming an air traffic controller. Then, not convinced she had found her vocation, she left to take up accountancy work "while I sorted out what I really wanted to do." And that turned out to be nursing.

She received her training at the Royal Surrey Hospital, Guildford, where she became an orthopaedic nurse on a trauma unit.

Some five years in Hereford County Hospital as an intensive care nurse followed before she settled for occupational health work. "It covers a person's whole lifestyle, not just work-related health," she pointed out, "and is very much concerned with preventive action."

She had four years' experience in this field at the Ministry of Defence in Hereford before coming to us last April.

Her move to Mitcheldean "has taken quite a bit of adjustment" she told us. "As a newcomer I think it is marvellous here and the company is a trendsetter. I've

been to numerous factories and this is a good environment from all aspects."

Jacquie believes in taking her own medicine. She likes outdoor activities, enjoys walking and is considering taking up cycling. She used to smoke but gave it up some years ago and says she's glad she did.

Children's TV programmes seem to haunt Jacquie. She and her husband have a son of six called Ben and a golden retriever called Bill, though "we didn't have flowerpot men in mind at the time!"

NORAH MILES has given long service to both Rank Xerox Mitcheldean and the St John Ambulance Brigade.

She was made a Serving Sister in the Order of St John in 1969 when she was superintendent of the Ross-on-Wye nursing division in which she served for over 20 years before home commitments obliged her to step down.

She reached her 20th year with us in 1988, "and I've enjoyed my time here very much," she says. Her husband Glyn, who works in quality assurance engineering, passed that milestone nearly seven years ago.

They have a ten-year-old girl, Hannah, who studies dancing and she keeps them pretty busy taking her around to various places for shows and classes.

Their household, too, is completed by a pet dog which takes Glyn for walks along the Wye — to their mutual benefit!

Getting straight to the heart of the

"IT'S A question of moving with the times," said nurse Jacquie Shaw.

We were asking her about the health awareness campaign which the medical centre have embarked on in conjunction with personnel department.

Today, as the Health & Safety Executive point out in a recent publication, "increasing attention is being paid to health at work, and whilst the prime responsibility for health and safety lies with the employers, there is much that workers can do to protect their own health."

Obviously, if we feel fit, we

can cope better with any stress or challenge, and put up a greater resistance to disease.

"People's welfare at work has always been the medical centre's concern," says Jacquie, "but now we're aiming to help people improve on their general lifestyle by alerting them to the health hazards created by wrong diet, lack of exercise, smoking, etc, and passing on advice about how to avoid them."

With its first theme, the campaign has gone straight to the heart of the matter.

If you go to the Court Restaurant, or cross the bridge

FOR JACK Bloodworth, who has been on the staff for 16 years, nursing is both a job and a hobby — "It's my whole life," he says. He has the distinction of being the longest serving member of the St John Ambulance Brigade in the Forest of Dean, having joined the movement back in 1947.

He was made an Officer Brother, one of the highest honours the Brigade can bestow, in 1983 for his services.

Superintendent of the Coleford unit for 26 years, he took on the job when his father-in-law gave it up, and his wife is treasurer.

Lecturing and training young people in first aid occupy much of his spare time, and his dedication was rewarded again last year when he and his wife were invited to a Buckingham Palace garden party.

"We had a super day and we were lucky because both the Queen and the Queen Mother were present — a rare occasion," said Jack.

Right: Ron Dixey (refurbishing) has his blood pressure checked by Jack Bloodworth.



Right: Physiotherapist Gwynne Tucker-Brown uses her sophisticated ultra-sound equipment. "It's the first form of treatment for soft tissue injuries which are the most common ones," she says. Getting treatment for his shoulder here is Bill Baldrey (security).



Right to the matter

joining blds.6 and 7, you can see the displays which have been set up with the collaboration of the British Heart Foundation.

We have donated considerable sums of money to the BHF over the years (both the 1986 and 1988 Top Teams of the Year chose this as the charity to receive their £1,000 cheques) and they are pleased to support our health awareness campaign.

Jacquie, who is an honorary member of the Foundation, told us: "This country has the highest level of heart disease compared with the rest of

Europe, and it is the most common cause of death in Britain today."

It accounts for half of all deaths of men in the 45-64 age group and cases among women are on the increase, largely because of smoking.

Say the BHF, every year over 70 million working days are lost to British industry and commerce as a result of heart disease, many of the cases being workers with the most experience.

Quite apart from the misery which it brings, the costs of treating it are tremendous and add considerably to our national health bill.

So, in taking steps to avoid being a victim — and not waiting until they actually get a heart attack — individuals can help everyone all round.

The display stands are just one aspect of the health awareness campaign. Throughout the site health education boards have appeared alongside the general notice boards, reminding you to notice your health!

And while the initial theme is taking care of your heart, other themes will be focussed on in coming months.

It will be difficult to measure results, but, as Jacquie pointed out, if people say "It made me think and I went to the doctor for a check-up" the campaign will have proved worthwhile.

Mobile fitness unit

Even if you feel perfectly fit, it makes good sense to have a general check-up and there will be an excellent opportunity to do so this spring when a mobile fitness unit will be coming on site.

This is a new initiative on the part of Gloucester Health Education Service and Rank Xerox are in the forefront of companies taking advantage of it.

Employees will be able to make an appointment for a free, whole-body check — on blood pressure, cholesterol level — the lot.

The information gleaned will be confidential to them alone (if necessary, they will get a letter to pass on to their own GP),



Samantha Boulton of purchasing and John White (CDS) take a look at one of the health awareness displays.

while the company, who will meet the cost of bringing the unit on site, will get an overall picture of the health of a cross-section of the workforce.

The medical centre itself is equipped with a number of screening devices.

Audiometry and ophthalmic (hearing and sight) tests were introduced in the early '80s; if a deficiency is indicated, an employee can be referred to an expert for treatment, thus preventing the development of a more serious condition.

In either case, the results are again confidential between medical centre staff and the individual and can only be passed on to an expert with the written permission of the person concerned.

Then there's a spirometer, which our works doctor, Dr Roger Martin, uses to test lung conditions, and an electrocardiograph (ECG) for circulatory check-ups.

Physiotherapy service

A recent innovation which is proving of value is a physiotherapy service.

Physiotherapist Gwynne Tucker-Brown now comes on site on Monday mornings to treat people by appointment (patients have to be referred by their own GP or the works doctor).

This means that if you are suffering from, say, a sporting injury or strain, you no longer have to get on a long waiting list and then travel into Ross or Gloucester for treatment.

"It's cost-effective as well as saving the patient time and trouble," says Jacquie.

Traction is being made available, too, for treating neck and arm conditions, and Ken Nicholls of small batch has made some of the parts for the necessary equipment to the specification provided by the physiotherapist.

If Gwynne or the doctor

advise it, our medical staff can provide ultra-sound treatment as well to give relief in cases of strains and swellings caused by sports injuries, accidents, etc.

The medical centre itself has been given 'treatment'. It's been refurbished, an additional modern examination chair has been acquired and there are attractive new curtains round the beds.

The waiting-room has been smartened up with new floor-covering and some cheerful red chairs. So if you call in for attention, you can be sure of 'sitting comfortably'.

Be kind to your heart

Watch your weight — being over-weight can lead to high blood pressure, heart disease and diabetes.

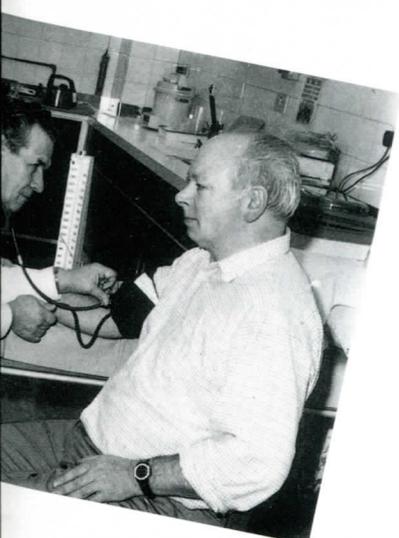
Choose food wisely — eat fewer fatty or starchy foods like meat, dairy products, cakes and biscuits, eat more poultry, fish, vegetables, salads, fruit and bread.

Go easy on alcohol — avoid having more than two pints of beer or four glasses of wine a day and don't binge!

Take regular exercise — walking (try going for a brisk walk in the lunchtime instead of sitting at your workplace, it will refresh your mind as well as your body); running (but get to know your limitations before attempting a four-minute mile); cycling; and swimming.

Be a non-smoker — if you smoke, your chances of getting heart disease are at least double those of a non-smoker.

Have your blood pressure checked at least once every five years, especially if you're over 55.



Left: Norah Miles gives ultra-sound treatment to stand-in patient Roy Thomas (small copier assembly).

How your message gets across

OUR NEW electronic communications system — Message Makers — made its debut on 31 August on a happy birthday note.

But the greetings that formed the first message to be transmitted were not for the system but for section manager Trevor Jones, and came from the girls in harness assembly.

To begin with, most of the messages that went out were of the congratulatory variety; this was just while the system was being proved and reaction from the shop floor being tested.

Says Keith Jones, business quality & training manager, who has been managing the project, "When it became obvious that people liked the service and were going to use it, we broadened the scope to cover production and quality performance reports and the business use really took off."

Co-ordinators were appointed for the various functional areas. "Their role is to validate the messages written on the special message request forms — to make sure they are genuine and to filter out anything they feel would be unacceptable," Keith told us.

What may be all right as a verbal joke may not seem so funny to the person at the receiving end when it is made public.

One useful message that needs no validation and goes out automatically to all 12 signs — 11 in production areas and one in main reception — is the time and date.

Some individualists in small batch section decided to do their own thing and fashioned a look-alike display. But since it sticks rigidly to showing the time as 0830 it is not seen as a serious competitor!

As for the other messages, they come in in remarkable variety. Roy Brooks and his telecommunications staff in Roytel Services are responsible for operating the system and they keep a record of all message requests. A random selection yielded the following:

"Hard luck Top Gun driving test failure"

"Good luck with rugby match against the Crosskeys Ladies"

"Welcome back after your operation Grasshopper"

"Congratulations on excellent housekeeping audit"

Then there have been charity appeals, production and quality performance reports, plus notices on subjects ranging from catering to club news.

One area where the service has decidedly proved its worth is in extending a welcome to visitors, and their reaction to seeing their name up in lights when they come into reception has been very gratifying.

Roy told us of the time when a party from the Norwegian Government Central Office arrived. "The name of their organisation —

Tilbudskommissjonen — was a real tongue-twister," he said.

"We were working in the telecoms office (which is securely shut away inside the data centre) and we heard clapping and cheering going on. We came out and found the group taking photographs of the 'Welcome' sign.

"They told us it was the first time anywhere they had seen their name spelt right. So their visit here was a success before it had even started."

Message Makers certainly do a lot for the image of Rank Xerox Mitcheldean and are proving a very effective public relations tool, not only as regards visitors from outside but also those from other Rank Xerox/Xerox locations.

Roytel staff have to program the transmissions, which can be made from all signs throughout the site, or just in specific areas — the senders decide.

The only exception is during the night shift when there is 'blanket' coverage because transmission is then in automatic mode.

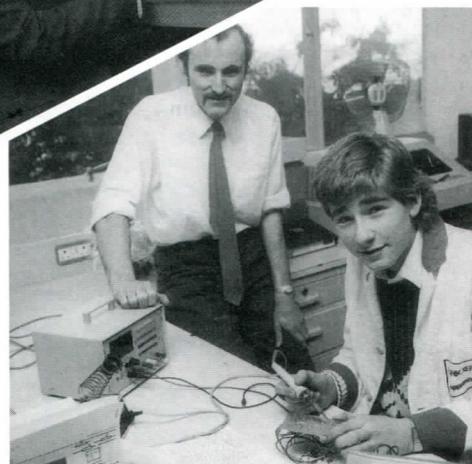
Senders can also specify the time and date, and our telecommunications staff try to meet customer requirements on timing, though occasionally there are other priorities.

Sometimes the senders ask the impossible — they want the message to go out at 8.30am and it is already 9am!

Roytel staff found they needed some method to remind them, when busy with other duties, that a certain message was due to be transmitted at a certain time, and our electronics lab. are coming up with a device to help.



Above: Maureen Ingram and Roy Brooks have their own message for us.



Right: Apprentice Marcus Herridge works on a timing device for the telecommunications staff under the guidance of Mike Read.

Under the guidance of electronics engineer Mike Read, one of our apprentices, Marcus Herridge, is devising a timer which should do the trick.

The messages are tapped into the system via the controller keyboard and are adjusted on a dummy screen before being transmitted. This is where the operators can use their skills to add punch to a message.

They can reduce or enlarge letters, italicise them, 'flash' a particular work or letter, scroll them down in venetian blind fashion or across the screen.

Messages may be static (the displays will take up to 20 characters at a time) or, in the case of longer ones, they keep 'on the move'.

Particularly popular are the graphics, built up from dots, which brighten things up still further.

Roy brought out a wine bottle and glass (from the graphics library, we mean) — "That's for celebrations." A model car is used for driving test messages, a bowler hat and walking stick for retirements.

"But," said Roy, "we don't believe in making it too gimmicky as this can get in the way of the message. We've learned what is best by studying the feedback."

And the advice to senders is: Keep your message brief and to the point, don't make it too contrived.

By hand, or by telecopier, messages come in at an average rate of six a day. By Christmastime over 300 had been transmitted since the start-up.

Says Keith Jones, "The success of the service depends on whether we make good use of it.

"Messages continue to be well read and appreciated and we believe that it is proving a valuable addition to our means of communication on site."

Ivy Carpenter

WE ARE sorry to report the death of retired employee Ivy Carpenter on 13 December at the age of 71.

Ivy started in Bell & Howell service department in 1960, later moving into harness assembly. She retired in 1975 after 15 years' service.

Married to Bill Carpenter, a long-server like herself, she brought up a large family. When we featured the Carpenters in 'Vision' in 1974 she had two daughters and a son, several sons-in-law and three brothers all working here.

Ivy used to help Bill run the Hilldenians Jazz Band in Cinderford in the '50s and more recently was secretary of the Hildene Wednesday Club.

Our sympathy goes to Bill, daughters Janet Ensor (commodity operations) and Gill Drew (supply centre) and other members of the family.

"The vibes are good," says Rob

"PERHAPS I had watched 'Raiders of the Lost Ark' once too often," said Rob Toms.

Armed with a BSc (hons.) — he read physics at Exeter University — he had gone straight into an electronics job at Marconi's and had been there some 18 months when adventure called.

He took off for Papua New Guinea, and went exploring — for oil — as field seismologist with a company carrying out a contract for Shell.

It was a harrowing experience. The crews worked in temperatures of over 100° and 90% humidity, clearing jungle for helicopter pads and setting off explosions. The vibrations from these were picked up by sensors in the ground and recorded on computer to indicate possible reserves of oil.

In the process Rob caught malaria, developed cysts on his feet and suffered from various other unpleasantnesses.

"We worked along the river Sepik which was infested with crocodiles, and crocodile steaks were occasionally on the menu," he told us.

When we asked what they tasted like, he replied "It depends on what they have been eating. Generally fish," he added hastily.

The other local delicacy was fly grubs which, not surprisingly, Rob couldn't bring himself to try.

The job was labour intensive and with their new earnings the natives made a quantum leap from what was virtually a Stone Age civilisation to owning personal stereos.

The appearance of such benefits of the 'silicon society' were a measure of the crews' progression along the river!

One of the nice things about the job was that they worked ten weeks, then had four weeks off plus a free ticket home.

Rob stayed out there, however, and took the opportunity to do more exploring on his own account.

He visited the more temperate south-eastern parts of Australia on one leave; on another he went to Thailand, Malaysia and Burma.

When the oil price dropped and crews were laid off, Rob was retained and he enjoyed a cooling-off period skiing in the French Alps.

His next assignment took



Rob Toms calibrating equipment in the back of a truck when seismic prospecting for gold in the Transvaal.

him further west, prospecting for gold in South Africa — still with the same company and using the same techniques, except that special trucks were used to create the necessary vibrations because of the roads.

Here in the Transvaal the weather was cooler than in the Indonesian Islands, but there were hotspots of a different kind. The political situation was unstable and landmines, tear gas and murder were part of the scene.

All these pioneering experiences didn't seem to count much with employers back in the UK, Rob discovered, when he returned home and started looking around for new opportunities.

Then he read about the EITB Fellowship in Manufacturing Management — a conversion programme designed to help increase the flow of engineering and science graduates into this discipline — and duly applied.

The first phase of the programme consists of five months' study at the Cranfield Institute of Technology in Bedfordshire.

Rob's course covered a range of subjects from human resource management to computer integrated manufacture and included a trip to the USA (New England) to study the manufacturing industry. "It's a very different style of management over there," he told us.

This foundation phase is followed by a 12-month industrial phase working on a 'live' manufacturing management assignment within an engineering company.

And this is where Rank Xerox Mitcheldean comes into the picture. The EITB seek companies prepared to offer such assignments, and our

personnel department saw here an opportunity to improve Mitcheldean's graduate recruitment chances.

Having intimated that we were prepared to offer placements, Keith Laken (now in group personnel) went to Cranfield and gave a presentation on the company, our section manager development scheme and the Leadership Through Quality philosophy.

Some months later, Rob's tutor contacted us; he and Rob came along for an interview with Brian Buckland and Keith, as a result of which Rob was offered a placement.

"Naturally," said Rob, "I had heard of Rank Xerox and I knew their reputation for quality was very good."

He arrived on site last October and took up his present position as a section manager in the CCT, flash test and pack area of the new 5028/5018 facility.

"I was particularly interested in the single station build concept and its effect on further improving quality," he told us.

After such an unusual start to his career, we wondered whether Rob, who lives in Cheltenham, had sought to compensate for the lack of crocodiles, explosions and other excitements by taking up some challenging sporting activity.

Having tried scuba-diving, skiing and pot-holing in the past, he is currently concentrating on squash "which I play rather badly."

But if the call for something more adventurous reasserts itself, he says he might go back to pot-holing. And the Forest of Dean is just the place for that.

One of the locals in Papua New Guinea, all dressed up for a 'sing sing'.



Fun with fund-raising

Not a kinky wedding group, but a reminder of the time last November when harness assembly staff wore fancy dress to raise a laugh — and money — for the Children in Need appeal. The 'bride and groom' and others did plant collections, and there were raffles, naming games, and fines for not wearing a funny hat. A departmental dance brought the total raised to a splendid £827.55 which the company rounded up to £1,000.



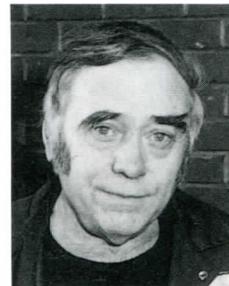
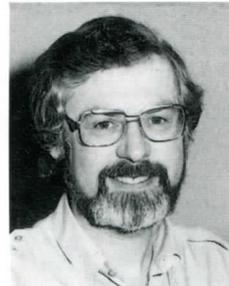
Service awards



Top row (l. to r.): Ted Tuffley, John Harris, Graham Lockwood.

Right: (l. to r.): Gordon Blewitt, Gerald Frowen, Len Webb.

Left: Brian Mould cuts the massive cake which came with his 35-year service award.



35 years

NIGHT SHIFT manager **Brian Mould** knew his 35-year service award was due to be presented on 2 October; but the cake that came with it — enough for 200 people — was a big surprise.

Many of the day shift section managers came in to join in the celebration. MOC manager Brian Buckland, who presented the award, described Brian as “a local lad who has made good” and paid tribute to his commitment — to the people who work here, to his job and to Rank Xerox.

Starting as an assembly hand, Brian was one of the last operators to work on Bell & Howell equipment. He transferred to the 914 line and in the mid '60s he and Graham Weaver were the first two operatives to work on 2400 pre-production.

In the period 1966 to 1972 promotion came rapidly — from chargehand to supervisor to assistant manager. As assembly manager he was closely involved with the start-up of the CBA family, and when these machines reached ‘the end of the line’ he became shift manager on 1020/1035 and then 1025/1038 assembly, alternating with Les Kilmister.

For the last two years he has managed the plant night shift. “Being on permanent nights suits me,” says Brian. “We live in a quiet village and I am good at sleeping!” Night shift doesn’t interfere with any hobbies either — he’s an armchair sportsman with particular interest in watching horse-racing.

He and his wife have two children, a girl doing ‘A’ levels and a boy at Laker’s School.

Brian told us that he was the third member of his family to work on site. His sister Jean came first (she was secretary to Ernie Blaich, then plant engineer), then his brother John started in the machine shop (he clocked up 30 years’ service before retiring). But Brian has outstripped both and now comes fifth in our long service league.

30 years

It was just before Christmas, 30 years ago, that **Ted Tuffley** moved into his first job on the top floor of Mitcheldean’s brand new building (now bld.11); his department — tool engineering — was appropriately known as TED!

Having completed his apprenticeship, commenced with Armstrong Siddeley, in the machine shop planning office, he spent six of the next nine years working on tooling for the auto lathes.

In 1969 he was made a section leader, taking on responsibility for the whole range of jig and tool design.

1972 saw him become assistant manager in component planning and from '74 to '80 he played a significant role in connection with the Burkhardt & Weber machines.

A complete change of direction followed when he took charge of transport and off-site stores. Later external transport was contracted out but it continues to operate under the control of Ted’s department.

“Use of the latest technology is enabling us to provide a much more efficient service while cutting costs,” says Ted. “The introduction of radio telephones into HGV vehicles means we can now contact them anywhere in the country; more recently we have introduced two-way radio links with internal vehicles, with the option to talk direct to drivers without going through control base.”

1988 also marked the 25th anniversary of Ted’s marriage to Regina whom he met when she too worked on the top floor of bld.11. They have two daughters — Susan who is with Imperial Trident Life, and Wendy who is doing ‘A’ levels.

All Ted’s brothers and sisters have worked at Mitcheldean — Eva (cleaning staff), Fred (in CBA assembly), Les (tool room) who clocked up 40 years’ service before retiring, and Freda who also worked in TED; Ted is the youngest.

For 20 years he played for Mitcheldean FC; he was chairman for two years and he continues to give administrative support. Working on his allotment and photography are other leisure time activities.

While still apprenticed at Mitcheldean, **John Harris** had a fight he’ll never forget. He was Western Counties junior lightweight boxing champion at the time and was engaged to take part in a tournament in Cinderford.

His opponent didn’t turn up, but the organisers found a substitute 1½ stons heavier than John. Having sold tickets to his mates, he felt obliged to go into the ring where “I got a damn good hiding,” he says.

From that day on, his mates in the tool room used to threaten to bring over “the chap from Cheltenham” if they wanted to bring him to heel.

Half way through his career, John transferred to tool inspection for which he is currently AEU shop steward.

For many years he was heavily involved in community work (he was the first deputy mayor, and second mayor, of Cinderford Town), but “now I’m taking a rest,” he told us.

Not entirely though. He has just written a town guide, illustrated with his own photographs, which is due to appear this spring.

He and his wife have two children; daughter Claire is still at school and son Robert was one of our YTS youngsters. He was placed in MIS and, says John, “We were very pleased with the type of training he received — it helped him to get a job as a trainee programmer.”

John has served on the LSA committee and has been chairman of the Gardening Association since its inception, and he would like to see the annual competition expand to cover a wider range.

25 years

A former Three Counties ‘Apprentice of the Year’, **Graham**

Lockwood did part of his apprenticeship at Hawker Siddeley and completed it at Mitcheldean — in the model shop.

He remained in that department, building prototypes, for 19 years until it was phased out along with design engineering in 1982, since which time he has worked on the panel repair section of refurbishing’s paint shop.

“Some 90 per cent. of the panels from a wide variety of machines come to us and we do anything that is required to make them as good as new or even better,” says Graham.

Refurbishing takes up much of his spare time too. For four years he has been restoring his parental home in Ruspidge to its former Edwardian glory, even putting in cast-iron fireplaces, though he’s keeping the kitchen and bathroom right up to date.

When it’s ready in a year’s time, he and his wife Cynthia and their two teenage daughters will move in. “The fact is, I’m a collecting maniac and we need the space.”

In addition to stamps (he is a member of the Gloucestershire Philatelic Society), Graham collects coins, postcards, books — and he has almost every issue of ‘Vision’ since he joined us in 1963, all in pristine condition.

He has long been interested in photography and the coming move to a bigger house will enable him to achieve one of his main objectives, which is “to have my own dark room again.”

Gordon Blewitt came as a temporary assembly hand, and stayed for 25 years, working on a number of machines both in new build and refurbishing with spells at Gloucester Trading Estate and Lydney.

He first switched to materials handling in the late '70s when he was promoted to chargehand in piece part recovery, and subsequently went to Lydney — for the third time in his career — for the start-up of the 2300, becoming a foreman.

He is one of those who have

ROS customise new lasers

AMONG THE seven new products introduced by Rank Xerox at Düsseldorf in November last were two new laser printing systems.

These were the Xerox 4090, which provides better productivity for high volume data centres, and the Xerox 4650 which features a grade of resolution approaching offset printing standard.

The 4090, printing at 92 pages per minute, offers unmatched input paper handling capabilities by providing up to four input trays. Each tray can feed different paper sizes or stocks to the printer and intermix them during a print run. The printing system can then automatically stitch or stack as necessary.

The 4090 system is designed for use in medium and large data processing departments needing high quality computer reports and other forms-intensive output.

The Xerox 4650, printing at up to 50 pages per minute, is the first Xerox laser printing system that features a resolution of 600 spots per inch, twice that of other laser printers.

Because of this very high resolution, the 4650 is especially suitable for producing external documentation in which print quality is of particular importance.

The first four systems received by EMO (two 4090s, two 4650s) were installed at Welwyn Hall (Xerox Research Centre) and Marlow (RXHQ) by Mike Smith and Stuart Meek (ROS, Mitcheldean) and Richard Green of the Systems Business Division — Engineering, Welwyn.

These systems were needed for software development and demonstrations prior to launch.

Because of time constraints between the receipt of new systems at ISC and the launch date, it was decided to customise and pre-install all launch machines at Mitcheldean.

An influencing factor in this decision was the expertise gained by our ROS department during the first four installs.

The exercise commenced during September and continued through to November, during which period six 4650 and five 4090 systems were completed. (This activity has now been extended to include the 9790 complete with an expanded auxiliary tray facility.)

Customisation and pre-install of the high volume printers have been well received in the field, as installation time at the customer premises has been kept to an absolute minimum.



Top: Proving out a new level of English language firmware on a 4090 are Mike Smith (ROS), Richard Green (SBD-E, Welwyn) and line operator Gordon Bullock. Above: Stuart Meek (ROS) and line operator Bob Rutsch carry out component control tests on a 4650 using the diagnostics capability.

The operating companies have difficulty in putting a value on enhanced customer perception, but suffice it to say that forecast placements for the coming year are considerably higher than for last year.

The customisation and pre-install activity augments the refurbishing of the many laser product lines handled by the

Mitcheldean refurbishing staff.

During the past four years they have built up considerable expertise on the following programmes: 9790, 9700, 8700, 4075, 4060, 4050, 4046, 4045, 3700 and 2700. The 4090 and 4650 complete the range currently marketed by Rank Xerox.

John Gurney

served the longest in the small copier environment and his section showed their appreciation when they arranged for a Kissogram girl to bring him greetings at their 1986 Christmas lunch.

Currently materials section manager for 1025/1038, he says "Having a two-way radio now is speeding up the lines of communication tremendously. I don't have to keep running over to bld.1, or back to my 'phone to contact transport control, and on night shift or at other specific times I can speak direct to the drivers."

Gordon has no particular hobbies, being fully occupied running a home for his son and daughter.

Having completed his two years' national service, mostly out in Malaya with a few final weeks in Hong Kong, **Gerald Frowen** settled in Mitcheldean in 1963 as an assembly worker on the 914.

Since those days he has worked on a wide variety of our machines, and is currently a copy quality adjuster in 5046 FR&T.

Other long-servers may remember his wife Carole, who was a secretary in 813 assembly.



Olly Evans, Chris Hale, Steve Syer, Gwyn Richards and below John Humphries, Gary Sleeman, Keith Laken, Jim Pedrick and Gordon Baker —all 20-year people.



The Frowens have two daughters, one still at school and the other taking her finals in nursing.

Gerald used to play football for Coleford, along with Bill Poyner, another 25-year man. Then some six years ago he took up skittles and became a member of the Jovial Colliers team.

Len Webb was engaged to pack 914 machines — then he too joined the assembly line.

In succeeding years he was involved in both new build and refurbishing/remodelling of machines from the 660 to the big CBA family.

He became a setter operator while working on the 4000 family

and went over to Venray in the early '70s for 'a re-run' prior to the transfer back to Mitcheldean of the 7000.

During a spell in the flexibility pool he spent a few months in transport, and helped to set up spares packing when it was brought back in plant.

He landed back in refurbishing some six years ago and is employed in dismantle & clean where "every day is wash day for me!" says Len.

Walking is his favourite form of relaxation. "I do it for health reasons and you couldn't ask for better walking country."

20 years

The last group of people to qualify for 20-year service awards in 1988 included the following: Chris Hale (finance), Gary Sleeman (1012 materials), Keith Laken (group personnel), Steve Syer (product engineering), Geoff Hale (refurbishing), Maureen Baker (production stores admin.), Gwyn Richards (MIS), Gordon Baker (ROS), Olly Evans (purchasing), Jim Pedrick (spares packing), Colin Phelps (SQA), John Humphries (refurbishing) and Den Brown (purchasing).

Mission to Armenia

AS A member of the Gloucestershire Ambulance Cliff Rescue Team and an experienced mountaineer (we featured him when he climbed halfway up Everest in 1985), Dave Sleeman has acquired considerable skills in coping with difficult and dangerous situations.

He is also a member of the International Rescue Corps — an organisation committed to giving assistance anywhere in the world in the event of major catastrophes.

Last October, Dave, who worked in MIS, decided to leave Rank Xerox after 14 years' service. The usual 'brown envelope' was passed around the offices of buildings 7 and 8 for a farewell gift; but Dave requested that all the money donated should go instead to the International Rescue Corps.

Dave Evans and Ann Cinderey, colleagues of his in MIS, also asked the company to make a donation to this registered charity, which is based in Marlow, and as a result the Rescue Corps received a total of some £100.

Little did anyone guess that the money would be put to use so soon.

Just some five weeks later — on Wednesday, 7 December — the terrible earthquake occurred in the Armenian republic of the USSR. And this worthy but little known charity made the front page of the world's press.

The offer of international assistance having been accepted by the Russian Government, Dave and 14 other members of the International Rescue Corps were flown via Moscow to Yerevan, the capital of Armenia, on the following

Friday.

Two hours after arrival the team were being deployed in Spitak, the town nearest the centre of the earthquake, which had been totally destroyed.

During the next 72 hours they worked, with very little sleep, continually searching through piles of rubble that had once been homes, schools, hospitals and factories, and using sound detection equipment in their search for any sign of life underneath.

The area was still suffering from small earthquakes and after-shocks which made entry

on to some of the sites very dangerous.

Unfortunately they did not find anyone alive, but they were able to give comfort to grieving relatives when they recovered the bodies of their loved ones.

The return journey home was again via Moscow. However, this time the team were given the chance of an overnight stop to catch up on some sleep, and staff from the British Embassy took them on a guided tour of the Red Square the following morning.

They also lunched with the British Ambassador and during a tour of the Embassy Dave noticed a Xerox 10 Series copier in use by the staff.

Golfers gear up for 1989

HAVING BEEN called to order by chairman Don Meek, the gathered golfers, hackers and others assembled into a formal meeting for the Golf Society's annual general meeting on 16 November. The chairman thanked all members of the committee for the support he had received during the year, especially from Danny Haines who was standing down because of work commitments.

The fact that the members who played in the Interplant Competition at Rosslare, Republic of Ireland, had a splendid trip, enjoyed by all, was largely due to Danny's efforts and planning.

Average attendance on Society outings had been 22, which was down on the previous year's figure, and treasurer Tony Murrell reported a small profit for 1988, due primarily to the low numbers.

The venues selected for 1989

were: Abergavenny, Henbury, Knowle, Cirencester, Malvern with Rolls of Monmouth and Minchinhampton as back-up venues.

Officers for the forthcoming season were elected as follows: *chairman* — Don Meek; *secretary* — Wilf Jones; *treasurer* — Tony Murrell; other committee members were: Bill Meek (captain), Dave James (vice captain), Jeremy Barnard, Dave Tyler, Dave Robinson, Trevor Jones, Danny Haines, Mark Barnard.

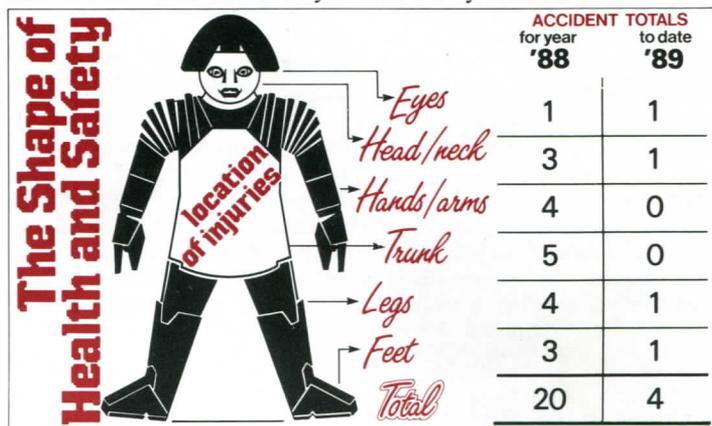
A general discussion on the membership and venues ensued and it was agreed that, for a trial, one outing during 1989 would be a 27-hole competition.

The formal business concluded, the retiring captain Trevor Jones performed his last duty of the year in presenting all the trophies and tankards to the competition winners.

W.J.



From left: Retiring captain Trevor Jones with trophy winners Dennis Ede, Mark Barnard, Dave James, Terry Hook and Dave Tyler.



His losing ticket won a video prize



Albert Mansell with his prize video recorder; pictured with him are Dave Lea (S&SC committee member), John Say and David Drydown (Bass Worthington Wales & West), club manageress Roma Price and Richard Morgan (S&SC trustee).

RETIRED EMPLOYEE Albert Mansell could hardly believe it when he heard that a losing ticket in the Worthington Best Bitter competition run by Bass Brewery had won him a video recorder.

For months the Sports & Social Club had been participating in the nation-wide competition. A card which came with every pint bought over the counter offered a free pint, a small prize, or nothing.

If the latter, the card could be forwarded by club manageress Roma Price for entry in a major prize draw.

Albert's losing card went in the draw with some other 20,000

entries. Then, just before Christmas, he learned he had won second prize.

He was presented with the video recorder by a representative of Bass Brewery in the clubhouse on 9 December (when the bitter was on sale at a reduced price!).

Four years ago Albert was obliged to retire from his job in our transport garage because of ill health. He has had two hip replacements and was still recovering from the second when he heard the good tidings.

He likes to watch a lot of sport on television — trotting races are his particular interest — so now he can get a much wider coverage.