

Vision

The house magazine of Rank Xerox Mitcheldean

Our profile keeps getting greener

"WE ARE a very environmentally responsible company, and as our profile grows 'greener', so we aim to ensure that as many as possible are aware of the fact," says Ian Hale, Mitcheldean's environment manager.

To this end, a film crew visited our site on Thursday, 17 February, to shoot scenes relating to environment and recycling subjects for input to a video on the Rank Xerox environment programme.

Commissioned by Karl Kummer, environment director – Marlow, it will be used throughout Rank Xerox and for external customers as an induction/awareness/promotional video.

The unit followed through the dismantling and cleaning of a 1025 and the application of the Xerox logo on the cover panel in the paint shop's ecologically acceptable silk screen facility.

More footage was taken of the machine's remanufacture as a 5025 in building 12/2 where the cover panel got its final polish and the total satisfaction guarantee label was added (see story pages 6 and 7).

Reclaimed metal swarf from the fuser roll centre got tinsel-town treatment, and pipework was filmed to point up the closed-loop water system being installed in building 5, while the flow solder conversion, Save-a-cup and Kan Krusher initiatives were recorded in EMC.

Ian accompanied the film crew and John Perkins (maintenance) was on standby to ensure they plugged in their power lines correctly.

The resulting video will be made available for viewing at Mitcheldean.

As a company with a good track record over many years in this respect, we have applied for an RSA Environmental Management Award, our entry being based on 'RX manufacturing strategy for optimum re-use of assets'.

These awards are made in

recognition of the achievement of British managers in developing business practices that lead to a sustainable environment, and results should be known next June.

Another significant date is 22 April. That's when Xerox/Rank Xerox will hold its second annual Earth Day to re-emphasise its commitment to the environment.

It is also the date when the winners of the annual Xerox Facilities Waste Reduction, Re-use and Recycling Recognition Awards will be announced, and we're pinning our hopes on two Mitcheldean projects.

One is our on-going energy reduction project. (And incidentally, for the third year we've just won the Gas Energy Management Award – in recognition of our outstanding contribution towards conservation through the efficient use of gas.)

The other is the silica gel scheme. This desiccant protects electronic and other parts supplied to us, and an outlet for the 18,000-plus kilograms which we have to dispose of annually was found through Waste Exchange Services.

Prompted by us, they evaluated samples, applied for the necessary licence, and now collect the segregated gel, and process it for re-use.

Environment manager Ian Hale and (right) John Perkins (maintenance) watch as reclaimed swarf gets star treatment.

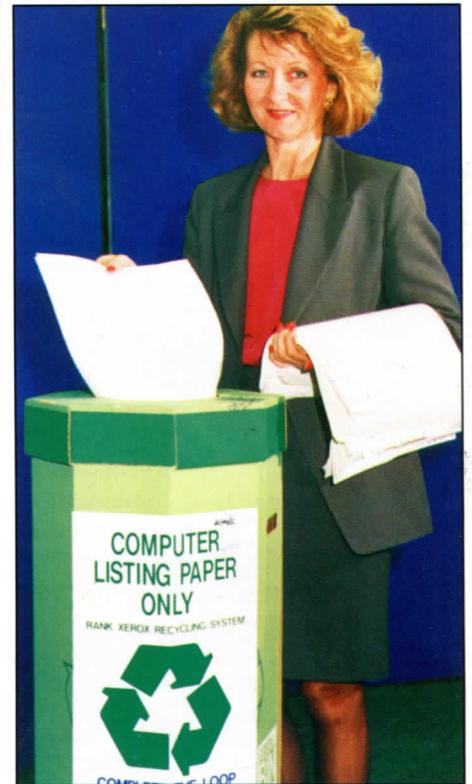


Since we last featured our site initiatives and the work done by the environmental steering committee and its sub-groups, the successful segregation of waste scheme has led to various bins springing up throughout the site, saving material from going to landfill.

These are earmarked for either computer listing paper, all other waste paper (except plastic-covered), cardboard or general waste.

The bulk of used paper occurs in test areas and here RX 'first generation' white paper, which fetches a good price and goes to tissue manufacturers, is put in special bins. "We are averaging 3 to 4 tonnes of pure white paper per week," Roy Harrison (works engineering) told us, "and up to 1 tonne of computer listing paper is being recycled per month."

One thing has led to another. Clear plastic bags which contained components supplied to building 1 are being used as bin liners (they



Sharon Williams, senior buyer, EIBC procurement, makes use of a green outlet.

fit the octagonal bins and enable contamination to be discerned).

"Building 3 used to require a thousand black plastic bags; now reclaimed plastic bags have been introduced, we've reduced that figure to 400 on average," said Roy.

Cardboard is collected for sorting by contractors Dougland. We re-use the MN boxes several times over, while most non-MN packaging is compacted and recycled into brown paper.

Plastic tape containers, wire and cable tie offcuts, are all recycled, ending up as anything from carpet backing to garden furniture. And we're told they can make a 12-inch (305mm) rule out of seven recycled plastic vending cups.

So make it a rule to Save-a-cup!

A polystyrene densifier to crush incoming polystyrene, reducing it from 400 to just 10 cubic metres, has been installed, which will avoid transportation and off-site densifying costs.

It's good to see that bottle and

Our profile (continued)

aluminium can banks have been set up beside the clubhouse, too, and about 200 bottles a week now have a smashing time.

Keeper of the keys John Spratley recently opened up another opportunity. With the cost of having new keys cut at around £2 a time, our safety and security manager appealed for the return of unwanted ones, and received a deluge of some 1,000!

At the end of last year, the amount of waste material going to landfill had been reduced to 0.17 tonnes per employee per quarter. "The current target for end '94 is 0.15 tonnes," Ian told us. "Our other target is for 75 per cent of waste to be recycled by the end of '94. I believe this is achievable, given everyone's continuing support."

"Our toughest target will be zero landfill by the end of '97."

"Although we have made rapid advances, there is more that could be done. One of the biggest problems concerns outlets. If you can't reduce, re-use or recycle material, you have to look at its use for energy recovery."

"There should be a possibility in the future for energy recovery by incineration as an alternative to landfill."

Making the most of our assets

THE WORLDWIDE environmental goal of the Manufacturing & Supply Chain is to ensure competitive advantage through maximum re-use of assets and thereby gain environmental leadership.

In order to achieve this leadership, the multinational asset recycle management team are striving to deliver, by 1995, the process capability to minimise the purchase of new components through: • 100 per cent re-use of all economically recovered reliable parts; • rapid use of all unserviceable parts and equipment; and, in so doing, eliminate all waste going to landfill.

To achieve this goal, the European asset management team, from Marlow, Mitcheldean, Venray and Lille, is meeting on a monthly basis; this is complemented by a multinational workshop, every other month, with the Xerox asset management team.

It was for this latter reason that Mitcheldean recently hosted a visit from the Xerox team, headed by Richard Morabito (vice president, asset recycle management).



Richard Morabito, vice president, asset recycle management, and his party talk with (from left) operations manager Neil Jones and Vernon Smith, manager of the Mitcheldean asset management focussed factory. Centre is Kevin Horrobin, RXSC asset recycling manager.

This multinational workshop is structured to review all forthcoming new programmes to ensure full recycle capability is being accommodated within the new product design, thereafter ensuring all component repair processes are available at the launch of the new product.

For the products in current production, the workshop ensures

focus and drive, through the multinational team, for repair process availability, to minimise the purchase of new components.

Combining these elements ensures the future of economic component re-use, environmental friendliness, competitive products and additional business opportunities.

Kevin Horrobin

A tribute to Fred Wickstead

FEW PEOPLE can have made such an impact on this area as Fred Wickstead who, sadly, died on 2 March aged 76.

When a service of thanksgiving was held on the 18th at St Michael & All Angels, Mitcheldean's parish church was filled with those who had come to pay tribute.

We have much to thank him for. Aptly described as 'the architect of Mitcheldean', Fred was largely instrumental in the establishment and growth of this site.

He came from Aldridge, Staffordshire, to join the Rank Organisation in 1948 as production manager of the British Acoustic Film Company, then making Bell & Howell cine equipment in the former brewery buildings which today form part of the MEWS.

Within three years he became general manager, and when BAF developed into the cine & photographic division of Rank Precision Industries, headquartered at Mitcheldean, Fred was appointed its chief executive in 1958.

With the build-up of Japanese competition, the company sought diversification in the shape of xerography, and

Fred did much to ensure that the first photocopiers to be made in Britain were produced on site.

The company virtually exploded in the early 1960s, and when in 1965 Bell & Howell production ceased, the plant became part of Rank Xerox, Fred joining the board of Rank Xerox (Management) the following year.

In 1967 he was appointed director of production & supply operations, subsequently becoming a full member of the board of Rank Xerox and a board member of Fuji Xerox.

It was under his leadership that Mitcheldean developed into the largest employer in the Forest of Dean with a workforce of around 5,000.

Fred's contribution to both industry and employment in the Forest of Dean was recognised when he was awarded the OBE in 1971.

That same year he was appointed vice president, manufacturing & logistics, for

Xerox Corporation, based in Stamford, Connecticut – the first time any executive from a Xerox overseas affiliate had been appointed to such a key corporate position.

His departure meant the relinquishment of many important posts outside the plant.

A Justice of the Peace, he was also president of the Wydean Tourist Board. He had been chairman of the Forest of Dean Employment Committee and had served on the board of governors of the West Gloucestershire College of Further Education, as well as being a member of the management board of the

Engineering Employers' West of England Association.

In 1973 Fred returned to Rank Xerox as chief staff officer and group director based in London, retiring two years later. It was while holding this office that he set up the new pension arrangements, which he personally regarded as one of the best things he ever did for

employees, and he was the first chairman of the Pensions Fund trustees.

A 'man of vision', he was always conscious of the importance of good communications and, in fact, it was he who introduced this magazine in 1960.

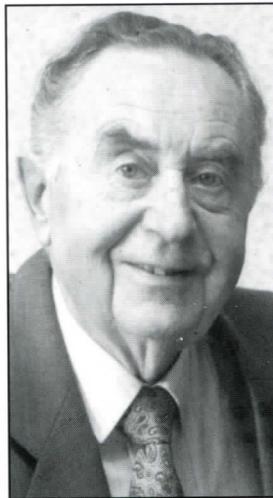
Fred was always sure of a warm welcome when he attended the annual dinners of the LSA, of which he was vice president.

A Rotarian, he also founded two Probus clubs in the Forest of Dean and only a few years ago retired from chairmanship of the local Citizens' Advice Bureau.

The care of the mentally handicapped was long a particular interest of both Fred and his wife Alice. They celebrated their golden wedding in 1992, and our sympathy goes to her, and to their three children.

Fred is remembered with affection and gratitude, not only for what he achieved but also for his many acts of kindness and keen sense of fair play.

He will be sadly missed, but the legacy of his pioneering work in the early days of Rank Xerox Mitcheldean remains with us.



You're certainly tuned in!



Vice president Al Dugan talks with (left) Danny Haines, convenience copier focussed factory manager, and (right) site director Gerry Lane and materials manager Keith Grant.

COMING TO Mitcheldean over recent years, "I have become more and more impressed with each of the business areas and indeed the site generally."

So said Al Dugan, senior vice president, corporate strategic services, when he visited Mitcheldean on 28 February as part of a European tour taking in Lille, Venray, Welwyn and Marlow sites.

And he made some very favourable comments about the people he stopped to speak with during a tour of buildings 5, 3, 1 and 4, saying: "Your workforce is certainly tuned in!"

During his time with us, he was given presentations by the Mitcheldean management team on a variety of topics, commencing with 'Managing for results' and how we deploy objectives throughout the plant.

An overview of the customer supply assurance organisation highlighted the actions taken to improve our responsiveness to customer demand for products. The quality processes and tools used on site and the results achieved in the past year, and the Mitcheldean productivity process and the improvements effected in all areas of the business, were also on the agenda.



With work group copier management in building 3/1. On the left is Shrawan Singh, vice president and director, RXM&SC.

Our working relationship with Fuji Xerox, particularly in relation to new products that are appearing on the horizon, was reviewed and Al was given an overview of human resources and staff plans for '94.

An environmental update and initiatives taken was another key subject covered and the energy reduction team reported on their progress.

The presentations concluded with a review of Mitcheldean's financial performance in the year to date, and the holding of a communications session.



Al has a chat with Ivan Blow in the 5312/14 FR&T section.



Al Dugan questions Belinda Frost about her job of assembling 5028 dev. box bases.

"IT'S NOT the first time we have built 'badged' machines," said Steve Pomeroy, product manager, 4235 and electronics sub-systems.

He was telling about the current joint venture between Rank Xerox and an IBM company, Pennant, in which we are supplying the latter with our 4235 laser printers to be sold as IBM machines, a deal which is expected to complement our own sales.

Built in the work group copier focussed factory, the machines are being produced on the same line but in two liveries - the light grey and blue of Rank Xerox, and the darker grey and olive colour scheme of IBM. On the latter machines, the numbers of the paper cassettes are printed on the drawers themselves, instead of on the facing panel as with RX 4235s.

Apart from this, the machines appear identical; but, in fact, IBM subsequently install their own electronic sub-

Building for IBM

system. We use our own ESS and laser for test purposes to ensure the machines are functional and these are then removed before the IBM 4235s are shipped. IBM

also put their own serial number plate with logo on the back.

"The venture originated in the USA and it was found to be cost-effective to make the machines at



Mike Grindle simulates the software as he puts an IBM 4235 through FR&T, while left Dave Powell checks a machine in final quality assurance.

Mitcheldean," Steve told us, "and it's not insignificant business."

With a lifetime of about two years, the programme is helping to ensure continuing work for the 4235 team.

At present all 50 and 60Hz versions go to IBM in the USA and they have recently started to get out in the field. Eventually, some of the 50Hz machines may be shipped to Amsterdam for the European market.

"We have been making shipments since late last autumn and have been able to meet the demands satisfactorily.

"However, our ability to respond immediately to schedule fluctuations is paramount in the success of this venture, and to ensure we achieve outstanding cost parameters on the product."

The outlook for the department is optimistic - IBM are also asking us to quote for a mini customisation activity.

ONCE AGAIN, three Rank Xerox students have received awards for their success in courses taken at the Royal Forest of Dean College. This time, it was Sir James Scott-Hopkins, MEP, who presented the trophies at the prize-giving, held on 10 December.

FOR THE third year running, the Rank Xerox Cup, awarded to the best student on the BTEC national certificate in electronic engineering course, has been won by a Mitcheldean employee.

But this time the citation is an unusual one. Glyn Williams, an inspector in the new 5340/50 harness section, achieved it "in consequence of his tenacity and in the face of severe difficulties."

A former agricultural contractor, Glyn came as a contract assembly worker in '87, was laid off in '89, then the following year returned to the site. It was while he was working on the 5012/14 line that he had the opportunity to become an electrical trainee.

As such he did a City & Guilds digital electronics course in our Open Learning centre and started studying for the BTEC certificate.

This is normally a three-year course, but Glyn, as a mature student, was allowed to skip the first year, so he completed it in 1993.

"What he achieved was meritorious enough in itself," says

Prize performers



Glyn Williams

his manager, Terry Jones. "But when you consider all he had to contend with, it's quite amazing."

He was found to be suffering from a rare syndrome ("It's basically inflammation of the blood vessels in the brain"). Last March he was paralysed down one side, and at one stage had a patch over his left eye.

"My colleagues on the shop floor, and harness management, helped me in various ways and I greatly appreciated their support," he told us.

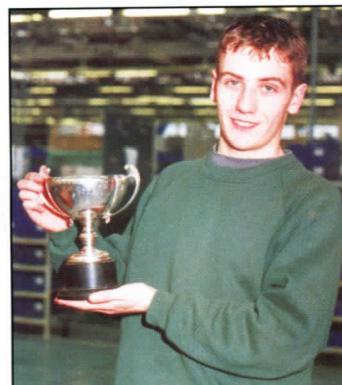


Richard Vernon

Over the last 18 months he had to go to hospital three times and so missed attendance at college. But he continued to study while there - "I didn't want to give in."

"When I last came out of hospital, there were only two months to my exams, and I was grateful for the help I had from training officer Andy Allen."

Now the sight is being restored in his left eye and last Christmas Eve he was married to Sarah. "So it's been a very eventful 18 months," he commented.



Guy Morgan

BEFORE HE was accepted as an RXMP apprentice in 1992, Richard Vernon had already achieved his OND (ordinary national diploma), studying electrical/electronic engineering full time at Cheltenham College of Further Education for two years.

However, like all our apprentices, he undertook the EnTra course, which occupied him from Tuesdays to Fridays at the Royal Forest of Dean College.

Here he won the Jarco Cup for showing 'the greatest promise in the practical element of the EnTra full-time, off-the-job training course'.

On Mondays he continued to study for his HNC in electronics at Cheltenham. That successfully completed, he is now well into his first year HND course, for which he gets day release.

The rest of the week he can be found in Jeff Tate's department, carrying out repairs of tools and undertaking projects - a recent one concerned the programmable logic controller used in the 5047 optics section.

Not surprisingly, when he's at home he tends to get given all the electrical maintenance jobs!

Richard is going ahead in leaps and bounds, too, in his favourite sport of basketball, where he plays at county league level. He's one of the Gloucestershire team of Giants and is usually to be found in guard position. "Being 6ft 3in. tall helps," he admits.

EX-HEYWOOD School pupil 18-year-old Guy Morgan won the W. J. Price Cup as a result of the marked improvement he made in academic and social development during the course of two years' training on the YT multi-skills programme. He successfully obtained certificates in WordPower and NumberPower.

Since Guy came to us in 1992, he has been located in the harness centre, where he has had experience of sub-assembly and harness assembly work, and at the time of our chat, was operating one of the semi-automatic ink-jet machines which mark connectors.

His hobby is fishing at a local pool. And his ambition? "I'd really like to go back to college to do a computer course."

Auto programs go electronic

EMC ARE well equipped with state-of-the-art automatic machines for inserting and onserting PWB components.

Up to about a year ago, however, the method of supplying auto programs for such machinery was mainly by punch-tape - a very old technology (it's been around at least 20 years).

This method is very volatile; tapes can get damaged easily and are very slow to load into the machines. They are also prone to corruption during loading or creation.

Now the completion of the 'Auto network-host installation' project has provided a speedier, more cost-effective method of improving production by electronic means.

Since the bulk of the installation had to be completed during the spring shutdown last year, careful planning was required and time scales were tight.

Senior production engineer Allen Piddock, the project leader, worked closely with IM, who procured site-standard Intel PC

computers. Other members of the engineering team generated the auto programs for the insertion/onsertion machines, and works engineering laid in all the cabling before the shutdown week.



Allen Piddock and (left) Richard Swithenbank study an oven profile on an SMD machine monitor.

An external network specialist engineer was involved on site for the installation of the master software, while Allen wrote all the configuration software for the individual PCs, creating the paths and batch files to enable the machines to automatically boot up, log on to the network, and be ready for use by the operator.

IM supplied support in setting up security between the operators, machines and programmers.

During the shutdown, the RPP (order book) was checked to ensure that all program requirements were available when the shutdown was over. This involved much 'key bashing' on the PCs to ensure that all the auto programs were shuffled into their correct places.

Since the initial installation, the system has been enhanced. New, faster host PCs have been procured which include tape back-up facilities to provide better security.

Procedures have been written to enable the operators to download programs directly into their machines without any engineer involvement.

Additional software has also been loaded onto the network to allow 'oven profiles' to be taken on each individual surface mount (SMD) machine to ensure correct solder paste reflow - a critical requirement for continuing quality improvement on these highly sophisticated machines.

Allen, who works closely with SCMO and Fuji Xerox on multinational design standards, told us: "As all data held are now in electronic form, it brings us much nearer to site convergence, thus enabling us to bring more work into Mitcheldean plant, with less conversion work required."



Managers experience real role reversal

IT WAS real role reversal. There were all these managers from finance, purchasing and other functions, faced with the task of building a difficult 5320/22 inverter sub – and finding it tough going!

Provided with electric tools and parts, and an illustrated assembly process for guidance, they had to complete the work within an allotted time.

And to make things realistic, they had to cope with problems ranging from unexpected 'absences' and churns to schedule changes – all the day-to-day excitement of life on the shop floor!

Someone had trouble with an ear-ring applicator, never having come across such a device before. Some put the gears on upside down. As one participant said: "It was a nice change to see some of us managers struggling!"

There were three teams of six, carrying out three five-minute exercises. Three mini businesses, in fact, competing with one another to produce the greatest number of quality finished goods at the end of the round.

Help was available – but at a cost. Section manager Dave Williams acted as roving consultant, whose services could be hired for a fee representing 10 per cent of the finished cost.

It was, incidentally, the team that invested in his services that won hands down, underscoring

the key importance of proper training.

Louise Aston, whose job involves making this particular sub-assembly, acted as inspector and she told us: "Some of the subs were good enough to use straight away; others were re-worked, so there was no wastage."

All part of a current Mitcheldean Manager Development Training programme, the exercise was a practical element in the convenience copier focussed factory module – one of about ten functional modules.

As Pat Hawkins (training), who is co-ordinating the programme, explained: "The aim is to provide an in-depth understanding of how Mitcheldean operates for those either relatively new to the site or to the role of management."

The three 'building blocks' have consisted of, first, one on business in general with Malcolm Taylor of Gloscat, combined with one on our company in particular, given by David Jones (strategic development & communications) from Marlow.

The second block, devoted to management functions, style and behaviour, dealing with people and processes, etc., has been a five-day module at the Rank Xerox Learning Institute at Wokefield Park, with small groups attending at a time.

"We are now well into the

third block, the functional modules, with managers from each of the functions concerned doing the actual training at whole-day sessions," said Pat.

The convenience copiers session, for example, was started off by focussed factory manager Danny Haines.

Between them, Keith Marfell, Keith Wilding and Peter Whiles covered MRT (manufacturing resource team), low volume remanufacture and the integrated supply chain, while Keith Bradley talked about technical and quality matters, of which fail-safing was a part.

Tony Cudok dealt with materials, with the support of Charlie Carr and Brian Whittington from building 1.

Simon Davies and Norman Rudge, who oversaw the exercise described, dealt with production operations, enabling participants to appreciate what flow-line production is all about and what Big Wave has done to ensure flexibility of response.

A participant in the exercise, Mark Stewart told us: "It was really good. It provided a sense of realism and gave us an understanding of the daily problems and the teamwork that is required."

In fact, the feedback on all the



Top: The teams fight against time to complete their task in the training centre. Above: Louise Aston (centre) inspects a completed inverter sub with a practised eye. With her are training co-ordinator Pat Hawkins and Mark Stewart, one of the team members.

modules completed has been very positive.

The 18-month programme is on track to finish by the end of this year. Around 40 have enrolled on the course, and the qualification they will receive at the end, for those opting to complete a work-related project, will be a NEBSM diploma.

THIS IS the third time we have run this course at Mitcheldean, having been recognised as a centre for NEBSM training. But last year our existing five-year registration expired, so we had to apply to the National Examination Board for Supervisory Management in London for new registration.

This involved Pat Hawkins in a great deal of preparatory work with NEBSM management. Gaining the commitment from our own senior managers, she says, has been of paramount importance both in regaining NEBSM registration and in implementing the training programme.



Discussing the relayout plans are (from left) low volume remanufacture manager Keith Marfell, engineer Gordon Baker, Neil Jones, asset management operations manager, and facilities engineer Dave Poyner.

SOME MODELS refuse to retire. Take the 1025, for example. Consistently popular in the '80s, it became in the course of time a 'terminal' product.

Now, suddenly, it has developed into a growth business, increasing output fourfold in low volume remanufacture operations.

Since its re-emergence as the 5025, in a new livery and at an attractive price, CSA report that demand has "gone through the roof".

The 1025 remanufacture programme was actually due to finish at the end of the 1993 financial year.

However, there were still some 8,000 unserviceable machines in the field; there was build availability at Mitcheldean; and, given the current economic climate, there was still need for a low-cost machine.

"So marketing people requested that we upgrade the machine, bringing it into the 50 Series and thereby creating incremental opportunities for RX OpCos as well as welcome work for this plant," said Keith Marfell, low volume remanufacture manager.

The machine has been given a new look, with quartz white panels, only the base staying grey – thus distinguishing it from its previous "incarnation".

Below: Engineer Doug Dobbs sorts out a matter with Daren Green in the prep-operation section. On the left, Ken Drew (materials) delivers parts to Cyril Jenkins. **Bottom:** Cell build operator Jean Downing consults QA manager Chris Reed. Stringent QC checks ensure that reprocessed parts meet the required high standard.



"We were also looking to make some internal quality improvements, based on affordability for the customer," said Keith, "and we agreed a percentage level of change of some of the key parts with marketing and technical services. For example, the illumination lamp is now 100 per cent new."

Tests were carried out to determine product quality and reliability, the results of which, together with field feedback, aided the decision on which parts should be changed.

Meanwhile, because of the volume involved, and the fact that this had to be produced in the same amount of space as the existing low volume remanufacture activity in building 12/2, considerable facility changes had to be made.

Stores for asset recovery, which the area had been accommodating, were first returned to neighbouring building 13/2, and the 5018/28/34 sorter activity was relaid out within the space cleared; this enabled the size of the pack area to be increased to cope with the extra work.

(As we went to press, the remanufacture operation for all the

The 50

other low volume machines – 5012/14, 5028 and 5034 – was being moved to building 1 south, the space thus released in building 12/2 being earmarked for asset management operations, which will share the floor with the 5025 and sorter remanufacture.)

Improvements in work flow and layout and other productivities had already been achieved through an AdeltaT project, and further improvements to the logistics flow of carcasses in and finished products out of the building were carried out.

The build processes have been changed too. After carcasses arriving from dismantle & clean are loaded on to dollies, they are now brought to a defined level in 'prep-operation' before going into the cell build.

This provides the cell operator with a more consistent level of machine, which in turn has assisted the training of staff redeployed

Clean-up in

THE 5025 programme change has had its effect, too, on the dismantle & clean and paint shop activity.

"Our other programmes are remaining buoyant, so the 5025

process has been reviewed, achieving efficiencies which have enabled the additional machines to be processed through D&C," said section manager John Marchant.



Kathy Morgan starts to remove the panels of a 1025 in the dismantle & clean section.

Gary Bay environment peel.

1025 boosts business fourfold

to the area.

The FR&T section has been located next to the cell build with a view to encouraging teamwork and improving communication and product quality.

All the changes were in place early this year and production commenced on 24 January, with product launch in early February.

Keith, who has been involved with the 1025 quite a bit over the years, had a particular success story

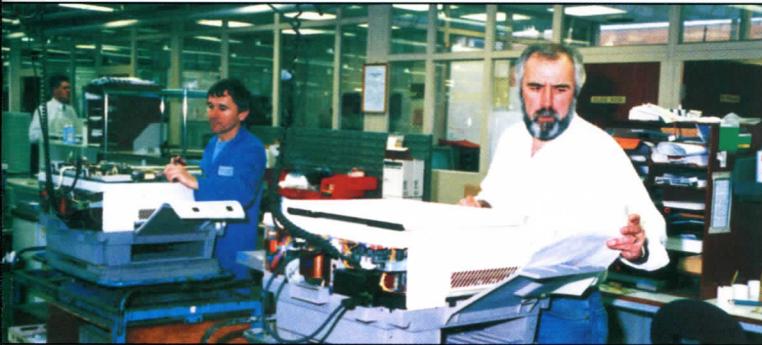
to tell us which demonstrated the speed of response to demands being achieved.

"We had a request to provide the French OpCo with 29 machines. It came in on a Tuesday, and we had the machines built and shipped by the Wednesday for installation the following Saturday.

"This typified the excellent teamwork and interdepartmental co-operation which had been evident throughout the project."



Left: Checking copy quality in FR&T are John Bush and (left) Hugh Cromie. Above: In the pack area, Trevor Jones wraps a 5025 in Clingwrap while Alice Matthews lowers a hoisted machine on to its Corrupad base – a cardboard shipper then goes on top.



the orange grove

"We have also put in an additional air-blast booth to increase our capacity."

Incoming 1025 machines are stripped to around 50 per cent level. The panels having been set

aside for different treatment, the carcass and parts are air-blasted clean; then the carcass only is washed in d-Limonene, an environmentally friendly cleaner, extracted from orange peel, which

has earned the area the nickname of 'the orange grove'!

Dried in ovens, the carcass and parts travel together to building 12/2 for re-assembly.

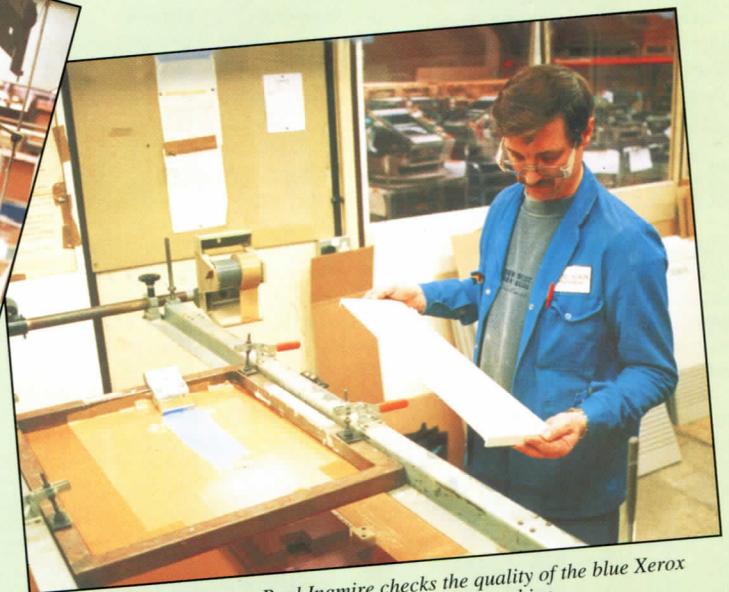
The panels are washed by hand

in tanks, dried, and despatched to the adjoining paint shop. Here they are reworked if necessary, sprayed with the water-based quartz white paint and have the blue Xerox logo on the front panel applied in the silk-screen process which, section manager Mick Scriven pointed out, uses no hazardous substances. Then they too are shipped across.

Roger Brooks sprays side panels with the quartz white paint which distinguishes the 5025 from the 1025.



Trevor Jones sprays the carcass with d-Limonene, the environmentally friendly cleaning liquid derived from orange



In the silk screen facility, Paul Ingmire checks the quality of the blue Xerox logo which he has printed on the front panel of the machine.

A Cornishman makes his mark

HE COMES from Cornwall, he regards himself as Cornish – but Mark Hoole-Jackson doesn't sound a typically Cornish name.

"Well, that's because my grandfather came from Lancashire," he says. An author and one-time editor of the *Manchester Guardian*, he moved to Cornwall to manage a local paper, and got to know novelist Daphne du Maurier who lived at Menabilly.

The journalistic streak has remained dormant in his grandson, though Mark says he'd like to write a book – if he could think of a subject!

Hailing from Newlyn ("It's next door to Penzance"), he attended Cornwall Technical College and trained at what is now the University of Hertford in Hatfield, where he gained his HND in mechanical engineering.

Having failed to achieve his initial aim – to join the aircraft industry – he got a job as a contract expeditor at our Welwyn plant.

He has now worked for Rank Xerox for some ten years, and in that time has packed in some pretty varied experience – in materials, various branches of engineering, and now production management – and has been based at four different sites.

Initially he worked for Gerald Ward (materials) when the 5046 was being developed, and he followed the product to Mitcheldean, where his job changed to that of planner analyst.

After about 18 months dedicated to the 5046, what Mark



Mark Hoole-Jackson

was hoping for happened – a permanent job opening came up and he went off to Aylesbury as a packaging design engineer for "a very enjoyable two years".

"It was particularly interesting being on a divisional site because it gave me a wider perspective of the whole company," he says.

A memento of that time hangs on the wall of his office in building 3/1. He became a member of Bill Starkey's multifunctional EMO team, along with Mitcheldean's Royston Pritchard and Des Weyman and staff from Venray, Lille and Welwyn, which went to Leesburg for a Corporate Team Excellence Award.

Their achievement was the development of the environmentally friendly cushioning material known as Corrupad which we use widely today.

Returning home to Cornwall one Christmas, he met and later married Michelle, whose home at Mousehole (pronounced Mowzel) was a little further along the coast from Newlyn.

Before the arrival of Nathan (now 3½), she worked as senior service co-ordinator with Granada Microcare. "She arranged the maintenance of the systems in bookies' establishments all over the country – 15,000 in total!" Mark told us.

In 1989, Mark, now a member of the Institute of Packaging, became senior packaging engineer on this site, actively developing ecologically acceptable packaging for Mitcheldean-based products – a very busy role in which he designed the packaging for some of our low volume copiers.

His next move was across the Channel to Lille as advanced manufacturing engineer, leading a small team which set up the line for the 5320/22 sorter and supporting the continuous supplier involvement activities for all the parts.

He also acted as cost reduction engineer on input/output devices for both old and new products, and provided liaison between WGC and Lille on, among others, the 5340/50, now being built at Venray.

The Lille assignment provided an excellent opportunity for seeing more of Europe, and that's just what Mark and Michelle did. "We took in most of south-west Belgium and northern France, and explored the coastline of southern France from Beziers to the Italian Riviera."

Last September Mark returned to Mitcheldean (for the third time) to take up his appointment as section manager for 5047 FR&T and (appropriately) panel and pack – his first junior management role.

"My team enjoy finding new challenges for me," he commented cheerfully!

With company sponsorship, Mark is now studying for an MBA (Master of Business Administration) degree. There are about half a dozen modules; he's completed two, and expects to be taking his first examination this year.

"Finding the time to study is the problem, especially as there's a lot of work to do on our house in Newent," he says. Settling in a new place is something Mark and Michelle are becoming adept at, having done it several times already.

Mark comes in to work at 7am. "I'm an early starter – the children get me up anyway", Nathan having acquired a sister, Emma, now 9 months old.

It's even more difficult fitting sports activities in, but he has recently started playing squash, goes jogging occasionally and enjoys swimming. Mark once liked to 'surf canoe' in Cornwall, but he finds surf in short supply in the Forest!

Both his children are water babies, having been introduced to it at a very early age.

Michelle is a keen netball player and used to play for Cornwall. She is now treasurer of the local Lollipop Club (a nursery school) and has met more people through aerobics.

Noting that Mark was putting on a bit of weight, she took him along to a mixed class. "Well, there were 40 ladies and one man – me," said Mark. "I haven't been back since!"

Back in South Africa

RANK XEROX has negotiated a new agreement with its former distributor to sell and service the company's products in the South African market. The agreement came into effect in February.

The new contract has been signed with Xeratech, a South African company which was a Rank Xerox distributor for four years from 1987.

Rank Xerox withdrew from the country in 1991, when it felt that continued operations were no longer justifiable. However, following the lifting of virtually all international sanctions and a call from the multi-party Transitional Executive Council for the international community to resume trading links, Rank Xerox now believes it is right to return.

Says Lyndon Haddon, director of Rank Xerox International: "As an Anglo-US joint venture, Rank Xerox

always enjoyed good relationships and a sound reputation in the South African market. With the country's recent moves towards democracy, we now feel it is appropriate to return."

He added that Rank Xerox is exploring with Xeratech and local groups "ways in which we can support the development of business infrastructure in the new South Africa. We will also participate in social responsibility programmes in all sectors of the community."

Rank Xerox intends to offer South African customers its complete range of products, which will be shipped from its factories in Europe, the US and the Far East. It will also resume business relations with South African embassies around the world, as well as the local offices of South African international companies.

High degree of success

CONGRATULATIONS TO Mark James, an inspector in the interconnects wire-cutting section, on gaining a B.Eng. honours degree in digital systems engineering.

It was conferred at a graduation ceremony which was held in Bristol Cathedral on 11 March.

Mark joined us in 1987 as a line operator in small copier assembly. Attending the Royal Forest of Dean College on day release, he achieved a BTEC ONC in electrical/electronic engineering.



He trained as an electrician and was working in customisation when he was offered the opportunity by the company to study full-time for the honours degree at Bristol Polytechnic (now the University of West of England).

This was a three-year course, his industrial experience allowing him to omit the usual industrial placement.

Getting moving with MAC



Alec Field loads finished upper frames on to MAC during the pilot run in building 1.

after it had been loaded with two upper frames by assembly operator Alec Field, who's been involved throughout the pilot.

At the touch of a foot pedal, it moved off along its loop line, stopping only at the marriage station where Graham Ellway removed a frame at a time.

Once unloaded, it required only the press of a pedal to send it back to the upper frames section for reloading.

As our picture shows, its most striking feature is the yellow and

MAC can even be converted into a small train by making it pull a trolley or two loaded with subs – a development which is being investigated.

The vehicle is battery-operated; there's a voltage supply at the start-point and, on full charge, MAC can run two back-to-back shifts (16 hours).

It is fitted with sensors of two types. There are five underneath which keep it on track. This latter is plastic tape (retro-reflective micro-spherical, if you're technically minded) which has special optical properties. It is self-adhesive and can easily be removed when no longer required.

A cross-piece of the tape is all that is needed to bring MAC to a halt at the loading and unloading points.

Sensors of another type act as 'eyes' that can see any obstacles lying in its path and stop MAC before touching. There's also a

"It's worked superbly," said section manager Dave Williams; and Alec Field and Graham Ellway had no fault to find with MAC.

It was in 1991 when the AGV project at Mitcheldean first got moving.

Keith, new technologies manager, and industrial engineer Wilf Jones had decided on what would be a cost-effective AGV. "An expert on the subject at Oxford University confirmed that what we needed was achievable and a working vehicle was obtained from Oxford Intelligent Machines Ltd. We worked with that company and learned a lot about AGVs in the process," said Keith.

Meanwhile, Webster had contacted a company over there – Modular Automation Corporation (MAC) – and a multinational, multifunctional team was set up to review the MAC and OxIM vehicles against convergent requirements.

This was done under the auspices of the Product Technology Council and Keith was appointed team leader. "We did the evaluation with a view to getting production vehicles in time for the start-up of the 5340/50 at Venray in December 1992."

Ten prototype MAC-01 vehicles were purchased for simultaneous testing – six in Mitcheldean and four in Webster.

Using output from these tests, the team worked with the American supplier to develop the MAC-05 to convergent specification at an acceptable cost. The first 35 production vehicles met the deadline for Venray where product is now being built on them, and another 30 are being used in Webster.

Mitcheldean, however, has gone down a different track and is looking at other applications, concentrating on material movement and investigating opportunities for improving Just in Time.

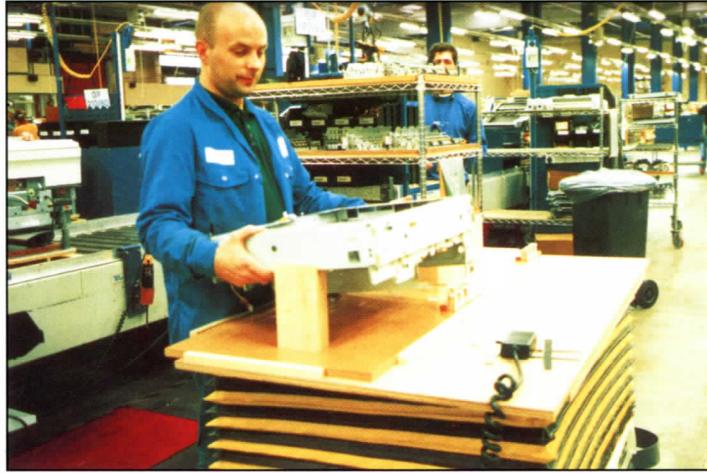
An initial experiment in building 1 north with the MAC-05 went well and the pilot in building 1 south is yielding promising results.

MITCHELDEAN HAS moved further down the robotic track with the pilot run of MAC, an automated guided vehicle (AGV) in the convenience copier focussed factory.

In order to test out the technology, ensure it was totally safe, and assess reaction to it, it was first used to carry completed 5320/22 upper frames to the 80 per cent build line.

It glides silently (apart from a polite warning 'peep') along a track at a gentle speed of half a metre per second.

We watched it do the journey



At the marriage station Graham Ellway removes the last frame and sends MAC back to the upper frames section.

black 'bellows' which is simply a cover-up for the scissors lift inside.

The latter, adjusted via a small panel on top, enables it to grow from a height of about 15 inches to around 4ft – from a small MAC to a big MAC!

The metal surface has been fitted with a wooden table-top, purpose-made to hold firm two upper frames, but it can be adapted to take other types of load up to a total of 200 kg.

spring-loaded bumper which protrudes beyond the width of the vehicle, just in case the obstacle is out of sight of its 'eyes'.

Section manager Paddy Weir fearlessly demonstrated how gently it would bump (nothing of the dodg'em car about it), but he warned that one should never stand inside the bumper.

So much for technology and safety – how about people's reaction?

Reviewing the progress of the pilot are (from left) section managers Paddy Weir and Dave Williams, IP student Sophia Gulzar, engineers Dave Barrett and Des Ellway, and project team leader Keith Jones.



New PC ink-jet printer

RANK XEROX has announced a low-cost personal computer printer that uses advanced ink-jet technology and operates at rates substantially faster than currently available personal office printers. It will initially be sold through retail outlets in the UK, France, Germany, Holland and Switzerland.

The Xerox Personal Printer 4004 is the smallest and least expensive printer Rank Xerox has introduced and the first to use ink-jet technology.

"For people who want to replace or supplement ageing, low-quality dot-matrix printers, the Xerox 4004 is an affordable printer that provides laser-like output," said Cliff Lichfield, business manager, personal document products.

It uses Xerox-developed and patented ink-jet technology to produce 300-by-300 dot-per-inch resolution, comparable in performance to some of today's laser printers – at less than half the price.

HAVING TRAINED and worked in electronics, **John Gurney** joined the 'dev. lab.' becoming section leader. He progressed to management of the component test facility, still within design engineering in building 6 – which was where he met his future wife, Sue.

His new responsibilities led to considerable travel, mostly to the Continent and the USA, and he was among the first to go to India to review the supplier base for Modi Xerox in 1980.

With the centralising of the design engineering function at Welwyn, John moved into refurbishing

Service awards

He became a chargehand in 1972 and three years later played a key part in setting up and running our first PWBA assembly facility. As foreman, he was a member of the 2300 start-up team at Lydney, and he remained in small copier operations until he joined the 5046 team at Welwyn pilot plant.

Appointed section manager in 1986, he transferred to harness assembly then, via recycling operations, he came into the fuser manufacturing area in 1991, and has

adjusted in 1977. Seven years ago he joined the quality function and he's currently an inspector in 5390 remanufacturing.

Brian's been a first-aider for 11 years, and a member of the works fire brigade for ten.

Football used to be his main sport, until he decided to concentrate on cricket, and he was one of the 'originals' who got the RX Cricket Club revived for a while (Brian's daughter Hayley used to report on the annual tournament for 'Vision').

In his spare time, Brian has been busy building a house in Mitcheldean which he designed – you may have seen him up on the scaffolding when you've gone up Plump Hill. "We moved in last summer but there's still lots to do," he told us.

25 years

Tony Whitby has long been an assembly man, both new build and refurbishing, having started on the 'teardown' (the fearsome name by which dismantle & clean was then known) of the 914, our first photocopier.

Like John Walby, he was twice located at our former Lydney plant, the second time working on the 2300 'index line', and it was after a spell in 5047 remanufacturing that he joined the 5390 team on FR&T.

His daughter Jacquie works on the same floor, in harness assembly, while son Steve is a materials processor in building 1.

Tony and his wife Wendy have two other children – their youngest son, who is still at home, and their youngest daughter Joy, who is getting married this year to Neil Waltham, employed in EMC.

Another member of the 5390 team is **Dave Bennett**, who also started in teardown. From then on he was involved first in new build (where he became a mechanical adjuster), then in refurbishing high volume machines, before he joined his present department.

At one time a member of the Douglas Showband (which was run by retired long-server George Douglas), Dave is now lead guitar in

Double Up, the other guitarist and vocalist being former materials employee Gordon Hayward.

Catering for all ages, they play 'middle of the road' music and have performed on occasion in our clubhouse.

Dave's other hobby, which he took up in 1981, is model aircraft. He belongs to the Forest Radio Model Club – "We fly on the Severn bank at Lydney," – and at the time of our talk he was in the process of building an aerobatic model. "But it will be many months before it gets off the ground."

John Walby, too, started in teardown and has alternated between refurbishing and new build of medium and small copiers, with a brief spell in spares packing.

He twice worked at Lydney, and was one of the 2300 team. Today he is engaged on the panel & pack section of the 5047 line.

He has a relative working in EMC – his sister Jane – and his brother Pete is one of the technical team in 5390 remanufacturing.

Skittles is his main hobby; on site he's twice been a member of the champion team in the annual skittles KO, and he's captain of the Causeway 'B' team in Cinderford. He also follows Cinderford Town FC.

Yet another who started in teardown is **Geoffrey Phelps**, and with the exception of a short time in mechanical stock records, he too has since been involved in new build assembly of high, medium and low volume copiers. He is currently a member of the 5047 FR&T team.

On the opposite side of the site his wife, Carole, works in asset recovery and has clocked up about 17 years' service. Their daughter Yvonne works on site too – at Scantronic.

Geoff is a skittler; he has taken part in interdepartmental tournaments, and has long been a Loyalist – nothing to do with Northern Ireland politics though. It simply means he plays for the team at the Severn Trent Water Board Club.

He enjoys gardening, "but I don't grow tomatoes like Oscar Rawlings," he said mysteriously (a private joke with his FR&T colleague!).

Apart from a five-year stint in the old plating shop and a much shorter one in small batch, **Reg Taylor** has been engaged on refurbishing/new build assembly of a variety of models – high, low and medium.



A 30-year trio – (from left) Brian Fisher, John Gurney and Roger Preece, with some of our early machines.

operations support (ROS) at Mitcheldean, becoming its manager.

"One of the objectives was to introduce electronic printing and in 1984 I went to El Segundo to review the procedures and practices of recycling 9700 printers," John told us.

That business grew to cover the recycling of the complete range of printers from the 2700 right up to the DocuTech, more recently embracing not only the customisation of laser printers but also the build of new products such as the ESS.

Last November John joined the materials function to conduct European integration and identify cost-down opportunities on new programmes.

A keen sportsman, he has played soccer for Ledbury Town and squash for Ross-on-Wye; but his favourite sport is cricket (he plays for Dymock) and he has turned out many times in the past for site matches.

Formerly a trustee and vice chairman of the Sports & Social Club, John took on the chairmanship last year and although he has decided to take early retirement he will be continuing in that role.

He has also served on the LSA committee and been its vice chairman.

The Gurneys have a married daughter, Nina, and three sons; James has a master's degree in computer sciences and works in a merchant bankers, Ben is doing A levels at Gloscat, while Daniel is still at school.

There's been a bias towards electrical/electronic activities, too, in **Roger Preece's** 30 years, spent largely in new build and refurbishing assembly.

been involved in the major development programme in that area which has contributed to its becoming Mitcheldean's first internal certified supplier.

Grass track racing used to be his hobby; he played football for several Herefordshire teams and for some years he has managed the Worrall Hill second side.

More recently he's taken up bowls at the Royal Forest of Dean Bowling Club. "It's a great leveller," he says – and he wasn't talking about the turf!

He and his wife Gill have a son Mark who was apprenticed at Lydmet and is now a maintenance electrician.

Joining us second time round in 1964, **Brian Fisher**, who had earlier worked on Bell & Howell assembly, returned in time to see the last B&H products come off the line.

Since then, he has worked chiefly on the assembly of most of our models, becoming a mechanical

Twenty-five year men (l. to r.) Dave Bennett, Ken Jayne, Billy Treasure, Reg Taylor, John Walby and Geoff Phelps. Tony Whitby was unable to join the line-up.



A mechanical adjuster for the past 14 years, he works today on the 5047 main line.

He's been a first-aider ever since he came to us, and has recently completed ten years as a fire fighter with the works brigade. During the '80s he was chairman of the Sports & Social Club.

His own leisure-time interest lies in keeping cockatiels and Australian birds, such as the Java sparrow and the diamond sparrow (it has white speckles and a red tail).

He has about 60 birds altogether "but I don't compete and I don't train the cockatiels to talk - I just enjoy watching them."

Reg's wife Beryl worked in design engineering (reliability) for over ten years. Their son Robert is an inspector in EMC and has recently completed 20 years with us while his brother Stephen is with Group 4 on site. A third son, Chris, runs his own business locally and is manager of Harrow Hill AFC.

Both his brothers were once employees, but **Ken Jayne** has outstripped them both in length of service.

He spent his first four years with us as a stacker truck driver in the assembly of mid, high and low volume machines, including some

25 years

Those who qualified recently - (l. to r.) **Derrick Cherry** (EMC QA), **Ken Powell** (asset recovery), **Dave Barrett** (MED), **Des Halliday** (materials) and **Mike Stevenson** (group manufacturing projects).



time at Lydney during the 2300 era.

Back at Mitcheldean, he moved on to re-work, coming into dismantle & clean about five years ago where he is engaged in putting low volume machine panels through the wash tank.

In out-of-working hours he can still be found constructing new 'models' - making trailers for cars in his garage as a hobby.

On first coming to Mitcheldean in 1960 **Billy** ("it's not short for William") **Treasure** worked for some two years in the Bell & Howell machine shop.

He returned in 1969, by which time photocopiers had replaced

cameras and projectors, and he was a setter-operator on the drills and Boremetics for about 14 years.

The following ten years saw him engaged on refurbishing/new build assembly of high, mid and low volume copiers, and today he carries out final run & test on 5320/22 models.

Billy is a great camper, but only in this country. Having been around a good deal during army service, he was not quite as thrilled as some might have been when he won a P&O cruise as a prize in a Mitcheldean 'open day' competition in the '80s!

It's a small world, as Billy noted when, working on an earlier small copier, he met up again with long-



server John Shields whom he had got to know in Hong Kong.

One of Billy's three daughters, Katharine, works in EMC; Anita is in insurance while Jacky is still at school.

His wife Beryl, a nursery nurse, was previously a schoolteacher and "I often come across former pupils of hers in building 1," he told us.

80th birthday

GREETINGS TO pensioner Bill Butler who celebrated his 80th birthday on 13 March. Bill used to work in the machine shop when it was located at Cinderford, and was employed in the teardown area on site when he left in January '76. His son Rob is a planner/analyst in commodity operations.

Planning new moves

WITH MEMBERSHIP well up and younger players coming along, the Rank Xerox Chess Club was in optimistic mood at its annual general meeting held on 8 February.

The speed chess competition evening last December saw over 90 games being played by 15 members, with a play-off between Steve Herbert and Terry Darrington in the final, resulting in a win for Steve.

Having finished mid table in the North Glos. summer league - a good result against some very strong opposition - the club felt sufficiently encouraged to combine with the Ross Chess Club in entering a team for the 94/95 North Glos. winter league, in division 2. Called the Ross/Rank, it will have an equal split of members and is being captained by Don Passey.

It was also decided that the

club's internal winter league should be split into two divisions - the president's league and division 1.

Wilf Jones continues as chairman, Terry as secretary and Pete Griffiths as treasurer, while Malcolm Wootton and Terry Daunter have been joined by Graham Whitaker and Steve Herbert as committee members.

The annual prize-giving will be held on 26 April.

Bang on target!

THE REPORT of gunshots ripped through the club function room on Friday, 11 March. But it was just magician Mike Barnard (5047 assembly) of 'Spallbound' up to his tricks again.

This time he had a new act, Russian roulette, with Andy Herridge (IM) pressing the trigger. A mixture of live and blank bullets was shown to the audience and put in a pot. Then, as they watched, Andy, a member of a gun club, picked four at random, loaded the magazine of his 8mm pistol and fired it at a china plate fixed to a stand.

For one shot, Mike chose to stand in front of the plate - and survived. But the plate

had a shattering experience - and Andy confessed to finding it all a bit shattering too!

Mike demonstrated his recklessness again by letting his assistant Jane put a box over his head and insert 13 swords (and he

never even got a headache).

Other acts involved sawing a man in half, and slicing a cabinet through while it contained Jane, then separating it and putting it together again, whereupon she wearing a completely different outfit.

Among the other artists who provided somewhat less unnerving entertainment was the Ruff 'n Reddy duo with Dave Williams (5320/22 assembly) as one of the vocalists.

The proceeds of around £300 will buy a special word processor for use by the pupils at the Autistic Society school attended by 12-year-old Kerry Dobbs from Ross-on-Wye, whose parents came along on the night.



Mike Barnard and Andy Herridge, shot 'in camera' by Terry Darrington after the show.

Good fun - no question

THERE'S NO doubt about it - people enjoy being quizzed.

Responding to the challenge, 60 people - 15 teams of four - took part in the first Quiz Night held by the Sports & Social Club on 16 February.

They had a great time, raising £123 for the cause for which the event was organised - the tour of the Drybrook Minis (10, 11 and 12 year footballers) to Newquay, Cornwall.

There were ten rounds - three of general knowledge, one each on music, entertainment, history, sport, year dates, country capitals and abbreviations (not Rank Xerox ones!).

On offer were £100-worth of prizes, of which £70 was donated back by the winners to the Minis fund.

Putting the questions was Dave Lea; Pete Griffiths was score master, and Jan Sologub, John Gurney and Gaynor Ward acted as markers, while John Howells, Phil Collins and Richard Morgan kept the contestants refreshed by waiting on the tables.

Any news for Vision?

If you have, then please -

- mail it to me in bld. 7/3,
- or leave it at main reception 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

Focus on support

"TOMORROW IS the beginning of the rest of my life."

That maxim, which consultant Paul Tonkin likes to quote, sums up the positive outlook which the Focus Advisory Centre encourage among those who seek their assistance during the staff '94 restructuring programme.

Since they came on site on 25 February, initially full-time and more recently for two days a week, a total of 117 people have had contact with them in their building 7/3 centre.

"On average we have been seeing 17 people per day and, so far, the counselling service we run has been used by approximately 64 people," Paul told us early in March.

Strictly confidential and free, not only to employees but also to their family, the support Focus offers is wide-ranging.

Firstly, there's general information to assist people in making a decision about their future, and there's advice for

those who have made that decision.

Helping them to realise the implications of leaving, and explore their options – whether it be a new job, branching out into self-employment, retiring or taking up training or full-time education Focus provide the appropriate assistance, identifying whom they should see next and making that link for them.

The centre has regular contact with various companies in the region and local Job Centres, and this can save people time and effort in their search. Opportunities available are on display and 131 have been identified to date.

Focus help with every aspect of job application – CV preparation (they'll do it for you on their word processor), interview techniques and so on.

"People can use the telephone here for contacting likely employers," says administrator Sally Taylor, who has come on site on each of the previous occasions



Sally Taylor and Paul Tonkin – at your service in the Focus Advisory Centre.

when Focus have been called in (you can call her on ext.2208).

Local and national papers are available for studying in the centre and there's a wealth of information on everything from DSS benefit entitlement to training.

"Some are looking to further

their career by, for example, topping up their professional qualifications to enhance their employment possibilities, or gaining teacher training qualifications, including getting a degree," Paul told us. "Others are looking at voluntary work to do in retirement."

A well-attended programme of seminars on financial advice, getting a job, setting up in business and DSS benefits has been held and training courses are also being provided by the Royal Forest of Dean College and the Grand Metropolitan Trust.

"We have regular interface with Focus and we're keeping the service customer-focussed," said Mitcheldean's human resources development manager Colin Court.

"The majority of people who are leaving us will do so towards the end of April, and more concentrated help will be needed around that time, so Focus is due to resume full-time on 18 April (9am to 5pm) and continue through to 16 May. After that date there will be a telephone helpline service with Focus until July."

Paris matchmates

RUGGER TYPES will have enjoyed the media coverage when England beat France in the international on Saturday, 5 March, in Paris.

Not so well publicised was the match which traditionally takes place annually between RX(UK) and RX France on whichever side of the Channel the big match is being played.

This year players from Mitcheldean were invited to join the UK Co. squad.

Ex-Mitcheldeaner Mike Mee, who moved to the

Birmingham branch some time back (the transfer fee was never revealed!)



From left: Mike Mee (UK Co.) with Chris Treherne (5317 assembly), John Evans (production stores & transport) and Gerald Ward (procurement). Missing from our photo is Lee Osborne (asset management).

and who regularly visits our site, was asked to recruit some talent from among our own rugby players to beef up the squad. Which is how John Evans and Lee Osborne (Berry Hill RFC), Chris Treherne and Gerald Ward (Drybrook RFC) came to visit Paris and help promote good relations between the two OpCos and Mitcheldean.

In the morning, after a short practice, they played at the Stade Francais, one of the first division grounds close to where the

top game was going to be played that afternoon.

"We were losing 7-6 at half time, but playing well," said Gerald, who acted as reserve. "But at the end of the game the score had worsened to 29-6. The fact that the French side were fielding a couple of players from division 1 in the French league may have had something to do with it."

Chris Treherne was named 'man of the match' on the UK side and was awarded a tankard.

They all saw the international at Parc de Princes and were naturally delighted that England won.

"It was typical 'springtime in Paris'; the weather was beautiful, and the warmth of the welcome we received from the French was great. Everything they did was superb!" said John.

Buyers' guide

A 'BUYER training and reference manual' – a 30-sheet training aid for buyers new to RXMP and a ready reference guide – has been put together by commodity managers Mark Stewart and Gary Sleeman with the co-operation of the purchasing department.

Issued last February, it covers "almost every single aspect of the way we operate in purchasing at Mitcheldean," says Mark.

Each A4 sheet is devoted to a single topic – for example, expediting, freight, problem vendors, vendor assessment – and each gives the name and extension

of a 'champion' to whom an enquirer can go for further information.

"Listing the key points should ensure that the correct information about procedure is passed on and guarantee consistency of approach," added Gary.

"IP students should find it particularly useful, but even experienced people may learn something about aspects other than their own."

The intention is to reissue an updated version annually, but the manual will be reviewed in about six months' time and if any major changes or additions are called for, they can be incorporated.

Obituaries

WE RECORD with regret the death of the following:

Harold Hale on 11 February aged 74. He worked in stores before he joined production control, and had completed 29 years' service when he retired in 1980. His wife Iris, who predeceased him only last September, was also a former employee and had worked in various shop floor areas.

Iris Gibbs, aged 74, on 22

February. She was with us for well over 15 years and worked in the site cleaning department.

Keith Burris on 27 February aged 60. He was shop control supervisor when he retired in 1983 after 23 years' service.

Edward Williams, aged 64, on 12 March. He worked in transport and had been with us 15 years when he left in 1983.

Mike Goldsack, one of our IP students, aged 30, on 19 March in a tragic motorcycle accident.