

Vision

The house magazine of Rank Xerox Mitcheldean

We celebrate a local 50-year alliance

A GOLD anniversary calls for something rather special, and in recognition of our company's 50-year association with the village, Gerry Lane, director of Mitcheldean Manufacturing Operations, presented a gold chain of office to Les Tuffley, chairman of Mitcheldean Parish Council.

It was quite remarkable, and most fitting, that Les should receive the chain of office, said Gerry, since "he is the only individual, as far as we can establish, who has maintained a formal link between the company and the council over the 50 years of our close alliance, firstly as an employee of the company and later as an officer of the council."

The presentation took place at a gathering of representatives of the council and our senior management team in the hospitality suite on 2 October.

It was an opportunity to look back on the site's history and its relationship with the village whose fortunes have been so closely bound up with Rank Xerox Mitcheldean.

Briefly retracing that history,

Gerry told how, at the outbreak of the second world war, British Acoustic Films (better known as BAF) was seeking to move away from London to avoid the bombing. At the time they were manufacturing for the war effort.

In 1940, company director Tommy Law came to Mitcheldean to view the old brewery buildings which now form part of the MEWS, and work began on them in preparation for the transfer of work.

In 1946 BAF in Mitcheldean were prospering and an agreement was signed to manufacture cine equipment for the American-owned company Bell & Howell.

Two years later BAF became Rank Precision Industries, part of the Rank Organisation, and by 1950 the plant had become the largest UK manufacturer of 8mm and 16mm cine equipment.

"One of the landmarks of our history was when Sir Edmund Hillary, on his expedition to the summit of Everest in 1953, used cameras manufactured and tested at the Mitcheldean site.

"So next time you see footage

Les Tuffley, Mitcheldean Parish Council chairman, wears the new chain of office presented by Gerry Lane, director of Mitcheldean Manufacturing Operations.



of that memorable occasion, remember the part that Mitcheldean played in capturing that piece of history" said Gerry.

In 1956 an agreement was signed between the Rank Organisation and Haloid/Xerox to form a new company, Rank Xerox, and three years later the first copier, the 914, was built at Mitcheldean.

The 20 years between 1960 and the end of the '70s saw the site grow to become one of the most prominent manufacturing companies in the south west of England and the largest copier manufacturing facility in Europe, occupying 67 acres of land with 1.5 million square feet of factory and office space.

"During this period we also saw a growth in the size of the village itself with a huge building programme to support the increase of employment levels.

"Most of us are very familiar

with the difficult times that we faced during the early part of the '80s. With the loss of xerographic patents and the intense competition then emerging the company needed to restructure its workforce in order to survive.

"Sadly, employment levels were reduced from around 5,000 to just under 1,200 in 1985 and some hard decisions had to be made.

"I'm delighted to say, however, that having been restructured the plant was able to fight back and compete on an equal footing on a world-wide basis and see our business grow.

"Today Rank Xerox Mitcheldean enjoys an excellent world-wide reputation as a reliable and cost-effective manufacturer of quality office systems.

"This reputation has been instrumental in maintaining Rank Xerox as one of the most prominent employers in the locality and stimulating the growth in employment over the years.

"With the incorporation of the electronics manufacturing centre on site, this is now the sole UK manufacturing operation for Rank Xerox.

"We manufacture a range of copiers and electronic printers and we are the European centre for electronic, fuser roll and harness manufacturing.

"Employment levels have grown to around 2,000 people with an additional 800 people employed by businesses who



Current and former RX employees are among the Parish Councillors pictured here with Les Tuffley and Gerry Lane — (from left) front row: Phyllis Christopher, vice chairman George Read and Gill Potts; back row: Tony Pickthall, Ron Stephens (clerk), Geoff Wood, Dennis Wagstaff and W. Harcourt Davies.



Mabel Beech, whose account of the plant's history appeared in the local press, shows Vernon Smith and (centre) John Flynn a photograph of the BAF workforce in the late 1940s.

share the site with the company. "To mark our association with the village we thought it would be appropriate to present the parish council with a token that could be carried forward for generations to come."

Thanking Gerry Lane, MOC manager Robin Fyffe and Tony Nelmes of human resources department for making the presentation possible, Les said that the chain of office would be a constant reminder over the years of "this magnificent and generous gesture by the company."

Very few people in 1940 could have visualised the change that would come to Mitcheldean over the next 50 years and the improved fortunes it would bring.

The expansion of the company



Studying relics of Mitcheldean's past.

had brought stability to the whole area and nearly everyone had felt the benefits, he pointed out.

"Many words can be said about the good relationship between Mitcheldean PC and Rank Xerox — I have just a few: long may it continue."

The council had a presentation to make too, and on their behalf Les presented a photographic record of Mitcheldean and the old brewery to Rank Xerox as a token of their appreciation.

Les has been the link

BACK IN 1940, a 15-year-old Les Tuffley was helping with preparing the Mitcheldean site for the arrival of British Acoustic Films.

A year later at the age of 16 he was one of the first local people to be recruited by the firm.

He retired in 1981 after 40 years' service, during which he was a union representative, and served as works convener for 15 years.

He also has a long record of community service, having been a member of the Forest of Dean District Council for 30 years (1958 to 1988), and twice chairman of the Mitcheldean Parish Council (he's now two years into his second term).

It was Les, together with Council clerk Ron Stephens, who designed the crest for the chain of office pendant.

This features the old town hall dating from 1710, the church of St Michael & All Angels, and an oak tree of the Forest.

Surmounting this is a plaque engraved with the words 'Presented by Rank Xerox.'

Les collects memorabilia and he kindly lent some fascinating items for display in the hospitality suite, including the drum of a former Mitcheldean band restored by Frank Fidler in the MEWS.



Decorated with the Council's crest, this cake was made for the occasion by site catering manager Dennis Morgan of Gardner Merchant.

£165 million investment in Europe

RANK XEROX is investing £165 million in expanding its research and development and its manufacturing operations in Europe.

Of this, £30m will be invested in a new research centre embracing a new laboratory located in continental Europe and the existing Cambridge EuroPARC, with two new functions to handle scientific government affairs activities and the development of partnerships with other industrial companies and academic institutions across Europe.

The RX Systems Centre at Welwyn Garden City will develop additional products, services and business solutions for the European document market and will be the Xerox world-wide source for specific software and hardware products, the conversion being accelerated with a £45m re-development of the site.

Finally, investments of £90m will comprise new photoreceptor and toner manufacture at Venray, the doubling of capacity of toner production at Coslada, and expansion at Lille to include production of document handling devices and facsimile machines, while Mitcheldean plant will substantially increase its production of electronic assemblies for printing products.

Switched on to success

THE LIGHTING scheme created in building 1 has won a 'commended' certificate in the national EMILAS (Energy Management in Lighting Awards Scheme) competition.

The scheme has been a crucial element of the building's conversion from a warehouse to a first-class centralised assembly facility incorporating modern ideas and materials.

"The project gave us a rare opportunity to create a services installation on a fairly blank piece of paper," said Colin McHugh of the works engineering facilities team, "and the lighting element of the design is an integral part of the total grid concept."

Through earlier installations in buildings 3, 4 and 5, experience was gained of developments in lighting design — notably high frequency fluorescents which give a high level and quality of light output.

In parallel with this work, the Energy Management Team has tried out a range of energy-saving techniques. The one chosen for building 1 was the same as that which proved successful in EMC



Dave Hutton of EMP, Phil Townsend, Colin McHugh and (far right) Ferruccio Marangon, leader of the Energy Management Team.

building 4.

This senses the presence of people and enables the lighting (within small zones) should daylight be insufficient.

The lighting scheme attracted the interest of the Lighting Industry Federation who 'short-listed' it as an entry for EMILAS (new lighting schemes section).

The judges were provided with photographs of the facility, together with a detailed account of the entire process, from M2000 'vision' to customer reaction, which has been favourable.

Colin, together with Phil Townsend (electrical maintenance), received the award of behalf of Rank Xerox at an informal ceremony held at Speech House last September which was attended by representatives of Crompton Lighting, suppliers of the equipment.

"The scheme gives a very high standard of illumination at minimum cost, both in terms of capital investment and running costs," said Colin, "and the switch system gives further reduction in cost and energy consumption."

Customer simulation on site gives faster feedback



Donna Hepburn and (right) Sally Meek are the key operators for this 5046 machine located in building 5/2. With them are John Lewis and Mujib Choudhury of QA engineering, who are closely involved with the customer simulation project.

FOR QUICK feedback on the reliability of the machines we build, we can't do better than ask our in-house customers — that is, everyone in the plant who uses them in the course of their daily work.

So we've embarked on a customer satisfaction and reliability survey, our whole fleet of in-house copiers is being upgraded, and a network of key operators set up.

Part of our overall Quality Breakout strategy, this scheme is a combination of two projects aimed at satisfying customers.

In order to get faster and more structured feedback as to how our machines perform when installed in customer premises, it was planned to hold extended-run tests of current products in various areas on site.

At the same time, a project was being run by MOC manager Keith Grant concerning our in-house fleet of copiers and the standard of servicing they were receiving.

Machine reliability not only affects our own personal performance; it also gets noted by visitors to the site. People talk — and we want that talk to reflect well on our products.

The new scheme is designed to achieve the objectives of both projects.

By simulating a customer environment on site with new installs and gaining on-the-spot information about copy volumes, type of usage, etc., and general machine reliability, we will be able to respond more rapidly by building in improvements.

As quality manager Brian Reeves, who is co-ordinating the scheme, points out: "It gives us a fairly large database from which to collect information.

"We have a wide range of users on site — in offices, in technical and production areas, in CDS — putting our machines to different uses."

Close on 50 copiers are involved. Recycling operations and PQA are replacing existing machines with two 5047s and two 5034s, the balance being "as new" recycled 5046 and 5018 models.

Signs at the locations remind users that 'this is a customer simulation machine', while in prominent areas where visitors are

most likely to see the machines in operation, large overhead notices have also been set up, drawing attention to the objective of customer satisfaction.

Users are asked to log brief details about performance on data sheets attached to each machine.

Periodic surveys are also planned, based on the survey forms which the UK Co. issue to customers when installing machines in their premises.

Any observations, good or bad, help to give an overall rating on how people perceive our products.

The data is being collected weekly by key operators assigned to the various copiers; similar data would take at least a month to come from the field.

QA engineer John Lewis, who organised the machine location plan and set up the key operator network, told us: "Apart from data collection, key operators are asked to keep their machine clean and tidy, replace consumables (toner, paper), assist users when required and arrange calls for service through me."

Training for desktop copiers is being carried out by the delivery crews. For the bigger machines, field personnel give

key operators more extensive training which ranges from half a day for the 5046/47 to a two-day course for the 5090, though no one has been given a tool kit!

To make the customer simulation as realistic as possible, all machines are being serviced by the UK Co.'s Birmingham branch.

Response time varies from seven hours for a 5034 to two hours for the 5090 in CDS (where it is crucial to keep downtime to a minimum).

And the data? That is being passed to IP student Mujib Choudhury who has also been assisting with the project.

Tasked to look at the way we collect information from the field in terms of machine performance, Mujib recently spent three days shadowing field engineers at Bristol.

It helped him to understand the various product and communication problems, and he is now involved in analysing information both from the field and in-house.

"This comprises the first phase of the scheme," Brian Reeves told us. "Later we hope to extend our user information-gathering process to one or two major external customers in conjunction with the UK Co."

RX beat IBM

AND ROBIN Richardson was one of the team who did it.

Section manager in the fuser roll centre, he was the only Mitcheldean member of a group of Rank Xerox people who attended a management training course at Brockenhurst in the New Forest last September.

Some of IBM's junior managers were also there, taking a less advanced course, part of which involved undergoing an initiative test.

This took the form of a competition, for which they needed two teams of six.

But they couldn't muster enough people, so the RX group were invited to compete against them — all in the interests of team-building.

"Each team had to move themselves and their 'luggage' (a bucket full of water) some 50 yards from one pallet to another, using three empty oil drums and two planks. Only the drums were permitted to touch the ground," Robin told us.

They had just a quarter of an hour to work out their strategy. In



Robin Richardson (left) and team members work out their strategy.

order not to spoil things for any who might find themselves faced with a similar challenge, we'll just say that it involved shifting one plank while balancing on the other, and moving forward a drum at a time.

Robin reports that they completed the course 15 seconds ahead of the IBM lot — and they never spilled a drop!

Quite apart from this interlude, Robin said he found the course

the hardest he had ever attended, but the most beneficial and enjoyable.

And the venue was very much to his liking since it gave him an opportunity, together with his team-mates, for a different kind of exercise — horse-riding.

"We found it a quicker, and a more stable, way of covering the ground than with planks and oil drums," he commented.

A date with plant personalities

NOW IN its tenth year, our 1992 'quality calendar' is proving a winner. Its theme is how we at Mitcheldean develop or adhere to exacting requirements, whether at work or at leisure, thus making 'quality our way of life.'

It arose out of discussions between MOC manager Danny Haines, secretary Margo Kibble and business quality & systems manager John Richardson, and has been greatly enhanced by the delightful photographs of Terry Darrington (recycling operations) who is chairman of the RX Camera Club.

Here's some background to put you more in the picture about our calendar personalities and show how some of the shots were staged:

January — The first to be featured is, appropriately, Doreen Davis — one of the receptionist/telephonist team who welcome people to the plant.

"First impressions are important," says Doreen, "and we aim to greet people with a smile, whether we meet face to face or make contact over the phone."

Away from the welcome business, Doreen is a Dragon! She is a member of the ladies skittles team, known as The Dragons, at the George Inn in the village.

The picture shows her trying to bowl a flopper (an ambition she has yet to realise) but Terry couldn't risk his gear being downed along with the pins so the ball was placed in position and Doreen posed for the shot.

February sees tool inspector Fred Niblett barking a (silent) order — somehow we feel that 'March' would have been an appropriate month! Fred has served for 34 years in the Army Cadet Force (he received the BEM in 1987). Now regimental sergeant major, he is based at battalion HQ in Gloucester and ensures some 20 platoons in the area are in good working order, while here on site he calibrates mechanical tools in new build and

EMC to ensure they are up to the mark.

March has been allocated to Sarah Elliot in EMC where, as section manager in charge of programme planning, she looks after customer liaison and the order books, fitting requirements into the work schedules.

Sarah is into eventing (dressage, show jumping, cross country) but for her picture, taken at the Huntley Equestrian Centre, she had to borrow a horse. Her own mare, Winnie the Pooh, is in foal (the new arrival will be either Tigger II or Piglet — we might have guessed!).

Sarah intends to concentrate on show jumping now she is joint owner with her fiancé of a registered show jumper called Neeskins — a name familiar to football followers.

April — Currently the Forest's Strongest Man (that's official), ROS engineer Sean Mills deals with 'heavies' at work and at leisure. He has technical responsibility for recycling the big Xerox 5090 copiers and Star workstations, and customising the new Xerox 4235 and DocuTech reprographic systems.

When he goes to Heywood Sports Centre he has other weighty matters on hand, like the 65kgs he is pictured lifting. Sean was a national NEBSM (supervisory management) award winner a year ago, and he's aiming to gain more awards in the Gwent Body-building Championships next spring.

May — Currently a setter operator in 5047 new build, Sandra Cooper completes 20 years' service in assembly work this December. She admits to being crazy about cats and breeding pedigree Persians is her hobby. "They're my pets and I don't show them," she says.

The handsome cream tom she is pictured grooming is nicknamed Rocky and with him is Angie (short for Angharad) — a blue queen, now retired, which



Caught by another cameraman — photographer Terry Darrington and (left) pilot Martin Exell before the take-off.

makes her a sort of queen mother!

Then there's a blue cream, two silvers, a smokey and a red-coated cat. "I also feed and make a fuss of a stray moggy" (who doubtless comes to observe how upper-class cats live!).

June — Tree trunks, rocks and steep inclines are the sort of obstacles quality engineer John Lewis enjoys negotiating when doing motorcycle trials — "It's all about balance and control," he says.

Sometimes he even does a somersault, though that seemed too much to ask of him for an action shot. He broke his leg once — playing badminton "so I gave it up, it's too dangerous!"

A member of West Glos. and Dean Forest Motorcycle Club, John organises national trials such as the Cotswold Cups, a British champion event. At work he gets involved with plant quality system manual and procedure update and related activities, which sounds less hazardous.

July is when flowers are to be seen in full glory, and Nora Miles is pictured applying thirst aid to her plants in her beautiful garden in Ross-on-Wye. It had been pouring with rain earlier but then the sun came out and Terry got the picture required — one of her watering the plants!

A nurse in our medical centre, Nora sees her job as akin to

gardening. "Both are a form of caring," she says. "I like to see them all in good shape."

August is harvest-time, so the shot of Brian Fowler loading bales of hay on to a trailer in his rather larger patch near Coleford is an apt choice. "I'm not really a farmer, more of a smallholder," he says, which is why he's not wearing green wellies.

Ensuring a good 'crop' of quality people is Brian's responsibility as manager, skills and functional training.

September features Caroline Jones who keeps a sharp look-out for defects when assembling harnesses. Like her fiancé, Sean Mills, she is keen on keeping fit, and she finds karate helps to sharpen her reactions and memory.

After her grading this December she may well progress to a blue, just three away from the all-important black.

The calendar picture shows her attacking Sarah Lewis, a harness colleague. Terry had no problems, but the clubhouse stage sections, and the carpet covering them, kept separating as they jumped about, which had its effect on their footholds.

October — When Terry went flying with Martin Exell, works engineering project leader, it was both to photograph Martin at the controls and get an aerial shot for the calendar cover.

Now fully licensed, Martin then had only a provisional licence, and as the craft he was flying was not his normal model, he had to have a co-pilot. Terry's gear added extra weight, so John Richardson regretfully remained grounded.

The pictures were taken at 1,900ft. It was a lovely sunny day, "but Mitcheldean is difficult to find from up there," said Martin.

He is usually to be found at ground level, surveying layouts for new build production facility areas, and he is closely involved with the building 1 conversion.

Site director Gerry Lane presented each calendar personality with a framed enlargement of the photo showing them engaged in their leisure-time activity. The calendar is held in high esteem, he told them; it presents a good image of Mitcheldean and its people, and it underlines our drive for continuous improvement in all we do. "I think the 1992 calendar is outstanding." Pictured with him are (from left) Doreen Davis, Fred Niblett, Sarah Elliot, Sean Mills, Sandra Cooper, John Lewis, Brian Fowler, Caroline Jones, Martin Exell, Kirsten Chambers and Les Goode (Nora Miles was unable to come along to the presentation).



A video, a tour and a tea

November — 'Forest Pirate' Kirsten Chambers is halfway through her elementary scuba diving course, but that's not why she appears halfway out of the water.

Terry had drawn the line at going underwater with his camera and for the close-up Kirsten had to kneel, ducking occasionally to keep that wet look, while waiting for clouds to pass and canoeists to get out of the viewfinder.

The water was quite clear in the Wye and she could see little eels. The underwater wildlife was more exciting when she snorkelled in the Red Sea, however, and she has a diving holiday in Malta lined up.

As a commercial trainee Kirsten is also gaining in experience of control work, assisting with tracking and reporting of overheads/overtime and capital tracking.

December — You might think that burning pictures is a strange activity for a security officer, but Les Goode uses a special kind of soldering iron for the job.

He traces pictures on wood — anything from pets to Gloucester Cathedral — and burns them in. "I have to be very careful," he says, "because you can't erase a burn."

It's difficult to erase a bad impression, too, and Les, in common with the rest of the security team, plays his part in the 'welcome business'.

David says goodbye



AT THE end of October, David Stokes retired from his post as director, EMO strategy, with responsibility for centralised manufacturing resource in Europe.

For the past six years he has been suffering from motor neurone disease and Steve Tierney, EMO vice president and director, paid tribute to "his courage and tenacity in continuing to play a full and active role as a key member of the EMO management team despite his increasing disability."

Said Steve: "David takes with him our very best wishes for the future — both for himself and for his family — and our thanks for his real contribution to the success of Mitcheldean and EMO."



Industrial placement student James Stevenson puts the Xerox 5047 through its paces for our visitors.



Below: Clive Griffiths talks about the work carried out in the optics section of 5047 assembly.



Left: Seeing how low volume copiers are packed for shipment in building 1.

WE PUT out a welcome in lights on the Messagemaker for some 60 pensioners who attended this year's series of 'At Homes'.

There were two on 18 and 25 September, and two on 2 and 9 October, and the sun shone for most of the time.

Our visitors were shown our new video at the opening presentation before going on a tour of new build assembly areas in buildings 3 and 1, with a brief call to see the CAD/CAM facility and office areas.

Many found it hard to recognise building 1 which they remembered as a warehouse full of racking, and the DocuTech, seen producing bound publications in the customisation area, astonished them.

Teatime gave an opportunity to sit, chat and reminisce. We met former engineering chiefs Tony Burke ("I couldn't find my old office!") and Ken Fox who succeeded him, and Nigel Percival who later joined electronics manufacturing, and is now a consultant.

It was interesting to hear what people were doing in retirement. Peter Summers does model engineering for example and he commented: "The quality here is tremendous."

Ron Boakes, attending for the first time, told us he and his wife enjoy walks organised by the Cotswold Warden Service, and go swimming at Stroud where "you can get knocked over by OAPs!"

Other first-timers were Tom Evans, who has been doing a course on word processing, and playing golf; Ray Pickthall and

his wife Iris, who have been working money miracles for the MRI scanner appeal ("We raised £1,550 recently with raffles and a jumble sale in Mitcheldean"); and indefatigable John Earl, who still entertains at old people's parties, is a stagehand with the CADS at Coleford, goes bowling and does caring work.

Two sequence dancing couples came on one visit — Basil and May Matthews, now professionals, and Mary and Ken Meek, who have a host of awards and are qualified to instruct.

Two who had never worked at Mitcheldean were John Varley, recently retired from Government sales in the South West, who told us how Rank Xerox had equipped ships engaged in the Falklands War; and Sam Clough, a service engineer at Bristol, who said "It made my day when I saw an 813 and a 914 in the showroom museum."

Then there were Dorothy Howells, Bill Austin, Harold Cecil, Bob and Norma Brown — but we just can't mention them all.

How attractive the site landscaping was, how nice everything looked, how the technology had changed, were frequent comments.

Pensioners' representative Alan Cryer said how pleased they were to have the opportunity to come — "We do appreciate it." And Stan Wheeler who co-ordinated the visits, expressed thanks for the efforts made by Tony Nelmes, Brian Fowler and his team of young helpers to give everyone an enjoyable time.

Video-conferencing on site

EARLY IN 1992 it will be possible for Mitcheldean staff to hold a conference with people at other Xerox locations without travelling any further than building 8/1.

That's where a video-conferencing room is being created through the conversion of two meeting-rooms and a storeroom just inside the showroom area.

A multi-functional project team led by Tony Scott is currently organising the Mitcheldean implementation and the service will be provided by IM (formerly MIS) next year.

There will be seating for 12 altogether, six seats being placed at a conference table and six behind them on a raised platform, facing the purpose-built video unit with its two 37-inch colour screens.

The equipment will include four cameras, three table-mounted microphones, a video recorder, printer, fax machine and telephone.

The controls will be simple to operate, and it will be possible to link in different sites for a multi-point conference.

A booking system is being established and guidelines will be communicated in good time to all concerned.

We make an impressive showing at Cannes

THE BIGGEST customer occasion in Rank Xerox history, 'Impressions' was staged at the Palais des Festivals in Cannes from 9 to 13 September.

The 8,000 people who attended during the four-day run included customers from all major operating companies, representatives of the press, consultants and senior Rank Xerox employees.

The objective was to demonstrate clearly that, with the company's dedication and expertise in document solutions, document skills and document products, Rank Xerox had the credentials to call itself 'The Document Company.'

Conferences, customer presentations, an international press conference and management communications meetings, with more exhibits than ever before, made up the programme.

There were over 60 speakers, who came from Xerox Corporation and Rank Xerox headquarters and Operating Companies, plus some of the world's leading authorities on document management.

The main document strategy event, which provided a platform for the launch of major new products to customers, used various theatrical techniques to make it a memorable occasion.

As *HQ News* reported in its special supplement, the presentations were supported by wide-screen video, ballet dancers (highlighting the impact of colour), a mime artist and professional television presenters who acted as link speakers.

They were orchestrated against an impressionist backdrop larger than that built for the set of 'Tosca' at Earls Court (in fact, the same scenic artist, Chris Clark, painted the Impressions backdrop).

The new products were announced to some 150 representatives from the media at the international press conference on 11 September, which coincided with a similar Xerox event in New York, thus gaining world-wide coverage.

ORGANISATIONS need to be more efficient at using and managing information to improve their productivity, competitive position and business performance, said Bernard Fournier, managing director of Rank Xerox, in his keynote address at Cannes.

The key to more efficient use of information was better use of the document, which he described as "the lifeblood of a business".

The cost of creating and managing documents was the largest operating expense after payroll, accounting for 7 per cent of a company's turnover — against only 3 per cent for information technology — and consumed half an office worker's time, he added.

Every day, European office workers created 4.7 billion documents. Globally, the document market was worth £70 billion a year. Yet the way that information was structured, communicated and moved through the office had remained largely unchanged, resulting in poor performance in white-collar productivity.

"During the 1980s, factory productivity in Europe increased by about 75 per cent. Meanwhile, white-collar productivity gained only 3 per cent. Why? Because of a conflict between the way people work and the technology they have been given. Ninety per cent of information technology investment has gone into managing data, but 90 per cent of information is held in documents," he said.

The market was now ready for a new approach to managing documents. The fundamental changes taking place in business, including the dropping of barriers between and within organisations, had led Rank Xerox to study business processes in order to re-engineer the document infrastructure and address the productivity problems of the 1990s.

Bernard Fournier continued: "We are the only company to have concentrated so much time and resources on the issue of productivity in the office. We are the only company to have solutions that address the key issue — managing documents. That is why we call ourselves The Document Company, because we understand the role that documents have in the workplace.

"Our goal is to be the leader in the document market. We will achieve that by providing

Document Services that enhance our customers' productivity," he said.

These included project management, technical consultation and document design, as well as software customisation, product support and training.

"It also means working with third parties. Our product architecture is based on industry standards, so our products are open. We can integrate them with existing information systems, so protecting our customers' current technology investment. We have also incorporated other vendors' products into our standard offerings," he said.

Largest new product offering

Olivier Grouès, marketing director, then announced details of the largest new product offering in the company's 35-year history, all of which were covered under the Rank Xerox Total Satisfaction Guarantee.

The new products included the company's launch into colour copying and printing; additions to the range of facsimile machines; an additional range of electronic printing systems; and a network version of the DocuTech Production Publisher.

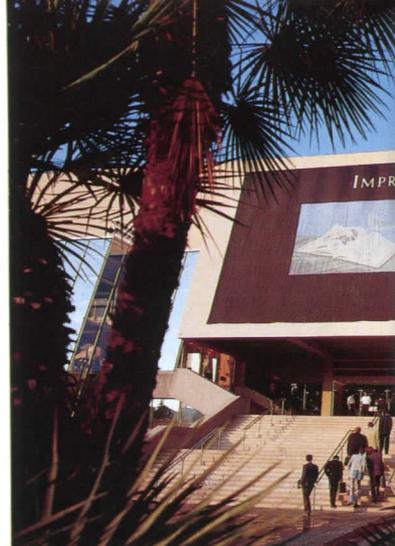
"All of these products share one common characteristic: they are here because our customers have asked for them," he said.

The new products were the response to three shifts in the market place — the shift from copies to print, from black and white to colour and from working as individuals to working in teams.

Remarking on the first shift, he predicted that over the next four years the volume of impressions created each year on low-end printers alone would grow from 50 billion to 130 billion.

"Rank Xerox is the world leader in printing systems technology, well-established in production printing. The new products build on that strength and extend our range into personal, workgroup and departmental printing," he said.

On the second shift, from monochrome to colour, Olivier Grouès predicted that the number of colour reprographic impressions created in Europe each year would rise from 1.2 billion to 4 billion by 1995, an



Outstanding 'Impressions' at the Palais des

annual growth of 35 per cent, and that on-line colour production printing would grow from nothing into a major market.

Whilst many customers were seeing a need for full colour, Rank Xerox had also developed a complementary strategy based on highlight colour.

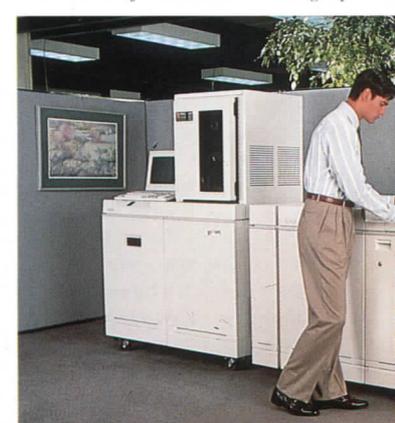
"This is a world first, and we believe its impact will be huge. Indeed, we expect that the shift in demand from monochrome to highlight colour will be of the same order as the move from carbon paper to xerography," he said, adding that the only additional cost for the user would be for the blue, red or green toner.

Commenting on the third shift, he pointed out that individuals could only work effectively together in teams if they could share information in either paper or electronic form. That was now possible with the introduction of

The Xerox 4135 — fastest cut-sheet electron



The Xerox 4850 prints black, one other colour and shades of that colour in a single pass





festivals, Cannes.

the Xerox DocuTech Network Publisher 1.

The **Xerox DocuTech Network Publisher 1** will enable users to publish high-quality documents from electronic as well as from hard copy sources. It features the same high-resolution scanning, high-quality volume printing, and advanced-finishing capabilities as the Xerox DocuTech Production Publisher and will also be able to accept documents sent electronically from remote workstations.

When configured with the Xerox DocuTech media server or Xerox DocuTech network server, the Network Publisher 1 will extend publishing services to industry-standard networks, PCs, and workstations, offering document publishing services to a wide array of Xerox and third-party products.

In addition to the standard

printer in the world — prints 135 pages a minute



(red, green or blue) plus a wide range of tints



DocuTech finishing capabilities, a new device — the signature booklet maker — can now be integrated into the DocuTech system, which is being customised at Mitcheldean.

The **Xerox 5775** digital colour copier puts Rank Xerox at the forefront of colour reprographics technology by offering four-colour copying more reliably and at a lowest possible cost of ownership than anything else on the market.

The **Xerox 4850** highlight colour laser printing system prints black plus one other colour, as well as multiple tints and shades of that colour, in a single pass at up to 50 impressions per minute, and at a cost only slightly above that for black-only printing. It is also being customised at Mitcheldean.

The **Xerox 4235** laser printing system, developed at Mitcheldean and Welwyn and manufactured and customised at Mitcheldean, fills a void in the market. This intelligent printer is well suited to remote and unattended operations and is the first to span production and departmental printing in a single product.

The **Xerox 4135** laser printing system is the fastest cut-sheet electronic printer in the world, producing prints at the rate of 135 pages per minute. It has unique paper handling capabilities and will fully integrate into all major computing environments. It, too, is customised at Mitcheldean.

The **Xerox 4213** laser printing system is the company's first low-cost desktop laser printer to offer two-sided printing and provide customer replaceable toner, developer and photoreceptor cartridges. It provides distributed printing services that speed the flow of documents to people in workgroups, producing 45,000 copies per month at up to 13 pages per minute.

Another model, announced in August — the **Xerox 4010** — is the company's smallest, most economical desktop laser printer. It is a four pages per minute, high quality resolution machine for personal printer requirements of up to 5,000 pages a month. The electronics are manufactured at Mitcheldean.

The **Xerox Telecopier 7024** facsimile terminal prints on cut-sheet plain paper, coloured paper, letterhead, forms and transparencies. This is complemented by the **Xerox Telecopier 7018** and **Telecopier 7019** facsimile terminals which will be sold in more than 150 countries and quickly scan documents into memory, allowing users to walk away with their original documents while the facsimile machines dial and transmit from memory.

Right: Suited for either the data centre or the office, the Xerox 4235 is built at Mitcheldean. We plan to feature it in our next issue.

Below left: The low-cost Xerox 4213 desktop laser printer.

Below right: Operated via a touch-sensitive colour screen, the Xerox 5775 produces seven and a half full-colour, or ten three-colour, copies per minute. As well as making colour copies from black and white originals, it can be edited to apply colour to designated areas.



Along the Avenues

THE PRODUCTS on display comprised possibly the largest collection of Rank Xerox equipment ever assembled under one roof in Europe, and Mitcheldean was well represented.

Rank Xerox had sole occupancy of the Palais, which included various exhibition areas and auditoria.

In addition, the avenues connecting these were made maximum use of to feature the key corporate themes of quality, service, Europe and the environment.

The **Avenue of Europe** emphasised our involvement in and continuing commitment to Europe and the Xerox 5047 was among the mid-volume copiers entirely assembled in Europe which demonstrated our manufacturing expertise.

The accompanying data pointed out that, in common with an increasing number of Rank Xerox products, over 75 per cent of the material content of the 5047 is now purchased from European suppliers.

In the **Avenue of Quality**, the Xerox continuous journey of improvement and leadership through quality was the central theme, and among the major awards on display were Mitcheldean's British Safety and Quality, Best Factory and

Environmental awards, loaned from our reception area. Here, too, the Xerox 5034, 5028, 5018, 5014 and 5012 were to be seen.

The 5047 featured again in the **Avenue of Service** which had a range of four mid-volume machines forming a simulated illuminated display to show how remote interactive communications (RIC) can connect across a range of products.

The **Avenue of Environment** underlined the company's commitment to tackling such issues. Aspects covered ranged from the corporate environmental health & safety policy and manufacturing site audit programme to the recyclable and biodegradable cushioned packaging material. Corrupad (shown used to package a 5018 machine).

The high quality of recycled products was demonstrated in this avenue. A recycled 5028 was shown beside a new build model and visitors were challenged to 'spot the difference'.

We hear that a certain Rank Xerox employee who was convinced he could distinguish one from the other was obliged to admit "I'm stumped!"

The important development of the new environmental paper, shown running through a 5028 copier, was also featured.

Our low-volume copiers built at RXMP on display in the Avenue of Quality.



They tailor the printers to suit the customers

WE KNOW that the machines we recycle emerge looking and performing as new.

But some of the products handled by recycling operations actually *are* new. These are the electronic printers which are customised — and it's a fast growing aspect of the department's activities.

It came about through our recycling business. In 1988 the French Opco received a large order for new Xerox 9790 electronic printers.

Consisting of several modules with thousands of parts (the controller module alone has some 100 boards inside its cabinet), these complex systems can take up a great deal of costly engineer time to install, especially where there are individual customer requirements to meet.

Our specialist ROS engineers and technicians having acquired considerable expertise in handling such systems, Mitcheldean undertook to assist the French company by customising and pre-installing the 9790s.

This initiative clearly demonstrated that centralised customisation enabled a quality product to be delivered on time with economic advantage and increased customer satisfaction.

Today, some 70 per cent. of electronic printers are customised prior to shipment, and it is now the policy of the Electronics Printing Programme team to customise centrally all new products from launch for the Rank Xerox market.

"The whole concept is to ensure that installation work is reduced to the minimum and it becomes simply a matter of 'plug in and play'," ROS manager John Gurney told us.

Looking down on the customisation area on the ground floor of building 3 from the mezzanine offices, you may see, along with the 4050, 4090 and DocuTech Production Publisher systems, some of the new laser printers introduced at Cannes.

The Xerox 4235 (the image output terminal (IOT) for which is built a few yards away), the high-speed Xerox 4135 and the Xerox 4850 highlight colour laser printing systems, plus DocuTech Network version, are all customised here.

It makes an impressive array of high technology and the business is forecast to grow significantly in the next few years.

Introduction of a new product into the CEP (centralised electronic printer) family for customisation calls for an intense period of planning, product familiarisation and training by the ROS engineer.

This involves liaison with the product design team for each module who are based in El Segundo and Webster, the product launch team at Marlow, and the customer support team at Welwyn Hall.

Because of the highly complex nature of these systems (they cover a wide range of disciplines including xerographics, communications, computing and electronics) and the extended training time required — in some cases it can take up to six weeks — training of the Manufacturing Operations personnel is conducted by the responsible ROS product engineer.

Customisation here on site does not mean we send the systems out of the door and forget them.



Working on a Xerox 4850 highlight colour laser printer are (from left) Mike Smith (ROS) and technicians Gary Aston and Gwyn Lewis with Lee Osborne (recycling materials).

The quality of each system install is recorded and logged into a quality reporting file drawer held on electronic database on the network system.

This enables access by authorised specialists within CEP field operations, Xerox product quality structure and new product PDTs.

Product performance during customisation is monitored and teething problems ironed out. Feedback from customer installs regarding performance problems, etc., enable ROS engineers Stuart Meek, Sean Mills and Mike Smith to fine tune the customisation process, thereby improving the quality of the product leaving Mitcheldean.

Notice of the impending delivery of a system to the customisation area is given in the form of a product log, listing systems in order of priority, giving delivery dates and dates of despatch to the customer.

Included with the log are the

customer order forms, containing a shopping list of options and system modules that are to make up each system, and detailing what additional peripherals are to be fitted to meet the customer order requirement.

The product order log is sent via electronic mail from Equipment Management, based in Marlow, to the Mitcheldean supply centre support group who pull the options, kits and system modules that make up the order.

The complete order is then despatched to the building 3/1 customisation area to be sorted, enabling the process to begin. The delivery is not unexpected — section managers Norman Kear and Paddy Weir also receive all orders sent from Marlow.

Marked with the appropriate serial number, the boxes (there can be around 40 for the 4135, for example) have to be unpacked and have their contents checked carefully with the EP systems equipment order before being passed over as a total order to the test area.

The customisation involves tailoring the system to comply with specific customer requirements — and the options can run into hundreds.

Nationalisation is an obvious variation which affects language materials, software and documentation, and there can be a primary and a secondary language (eg German and French).

The customising team don't need to be linguists, however; the system indicates if there is a problem.

Capabilities and performance can be varied in a number of ways — in graphics handling, for instance.

The customisation team, pictured against a background of DocuTech systems.



The basic peripherals (tape deck, floppy disk drive, cartridge tape, etc.) can be varied too, and there may be requirements for increased paper feeding capability incorporating high capacity feeders, or for different finishing modules — stacker, stitcher/stacker, binder and booklet-making facility.

If any faulty parts are identified, Lee Osborne (recycling materials) gets replacements rushed in from the ELC in Venray.

Innumerable system and functional checks have to be carried out since, although tested individually abroad, the modules have never before been married up and run as a complete system.

The time taken to customise an electronic printer varies considerably; a 4235 takes about three to four hours whereas a DocuTech job can take up to 33 hours.

Orders are carefully checked before being packed and shipped.



Setting the scene

THE FILMING of a colourful 'star performer' at Mitcheldean during the summer shutdown presented us with an unusual challenge.

The shots were required for the wide-screen video shown at Cannes, and Stiletto, the unit which managed the theatrical side of things for Impressions, asked us to supply a Xerox 4850 — and assist in creating a set.

The only available space at the time was in building 1, then in process of conversion, and Martin Exell, Colin McHugh and Pat Madley of works engineering were called on to stage a quick change of scene.

The electrical services had been removed, so temporary ones were installed. Light from the roof was blanked out, a curtain wall of black sheeting with a 30ft drop provided to enclose the

Finally, the modules are divorced and passed to the pack area staff, who have a list of what PWBA's have been fed into the computer/electronic sub-system for guidance.

It is their responsibility to see that the total order has been completed correctly before all the hardware, fonts, language software and documentation are packed into the right boxes and palletised for shipment.

"This whole operation is an integral part of the Rank Xerox drive for customer satisfaction — to provide our customers with world-class products and service," says Keith Grant, manager, assembly operations (recycling & manufacturing).

"The initial results coming back from the Operating Companies are impressive and show that the customisation team at Mitcheldean are helping RX to achieve the goals."

corner 'studio', and a grey carpet hastily acquired to cover the floor from which existing bolts and fittings had to be removed.

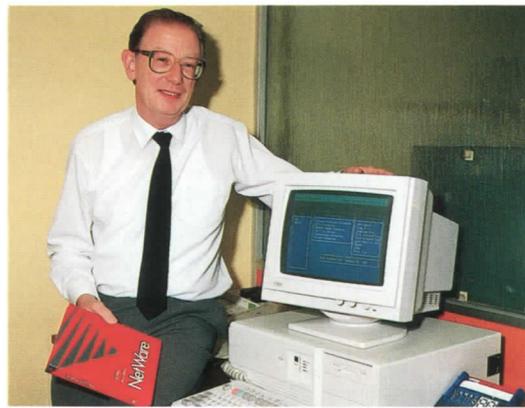
Acting as co-ordinator for the project, Mike Smith (ROS), together with Gary Aston and Mike Rouse, customised, divorced and relocated a complete 4850 system to building 1 where it was re-configured.

Filming then commenced, and a glamorous model walked on to operate the printer.

Other electronic printers had to be customised for the Cannes event and, in order to cope with this requirement, plus a sudden increase in orders, the customisation team were working seven days a week.

(Stiletto also did a shoot in Rank Xerox Business Services in building 9.)

Forty years on



Eric Smith — "self-training on the Novell system".

AS OUR longest serving employee, Eric Smith, who reached his 40-year milestone in August, has witnessed a major part of Mitcheldean's history.

"I've enjoyed my time here — there's always something interesting coming along," he says.

An electronics specialist, he normally works alone in a lab. in ROS, surrounded by PCs and other high tech. equipment.

But in recent weeks he has been spending quite a few hours on the shop floor, working with fellow engineers on customisation — a major activity in recycling operations these days, as you can read opposite.

Eric is now getting involved with the DocuTech system and its inter-communication with other computer systems.

"I've been doing a self-training course on Novell, which is a networking system similar to Ethernet," he told us.

As Oliver Grouès, Rank Xerox marketing manager, announced at 'Impressions', the capabilities of DocuTech are being greatly enhanced in coming months and through an agreement with Novell, DocuTech will be made compatible with industry standard network protocols.

By mid-1992 it will accept documents from a wide range of remote workstations, created under a wide range of standard applications.

The technology was, of course, very different when Eric joined us under the 'learnership scheme', just ten years after the BAF pioneers had arrived at Mitcheldean.

Having acquired HNCs in both mechanical and electrical engineering, he moved into what became the electronic dev.lab. and was made a section leader in 1975.

From electronic modules and power supplies he progressed on to the logic side, using computer programs to generate 'truth tables' for testing boards, and

later working with automatic testing equipment like GenRad.

Later a software group was formed, the first project being modification of software for the FX9500; this led to other projects concerning the 8300 and the upgrading of this and the 8200 (Eric working direct for Xerox on the latter), all of which "brought me great job satisfaction," he says.

Prior to his current activities he was engaged in writing programs for the repair at Venray of 5046 circuit boards, developing interfaces for use by our sister plant in repairing boards.

He then went over to Venray to commission the equipment and train people in its operation.

Over the years his work has also involved visiting the USA and he is highly regarded both sides of the Atlantic.

Eric does quite a bit of travelling in this country too — about 150 miles a week — but that's in connection with his leisure-time interest.

He and his wife Maureen are very much into sequence dancing. In fact, they run a dancing club in a village near Chepstow, providing the music and instruction for the dances, and "there are some 40 or 50 new ones every year," Eric told us.

We had visions of 'Come Dancing' couples in evening dress, the ladies floating in miles of tulle, but Eric put us right about this.

"We don't compete, but we visit other clubs, occasionally acting as relief instructors. We also run about four dances a year at Caldicot Community College, and people come from a wide area to attend them."

Eric's three sons are all launched in life. Robert, the eldest, is an ex-RX apprentice, and now has his own telecommunications business; Stephen, who did a YTS course at Mitcheldean, has emigrated to Australia, while the youngest, Andrew, works in a Job Centre.

Service awards



Keith Horrobin and Bob Davies and (right) Colin Lewis and Adrian Eddy — all 30-year men.



30 years

OUR ONLY craft apprentice to have achieved 30 years' service, **Keith Horrobin** first spent 11 years in the machine shop where he became a setter-operator, following this with a spell in small batch.

After completing a NEBSS course he was appointed an assembly chargehand in what was then refurbishing operations.

By 1981 he had moved into new build, working as foreman/section manager in mid, high and low volume copier areas.

Since January 1990 he has managed the assembly of 5046 product and its successor, and he says: "We are now starting to build machines to support the States prior to their 5047 launch."

Keith was for many years a player and committee member of Berry Hill RFC, as was his brother Kevin, manager, materials and electronics, who has some 27 years' service to his credit.

For the past five years, however, Keith has devoted his spare time to reviving the Berry Hill Social Club, of which he is currently chairman.

In this he has had strong support from his wife Diane, a former secretary at Mitcheldean, who does the secretarial and book-keeping work, while Colin Butler, our works convener, is membership secretary.

Keith was happy to report that "the club is now thriving, we have 400 members and a healthy financial situation."

Son Julian works in recycling operations — we featured his wedding to Sheridan Pugh (harness assembly) earlier this year. He maintains the Horrobin rugby tradition; having played for the England under-16s, under-18s and under-21s, he now plays for Bristol City.

Completing the family is daughter Joanne, who works in an insurance company in Gloucester.

A former craft apprentice, **Colin Lewis** had become an inspector in the machine shop by the age of 21 (surely a record?) and has made his career in parts manufacturing QA where he is a shop steward.

He may also be recognised in another role (disguised by a hard hat and an 'alias' in our last issue!) as a member of the works fire

brigade. In fact, he has climbed the ladder of long service to the 25th rung with the British Fire Services Association.

Next year will be a memorable one too, for that's when he and his wife Pam (who once worked in Bell & Howell assembly) celebrate their silver wedding anniversary.

Their son, Steve, is employed by Ocella, our tenants in building 9, while daughter Amanda works in an estate agency.

Both Colin and Steve belong to Drybrook RFC; the latter has just graduated from the Colts and his father occasionally takes part in veterans matches — sometimes they play against each other.

Colin does "a bit of cycling" too, and has recently taken up a new sport — ski-ing. He goes on Severn Sound trips to the Continent, "but I fall down a lot," he admits.

He is the middle one of three brothers who have worked on site. Brian, the eldest, worked in PED and clocked up 28 years before leaving; John is a QA engineer and is featured on the June page of this year's 'quality calendar'. Their father Harold was also an employee of 12 years in harness assembly.

Bob Davies started as a technical apprentice in September 1961, joining the electronics dev. lab. to work on the 914/720 and 813/660 models.

The younger son of our former chief metallurgist, he became involved with mid volume machines and, after work on the 5400, went to the USA in 1976 for two years in connection with the development of the 5600. On his

return he was engaged on several projects, eventually transferring to general electrical work and safety support for the 1025/1038 models.

Five years ago he joined the 1012 National Integration Team which won a corporate Team Excellence Award.

Now, having spent some 18 months working on harnesses for the new 4235 laser printing system, he is an engineer on the European Integration Team, which has involved some travel overseas.

He has also been engaged in CAD activities in connection with the WWGTS (World Wide Graphics Transfer System) which is used for communicating with Japan.

A singer since he was 17, Bob belongs to the Tanglefoot band whose lead guitarist is fellow engineer Clive Cowmeadow.

He is also a former member of two other bands dating from the '60s and '70s — Hat Trick and Rob and the Zeroes (for 'Rob' read 'Bob').

These bands were among the 11 local groups brought together to perform in the 'Rock for Charity' concerts held in Cinderford last September in aid of the Severn Sound Money Mountain and the Pied Piper Appeal for a new children's hospital in Gloucester.

"The concerts were complete sell-outs with 400 tickets per night," Bob told us, "and they raised around £4,000."

Yet another who has been with us since leaving school is **Dave Acton**.

Progressing from shop boy to small batch, he joined parts manufacturing as an operator, eventually working on capstans and cutter-grinding, and he continued in that department for some years.

When activities were scaled down, he transferred to recycling for some 18 months; a few years in small copier new build followed, after which he switched to QA.

He is now back in recycling as an inspector in dismantle and clean. Dave works permanent nights and "we're particularly busy at present," he told us.

His son Kevin has just started an apprenticeship with Insumat in Gloucester and daughter Fiona has recently made Dave a grandfather.

Adrian Eddy, too, started as a shop boy — in the machine shop



Terry Zimmermann and Dave Wood, both 25-year servers.

and, like Dave Acton, worked there for more than 20 years, becoming a setter on autos.

In 1970 he went with the section to Cinderford for ten years; then, back at Mitcheldean, he transferred to small copier new build.

This was followed by a spell in the dismantle & clean section of recycling operations. Three years ago he moved into the paint shop as a paint sprayer ("which may account for the fact that I can't get going with the painting at home!" he says).

Adrian used to enjoy cycling, an activity he shared with his wife Jenny.

Their main interest today is in country & western music and they were delighted to meet Boxcar Willie, the well-known American country star, when he was 'in concert' at Gloucester last year.

In the interdepartmental skillies tournament Adrian plays for the paint shop team; he could have entered the individual champion competition last time round since he had the highest score (47), but he missed the finals night.

25 years

Dave Wood joined as an apprentice in 1966 and, like Bob Davies, went into the dev. lab. after training.

In time, this merged with design engineering and in the late '70s Dave was involved principally with logic systems for mid and high volume machines.

As a section leader in electrical design, in 1979 he switched to small copiers. Then in 1986, along with Bob, he joined the 1012 National Integration Team. Later, Dave also worked on an ESD (electrostatic discharge) project.

Two years ago he joined new

Continued opposite

20 years

Recently qualifying for 20-year service awards were (from left): John Rudge (materials logistics), Mike Maith (recycling), Colin Williams (ROS), Dave Powell (control), Richard Andrews (ROS), John Murrell (small batch), Tony Cudoff (purchasing), Paul Coleman (receiving inspection), Ron Adams and Roger Smith (both of recycling). Others were Jeff Beaven (purchasing), Graham Whitaker (QA) and Mike Young (tool inspection).



Homes and gardens competition



Harold Moore measures up the cucumbers, watched by Don Cinderey.

Continued

technologies department, one of his main responsibilities being to provide applications support in the CAD/CAM facility and training for young people on the Intergraph equipment.

He is also involved in the illustrated assembly process and, he told us, "You can now see integrated designs, such as those obtainable on Intergraph, on the Sun workstations which have been adopted for IAP activities in place of the 6085 workstations.

"This convergent approach enables us to work with colleagues in the USA who have an identical system."

An oarsman, Dave has been a member of Ross Rowing Club for the past 20 years and son Christopher, aged 12, has now joined the crew — "He's coxing for our four."

Dave and his wife Elaine also have a younger son, Thomas, who is very much into computers — with Nintendo games!

Terry Zimmermann began his apprenticeship at the same time as Dave Wood and, after his four years' training, he joined the 3600 reconditioning section as an electrical adjuster.

Subsequently he worked on 914, 3600 and 4000 new build as well as on the 3600 sorter and ADF.

About ten years ago he returned to what is now recycling operations (his father Ralph was then manager of the department so for a time he was Terry's boss) and today he is engaged on engineering products.

His brother Steve also works at Mitcheldean, in the electronics manufacturing centre.

Terry is a regular participant in our interdepartmental skittles competition and plays with Tudor United too. A former footballer for Howle Hill, he says, "I've retired from active football now, but I do go to watch Hereford now and again."

ENTRIES FOR the 7th Annual Gardening Competition, held on Saturday, 7 September, were somewhat down on last year.

But as Phyllis Christopher, chairman of the Gardening Association, pointed out, they were lucky to have as many as they did, considering how bad the weather had been for growing things.

There were some changes in the schedule for 1991, one being the introduction of a home-made wine section. Another change concerned the awards.

One of last year's newcomers, Don Cinderey, was particularly successful. He won 28 prizes, 11 of them firsts plus a joint first, thus putting secretary Harold Moore (26) in second place.

Under the old rules this would have meant that the president's trophy would have gone to Don. But this year it was earmarked for the most outstanding exhibit in section 1, 2 or 3 so as to make it accessible to the small exhibitor.

It was Bob Smith's prize 'pot plant (foliage)' which led to his receiving the rose bowl from Des Halliday, who went along to present the awards.

Don showed prowess not only in the vegetable and flower garden produce; he also won two firsts with his Welsh cakes and fruit cake (own recipe), and he and his son-in-law beat all comers with their home-made wine.

Andy Gardiner held on to his title as onion king, producing the heaviest onion. The 4lb. 4½ oz. specimen was no record-breaker — his winning entry last year was 2lb. heavier — but he still managed to keep ahead of Harold, beating him by just ¼ oz. He also

Devastating tomatoes

THOUGH HE doesn't enter gardening competitions nowadays, Des Halliday admitted he had once won three first prizes when he moved to this area from London, and he could appreciate the work that was involved in organising a show like this.

He recalled that, when he first joined the company and was working in materials department, he and Alec Jones, who looked after sub-contract work for parts manufacturing, used to compare gardening notes.

Alec was having trouble with his tomatoes, and Des mentioned he'd heard that bicarbonate of soda sprinkled on tomatoes every morning did a world of good.

Alec tried the remedy, but after a week all his tomatoes died. "I realised afterwards I should have said Epsom salts!" confessed Des.



From left: Phyllis Christopher, Bob Smith who won the president's trophy presented by Des Halliday, and Des's wife Sheila.



The home-made cake section draws admirers.

exhibited the three heaviest onions.

Leaders in the 'heavies' stakes were Bill Meek's marrow and Vere and Phyllis Christopher's pumpkin, while Harold produced the longest runner bean and Don the longest cucumber.

Des congratulated the winners and all other exhibitors, and thanked the hard-working helpers (Pauline Moore did a sterling job as steward).

Roger Keyse judged the horticultural items, and bakery lecturer Gordon Hunt and his wife Isobel the homecraft, while the Cyder Press at Drybrook provided connoisseurs who judged the wines from the restaurant point of view and pronounced them 'lovely'.

Winners of the various classes within the seven sections were:

Section 1 (Open): Andy Gardiner, Bill Meek, Harold Moore, Don Cinderey, Vere & Phyllis Christopher. **Section 2 (Open):** Andy Gardiner, Don Cinderey, Harold Moore, Vere & Phyllis Christopher, Bill Meek. **Section 3 (Open):** Harold Moore, Don Cinderey, Vere & Phyllis Christopher, Bob Smith. **Section 4 (Open):** Don Cinderey, John Smith. **Section 5 (Open):** Pauline Moore. **Section 6 — Homecraft:** Jean Smith, Dorothy Manns, Don Cinderey, Vere & Phyllis Christopher. **Section 7 — Photography:** Pauline Moore, Vere & Phyllis Christopher.

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,
Plump Hill, Mitcheldean GL17
0EU.
or ring me — ext.566 or Dean
542415.

Myrtle Fowler, editor

Diamond date

CONGRATULATIONS to pensioners Cecil Baldwin and his wife who celebrated their diamond wedding on 21 November.



Conway Salmon (recycling operations) was married to Joy Underwood at St Mary's Church, Lydney, on 28 September.

He's in the running

TO BE a decathlon performer is an achievement in itself.

To compete against decathletes from around a dozen counties and emerge a champion puts you way out in front.

EMC's all-round athlete Nick Walker did just this when he won a bronze medal at the Midland Counties Championship held at Stoke-on-Trent on 8 and 9 September.

In two days he completed ten events, scoring a total 5,491 points — a record for his club, Gloucester Athletic.

On the first day Nick did the 100 metres, long jump, shot put (that means throwing a 16lb. steel ball), high jump and 400 metres ("which is what I do best," he told us).

Then, on the day following, there were the 110 metres hurdles, discus, pole vault, javelin and 1,500 metres events.

It's been an outstanding year for Nick — he won the Gloucestershire Athletic County Championship 400 metres and long jump last May.

To be a decathlete calls not only for physical prowess but the determination to keep striving against every obstacle.

Nick started life with a hurdle

to surmount — he fell ill and lost his hearing as a result. When his family came to England from Uganda in 1973 (his father is a GP) his hearing improved after treatment. He is still partially deaf — but you'd never guess it.

He has done athletics since the age of 12 and his first competition was the All England Deaf Championship (running events only) when, representing South East England, he won the 200 metres.

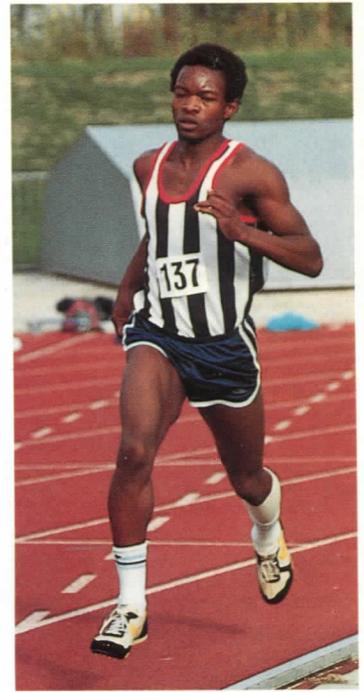
In 1988 Nick joined the electronics manufacturing hand assembly team at Welwyn, and for eight years was a member of Shaftesbury Barnet Harriers, the top British league club based in London. He joined Gloucester Athletic Club when he moved to Mitcheldean with the EMC.

After his success last September he visited his birthplace, a village called Serere. "It took a total of nine days' travel so out of three weeks' holiday I had just 11 days there," he told us.

Nick is now looking to the AAA's National Championship next summer, and he devotes about eight hours a week to training at various sports centres — Five Acres in the Forest,



Nick Walker in action — throwing the javelin and doing the 1,500 metres.



Gloucester, Cheltenham, Hereford and Cwmbran.

He lives in Coleford, cooks for himself and doesn't keep to any special diet. "I try to model

myself on Daley Thompson, the world record holder and gold medallist," he says, but he doesn't rely on a certain 'isotonic orange drink' — as seen on TV!

A dangerous game

CHAOS REIGNED at the Rolls of Monmouth Golf Club on Monday, 16 September, as 25 out of 27 members of the Rank Xerox Golf Society gathered to compete, on the last society outing of the year, for the Summer Cup, Team Cup and Captain's Day prizes.

Unfortunately two members had suffered in the preceding 48 hours.

Denis Ede was taken ill on the Sunday morning, and the other golfer broke his toe at his stag night in the North of England and had great difficulty contacting the Golf Club.

However, a hastily re-arranged schedule commenced and, as usual, the golfers were accompanied by the rain, but only for a short while.

Vice-captain Steve Cooper had ably supported his captain, Wilf Jones, in the organisation of the day, only to be rewarded by being hit by a golf ball during the round.

(Golf is obviously becoming a rather dangerous game —

remember Wilf's misfortunes at St Helens, reported last time round?).

At the after-dinner 'speech and presentation,' the captain welcomed the new members, and in particular the younger ones, and thanked them for starting a trend in 1991 which hopefully will continue into 1992.

He also thanked Grafton Golf from the MEWS for their support throughout the season.

The prizes for the day went to the following:

Captain's Prizes - best am, Tim Beale (a new name in RXGS annals); best pm, Brian Snook; longest drive, Roger Vine (another newcomer); nearest the pin on the 18th green, Graham Beach (now back on site); and the main prize, overall for the day, Brian Prosser.

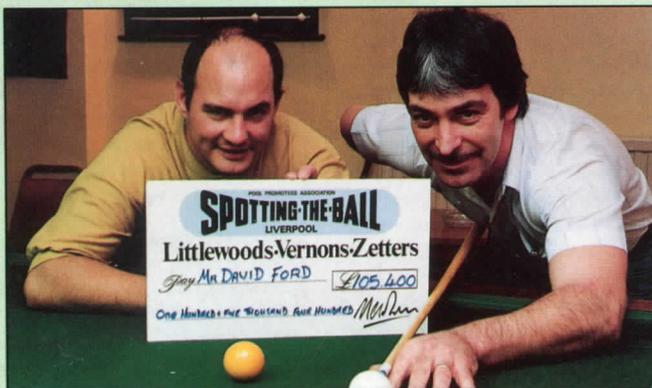
Summer Cup — Wilf Jones.

Team Cup — Brian Prosser, Roy Taylor, Jim Ahern.

The **Round Robin** over the season was won by Don Meek.

W.J.

Right on the ball



Lucky winners Richard Powell and (right) David Ford.

'WORK TOGETHER, win together' has been the maxim of two 5047 assembly operators — and it's paid off handsomely, to the tune of £105,400.

On Monday, 14 October, David Ford and Richard Powell were thrilled to learn of their windfall in the Pool Promoters Association 'Spotting the Ball' competition.

For six months they have been sharing a weekly £2 entry, and this time their 'x' marked the right spot.

For David the win could not

have come at a better time. "We have recently finished building our own house after several frustrating years of obtaining planning permission and having to live in a caravan."

They are expecting another happy event at Christmas — a first baby for him and his wife Pam (formerly a secretary at Mitcheldean).

Rugby, not football, is actually Richard's sport — he plays scrum-half for Drybrook RFC. He intends to invest his win wisely with an eye to the future.

Obituaries

WE REGRET to report the deaths of the following:

Jack Timms on 28 September aged 71. Originally engineering design office manager, he later became site safety manager, a position which he held until his

retirement in 1980 after 14 years' service.

Peggy Grindle on 10 October aged 56. Peggy was an assembly worker for some 20 years until she retired in 1984. Her husband Ken worked in inspection, later joining Hygiene Services.