

# Vision

The house magazine of Rank Xerox Mitcheldean

## M.O. worldwide staff meet on site

AL DUGAN, who is responsible for Manufacturing Operations worldwide, holds his quarterly staff meeting in different locations, and in June it was Mitcheldean's turn to be host plant.

The meeting presents an opportunity for senior M.O. staff to review developments and benchmark best business practices with each manufacturing operation.

A series of sessions was held commencing on Monday, 24 June, when a JIT Transition Council meeting took place, the first half highlighting EMO's JIT initiative.

A delta T status was on the agenda, and an EMC team led by Dave Wood gave a presentation on a fast flow line JIT project which demonstrated how Mitcheldean was using this tool to benefit operations.

A subsequent presentation showing the use of A delta T in a project to reduce the number of trailers used was given by Jane Meek and her team in materials logistics.

As M2000 project leader, Phil King reported on the progress of

this initiative, the main benefits being the reduction of inventory by more than 20 per cent. coupled with increased flexibility and shorter lead times.

On the Wednesday morning the focus was on EMO's plans in pursuit of its number one objective of customer satisfaction, and as part of this presentation John Flynn spoke about the new initiatives being implemented at Mitcheldean.

Following this, the senior staff had an opportunity to tour the site and talk to employees, escorted in two groups by Robin Fyffe and Mark Barnard.

They were particularly interested in the electronics facility which many were seeing for the first time; they also showed great interest in our application of SPC across the site and were given a demonstration of the computerised 'Network' system in the fuser roll centre.

Al Dugan himself spent some time in building 4 reviewing the EMC facility and he expressed satisfaction with the business operation there.

The staff meeting came to an end midday on 27 June.



John Flynn explains how the 5012/14 mini line gives increased capacity to cope with changes in demand. With him (from left) are Joe Marino, Shrawan Singh, Dick Morabito, Sandy Schiffman, John Wigg and Chuck Goslee.



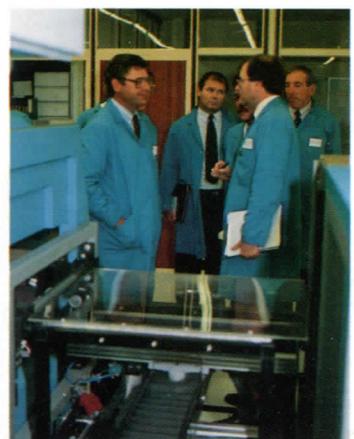
Discussing how the Rank Xerox/Xerox Flexigrid conveyor gives flexibility to the 5012/14 build facility are John Flynn and Ron Slahetka. Seen selecting components from the carousel is Dave Watkins.

Alongside the fast flow line in the EMC are (from left) Jim Horn, Robin Fyffe, Dave Wood and Ron Slahetka.

Ron Slahetka studies an order form for DocuTech customisation with (left) Norman Kear and (centre) Mike Perkins in recycling operations.



In the fuser roll centre the computerised 'Network' system is demonstrated by Mike Young to (from left) Steve Tierney, John Thomas, Bill Castle and Ron Slahetka. Far right is Keith Burford.





Steve Tierney with the 25-year service group.

**THOSE** due to receive LSA 25-year service awards at the dinner were: George Alderson, Jim Bevan, Syd Cooper, Maisie Davies, Alfie Duggan, Leighton George, Clive Griffiths, Chris Gurney, Glanville Haines, Mike Jones, Alf Parker, Mike Powell, Louis Taylor, John Treherne, Willy Ward.

## The going looks good!

RECOLLECTIONS OF LSA annual dinners do tend to get blurred over the years.

But this year's — the 38th — will surely fix itself in the memory as the first ever to be held at a racecourse.

Four weeks before it was due to take place, the usual venue in Ross-on-Wye became unavailable and the race was on to find a new one that could accommodate the 230 or so people expected.

Working against the odds, the dinner organisers managed to surmount all hurdles and reached the finish just in time for 3 May.

The Prestbury Suite at Cheltenham Racecourse — the premier National Hunt horseracing venue — lent the event a unique atmosphere.

From the Tommy Atkins Bar, people had a grandstand view of the course while they sipped their drinks before going in to dine in the Mandarin Suite.

Steve Tierney, EMO vice president and director, had been invited to present the 25-year service awards, and LSA chairman Kevin Horrobin extended a warm welcome to him and all the other guests.

In proposing a toast to the LSA, Steve Tierney acknowledged the individual talent, loyalty and 'day in, day out' effort of long-serving employees, and he thanked them for their contribution to the company's current successes.

1990/91 continued to be rather exciting for Mitcheldean, he said. The move of the electronics operation from Welwyn to Mitcheldean had proved remarkably successful, and he paid tribute to Kevin Horrobin and his team for their work in achieving this.

"Having that operation is the key to being world-class. It fits in extremely well with Xerox Corporation's mission to produce in Europe what we sell in Europe," he said.

Xerox top executives who had recently paid a visit to the plant

had been very impressed indeed with operations on site.

"We have shown Xerox that we can be world class and that investment in us is justified."

He spoke of the launch of a new strategic direction — the company's role as a major participant in the document business with copiers, duplicators and intelligent printing — the launch of the DocuTech system that enabled full document management.

This, coupled with the array of new products to be launched in 1991/92, provided tremendous opportunities and the outlook for our operations in Europe in the 1990s was extremely encouraging, he said.

"We aim to be one hell of a company in the year 2000!"

Kevin Horrobin, proposing a toast to the visitors, gave a status report on the Mitcheldean LSA.

Then, on behalf of Gerry Lane, the association's president, who was unable to be present owing to a prior commitment, Kevin highlighted some of Mitcheldean plant's activities over the past year.

The relocated EMC was now regarded as being amongst the world's best. Mitcheldean should

feel justifiably proud that it is performing exceedingly well and meeting all of our customer requirements, he said.

"The management team believe that the introduction of this facility on site is one of the most significant factors in establishing a firm foundation for ongoing stability and possible growth for the plant."

In the more traditional areas of the business we continued to manufacture a range of low and mid volume copiers, all of which were demonstrating strong demand within the marketplace.

Parts manufacturing and harness assembly areas remained stable businesses, and as part of our Mitcheldean 2000 strategy we had plans to upgrade and relayout both.

Refurbishing, now known as recycling in keeping with the current environmental theme, continued to flourish and was regarded as the foremost recycling facility in Xerox.

"We are now well down the road towards meeting the very aggressive targets we set ourselves in our Mitcheldean 2000 Project — a strategy designed to ensure that the site is recognised as a world-class



We are well on course with Mitcheldean 2000 project, says Kevin Horrobin.

manufacturing facility delivering high quality products at competitive costs."

During the past year all small copier assembly had been transferred into the new product assembly centre, formerly the warehouse.

"Many of you who remember it as such would not recognise it today," said Kevin. "A significant amount of investment has transformed the building into a clean, light and modern production facility."

Kevin spoke of the new Quality Breakout strategy to ensure we deliver continuous improvement, and also of our award of the Sword of Honour by the British Safety Council and additional awards from the latter and from the Royal Society for the Prevention of Accidents.

"These clearly indicate that Mitcheldean is a total quality plant, with a quality focus on every aspect of our business."

The strategy of manufacturing products sold in Europe, coupled with the five new products we were planning to manufacture and launch from Mitcheldean within the next 18 months, provided not only opportunities but also significant challenges for the plant, he pointed out.

"This is the first time in our history that we have faced such challenges, made even more demanding by the fact that we will be sourcing up to 80 per cent. of the material and components for these new products from local suppliers, who will be situated within a delivery capability of 24



Enjoying the racing atmosphere, outside and inside.



hours from Mitcheldean.

"Our future strategy will also see the growth of electronics manufacturing on site.

"Gerry Lane and his management team believe we can grasp this opportunity with the full involvement of all employees on site in developing solutions at the working level to the problems that will inevitably arise.

"Employee involvement and participation is a phrase that is becoming more and more common as we have tried to increase the level of involvement in recent years. However, we recognise we still have more to do in this respect.

"But, overall, we are making progress, as evinced by the fact that employment levels at the plant have grown by 600 in the past year to the current figure of just under 2,000.

"We believe that, with the opportunities here described, and the maintenance of our good reputation as a manufacturing plant delivering products that satisfy the customers by being on time, at the right cost and of the correct quality, then Mitcheldean plant is set for stability and possibly future growth."

The response for the visitors was given by Bernard Morris, director of human resources, EMO, who commented that it was good to see a relatively high employment level again.

He congratulated the LSA committee on having done "a fantastic job".

Almost half of the association's membership was retired, and it was nice to know that Alan Cryer (who carried out the task of MC on the night with practised ease) would be representing the pensioners as a trustee.

Our current longest server is Eric Smith, who completes 40 years of service in August; but



Steve Tierney's wife Julie presents Arnold Gaylard with the top raffle prize — a gallon of whiskey.

Bernard put things in perspective when he pointed out that Rank Taylor Hobson had some 50-year awards under their belt!

Vice president Fred Wickstead took the opportunity to "say hello" to his friends and briefly reminisced about the old days and his time in the States. He congratulated "modern management on their technical abilities and the way they have prospered over the years."

The proceedings came to an end with the traditional raffle, conducted by Alan.

Steve Tierney's wife Julie, who presented the prizes, was given a lovely bouquet and she put the seal on the evening when she said how much she, Steve and their daughter were enjoying living in England.

"We are loving every minute of it!"

### He's gotta horse!

LES BENT, who worked in industrial engineering before he retired, was in his element at the racecourse. A former greyhound racing man, he has switched from the track to the turf and is part owner of a horse called 'Stated Case'. It has competed in a hurdle race and will be running again at Cheltenham next autumn.

## Numbers keep rising

CURRENT MEMBERSHIP stands at 634 including 283 retired members, it was reported at the LSA annual general meeting held on 12 June.

During 1991, 24 members received a 25-year award; next year 37 will become eligible. New members in 1992 are expected to total 61 and this will rise to 113 the following year.

In addition to the traditional activities, the association held its first Sixties Music Night in March which proved very successful, and the plan is to hold such evenings twice a year, the next being on 21 September.

A revised scheme for recognition of long service was further revised during the year and is now felt to be a satisfactory

improvement on past practices.

It is intended to enhance and catalogue the archives of LSA-related material and this will soon have a permanent location in building 7/2.

During the year the LSA had a change of presidency, with site director Gerry Lane succeeding David Stokes.

All officers and committee were re-elected as follows: chairman Kevin Horrobin, vice chairman John Gurney, secretary Janet Ruck, treasurer Dave Morris, publicity secretary June Knight, and committee members Christine Aston, Graham Beavan, Ken Buffin, Colin Butler, Christine Horlick, John Spratley and Pete Waugh.

## A safety double



From left — John Spratley, Dr Douglas Latto, chairman of the board of governors of the British Safety Council, who presented the awards, Wim Van Eerde and Robin Fyffe.

THE AWARDS banquet held at London's Grosvenor House on 17 May by the British Safety Council was a unique occasion — for Rank Xerox.

It was the first time that two plants within our organisation had ever received such awards at the same time.

For Modi Xerox it was also the first time they had applied for and received a BSC industrial safety certificate. Their application came about through Graham Bunt, a past chairman of Mitcheldean's main safety committee, who is currently on assignment with our Indian associates as joint director, technical support MTO.

Wim Van Eerde, manager, joint ventures and licensing projects, received the award on their behalf while John Spratley, Mitcheldean's safety & security manager, received our plant's certificate at the event which was attended by 300 of the UK and international 1990 award-winning companies.

It was far from being our first BSC certificate — in fact, it was our 14th consecutive one. The certificate goes to companies achieving an accident record lower than the targetted national average incidence rate for any given industry, which we have done consistently.

Earlier this year we celebrated

receiving our second Sword of Honour from the BSC — an honour which we apply for only at intervals of several years since it requires very lengthy preparation and covers the whole philosophy of health and safety.

On 20 June, at the ROSPA safety exhibition at the NEC, Birmingham, John received further recognition on our behalf — the silver award of the Royal Society for the Prevention of Accidents.

The older of the two institutions, it differs in its approach from the BSC and its award is more difficult to achieve than the latter's certificate since it takes safety organisation as well as performance into account.

We won the bronze award in 1989 and, says John, "next time we're going for the gold, so we're depending on everybody to continue their personal efforts in working sensibly, conforming with the rules and not taking short cuts.

"It is nice to get all this recognition, but our prime objective is to prevent people from getting injured."

The safety standard of our plant is assessed internally as well and a D&M/MO biennial safety audit on site was due to be held as we went to press.

Three RX teams (one from Mitcheldean, two from Lille) came within the first five out of the 15 teams who took part in the annual inter-company fire-fighting competition held at Lille site on 14 June. Pictured are our firefighters Steve Zimmermann, Colin Wilson, Mark Christopher and John Spratley.



# A record year for Spain — and Rank Xerox

THE YEAR 1992 will be an historic one for Spain. It is the year in which:

- the 25th Olympic Games will be held at Barcelona;
- the 500th anniversary of Christopher Columbus' discovery of America will be celebrated in Seville at the Universal Exposition (Expo);
- Spain joins the European Community.

It will also be a very special year for Rank Xerox in Spain.

Rank Xerox is the official supplier of document processing equipment and 'joint partner in electronic publishing systems' for the XXV Olympiad.

In Seville Rank Xerox will not only be responsible for all document processing capability, but will be one of just 13 'partners' privileged to have their own corporate pavilions in which to portray their contribution to tomorrow's Age of Discovery.

Almost exactly a year from the publication of this issue, the Olympic torch will be lit and the Games will commence. But Rank Xerox machines have already commenced helping to ensure the Olympics are a success.

Over 1,900 pieces of hardware are being used, linked by an Ethernet local area network to provide three key services: electronic distribution of results, an electronic publishing centre, and general copying services, equipment for which includes over 200 5014 copiers.

The 500-square metre publishing centre, located at the Barcelona Olympics Organising Committee (COOB) and run by Rank Xerox, is now in operation and has a capacity of over six million pages a month.

It houses Xerox's most technologically advanced equipment, capable of taking any document and putting it through a complete publication cycle —



*The DocuTech Production Publisher joins the array of document processing equipment installed in the Rank Xerox publishing centre for the Barcelona Olympics organising committee. These 'state-of-the-art' machines are customised at Mitcheldean.*

*COBI, the 1992 Barcelona Olympics' mascot, poses with a Xerox Information Point. This features a touch-sensitive screen displaying icons representing the various sports, and gives a print-out of results in one of four languages.*



from editing, design, electronic printing, conversion into a wide variety of formats, through to binding.

The complete system consists of workstations, scanners, specialised computers, laser printers and high capacity binding and photocopying machines.

The star performer will be the DocuTech production publisher which was installed last June.

Instead of using runners as at previous Olympics, results will be communicated in a flash by a Xerox electronic results distribution system which uses electronic pigeon holes (EPHs).

The system is being operationally tested at the Pre-

Olympics which commenced in June.

The user-friendly EPH unit consists of a touch-sensitive screen connected to a Xerox personal computer and a laser-printer. It is linked by an Ethernet local area network to the main computers which process the results of each event within five minutes of its ending.

A journalist can select which event he requires on the screen and, once the result is on screen, the laser printer prints out a hard copy in English, French, Spanish or Catalan.

Six hundred of these EPHs (officially known as Xerox Information Points) will be located at the main press centre and other strategic points.

In addition to meeting the documentation needs generated by 10,000 athletes from 167 countries, and up to 15,000 journalists scrambling to transmit the results of 28 sports and hundreds of events via some 600 terminals to audiences around the world, the Rank Xerox Olympic contribution includes training over 2,000 people to use the equipment and installing some 350 engineers to maintain it 24 hours a day.

Customer groups are already visiting Barcelona to see Xerox

technology at work. To accommodate VIP customers and key OpCo employees during the Games themselves, which run from Saturday, 25 July to Sunday, 9 August, 1992, Rank Xerox Spain has leased the luxury liner *MS Berlin* which will be moored in the port of Barcelona during the Games.

## Expo '92

As official supplier for document processing to the Universal Exposition (Expo '92), to be held between 20 April and 12 October, 1992, in Seville, Rank Xerox Spain is already fully involved in all aspects of document production.

Virtually the entire range of Xerox products is currently being used by Sociedad Estatal, the Expo '92 organising committee.

As exclusive supplier, Rank Xerox has already installed hundreds of machines and expects a total of some 1,000 to be in place before the Exposition begins.

Linked by a network 6.5 kilometres long, the equipment will produce an estimated 100 million copies before Expo begins and around 40 million during its run. This is the biggest local area network in Europe.

Customer groups and VIPs will be flocking to sunny Seville to see 'The Document Company's living laboratory' and some visits have already resulted in valuable contracts.

Rank Xerox is highly visible on the Expo site, since almost every single machine used by the 500 employees of Sociedad Estatal in their day-to-day work is a Xerox product.

Rank Xerox Spain recognised Expo's unique marketing potential at an early stage and was involved in the project long before people outside Spain knew about it.

This enabled the company to tie up exclusive rights to supply all office automation and document processing systems, effectively locking competitors out of the picture.

Work has now begun on the Rank Xerox pavilion, a 1,600 square metre building that will have, in addition to exhibit space, a 100-seat auditorium.

Located in what promises to be a much-visited thoroughfare in front of the main entrance to the US pavilion, the RX pavilion will be an ideal venue for OpCo-sponsored seminars and for a major event to commemorate Rank Xerox Day on 16 June, 1992.

After Expo, the structure will be amplified and serve as southern regional headquarters for Rank Xerox Spain.

## Supporters for 27 years

WE ALREADY have a long and proud association with the Olympics dating back to the 1964 Winter Games in Innsbruck, when Rank Xerox Austria was official copier sponsor.

Every four years since then a Xerox company has been a sponsor of the Summer or Winter Olympics, or both; as the scale of the Games has grown, so has our contribution.

At the Montreal Games in 1976, for example, Xerox

equipment generated 7 million copies. Twelve years later in 1988 in Seoul that number had grown nearly ten-fold to 67 million. In 1992 it is expected to produce some 200 million copies.

In Barcelona, Rank Xerox lived up to its reputation for being first off the mark by becoming a founding member of the Barcelona Olympic Organising Committee (COOB) two years before the city was even nominated to host the '92 Olympics.

# Gaining an insight into industry

IT ISN'T easy for youngsters to get a job these days if they haven't any skills or work experience to offer.

And it's even harder if, for whatever reason, their basic learning progress has been held back.

To help young people in this situation, the Royal Forest of Dean College has developed a special work experience scheme in which we have been happy to participate.

The project enables students with moderate learning difficulties to sample work experience in three different employment situations — a consumer environment at the County Store Co-op. in Cinderford, a caring one at Westbury Court old people's home in Westbury-on-Severn, and a manufacturing one at Mitcheldean plant.

In between placement at each location, the youngsters return to College for evaluation and preparation for their next move.

In this way the aptitude of the

students for the type of work available can be assessed by both college and employers and, at the same time, it helps the young people themselves to make informed choices as to their career development.

After initial discussions between Brian Fowler (training) and Suzanne Angel, the College's extension studies co-ordinator, a group of ten students came to Mitcheldean last spring for a 'look-see' exercise.

An induction session gave them an insight into what was expected of them and put any doubts at rest, and they were given dexterity tests.

All except one were placed in EMC stores, where Graham Williams arranged work experience in the stores and kit marshalling area.

The exception was Malcolm Bradley who was settled in the medical centre, where he helped with reception/clerical work and with bandaging, applying ice packs, etc. (he has some first aid knowledge and holds a 'caring for

*Katie Jones crops components in EMC pre-form — looking on are Sean Williams and Julie Moore.*



*Graham Williams and (right) Sharron Brain watch as Lisa Adsett punches data into the stock control system in EMC stores.*



*Malcolm Bradley prepares wire sub-assemblies for Louise Walters to use on her harness board assembly.*



*Angela Ward gives a helping hand to Andrew Sleeman as he builds a ribbon harness assembly.*

the sick' certificate).

"Each student demonstrated different skills and abilities which sometimes surprised us," commented Suzanne, "and the reviews which we held afterwards helped us to develop the project further."

In June six of the students returned for further experience. In EMC stores Lisa Adsett and Katie Jones alternated office work, such as punching data into the stock control system, with the cropping, pre-form, or labelling of components with used-by dates.

Four lads — Malcolm, Andrew Sleeman, Robert Drew and Ron Evans — were placed in the harness centre and gained work experience on wire preparation, heat shrinking, and harness assembly operations.

Malcolm found himself much photographed, not just for 'Vision' but also for the local press — this September he will take part in the Prince's Trust Volunteers scheme, under which young people from all walks of life undertake a period of voluntary work in the community.

RXMP are providing half the sponsorship for this and his colleagues at the College are helping too, by means of a sponsored walk.

The students seem to have

enjoyed their placement with us, and managers in the departments concerned said they had noticed a big change in them as they gained experience and confidence.

"It has been beneficial to the young people, to the College, and also to us, and we would like it to continue," they told us.

Suzanne Angel expressed warm appreciation of the help and co-operation given by RXMP; and a special word of thanks goes to shop floor staff who have been so helpful in explaining things and making the young people feel at home.

## Any news for Vision?

*If you have, then please — mail it to me in bld. 5/2, or leave it at any gatehouse for collection by me, or post it to me at Tree Tops, Plum Hill, Mitcheldean GL17 0EU. or ring me — ext.566 or Dean 542415.*

*Myrtle Fowler, editor*

# SPC applications are impr

OUR USE of SPC has continued to expand in business areas where, says co-ordinator John Richardson, "our success is a direct result of treating business processes in the same way as manufacturing processes.

"For example, the minimising of driver turnaround time is just as important for process control as a specific machining operation.

"There are currently over ten business SPC applications and we will be continually increasing this coverage through the activities of both the SPC steering committee and the local quality network."

A high concentration of SPC activity is to be found in Phil Davies' department within materials logistics.

All staff in the area have had SPC awareness training. Those who have so far had three-day classroom training were asked to choose a process on which they could use their newly acquired skills with SPC tools such as data collection, pareto charts, and cause and effect diagrams to improve output or eliminate waste.

Said Jane Meek, quality specialist for materials logistics, "It's been very much about involving people who are accountable and are therefore interested in achieving results."

A great deal of time and effort has been, and is being, put in by those concerned, as the following demonstrates.

From left: Jane Meek with Steve Cooper, Donna Cooke and Alan Bridges. In the background are displayed process flow charts, cause and effect diagrams, performance reports, etc., relating to the various SPC projects.



## Import

### Agent performance

TWO OF the three applications within the import section concern Customs matters.

As a 'period entry trader', RXMP is trusted to make its own declarations for all imports and this is a great time and money saver.

Such goods require only a simple entry at the ports (a detailed entry is input by our import staff to the PEDRO system

file and sent to the Customs computer once a month).

We also have clearing agents who do Customs clearance or short entry clearance for us, and Alan Bridges is monitoring UK 'Agent performance', generally assessing whether they are giving good service and if not, why not.

Alan did a pareto analysis to see what the problems were and who was causing them, and

discussions were held with the agents concerned.

"Some 17 per cent. of the total entries were found to have errors going back to a year ago," he told us. "As a result of the SPC initiative this figure is now down to .5 per cent.

"We are continuing to monitor, and every month a total agents' graph is prepared to compare their performance."

### Monthly adjustments

The detailed entry to the PEDRO file takes some time to prepare. With the import data it has committed to 'memory' and the necessary export information it can access, PEDRO can automatically identify the imported content of goods which are re-exported and can prepare duty relief claims.

Errors can, however, creep in and Donna Cooke has been leading a 'Monthly adjustments' SPC project aimed at eliminating them.

"We did a pareto analysis to discover where the worst errors concerning duty and VAT were made and who had made them and how (they could have been

due to punching errors, or freight not being the weight specified, or invoices not received in time).

"Now we check through all the inputs to the system before submitting the tape to Customs to weed out any errors. At one time some 26 adjustments were needed per month; now it's down to eight and continuing to reduce."

### Premium freight

The question of 'Premium freight' is being dealt with by import section manager Steve Cooper.

He told us that too many goods had been coming through by costly air freight without adequate authorisation and it was having its effect on MCVs.

"There are different charges according to the type of service used, too. Most costly is the critical (one day) service; then there's a standard service which takes three to four days. You can save thousands of pounds by using the right service for the right goods.

"We have talked to our agents (we have one for the States, one for the Far East, and XP Europe) and we are endeavouring to ensure that goods have proper

authorisation for air freight and that they are within the authorisation category — sometimes it is the vendors' fault that goods are late, and recharging is required.

"Thirdly, we want to ensure that delays in issuing orders do not lead to costly air freight being used."

Obviously, purchasing and other departments are involved; Steve is working with them and the project is currently in the data collection stage.

"Our objective is to ensure that goods are properly authorised, that every vendor liability is recharged, and that when we bring in goods by air it is the best, most economical freight service for the job."

Brian Sterry (left), Teresa Gibbons and Ke



## Stock control

### No match report

TERESA GIBBONS, a member of Brian Sterry's stock control staff, is grappling with the "No match report", concerning discrepancies between what stock the production areas have recorded as shipped to the supply centre and what the ISC have received.

Finance department compare the two computer files on MMCS and Sword, they list the items that don't match in a monthly report which they send to stock control section to resolve.

Teresa is collecting data on the reasons for the 'no matches'. It could be a double booking, a possible punching error, or simply a question of timing — reports are run for each manufacturing period and some items entered in, say, period 6 may appear to relate to period 7.

The effort involved in sorting through the problems is very time-consuming but, says Ken Buffin who plays a major role in STF reconciliation, "we are working on reducing the level of them — including the 'timing' problems."

ffin in the JIT buffer stores in building 1.



## Export

### Driver turnaround & haulier bookings

THERE HAVE been four SPC applications in Les Lewis's export section.

Mark Ingram chose to deal with the matter of 'Driver turnaround' — that is, the time taken from when a driver arrives for loading, to when his cargo is on board, export documentation has been produced and the export seal has been affixed.

## Customisation

Another difficult problem in stock control is 'Customisation' — the subject of the SPC application led by Brian.

Each order for customising of electronic printers comes from equipment management in Marlow. It goes through the order entry process and documentation is produced to get it on its way to the customisation area within recycling operations.

"The trouble has been that we then lost track of it — we couldn't monitor it. We looked at the process flow in our own area and effected improvements, but overall the process did not improve.

"By working with others in the chain on an A delta T project, we were able to put together a customisation travel document. This lists about 30 different stages through which the process passes, with a sheet attached for noting reasons why there is a time delay at any stage and we are currently in the data collection stage," he told us.

From left: Les Lewis, Tony Eveleigh and Mark Ingram pictured outside building 3 docks where trailers are being loaded with finished machines.

"The monitoring of driver turnaround times is important because long delays in loading affect customers internally and externally," Mark pointed out.

"Failure to get the material or paperwork at the time planned can cause congestion in loading areas.

"Delays also mean that the careful planning between the ISC and Opcos is affected, and customers may be kept waiting for their machines."

After monitoring the driver turnaround process for six months, Mark found there was "nothing really wrong with the actual process". But applying SPC did highlight an area where there was a problem with customised electronic printer loads.

The volume of this large revenue-earning work is increasing and further monitoring was necessary, the customisation travel document referred to earlier being used for data collection.

"Overall, however, excess time (when a driver is delayed beyond the agreed four hours) has been reduced over the last 12 months by 50 - 60 per cent. and the situation is now stable."

The 'Haulier bookings' project which Mark is also leading relates to the congestion problem too.

His job entails faxing Venray about the number of trailers needed, the times they are required, etc. Here again Mark has 'picked up' a problem and is closely monitoring haulier performance.

## Stock transfer frequency

The avoidance of congestion is also the aim behind colleague Tony Eveleigh's associated project on 'STF frequency'.

"We are monitoring the way stock transfers are issued to ourselves from export packing in building 13.

"We are working with them to ensure there is an even flow of material shipped to the ELC, using SPC to establish whether Venray are receiving material on time and whether we can improve the process."

While achieving some benefits, the exercise has highlighted a problem concerning the raising of packing lists from STF's on the Sword system. "We have now installed a printer in export packing and this has improved the flow," Tony reported.

## Account queries

Finally, there are the ICAQs (inter-company account queries) in connection with which Les Lewis, export section manager, is carrying out an SPC application.

This evolved as a result of quantity, pricing or other problems on invoices issued to the Opcos for goods shipped to them.

"A specific problem highlighted concerned discrepancies between what we shipped and what we invoiced. This was closely followed by pricing problems (due largely to Opcos returning machines to Mitcheldean and expecting a credit for them).

"We have done charting, and cause and effect analysis; a lot of time has been spent in sorting things out, and I think we are well on the way to resolving the problems," said Les.

# System controls are just the ticket

JUST OVER a year ago we featured a new WIP tracking system introduced for harness assembly, which was the subject of a QIP presented at ORM.

It was a barcoded, computer-generated ticket system created to replace the former manual one.

At that time nearly 100 different harnesses and wire assemblies were being produced by the centre. Now, with the addition of harnesses from Lille plant, nearly double that number are being planned through the system.

"Not only that — the harness structures are becoming more involved with anything up to 300 wire and sub-assemblies going into their making," explained Martin Haines (materials) who was a member of the QIP team.

"We came to realise that we needed to refine the information the system was giving us. It was available, but not in the form we wanted it. We also identified further areas we would like to measure."

To improve the reporting, a second QIP — 'Batch Prioritisation' — was generated early this year with Martin (leader), Shirley Hart, Pat Brown and Sarah Montague as core team members, and additional support being provided by Tony McNally, Dave Jones, Graham Powell, and Gordon Blewitt.

At the start, the entire team got together and listed the perceived problems — ranging from piece part shortages to incomplete batch tickets — that got in the way of production batches being built by their planned MMCS completion date.

A closer study of the symptoms and causes resulted in these being whittled down to a much smaller list of the true problems.

These in turn were grouped fishbone-style under six headings — tickets, shortages, stock accuracy, stock movements, method and system.

It was then realised that stock movements would be best dealt with as a separate QIP. Some of the many actions taken to resolve the five remaining issues are listed here:

**Tickets:** Due to the churn in the department and the arrival of the electronics business on site, there was insufficient operator awareness of how the ticket system worked and the

importance of ticket feedback.

Said Martin: "We prepared an instruction sheet and, in conjunction with section managers, we gave operators an understanding of the system. Batch tickets were simplified and we ensured they were printed in plain English.

"We also provided additional 'post boxes' for completed ticket collection."

**Shortages:** MIS were requested to change the daily reports to highlight shortages within the shop floor before they impacted production. More importantly, the system now prioritises shortages for the department.

**Stock accuracy:** Cycle counting of harnesses has been introduced as an on-going practice, and accuracy of stock has greatly improved.

**Method:** Each released production batch has a start and finishing date determined by process lead times; if not completed by the due date, it erodes the lead time of the next, higher level of assembly and shortages result.

"So we requested MIS to produce a report showing all the overdue batches against individual areas on the shop floor," said Martin.

"With these in place we are now able to identify overdue batches and prioritise them on the shop floor.

"Section managers have also dedicated people to clear known problem areas."

**System:** Further refinements have been carried out. For example, a request for a 'print file complete' message at the end of those generated was all that was needed to ensure print files for batch tickets are not 'lost', thus leaving open batches on MMCS which cannot be built.

"All these refinements of the system have had the effect of reducing our overdue released and unreleased batches by as much as 80 per cent.," reports Martin, who presented the QIP at ORM on 11 July.

"In addition, fresh opportunities for improvement have been opened up. Because we have put in these controls, we can now look at other areas with a view to reducing process lead times and inventory."



The QIP core team members — Pat Brown, Shirley Hart, Martin Haines (leader) and Sarah Montague.

## How did we rate?

DURING JUNE, all employees received a bulletin which contained the results from the Opinions 91 survey held earlier in the year.

The data presented provided an overview of the results for the whole site.

We asked John Xerri, who has undertaken much of the analysis of the results, to highlight some of the findings of the survey, and, in particular, to comment on those relating to 'Vision'.

"Overall the results were very encouraging, particularly in the high scoring categories (teamwork, job satisfaction and overall satisfaction), and those categories where we are significantly better than the UK average.

"The best result from a benchmark point of view was for employee benefits where there was a high level of satisfaction with almost every element across all demographic groups.

"Different groups across the site had different concerns. Administrative/commercial staff felt the amount of paperwork involved in their jobs could be reduced — an opinion shared by the management team.

"A concern among staff in industrial jobs about the opportunities available to improve their own skills is already being addressed by the training department whose 1992 target is to significantly increase the amount of training for all employees.

"Other areas where Mitcheldean scores could have been better were in categories such as working style and the management system.

"To begin to address these concerns, site director Gerry Lane will be leading a project involving the MOC. Other senior managers are currently discussing with their workforce which aspects of the survey need attention and will be establishing employee

involvement teams throughout our organisation very shortly.

"With so much data available, there should be no shortage of material for QIPs to analyse in order to understand better how the workforce have felt about a number of aspects of their working life.

"However, it is only by getting everyone personally involved in employee groups addressing these issues that we will achieve a real understanding of employee concerns.

"Our goal will be to implement workable solutions to ensure that employee satisfaction continues to improve during the coming years."

And what of 'Vision' and 'Vision Extra'?

The survey set out both to measure the overall satisfaction with our house publications and obtain comments on the contents.

Asked to assess 'Vision' as a communication channel, 71 per cent. rated it as useful.

But readers had an important point to make — over half (54 per cent.) want it to carry information about our external customers; 44 per cent. would like more news about Rank Xerox activities in the UK generally; and 40 per cent. want further information on new technology.

In short, what is needed is a balanced look at activities both at Mitcheldean and in other parts of the company.

You may have noticed that something is already being done about that.

Our last issue featured new company products and systems. This one reports on Rank Xerox involvement in two major events taking place in Spain in 1992. And a feature on new technology is planned for September/October.

Readers are welcome to offer suggestions about 'Vision' contents at any time, of course — just contact the editor on ext.566.

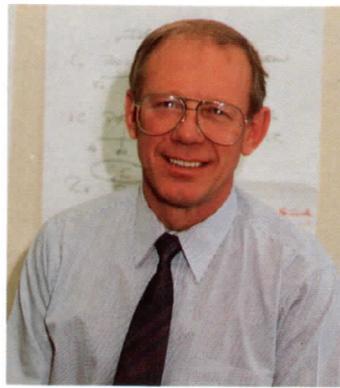
# Bob is back to base again

WITH ELECTRONICS manufacturing successfully relocated at Mitcheldean, its future direction now has to be considered.

Back from California to cope with that challenge, in the newly created post of manager, electronics strategy development, is a former Micheldean engineering apprentice — Bob Greenman.

The strategy has to take into account three factors: the speed of technology change; improvements required within the product delivery process; and influencing the design of forthcoming products to match the manufacturing needs.

"Bob's experience in electronics commodity management and design provide



Bob Greenman

the essential background for this task," says materials & electronics manager Kevin Horrobin, to whom he reports.

Part of that background was acquired at Welwyn Garden City and there are quite a few faces familiar to him in the electronics facility. "I plan to have some working sessions with EMC and other 'brains' to decide what we need to do," he told us when we called on him at his office in building 7/3.

For more than 35 years with this company, Bob has been working on electronics in one way or another.

Stan Wheeler, who came down from London in the 50's to set up an electronics lab, at Mitcheldean

and had Bob on his staff for 22 years, defines him as fundamentally a design and development man, always keen to accept a new challenge.

"When I first asked him to go to the USA as a resident, he hadn't a passport and there wasn't time to get one," Stan said. "But to ensure he didn't miss out next time, he promptly went and bought one out of his own pocket."

There were quite a few 'tours' in the States to come, of varying lengths. Bob well remembers his shortest one.

He was to give a presentation in El Segundo, California, with Jack Fryer. "I caught the midday flight, arrived there at 3pm, got down to work, then caught the 5pm flight back home again the next day," thus establishing what is probably a transatlantic record for a Mitcheldean assignee!

There were various assignments this side of the 'pond', too. In the early '70's Bob went to Welwyn to develop the control system for a 'universal machine' — one that could be operated anywhere in the world.

There was also a spell at Milton Keynes and Welwyn as electronics design manager for the 1045 machine and follow-on products.

"Quite a bit of what we worked on in the past never reached the marketplace," he told us. "But you have to realise that, at the end of the day, what you design has to be something you can sell at a profit."

"It's all an equation — you have to consider how to design a product so that the cost is kept within reason, and cost is usually associated with the manpower involved."

Bob reckons he's gained wider experience working solely for this company than if he had worked for half a dozen different ones.

Born in Cinderford, his Forest accent has become overlaid with an American intonation. This was strengthened when, having been technical programme manager for a product, he was invited in 1987 to work in California as CCM manager for electronics — his responsibility until May this year.

It involved a good deal of travelling, both in the States and in the Far East. "I also managed to fit in some personal visits to Australia to see my mother, and to call in on places like Tahiti and Hawaii."

"One thing I have learned in travelling around the world: life is what you make it wherever you are. Don't think everywhere else is better than this country."

# Hippie Walkers raise £1,135

PHYLLIS TAYLOR and Victor Blewitt don't look like hippies.

But on Saturday, 11 May, they joined some 20 people in a sponsored Hippie Walk at Westbury Court, Westbury-on-Severn.

It was one of hundreds taking place throughout the country to raise funds for ARC (the Arthritis and Rheumatism Council for Research).

The 'hippies' were all people who had had joint replacement operations, and this was their way of acknowledging the mobility and relief from pain their treatment had given them.

John Flynn, new build assembly operations manager, gave the event a friendly official start and presented each participant with a commemorative medal afterwards.

Each did as much of the walk as they could manage; Phyllis (EMC) and Victor (5046/47 assembly) both completed the whole of the 500-yard course.

This led them into the beautiful Westbury Court Garden, and the residents in the elderly people's home situated alongside kindly gave them all a cup of tea

afterwards.

Both Victor and Phyllis had heard about the walk from Jacqui Shaw in the medical centre and decided to take part.

Victor, who is a mechanical assembly adjuster in the 5046/47 optics section, was a front runner in the sponsorship effort — he raised £800.

"I did far more walking in getting around to sponsors than I did on the actual walk," he told us.

He became a hippie when he had a partial hip replacement in 1985; then last January he had a complete steel replacement.

"I was fortunate to be able to have it done through the company BUPA scheme, otherwise I should have been off work for much longer."

Phyllis, who works in the pre-form section of EMC, developed arthritis in her teens which meant she was excluded from the sports she used to enjoy.

She has now had a number of hip operations. Having had a total steel replacement on her right leg, she went into hospital in June for a similar operation on her left leg.



Phyllis Taylor and Victor Blewitt present their cheque for £1,135 for ARC to Major Maurice Taylor; on the right is Jacqui Shaw.

With rheumatism in her shoulder too, "lifting is a bit tough, but I have some good friends," she told us cheerfully.

Much of the £335 she raised came from colleagues in EMC, building 6 (where Sandra Sherwood did the collecting), and operations on the ridge which were covered by Phyllis' husband Roger, who works in recycling operations in that area.

The Westbury Court Hippie Walk brought in around £1,800 altogether, so our two hippies made a major contribution to that, and their thanks go to the management and staff throughout the plant as well as family and friends for making this possible.

In all, over £14,000 was raised by 22 such walks in the mid west region of ARC, reported regional

organising secretary Major Maurice Taylor.

He came to the medical centre on 13 June to receive a joint cheque for £1,135 from Phyllis and Vic, and to thank them and Jacqui warmly for their efforts.

Rheumatic diseases are the biggest single cause of disability in the country today and account for 70 million lost working days every year.

"Some 600 people a week have replacement hip operations, another 300 have replacement knees," Major Taylor told us.

The ARC programme for research into the cause and cure of the diseases is already producing all sorts of benefits, including a number of new-type replacement joints to help arthritis sufferers.

# Service awards



Three 30-year men — Terry Brown, Fred Wynn and (right) Graham Weaver.



Derek East, Glanville Haines, Willy Ward and Lyndon Lewis, all with 25 years' service.

## 30 years

**Terry Brown, Graham Weaver and Fred Wynn** all joined the company on 15 May, 1961.

Terry began as an assembly operator on Bell & Howell cine cameras, and has divided his 30 years between assembly work (in both new build and recycling) and parts manufacturing.

From 1976 onwards he spent eight years in small batch and he returned there in August 1989 after working for a time in small copier assembly.

A skittler of some repute, Terry was top scorer in the interdepartmental tournament for two years running. This year he walked off with the men's individual contest, as we reported in our last issue.

He was also a member of the Rank Xerox 'B' side at one time, and later one of Soudley's Dynamos. But since moving house to Cinderford he has joined the Causeway 'B' team.

His main hobby, however, is photography, he told us.

Terry's brother, Gary, who works in production stores, also featured in our last issue, having received a 20-year service award. Another brother, Mike, used to work in our transport department.

**Graham Weaver** began his service in small batch, but before the end of 1961 he was working as an assembly hand on the 914 line (it was during his time here that he met his wife Chris, then employed as a stores clerk).

Three years later Graham joined the prototype team working on the 2400/3600 in the model shop; he became chargehand when the 2400

went into production and saw the 3600 through from beginning to end.

In 1973 Graham switched to the assembly of our first CBA machine, the 9200. Three years later he became an assembly foreman and, when the 9000 family new build ceased, he moved into CBA recycling, as it is now known.

At the end of 1982 he joined small copier operations — "It was the only time my older brother John came under my supervision," he told us.

John was his senior as regards service until he retired after completing 28 years in 1986, allowing Graham to take the lead.

Last year Graham moved with the 5012/14 assembly line into the showcase facility in building 1; then just before the spring holiday this year he returned to building 3, where he is now involved as section manager with the production of a new model.

For about 15 years Graham played football for Ruardean, while bowling was his main strength on the cricket field; but these days he settles for being an 'armchair sportsman'.

**Fred** spent the greater part of his 30 years in the machine shop where he became a setter.

Then in 1984 he transferred to recycling operations, joining the small copier sub-assembly section where he works today.

He and his wife Diane have two sons, both of them RX employees.

Colin, the elder one, was apprenticed at Mitcheldean (it was he and another apprentice, Andrew Millwater, who built the model of the Business Park, currently residing in the training centre).

Today Colin is a service engineer with the UK Co., working on laser printers.

Martyn works in the EMC and is a dedicated body-builder; he was Junior Mr Europe and is now in the Mr Universe league.

Fred enjoys fishing and gardening — he belongs to the Ross Angling Club and was a founder member of the Rank Xerox Gardening Association.

## 25 years

After an initial year in the machine shop, followed by five years in reconditioning operations, **Derek East** spent quite some time in various new build assembly areas (including CBA where he was promoted to stand-in).

But he always came back to recycling activities and like Fred Wynn he works today on small copier sub-assembly work.

Derek and his wife Margaret have a joint hobby — they keep lovebirds. "They're like miniature parrots, but they don't talk," he told us.

They have about 50 birds at present, and have won quite a few cups in Cinderford and District Cage Birds Society events. Since moving house, however, gardening has had to take precedence and they haven't had time to enter competitions.

Their son Mark is employed in harness assembly. "He likes working nights," said Derek, "because he's a keen golfer and it gives him more daylight hours for practising."

Derek himself says he's thinking

of taking up cycling — but he won't be coming to work on two wheels, he says.

**Lyndon Lewis** has always been a quality man, ever since he began his service in 813 assembly.

He has worked in various areas, ranging from new build and recycling assembly to goods receiving inspection, as a mechanical inspector.

Most of his time, however, has been spent in new build operations, and he currently works on the 5046/47 line.

Quite a few members of the family have been employed at Mitcheldean. Lyndon's wife Julie was in harness assembly (she now works for Hygiene Services); his mum-in-law, Monica Penn, was a supervisor in 4000 family assembly and his father-in-law, Bob, did salvage work in the same department.

He and Julie have a 16-year-old son, Paul, who is still at school.

Lyndon says his main leisure-time interest lies in following Lydbrook AFC. He also enjoys being taken for walks by his golden retriever, Andy.

**Glanville Haines** first came to us in 1951 to work in the machine shop. After a year he left; but he returned 14 years later to the same area.

Both his brothers worked there at one time — Des, who was a supervisor in the Burkhardt & Weber section, and Lawrence, who was an inspector.

When machining activities were scaled down in 1985, Glan transferred to recycling where today he works as a marshall operator in the dismantle & clean section.

A former 'builder of ships', Glan used to create models of splendid galleons. "I haven't the patience to do all that rigging now," he told us, "but I'm still interested in ships — and in model railways, 00 gauge.

"I did start to build a layout, then we moved and I got rid of it. But the intention is still there."

For the first year of his quarter century, **Willy Ward** worked in the press shop, then as a repair mechanic in reconditioning department.

Later he transferred to assembly



## 20 years

Qualifying for 20-year service awards in recent weeks were (from left): Barry Barton (works engineering), Pat Brown (harness assembly), Ken Ellway (European Integration), Barbara Bevan (finance), Neil Jones (new programmes), Peter Hook (PQA), Phil Witts (recycling) and Peter Pritchard (PED). Others were Rob Miles (new build assembly), Garth Hyndman (transport), Barry Watkins (configuration control) and John Howls, Tony Screen and Bill Wyatt (all of recycling).

# Associates to the fore

THE GOLF Society's second outing of the season to Knowle GC, Bristol, on Thursday, 27 June, was well supported, considering the recent bad weather.

Despite the 'qualification period' of two outings or one season prior to becoming eligible for winning cups, associate members accounted for a third of the 27 attendees.

The prizes on offer were the Scratch — (best gross), Powell — (best net) and America — (best stableford points) Cups, bringing the possibility of a win to all players, handicaps high or low.

Play began under grey skies with a stiff breeze, but shortly after the first pairings were away the sun shone, making a pleasant day for everyone . . . golf excluded!

The windy conditions and tricky course made an impact on the scores with no golfers beating par during the morning round.

The ball prizes were awarded for the best net scores, with John Rees — 70, Brian Prosser — 72 and Jim Ahern — 72 taking six, four and four golf balls respectively.

Leading contenders for the silverware at this stage were: Scratch Cup — John Rees/Mark Barnard, gross 76; Powell Cup — John Rees, net 70; America Cup — John Rees, 34 points.

After a hearty lunch it was off to the course for the afternoon round. The sun still shone but the wind had freshened, making scoring even more difficult.

## Body builder and ballerina

THE ANNUAL general meeting of the Camera Club on 24 April concluded another successful season.

The fortnightly meetings included four well supported competitions and members thoroughly enjoyed the practical evenings, with models ranging from a body builder to a ballerina.

On a visit to Gallery Now in Hereford, they were shown how

*Continued from page opposite*

operations, working initially on the 813 machine, then the 3600 and 4000 family, becoming a setter operator.

Early in 1980 he was made an assembly stand-in on small copiers, working at Lydney as well as Mitcheldean.

Some nine years ago he switched to recycling operations

Society captain Wilf Jones obviously revelled in the conditions, scoring a net 70 and taking the six-ball first prize, closely followed by associate members Ted Greeno and Mike Hinton with net 73s — four balls each.

The overall scores were very close, with associate member Brian Prosser returning winning scores in all three cups (gross 154, net 144, 64 points). However, this was only his second outing and consequently he was not eligible to win.

The results for the day were therefore as follows:

*Scratch Cup:* 1. Mark Barnard, gross 155; 2. John Rees, gross 159; 3. Hugh Colby, gross 160.

*Powell Cup:* 1. Mike Hinton, net 147 (back 9); 2. Jim Ahern, net 147; 3. John Rees, net 147.

*America Cup:* 1. Mike Hinton, 63 points (back 9); 2. Joe Graham, 63 points; 3. Wilf Jones, 59 points.

Brian Prosser's disappointment was compensated for by the generosity of Grafton Golf from the MEWS, most especially Ted Greeno, who once again donated a made-to-measure driver.

This was presented to Brian for his efforts during the day, hopefully making up for the broken driver and sand iron sustained during play and the lack of silverware to take home.

The next outing is to the Rolls of Monmouth GC on Monday, 16 September.

**M.A.B.**

the one-hour service is provided and members each had a film processed free on the evening; a supper was also laid on for them.

Officers and committee for the 1991/92 season are: *chairman* — Terry Darrington; *vice-chairman/secretary* — Adrian Griffin; *committee* — John Deane, Margaret Murrell, Robert Lambert and Roy Fowler.

Programme plans include competitions with holidays, still life and filters as the themes and there will be more practical and demonstration evenings.

where he is employed as an assembly recovery fitter, "which takes me all over the shop," he says.

Willy used to play for Drybrook RFC — as a skitterer; but then he moved house, and today he's with the Brewery Pub team of Ledbury.

He has often taken part in our interdepartmental tournaments too and this year was a member of the building 5 stores All Stars team.

*Wozzle and his Tipsters, the new men's team champions.*



*The Ace Finn team who lost to the Tipsters in the seventh leg.*

## Tipsters win in seventh leg

THE FORTY-THREE teams entered for the 1990/91 men's skittles competition were split into ten groups, the 16 most successful qualifying for the second round.

The latter was memorable for the fact that it saw several of the favourites fall by the wayside.

Last year's winners, the Opticals, were KO'd by the Ridge Rogues (recycling operations, bld.12) and the 1990 runners-up Wye Oners were beaten by Refurb. Spares (bld.3/2).

Other past winners, the Rollers (bld. 5) and the Excals, were also casualties in this round.

In the semi-finals, Wozzle's Tipsters kept their nerve after falling behind against Just-one-more (union team) who were more than delighted to reach this stage of the competition for the first time (Dave Lea scored a well-deserved 47); but the experience of the Tipsters saw them through 235-229.

Ace Finn kept up their consistent high scoring to defeat Ridge Rogues, who in previous rounds had bowled extremely well, but they found they had peaked too soon and on the night were well beaten by 19 pins, 233-214.

So by coincidence both last year's beaten semi-finalists reached this year's final, held on 11 May.

Ace Finn opened the bowling and it was always going to be a close encounter. Bernie Gibbs

gave the Tipsters a 'slight edge' scoring an 11 spare early on, but the finance team kept their cool with captain Gordon Cruickshank, Chris Hale, Ellen Baldwin and Dave Morris all scoring over 40.

Chris (Oh no!) Gurney, bowling round the wicket, top scored with 44. Bernie Gibbs and Rob Partridge also scored over 40.

After six legs the match ended all square, 230 to each team. So for the first time in many years the final went into an extra leg.

Ace Finn picked up after a disappointing start to score 40, thus leaving the pressure on the Tipsters to score 41 to win.

After four bowlers they had scored 26. Robin Hale then stepped up and floored 7 leaving anchor man Steve Boseley 8 to win.

Much to Steve's relief he downed the eight pins with his first ball and then cleaned up to score a well-timed 13 spare.

Final scores were Tipsters 276 to Ace Finn's 270.

The highest team score in the whole tournament came from Misfits with 249 (for six legs), while two men tied with the highest individual scores of 51 — Don Meek (Rossers) and Gwyn Richards (Misfits).

Completing the events in this year's tournament was the ladies' individual, in which Ella Kibble of the Dillies (Hygiene Services) beat Alison Fox (EMC Knockers) by one pin, 36 — 35.

# Severn Sound champs

A JOINT Rank Xerox and Forest of Dean Newspapers team brought honour to the neighbourhood when they recently won the Severn Sound Hot FM Cup in a seven-a-side football tournament.

On May Day, Sports & Social Club chairman Geoff Duggan received an urgent request — for a squad to play in the tournament which was organised by Gregg Upwards, the radio station's breakfast show presenter, in support of their Money Mountain charity fund.

Geoff, acting as manager, went hotfoot to Steve Johnson (recycling panel repair) who used to play for Cinderford FC (he's now defected to rugby!).

Steve rounded up seven footballers he has played with over the years in the county league, including his brother Chris (small copier assembly), two of his colleagues in the paint shop — Pete Williams and Mark Davies, Roger Beckett and Steve Boseley (recycling assembly), Andy Ward (import) plus goalie



*The Hot FM Cup winners: (back row) Pete Williams, Lee Jackson, Mark Davis, Steve Boseley, Chris Johnson, Roger Beckett; (front row) Andy Ward, Richard West (captain), manager Geoff Duggan, and Steve Johnson.*

Neil Jones, brought in from outside the plant.

The team was captained by Richard West of Forest of Dean Newspapers, who also provided a tenth player in Lee Jackson.

There were 12 teams in the whole tournament, divided into A and B divisions, and our side played five different teams in B division on Sunday, 12 May, at Plock Court, Gloucester, conceding only one goal throughout.

Having won through to the final, they then beat Avenue Cars of Gloucester 2-0 with Andy Ward and Pete Williams scoring.

The sum of £10 per player was

donated by each team taking part on the Sunday and the RX contingent's contribution was met by the Sports & Social Club.

At the time of writing, the sum raised had reached £1,400 for the Money Mountain which will be divided amongst local charities at the end of the year.

Our footballers extend their thanks to Geoff for his support — and for the celebration afterwards. Thanks go to Harrow Hill FC, too, for the loan of their kit.

The event proved so successful it is planned to make it an annual affair and, says Steve Johnson, "We're now raring to go for next year."



*Chess Club president Phil King congratulates the prize-winners — (from left) Terry Daunter, Dennis Brain, Wilf Jones and (right) Pete Griffiths and Mark Daunter.*

## 'Duels of the mind'

AS CONTROLLER, Phil King knows a good deal about financial strategy. But when it comes to strategies across the chessboard — "I haven't a clue," he told members of the Chess Club when, as their president, he presented the prizes at the annual general meeting on 18 June.

The President's Cup, awarded for winning most games in the league, went to Wilf Jones for the second year running.

Another repeat performance was the winning of the Portman Cup (individual) by Dennis Brain.

The David Stokes Cup for the doubles was won by Pete

Griffiths and Mark Daunter.

Despite the changes made in the rules to release Terry Daunter's firm hold on the Lightning Chess trophy, Mark's father won it for the third year in succession (so the committee will have to come up with a new ploy!).

Unfortunately, two players had to withdraw during the season — Rob Miles and Graham Whitaker. Members were pleased to see Graham, who called in for an hour in the course of the evening.

The club currently have a team competing in the North Gloucestershire summer league,

which gives them an opportunity to test themselves against players outside the plant, and members are taking it in turns to play so that everyone gets a chance.

Officers and committee were all re-elected for the new season which commences in September — Wilf Jones *chairman*, Terry Darrington *secretary*, Pete Griffiths *treasurer*, and Malcolm Wootton and Terry Daunter *committee members*.

New members would be welcomed on board — just contact any of the above if you're interested.

### Obituaries

WE REGRET to record the deaths of the following:

**Vince Baxter** on 7 June aged 76. Having joined the company in 1958, he came to Mitcheldean from the Woodger Road location of British Acoustic Films in London and worked with Jeff Sleeman in the import section of shipping. Later he moved into accounts where he was trade ledger supervisor, a job which he held until he retired in 1978. Former colleagues recall his passion for new cars, his interest in music, and his fine handwriting; he continued to study calligraphy in his retirement, and he always remained a strong supporter of the LSA.

**Myrtle Saville** on 9 June aged 60. Throughout her 21-year service she worked in assembly operations, initially on the 813 machine and later on 660 sub-assembly where, like her sister, Marion Brain, she was a leading hand, and both worked for a time at the Lydney plant. Her husband Ken was a setter in the machine shop and their son John worked in QA. She left at the end of 1982.

**Sid Wood** on 11 June at the age of 82. He joined us in 1955 and spent his 18 years' service behind the wheel, first driving the van which conveyed Bell & Howell equipment between Woodger Road and Mitcheldean and, later, the minibus which provided a round-the-site and inter-site service between the plant and satellite locations. He also helped in the mail room after retiring in 1973. His son Bill, who worked in transport department, died tragically in a road accident in 1967. Sid was a prize-winning gardener and his garden in Mitcheldean was a sight to behold when the dahlias and sweet peas were in bloom. A keen skitterer and staunch supporter of LSA functions, he had a dry wit and was always ready with advice for the coach driver on summer outings.

**Howard Davies** on 24 May aged 74. He was with us for three years, working in assembly progress and retiring in 1979.