

# vision

## CUSTOMERS ARE QUEUING UP



**I**T LOOKS as if it will be like the 1025 family, going on for many years," said CCFF manager Danny Haines. He was speaking at a small ceremony, held on 25 May in the CCFF restaurant in building 1, to mark the completion of the quarter millionth machine of the 5018/28 family.

Present were representatives of the many hundreds of people who have worked on these products (some have been with them for around seven years).

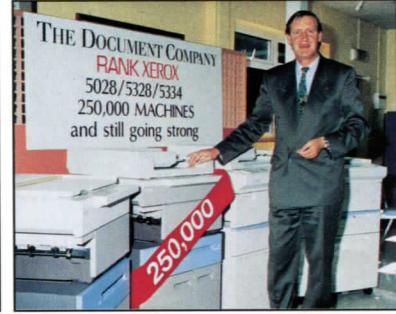
*At the milestone ceremony – some of the many who have worked on the 5018/28 family and right John Halstead, Rank Xerox business manager for convenience copiers.*

Emerson Fullwood, vice president and general manager, convenience copier business, had sent a special message of congratulations on the achievement, and Danny added his own.

Present, too, was John Halstead, RX business manager for convenience copiers, who has also been involved with the machine ever since its start-up in

November 1988.

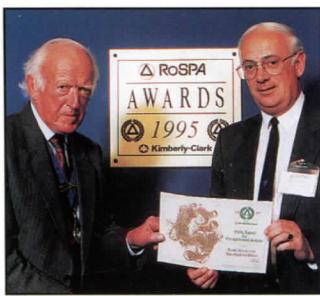
He recalled that at that time it was not easy to find customers for the 5018/28. Later we made improvements, came up with the 5328/5321 and 5034/5334, and "today customers are queuing up to buy them." We have expanded our markets, thanks to the quality of Mitcheldean products, the outlook is good and the



design team is currently looking into the feasibility of follow-on products based on the same successful engine.

"Thank you for the care that has gone into the first 250,000 of these machines," said John. As a token of appreciation, he brought with him a supply of inscribed Parker Rollerball pens, which were distributed to all currently working on the 5018/28 family in remanufacture and asset recovery operations.

## On the gold standard



The president of ROSPA, Wing Cdr G. L. Sinclair, presents the gold award to John Spratley.

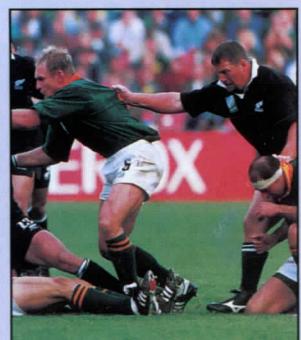
**F**OR THE second year in succession, Mitcheldean has scooped a hat-trick of safety awards – a ROSPA gold award for occupational safety, an Engineering Employers Federation Safe Working Award and the British Safety Council National Safety Certificate.

Since the beginning of this decade we have won the ROSPA bronze once, the silver twice and the gold twice – so this year's makes it a gold hat-trick too!

Said John Spratley, safety &

security operations manager: "It is the result of a conscious effort on the part of everyone to work safely every day. Congratulations to all on this marvellous achievement."

But he did sound a warning note. "The biggest risk on site today concerns car driving, particularly at the start and end of shifts. Please take care in your car and help keep us on the gold standard."



## RX AT RUGBY WORLD CUP

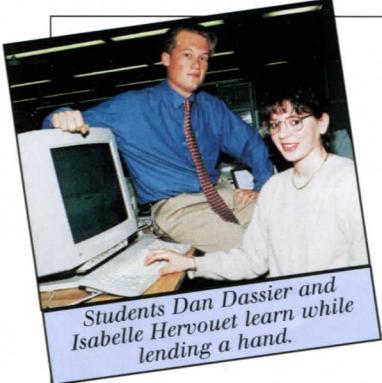
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# XCLS takes over

OVER THE weekend of 22/23 April major systems changes took place in the Mitcheldean International Logistics Centre. The existing SWORD system, which manages both the equipment and non-equipment inventory, was upgraded to interface with the Xerox Core Logistics System (XCLS).

XCLS now manages all the finished goods that are distributed from Mitcheldean to Venray and the JIT products for the UK Operating Company. The second implementation, moving all the customised product inventory from SWORD to XCLS, is nearing completion, the operation and the system having stabilised.

The system was developed in Marlow and first implemented in Venray (Oostrom) in February 1992.



Students Dan Dassier and Isabelle Hervouet learn while lending a hand.

The concept was a totally integrated supply system to manage the warehouse and ordering processes for all finished equipment.

XCLS brings significant benefits to the customer supply assurance team, managed by Mike Wilding, since it enables total supply chain visibility, from manufacturing (MMCS) through to the customer orders from the UK OpCo. The system now captures these orders overnight and allows automatic allocation of all available stock for shipment the following day.

Within the warehouse, the system has provided a significant step towards a barcoded warehouse operation for the future.

The first phase of implementation has challenged many processes within the Mitcheldean site in our pursuit



Members of the XCLS team (l. to r.) Mitcheldean project manager Andy Ward, Ian Conway (PD&IM) and Ruth Mahapatra (EDS Marlow) work on the system with two supply operations users Kenny Buffin (centre) and Barry Barton (far right).

of an Integrated Supply Chain. These challenges have shown the site's commitment and determination to resolve

these difficulties and achieve higher standards of performance.

Ian Conway

## Helping with the processes

TWO FRENCH students have recently been given work experience placements in CSA.

Isabelle Hervouet, who was with us until July, assisted with a number of daily processes necessary to ensure the effective supply of our products to customers, Chris Rawlings told us. This

involved feeding information into the new XCLS system so as to keep customers informed of the status of their orders.

Dan Dassier, whose command of English is exceptional, also came in May and is with us until September. He is helping CSA with the development, implementation and

management of the start-up of a process to improve response to customer queries.

Dan has already travelled widely, having been to the USA, Mexico, Brazil and Cuba gaining experience that will assist him in acquiring a business diploma.

## New skills acquired



Twenty-eight people recently gained the RSA CLAIT (Computer Literacy and Information Technology) certificate in the Mitcheldean Skills for Life course. The successful candidates (some of whom are pictured here) are Jeannette Elliott, Linda Toombs, Julie Taylor, Pat Bovill, Karen Kinsey, Cathy Smart, Steve Uppington, Ian Davis, Sue Kear,

Keith Jones, Graham Grindle, Maria Standing, Jonathan Adams, Dennis King, Carol Mason, Dawn Chiswell, Sue Cromie, Paul Mason, Reid Hopkins, Andy Bromage, Janice Goulding, Joanne Brain, Colin Williams, Margaret Griffiths, Chris Nash, Heather Ellmore, Andy Brown and Terry James.

Tutors Jill Moss and Sheila Priest (centre front row) remind

us that all members of Mitcheldean workforce (plus family members) can attend the free sessions which are tailored to requirements. English and numeracy as well as computer skills are available and support is also offered to anyone working on NVQs.

Just ring Jill or Sheila on ext. 2762 or call in at the centre in building 7/3 for a chat.

## EMPLOYEE SATISFACTION

SURVEY, EVALUATE, solve, re-survey, evaluate, solve – it's an ongoing process that could take forever to get right, but this year we've made a huge step in the right direction.

One of our priorities for 1995 was to recover the ground we lost in 1994; not only have we achieved this, we have also exceeded all our employee satisfaction targets. This year, the Overall Satisfaction Index (OSI) is at an encouraging level of 60 per cent for core staff – an increase of 14 per cent on 1994.

This is a major breakthrough for all those who have taken part in initiatives and drives to improve their satisfaction.

There have been literally hundreds of projects, initiatives, round tables, MBFs and brainstorming sessions happening all over the site, addressing such issues as co-operation, recognition, empowerment, communication, personal development, facilities...



*Al Monahan took the opportunity to congratulate Pat Fulford, vice president finance, CSS/MS, on completing 25 years' service, and a special iced cake appeared at table!*

## An outstanding review, says Al

**A**L MONAHAN, the vice president responsible for Worldwide Manufacturing, held a series of meetings at Mitcheldean during the week ending 19 May. The meetings involved the directors and vice presidents of all the Xerox Manufacturing Divisions, together with the Worldwide Manufacturing Group staff.

During the week a series of tours took place together with a number of presentations by members of the Mitcheldean focussed factories and senior management team.

The feedback from Al Monahan and his team was extremely

encouraging. They felt that they had participated in an outstanding review at Mitcheldean and commented that the progress we had made over the last few years was one of the great success stories of manufacturing within Xerox.

The team observed that we were moving quickly towards world class manufacturing status with much improved focus on the customer; the site looked good and the contribution and attitude of the people on site were excellent.

Al expressed his thanks to everyone at Mitcheldean for the efforts that contributed to the achievement of outstanding business results.

## Jan - back in control

**T**HE SITE has achieved a complete turnaround since I last worked in control department – its skills profile and reputation are now high in the corporation,” says Jan Powell, who took up her appointment as Mitcheldean controller/manager process development and information management on 22 May.

She originally joined Rank Xerox in 1986 at Aylesbury as new programmes analyst and came to us early in 1988 as manager, new programme financial analysis.

After nearly four years she transferred to Marlow to assume a group reporting role, which gave her a wider view of comparative financials and operations between sites.

She liaised between Marlow staff and each of the European sites and during the latter part of her time there focussed more on supplying general support with an emphasis on IM systems.

Visiting us in her liaison role kept her in touch and has enabled her to “slot in a lot better”, she says.

“Mitcheldean operations are now following the performance of their products through into

the customers’ premises and we must ensure that the financials fit in with this broader view.”

The changes which Jan has recently introduced within the control function are to put emphasis on supply trading links to the RX world and to highlight materials and material systems in readiness for retiring our old systems and introducing replacements in a manageable and cost-effective way in our new PC-based world.

Though she retains her maiden name, Jan is married to ex-Mitcheldeaner Tony Murrell, financial performance and analysis manager at Marlow. Since their wedding was on 29 February, 1992, they have to wait until next year for their first wedding anniversary!

Another development in the past four years is that Jan has taken up golf, and aims to get her handicap down to 25 this year. She is very keen on cricket too and, being a Mancunian, naturally follows the Lancashire side.

Jan’s sister Claire is a TV producer; having finished working for ‘World in Action’, she is now with Meridian TV “specialising in gore and political improvidence!”



*Jan Powell.*

## The bandwagon rolls on!

the list goes on! All have made a contribution to the outstanding result we have achieved this year.

We have also improved the whole surveying process by upgrading the questionnaire itself and offering much more detailed briefing and communication packs for managers.

Our major improvement, though, has been the use of a

new processing system for the survey results. Through this we have developed a unique reporting structure, which now offers results right through to team/section manager level.

The system has been used across other areas of the company and, in particular, across the rest of the Manufacturing and Supply Chain, in which Mitcheldean has taken part in the coaching

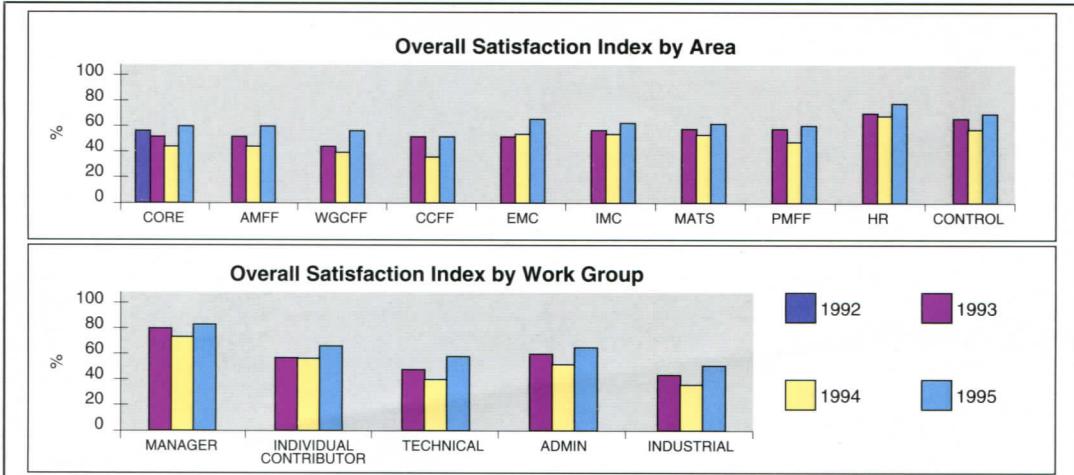
and sharing of information and processes with other areas.

Most areas have now completed their communications cascade for the 1995 results, and are beginning to address the root causes apparent in the latest survey, whilst not forgetting areas identified for continuous improvement. The graph shows the OSI results from 1992 to 1995 by focus factory,

business area and work group.

From this and other analysis the employee satisfaction steering committee have generated a site action plan outlining areas for concentration. The major dimension is that each business area is to establish its own employee satisfaction agenda based on their local results. The plan also proposes to continue with the current strategies of ‘growing the business – providing stability and employment security’, ‘improving communication’ and ‘sharing in the success of the business’.

In 1995 we have made a huge leap forward with employee satisfaction and, as reported, we have been awarded a Business Excellence Certification (BEC) rating of 5. In order to continue this trend and achieve BEC world class, employee satisfaction needs to remain a top priority throughout the rest of 1995 and into 1996.



# Checking the health of recovered parts

**W**HAT HAVE unborn babies' heartbeats to do with our asset recovery activities?

Analysis techniques, that's what. Signature analysis is one such innovative technique - it scientifically measures key characteristics of components, and analyses their 'health'.

A 'wear curve' is used to note the change in these characteristics as the component/assembly ages through life, and this can be used to determine its performance versus specification, its quality and reliability, and to ensure a minimum of one remaining life, thus offsetting new buy.

The asset recovery opportunities for the corporation worldwide presented by signature analysis have been estimated at more than \$50 million per annum.

When the Asset Recovery Through Signature Analysis project progressed to the CSS Team Excellence event at Leesburg last April, winning the bronze medal, vice president Al Monahan exhorted the team members: "Go get it!"

Keith Jones, manager, new technologies, who represented Europe on that team, explained that "We at Mitcheldean are playing a lead role within the worldwide team. We are at the stage where we have proved aspects of the technology, and we have a number of projects planned to extend its use, not only for components but also for

complete machines."

Some work on vibration and acoustic signature analysis (VASA) was carried out on site a few years ago (you may have seen the special noise reduction 'box' which made its appearance in building 3/1). However, difficulties were encountered with repeatability of results.

The University of Glamorgan (Pontypridd) are

## Student support

**S**OME ASSISTANCE in the signature analysis project has recently been given by a French student. Yann-Marie Cordier and his fellow undergraduate Stephane Rivallant are pursuing a technology diploma course at Rennes University, and the latter asked to place them at Mitcheldean to work on projects suggested by us.

Yann-Marie (pictured right) chose the one concerning signature analysis, while Stephane chose one in parts manufacturing (see story below); by all accounts they integrated very well in their nine weeks with us and carried out some useful work.

Yann-Marie's contribution was to evaluate the methodology on sensors, collecting data to establish suitable test components, analysing test data, etc. and he designed the mechanical holding fixture seen in the photograph.

doing work in the medical field to analyse the heartbeats of unborn babies, and, says Keith: "We wanted to gain

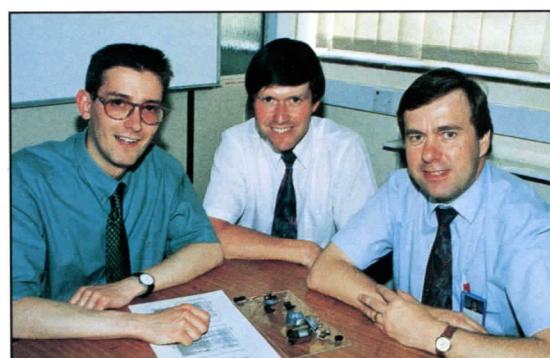
benefit from their mathematical analysis techniques. So we have engaged them for a two-year project and we expect some initial results to indicate viability by the early autumn."

Involved in the project is a German post-graduate student, Ulrich Heinrich, and he is working actively with asset management's repair operations manager Phil Turner and engineer Dennis

Emm, and Bill Hall of electronic tool engineering.

Phil reports that AMFF currently have signature analysis solutions in place for solenoids, AC & DC relays and some reflective sensor assemblies.

"Work is under way to develop solutions for motors by analysing acoustic vibration as one of the key signatures, and Ulrich is focussing on this."



From left: Ulrich Heinrich with Phil Turner and Keith Jones as they study the vibration signals pattern from a stripped-down motor.



Yann-Marie Cordier tests a sensor at a multi-commodity test station in AMFF; with him are Dennis Emm (centre) and Bill Hall.

## At the cutting edge



Stephane Rivallant demonstrates the cardboard cutter to Allan Edwards, Pat Shaw and small batch technicians Ian Fishburne and Glyn Howells who assisted with the project.

**T**HE PROJECT undertaken by Stephane Rivallant in parts manufacturing brought both productivity and cost benefits.

"The engineers had the idea and Stephane has made it a workable reality," said technical and quality manager Pat Shaw.

For environmental reasons, parts manufacturing has changed packaging material, whenever possible, from polythene bubble bags to adhesive-backed corrugated cardboard sheet, made from recycled paper.

The corrugated cardboard is bought in rolls and has to be cut into sheets of various lengths dependent upon the application. Until now, the most cost-effective way to cut the cardboard was manually.

Stephane designed a pneumatically-powered automatic

machine to cut the cardboard rolls up into sheets of the required length.

Said engineer Allan Edwards: "He told us what he would need, specified the pneumatic circuit, gave drawings to small batch and maintenance for parts needed and, with their tool-making and fitting assistance, built the cutter."

With the press of a button, an arm holding suction pads moves forward and down to the edge of the roll of cardboard, draws it out to the size of sheet required (the width is adjustable), whereupon the guillotine slices the cardboard, producing sheets at the rate of 15 per minute.

Altogether the project cost approximately £4,000 and will pay back within a year.

The automatic cutter was due to be installed in the fuser roll centre as we went to press.

# Logistics looks towards 2000

**S**MART ROYAL blue sweaters, emblazoned with 'RX Logistics 2000', are now being worn in building 1 north.

'Logistics 2000' is the name given to a series of initiatives designed to give greater impetus to the productivity drive. It was launched on 12 June with a presentation to materials logistics staff in the auditorium.

Materials operations manager Des Halliday set out the goals: "We want simply to be the best run logistics operation in the corporation, offering customers cost-effective solutions to their problems, and gaining recognition as a high quality supplier of services."

"We have a number of challenges this year, and the only way we can keep ahead of the game is to identify areas where we can improve."

That was the 'why'; the 'what', the 'how', and achievements to date were dealt with by supply operations manager Phil Davies and materials logistics manager Paddy Weir.

Phil gave an overview of some of the work being done both on and off the site - an ambitious range of projects related to the process of getting goods in from the supplier/affiliate, via logistics and UK Customs agents, to RXMP and the customer.

As someone said afterwards, "It helped us understand the part we play in the wider scheme of things."

Where possible, Phil gave the estimated financial benefits for each. Quite the biggest potential savings - of \$2 million - were to be made in the UK and Europe as a result of the changeover to using just one freight forwarder - Swift - instead of four to bring in UK parts from suppliers, and substantial savings have already been obtained.

Tackling frequency of delivery, the use of double deck trailers, the implementation of worldwide in-transit tracking, container utilisation ("packing the goods in to best advantage") would all yield major benefits.

The implementation of XCLS, and the duty reduction project, were other key projects and, said Phil: "We have to ensure we keep up



Lurking beneath the trolley which Keith Russell is loading with 'W' items is a 'Little MAC' AGV which pushes the trolley along and takes it right into the adjoining assembly building. Trials commenced in July and the plan is to introduce a second AGV. Watching are (l. to r.) Paddy Weir, Sean O'Connell and Des Halliday.



Roger Foxwell shows Jerry O'Connell how to operate the forklift specially adapted for pallet-less handling. The cardboard slipsheet with its load is drawn pneumatically off a recycled pallet (used for storage) and delivered to the line.

## Posting a platen



In the dismantle area in building 5, John Austin 'posts' a platen glass from a 1025 in one of the new containers. "We used to put mirror and platen glass in a skip along with other material - this way it doesn't get contaminated and can be recycled," says John.

with government changes with regard to Customs that can impact our operations."

The renewal of the Boss contract (featured in our last issue) headed Paddy's account of the department's achievements in 1994/95. This deal, and the Swift changeover, were already bringing about considerable improvement.

Carcasses were now being moved from buildings 5 to 3 by forklift trucks instead of trailers, making for easier flow - a direct result of a suggestion by a member of the transport staff.

The recycling of pallets (part of the supplier packaging re-use project which received recognition on Mitcheldean's Earth Day) had achieved a saving of £120,000. Housekeeping had set benchmark standards - "It's pretty damn good," was Paddy's opinion, "and we must keep it that way."

And while material movement on site had risen 25 per cent with increased build programmes, the department had coped without increasing staffing.

"So far, at a conservative estimate, we have achieved cost avoidance of £210,000," Paddy was pleased to report.

Included in the next steps to be taken were the starting of a training programme in the warehouse with a pilot NVQ programme, making improvements in the warehouse management system, and also in transport communication. AGV trials had commenced, so had pallet-less handling (the use of slipsheets to replace wooden pallets for goods supplied by Fuji Xerox, enabling savings in both costs and space).

Paddy urged everyone to help progress projects by involving themselves in the drive for productivity and to make use of the new framework created for consolidating and segregating ideas (replacing the Team B suggestion scheme).

And, to mark their success so far, he produced with a flourish one of the new Logistics 2000 sweaters which staff could wear with pride!

They're much appreciated. As we were told by several members of the team: "It can be quite cool in the warehouse."

# RANK XEROX - IN ON THE A



FROM THE opening ceremony to the time when the South African team paraded the victors' trophy before some 60,000 spectators, the event was watched by TV viewers in their millions around the world.

The final was the climax to

the 32 matches of the Rugby World Cup 1995 - seen as the world's third largest televised sporting event. It was a media opportunity in a million, and Rank Xerox's major sponsorship couldn't fail to score.

Throughout the series the Xerox name was seen by an estimated two billion viewers

A gripping moment during the South Africa v. New Zealand final.

in 111 countries (38.5 million of them in the UK alone watched England's matches during the series).

The Xerox branding was seen on advertising panels at every pitch, and on the big screens set up to show close-ups of the play. Advertising was also run in all match

programmes and in the commemorative brochure distributed around the world.

The Rank Xerox brand has been re-established in South Africa's growing economy and, as the official business machine supplier, the company, represented by its South African distributor

XeraTech (Pty), provided document services involving copiers, fax machines and electronic printers for all administrative and media centres, and for the organising body for the duration of the competition.

The quality performance of the support staff (21 customer engineers were on 24-hour standby throughout) earned high praise from the event organisers, and XeraTech report that the machines, used for media releases, score sheets, player profiles, match reports, etc., were on top form.

Installed at 12 accreditation and media venues across South Africa, a total of 121 Xerox machines produced some 400,000 copies, and a similar number of faxes were sent and received.

The sponsorship package

## Trek of a lifetime

SIX MITCHELDEAN men were able to see world-class rugby, not just on TV, but live.

Steve Baldwin of GBAS and human resources manager Robin Fyffe were among the Rank Xerox staff who were rewarded for their continuing contribution to the company with a trip to South Africa.

They flew out on Thursday, 8 June, for a five-day visit, along with people from Marlow and Welwyn.

After seeing South Africa beat Western Samoa at Ellis Park Stadium, Johannesburg, in one quarter final, they drove to Pretoria to see New Zealand win against Scotland (19-stone Jonah Lomu was "really awesome" says Steve).

While in Pretoria they met former MOC manager Alan Ladd (a Welshman supporting Scotland!). They also met up with Barry Osborne (parts manufacturing QA) who was over there with his father Jack (formerly in PED) and brother Peter - at Gold Reef City, a simulation of Johannesburg as it was in the early gold-mining period.

After the second quarter final, they travelled to Bakubung ('the people of the hippo'), a game reserve where the hippos have their own pool with all 'mud cons'.

More wildlife was to be seen on drives in the game park - lion and zebra, both black and white rhino, giraffe, baboon, wildebeest and non-rugger playing springboks.

In the same volcanic crater was Sun City, a fantastic leisure resort and within it, the Lost

City - "like something out of *The Arabian Nights!*" commented Barry.

There's a pool with artificial surfing waves nearly two metres high which roll to a white sand beach, golf courses (there are live crocodiles at the 13th hole!) and gaming machines galore.

"While there we saw the English team with their captain Will Carling, who appeared to have a mobile phone permanently attached to his ear," said Robin.

He was the only ex-rugger player among the RX nominated group (he played with Drybrook RFC). However, Steve - hitherto a football man - was so impressed by the terrific atmosphere and friendliness that he has now 'converted' to an interest in rugby.

Dedicated to the game are the Osbornes. They follow the fortunes of Barry's son Lee (AMFF materials) who last year went on tour with Gloucester RFC to South Africa.

This year it was their turn and they made the World Cup the focus of a holiday of a lifetime.

Over there for some 17 days, they saw two quarter finals - seeing England win against past world champions Australia at Newlands, Cape Town was "very emotional".

No one could have been more caught up in World Cup fever than Andy Mills (5312/14 assembly). He actually sold his house to fund the trip, which resulted in his being featured in the press, on radio and TV, both in this country and

overseas.

Having booked the trip nearly two years ago, even before the venue was decided, Andy later persuaded several fellow Drybrook RFC members, including Gavin Jones (5334 assembly) and Gary Taylor (audit), to join him.

Going out on 2 June, they were able to see president Nelson Mandela perform the opening ceremony, and watch a total of six matches, including the final, as well as playing several 'friendlies' themselves. "Most

of the clubs we visited had 'Xerox' on their post protectors," Gavin told us.

And in between the matches, what other highlights? A tour of the Garden Route to the Wilderness resort on the Indian Ocean coast ("the scenery was indescribably beautiful"), a visit to an ostrich farm (some tried riding them!), and a cheetah and crocodile sanctuary; sighting a



Relaxing at Bakubung (from left) are Robin Fyffe, Marion Richards, Norman Smyth, Steve Baldwin and Anne Barlow (Nick Blanche was behind the camera).

leopard while on safari; a look round Kimberley and peering down the famous 'Big Hole' - a worked-out diamond mine.

South Africa certainly made a big impact all round - along with rugby and Rank Xerox.

In Sun City for a gala dinner are (l. to r. back row) Andy Mills, Gary Taylor, Gavin Jones, Barry Osborne, Lee Phelps, Peter Osborne; (front) Jack Osborne and Don Wilkes.



# ACTION

also included the donation of 17 multi-functional fax and copier 5006 models to SARFU (South African Rugby Football Union) for a development programme promoting the game and its value in the townships.

## X marks winners

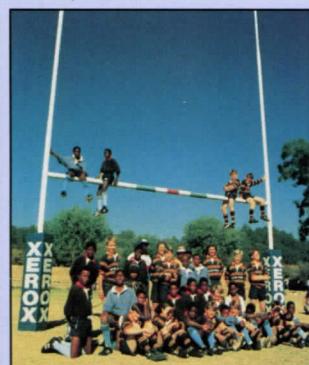
FURTHER TV coverage for Rank Xerox was gained through the featuring of the Rondesbosch Rugby 7s, an international competition for the under-15s which took place during the World Cup to celebrate both South Africa's hosting of that event and the development of rugby at junior level.

The only English representative side was the Dragon School rugby team from Oxford, and Luke, the son of RX legal director David Whibley, was a member.

All wore Xerox-branded kit with a large red 'Digital X' on each player's back – and X marked the winners, for this 12-strong squad won all 18 matches played.

The tour gave the boys not only a chance to play against rugby teams from around the world but also an insight into the South African way of life. A highlight was the presentation of rugby shirts to schoolboys in the black township of Soweto.

Dragon School boys with Northern Transvaal development teams.



## Hippo-ray!

A WILDLIFE award for the team? No, the little hippo on display, with matching tiepin, in the CSA area testifies to their contribution to Northern CBU customer satisfaction results.

The nomination for the 'Hippo Award' came about through Carole Shaw, manager of ODP2 team in Leeds, in recognition of the assistance given in resolving problems with printer ports (copy count

# A good step forward

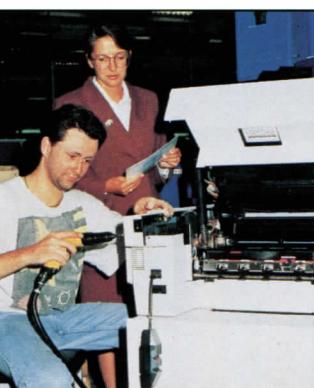
OLLOWING THE Business Excellence examination on 27 June, Mitcheldean has been re-certified at level 5, an improvement of one point from our rating in 1994.

As business quality & strategy manager Phil King explains, detailed work performed by 56 champions across the site led us to assess ourselves at level 5, which means 'Strong results and good involvement of the site with evidence of effective effort; however, clear areas for improvement'.

Confirming our self-assessed rating, the external examiners – Vern Zelman, John Cook and Joe Marino – identified the following areas as our major strengths: a positive 'can do' attitude; flexibility and responsiveness; focussed on the customer through the London CBU initiatives; successful implementation of the actions we agreed to undertake following the 1994 review.

They also identified the following areas as requiring improvement:

- We need to drive harder for empowerment of all the employees, by providing the necessary framework and training.
- We need to work even harder with the Operating Companies to provide greater customer feedback – such as the number of customers



Zane Heath does the final op. on the 5334 main line; seen with him is section manager Fiona Hunter.

BULK DEALS have been turning up in – well – bulk, recently. Largely due to our competitive pricing and ability to supply promptly they have come from such household

accessories needed for 5334 copiers) for Huddersfield Technical College, and the "ingenuity and dogged determination shown."

The efforts of the Mitcheldean team – Andy Davey and Jeremy Phelps, with Thelma Cripwell (import section) playing a key role – and Webster pulling out all the stops, ensured that the items were rushed to the college before the Easter holiday close-down, thus saving a sale of 5334s.



EIBC manager Yves Zucconi gives a group in EMC test area feedback on the BEC results – (from left) Josie Hamm, Janet Roper, Nancy Jones, Harry Skillin, Pam Andrews, Caroline Teague, section manager Nick Pearson, Sheila Gomory, facilitator Guy Rainforth, Rose Nicholls, Karen Davies and Anne Bradley.

re-purchasing, and the reason why we failed to close any deal we had bid for.

- We need to assign champions for our key business processes and then apply the appropriate advanced tools and techniques to simplify them and improve productivity.

- We must intensify our people development activity by extending the performance feedback and development opportunity to all employees, and also extending the process for '360° feedback' (customers, boss, staff) to all people managers.

The examiners also recognised that our processes for productivity improvement, and the 'Top Copy' communication, were 'Best Practices' to be shared throughout Rank Xerox. Mitcheldean was also complimented

on its improvement in Employee Satisfaction from 1994.

The examiners spoke at length to three workgroups on the day – 5328 main line & paper supply module, customise, and EMC test. Reports Phil: "We have been advised that these discussions were extremely encouraging and displayed a positive attitude to empowerment.

"On the strength of this feedback we are confident that we can all successfully tackle the areas identified by the examiners for further attention.

"Overall, it was an excellent day and the outcome was another good step forward for Mitcheldean. Many thanks to all who participated in making it such a success."

## Fast move for FIAT

names as NatWest Bank and W.H.Smith (UK), BMW (Germany) and FIAT (Italy).

To meet the ever-changing market we have to be quick to adapt. Take FIAT, for example. The request, which came in last April, was for a potentially large number of machines, mostly remanufactured products.

Said CSA operations manager Peter Whiles: "We realised we could not supply in the time-frame, so Marco Hinrichs, our Italian OpCo champion (he speaks Italian) and analyst for remanufactured machines, came up with some suggestions for 5018/28s. We reached a reasonable compromise which enabled RX Italy to conclude their negotiations with the car manufacturers."

FIAT is a number one company in Italy and this deal was therefore of considerable importance to the Italian OpCo, particularly as it was going to displace competitors' machines. Their contract was running out and the 'window of opportunity' was June/July.

The total order was around 900; this could be doubled, depending on the quality and reliability (as perceived by the customer) when the machines are installed and working there.

Before this deal, FIAT had some 350 Xerox copiers installed, the balance of over 2,000 being competitive machines. With the deal completed, Rank Xerox will have around 60 per cent of total FIAT

installations, with the possibility of this rising to 100 per cent by end '95.

RX Italy report that, by the end of September alone, this deal will have improved total market share by 5 per cent (6 per cent for the Northwest CBU).

The machines are being installed all over Italy with around 75 per cent of the installation in the north where the bulk of FIAT's manufacturing base is situated. High volume equipment (five 5090S and two 5390 machines) will be located in central printing centres.

The need to adapt quickly has its impact on materials as well as production. Reports John Court (procurement operations support): "We are accepting change much more frequently than previously; at the same time we have some extremely aggressive inventory challenges. Our main concern is to keep out of premium freight costs but we have had to fly material in at times and we've done a lot of interplant ordering."

The deal coincided with the transfer of 5018/28 people to 5025 remanufacturing (around half the FIAT order is for 5025s) so, says Norman Rudge (CCFF) "we have had to take on people very fast and the learning curve has had to be accelerated, while at the same time maintaining quality."

But, says Peter Whiles, "We have been very pleased with their ability to respond."

## PROFILE

**S**HE LOVES to entertain. But anyone invited to dine with human resources officer Louise McAlister should be warned – “I enjoy very fiery food!” she admits.

It was a trip to India that aroused her interest in cooking. Having gained A-levels in history, English and religious studies, she attended Lancaster

In 1989 she landed a job in the personnel department of British Gas (South Western Region) at Keynsham, near Bristol, as a graduate trainee.

This gave her quite a broad perspective. She spent time in each area, trained up on work study “with a stop watch in hand – not a popular job!”, looked at bonus schemes, salary structures, job evaluation and recruitment.

personnel officer. Her responsibilities were now mainly employee relations which she thoroughly enjoyed, dealing with a variety of operational day-to-day matters.

“I was covering both Devon and Cornwall, providing personnel contact for all locations there, and this involved visits to the retail side, customer service and engineering.”

In the last 12 months of her

our abbreviations.

Since joining she has, among other tasks, been busy visiting ten universities in the UK recruiting undergraduates for industrial placement at Mitcheldean – 15 of them, the first of whom arrived this July.

Travel is her favourite activity. Before coming to Mitcheldean she spent some leave in Malaysia, Thailand and Hong Kong. Her uncle, who is a lecturer in English at the

# Louise – a dedicated traveller

University to read religious studies, a course which covered major world religions and embraced elements of psychology and sociology.

One of the modules of the degree was a three months' study trip in Bangalore, southern India, and it was while in the sub-continent that she acquired her liking for the flavours of India.

Before that, she had travelled only in Europe so she found it quite a culture shock, despite having read extensively about the country. “It also generated an intense interest in other cultures and peoples,” says Louise.

She travelled across several states, saw the Taj Mahal by moonlight – “It's even better than you can imagine” – and visited the beautiful lakes of Kashmir, a trip sadly not possible today.

Back home, she finished her degree and had to spend many an hour haunting careers libraries, investigating various avenues and attending workshops, to determine which career to pursue. “Unfortunately, religious studies is not a vocational course, unless you want to teach,” she says. “However, I found it a fascinating three years.”

British Gas who, incidentally, are major customers of Rank Xerox, provided her with sponsorship for her Institute of Personnel Management diploma, for which she studied in non-working hours.

Louise is interested in equal opportunities and, while at Keynsham, she sat on the management committee of the Positive Action Consortium, a new voluntary body, looking at placements for ethnic minorities in business. She was also involved in a similar committee in Bath, for which she was given release from work.

In 1992 she moved to Exeter, back in her home county, having been promoted to

two years there, however, major changes were taking place. There was restructuring, she had to deal with redundancy, and her work was focussed on counselling and looking at outplacement.

Feeling it was time to broaden her horizons, she came in 1994 for an interview at Mitcheldean. (“I don't think interviews get any easier just because

you have conducted them yourself!” she commented.)

She joined us in November last year as HR officer responsible for indirect selection and recruitment. “It's been quite a culture shock here, too,” she says. But she's grown used to our own brand of business language and unravelled the mysteries of

University of East Anglia, was on secondment in Singapore, so she took the opportunity to visit him and explore that part of Asia.

She spent six weeks there, travelling mostly on her own, with minimum luggage. She prefers being a free agent – “You get to talk to the locals more if you are travelling solo. I hate being organised on holiday.”

She says she felt perfectly safe in Asia and experienced no aggravation. “I went on my own on the underground in Hong Kong at night – I wouldn't do that in London!”

Louise has been to most of western Europe, the Czech republic and the former Yugoslavia. Asked if she had ever considered going to the USA, she told us that she is particularly interested in older cultures and likes the historical background. “I would like to go to China and Africa, and then I might think about crossing the Atlantic.”

Meantime, the Forest of Dean and the Cotswolds are providing her with new territory to explore when she goes walking – another activity she enjoys.



Louise McAllister.

**A** GROUP of 14-year-old pupils from Lakers School, Coleford, went to Russia on 28 June to claim a prize won in an international competition, thanks largely to Rank Xerox sponsorship.

The school is playing an active part in the link between schools in Gloucestershire and in Sochi, a Russian city on the Black Sea coast. The Hotel Moskva in Sochi set up a technology competition for pupils in both countries to design new facilities for the hotel and the Lakers group came first, winning free accommodation at the hotel and a week of activities in Sochi.

To enable them to take up this prize, the school asked for sponsorship from local

## Prize trip to Russia



Executive assistant Brenda Walshe presents a cheque for £1,250 to Naomi Berry for the Lakers School Russian visit. Pictured with the pupils are (from left) RXMP's Mike Stevenson and Brian Fowler (training), Lakers' Head Tony Cleaver and teacher Jenny Westgate who led the group to Russia.

businesses and organisations and were delighted when Rank Xerox International offered to meet half

the costs of the trip; other donations were received from Forest Lions, BMSS, SmithKline

Beecham and Coleford Town Council and the pupils and parents did some fund-raising themselves.

The party, who visited Moscow and St Petersburg on their way to and from Sochi, had a wonderful time. They worked with Russian schoolchildren (the schools there are keen to learn from our type of curriculum) and met up with Rank Xerox people in Moscow.

Mike Stevenson, joint venture operations manager at Mitcheldean, commented: “The company's business in Russia is expanding rapidly and we are happy to encourage links between the two

countries, particularly where young people have shown such enterprise.”

# Red letter day at Welwyn

A 'DIGITAL X' hot-air balloon marked the arrival of the Rt Hon Michael Heseltine, then President of the Board of Trade and now Deputy Prime Minister, to inaugurate the new Rank Xerox Technical Centre at Welwyn Garden City on 21 April.

Scottish pipers welcomed local dignitaries, customers, and value-added retailers (VARs), as well as Xerox Corporation guests who included chairman and CEO Paul Allaire.

Mr Heseltine expressed his delight that "even established, world-class companies like Rank Xerox continue to demonstrate their confidence in the UK by expanding their operations."

He was given a guided tour and was impressed by the initiatives being taken in systems integration, software development and other areas.

"The investment of £37 million in the Centre," said Rank Xerox managing director Bernard Fournier, "reflects the potential that we believe exists in the European document market and the level of commitment that Xerox is making to ensure that we maintain our leadership."

The 200,000 sq.ft complex, comprising three new buildings, has been built on 13 acres of the existing site in Bessemer Road which has been redeveloped, making the best possible use of space and enabling better co-location of activities.

The inauguration was a highlight of a two-day customer event which included VAR demonstrations, and emphasised the company's role in providing innovative professional services to customers who need more responsive document solutions.



The 'Digital X' balloon rises above the new Welwyn buildings; (inset) RXTC executive director Guy Rabbat greets Michael Heseltine at the showcase event.

## Last of the 9000 family?

**W**HAT A remarkable story! You may recall an article in 'Vision' in May/June 1992 recording the end of Mitcheldean involvement with the 9000 family. As things turned out the article was somewhat premature.

No sooner had our facility closed down than we received an urgent request for assistance from Webster Manufacturing to take on their business of remanufacturing 8700/9700 processors!

The requirement was to receive carcasses from the US, convert and upgrade them, with some material provided locally and some from the US, and then return them to the US.

In order to achieve this the site was quickly trawled for the necessary skills and the current team assembled.

A 'facility' was provided in building 13/1 including the provision of a 60Hz/220V generator. The facility was subsequently resited in building 12 and upgraded when brought under the new asset management focus factory.

The provisioning of material was initially set up with a 'one off' buy from the US to get the conversions under way.

Initial difficulties encountered included lack of most of the requirements associated with a traditional remanufacturing operation - there was no correct functional documentation, no systems support (MMCS) for material supply, no bill of materials, no drawings. All were overcome by the team involved.

All this frenzied activity



Saying farewell to the 9700 are (from left) John Badham, Tom Clarke, section manager Ian Hale, Esmé Cox, Graham Hook, Phil Jackson, Geoff Boughton and Charlie Leighton.

resulted in the initial order of 33 processors, to be in Webster before Christmas 1992, being fulfilled on time and subsequent orders being placed for five machines per month.

By the late spring of 1993 we were confident enough to host two technicians from Brazil to review and benchmark our processes in order to enable the start-up of a similar enterprise in Resende, and they were delighted with the assistance we were able to give.

Later constraints centred around lack of suitable carcasses to convert and the correct repair material was not available, resulting in parts being made by the team themselves, small batch and specialist local vendors. Most of the unique labels were in fact made by the engineers.

However, against the background of the 9000 family being replaced and continuing difficulties with repair material supply, the US finally closed the programme down in June this year.

The asset management team in building 13/2 continue to provide some spares for the machines still in service in RX, but after 23 years, 1995 definitely sees the end of RX Mitcheldean involvement with the 9000 family.

Or does it?

## Tiddles moves to a new home



**M**ANY OF you may have noticed in the past a dark tortoise-shell cat with a rather shortened tail, walking around the site or through some of the buildings.

Tiddles, as she was named by some employees, now has a new home. Phyllis Taylor and Heather Hudson, in conjunction with CCFF manager Danny Haines, decided that the best solution for an elderly, friendly but non-house-

trained cat, was for her to retire to the Westlea Animal Rescue Centre.

Phyllis, who has close links with the Centre, assures all cat-lovers that Tiddles has spacious living quarters, and, when familiar with her new surroundings, will have the run of the place. Our picture shows Danny Haines handing over a donation to Stella Harris, who runs Westlea, while Phyllis encourages Tiddles to 'watch the birdie'.

## 30 years

"I WAS expecting to be with the company for only a year or two," said **Keith Chiddle**, speaking of his beginnings in the old Rank Organisation Elstree Studios – as an equipment engineer buying photoreceptor plant for the 2400 copier/duplicator which had just been developed.

But he stayed on and became a production engineer dealing with drums, toner and developer. While still in his mid-20s he was promoted to production manager in charge of the manufacture of cleaning webs (forerunners of doctor blades) and developer, and then of fuser rolls and photoreceptors.

He joined EMC initially to manage hand assembly and subsequently the test area; apart from a short spell in industrial engineering and a couple of years as site maintenance manager ("I really enjoyed that despite being on call 24 hours a day"), that has been his environment for the past ten years. "Today we have three generations of test equipment; it was just Teradyne when I started, then came the Zehntels, and now HPs which are state-of-the-art."

Keith was the first to arrive when the EMC moved to Mitcheldean in 1990. "I started up the test area here while boards were still being built at WGC and acted as training co-ordinator for the transition." It was a very testing time!

Keith was married last year to Bronwen – they 'eloped' to Gretna Green – and live in a converted barn "a bit nearer work than I meant to be!" He follows most sports and much of his spare time is spent on DIY – "more from necessity than choice," he says.

## 25 years

**F**OR many years, **Terry Robinson** was one of the team who serviced in-house machines at Mitcheldean.

Before he became a copy service engineer, Terry had worked in production – on 813 assembly subs, in spot weld, then on the 4000 machine where he progressed to the mechanical run, subsequently carrying out major repairs on the 4000 mini line.

When, five years ago, responsibility for servicing our site machines was transferred to the UK Co., Terry switched to clerical work – in configuration control.

Since March last year he has been working in asset management – initially in UO1 stores as an analyst for sub sort. "Today I'm more involved with building 12/1 sub sort, dealing with OpCo unserviceable returns and also faulty install parts, which I inspect and ship back for claim purposes."

Gardening is his main hobby, but he also owns a speedboat. As an ex-Merchant Navy man he has good knowledge of coastal waters and "I'm hoping to take my boat out next autumn, if time allows!"

After his initial four years in spot weld, **Bob Lawrence** moved on to assembly work on the CBA family, becoming a stand-in, and he stayed with it right from the early

9200 to the electronic 9700.

Still with CBA machines, he switched to refurbishing the 9600 – "In fact more than half my time has been with CBA products," says Bob.

He later worked on 5046 refurbish before joining 5047 remanufacture, a job he does today.

Originally Bob wanted to go down a different track – his ambition was to work on the railways, but instead he became a butcher for nine years before coming to Mitcheldean. He's still a steam train fanatic, however, and when he retires he plans to spend more time visiting railway centres.

This year he and Brenda celebrate 25 years of marriage, too. She works for Safeway in Ross-on-Wye on the customer care side. They have three children: Kevin, at Lancaster

like Bob Lawrence he confesses to a love of steam trains, and has a model layout in his attic.

A Monmouth man, he is closely involved with his local church in Over Monnow and he serves on the PCC.

After ten or so years as a setter-operator in parts manufacturing, **Barry Klein** trained his sights on quality assurance and it has remained his field ever since.

Initially working on the Burkhardt & Weber NC machine section, he later spent six months in Venray in connection with the 1045 pressure roll then being transferred to Mitcheldean. In 1984 he moved from parts manufacturing to assembly QA and for six months he was one of the Welwyn pilot plant team.

(George was with us for 24 years). Jan's mother Joan worked in configuration control and his brother Erik is an ex-RX apprentice (he's now head of quality at Barrett Steels, Leeds). Today Jan's sister, Maria Hill, is one of the CCFF team in building 1.

From the machine shop, Jan moved on to small batch where he worked on pre-production models. With redeployment in the '80s, Jan found himself moving all over the site ("I once had three jobs in one day!"), until six years ago when he settled in the fuser roll centre as an inspector.

Jan has covered a great deal of ground too for charity. He's walked from Ross to Chepstow (32 miles) and from Hereford to Mitcheldean (25 miles) for good causes; but "I run more than I walk today," he told us. Last April he completed his first marathon in London, in aid of CLIC.

He often runs with his mountain biking nephews and daughter Sharon, and he's now planning a mountain marathon, racing the narrow gauge train from Aberystwyth up to Devil's Bridge – a 3,000 ft ascent!

Jan's wife Eileen works at Mitcheldean Primary School; Sharon is at Lloyd's Bank, Ross-on-Wye, while her younger sister Paula is with the Gardiner Group in Gloucester.

At one time Jan was a trustee and treasurer of the S&SC. A member of the Rank Xerox 'B' skittles team for some 25 years, he has served as secretary and captain for much of the time, and has also participated in the annual skittles KO and pub sports competitions.

The tool engineering workshop in building 3/2 is one of the few places on site where you can still find the traditional drawingboard. Here jig and tool draughtsman **Mike Gunn** and his colleague Pete Hughes deal with special purpose tools – from small gauges to mechanical handlers.

Mike, who was apprenticed at Dowty Rotol, has done this job all his 25 years with us. "We don't do much design work these days; but it's more interesting now that we are dealing with sub-contractors. We create the ideas, provide them with the specification for the design, do the costing and liaise with production engineers on trials and improvements."

Mike has had two assignments abroad – in 1973 and 1975 when he worked in Venray in connection with the transfer of a convenience copier.

His wife Pauline is a daughter of the late Trevor Walding (a former assembly manager) and they have two sons – Shane who works for Alpha Tools, and Stephen, assistant manager at BSL, Hereford; they also have a daughter, Deborah, and several grandchildren. Mike's brother-in-law, former RX apprentice Tony Walding, runs Leeways Packaging Services.

For over 30 years Mike has belonged to Gloucester & Cotswold Motor Cycle Club and for the past five or so he's been its chairman. He no longer takes part in trials, but now Shane competes – "He's a pretty useful rider and a regular award winner," Mike told us.

We have four Foxwell brothers at Mitcheldean – two of whom, Steve and Roger, are identical twins.

They both left the building trade to join RXMP on the same day in June 1970 and started as shop boys in assembly (Steve in 3600 department,

## Service awards



**Top left:** Keith Chiddle, a 30-year man. **Top right:** (from left, standing) Jan Sologub, Terry Robinson, (seated) Barry Klein, Steve and Roger Foxwell and **above** Mike Gunn, Bob Lawrence and Bill Smith – all with 25 years' service.

University where he's taking a BA Hons degree course in maths; Andrew, at present unemployed; and Vanessa, at Hereford Tech, studying catering ("She doesn't make very good gravy though!" laughed Bob).

**Bill Smith** has spent all his 25 years in assembly – unlike his father Bert, who spent 12 years in the machine shop.

Starting on the 660 copier, Bill moved on to the 4000 family, the 9000 family and then convenience copiers; for the past four years he's been one of the 5047 FRT team.

Bill has been dedicated to the martial art of judo for 30 years, having gained his black belt in 1981. He is sole instructor at the Penallt Judo Club which has 50 members and "two of them are going for their black belts," he told us.

One of his most promising students several years ago was his daughter Shirley, who won a bronze medal in the England Championships in 1985.

Bill also enjoys badminton, and walking in the beautiful Wye Valley;

On returning to Mitcheldean he worked in 5046/47 assembly, chiefly in DMC; then four years ago he switched to business quality, which involved him in the development of in-house customer satisfaction machines. Lately he has taken on more responsibility for business excellence; he has participated in the London CBU project, and is working with an RXUK team on a procedure for reporting install quality.

With a NEBSS certificate and diploma already under his belt, Barry recently qualified as a member of the Institute of Quality Assurance.

Formerly an active member of the motor sports fraternity, he has belonged to the Ross-on-Wye Rifle & Pistol Club for some 20 years and is their full-bore pistol match secretary.

His wife Susan is William Hill's manager at Lydney, while their daughter Lynette is studying business administration & finance at Aberystwyth University.

His father was on the opposite shift when **Jan Sologub** joined the machine shop as a setter-operator

Roger in 815). Together they moved on to inlet and exit checking of materials on the 4000 floor and only afterwards did their careers start to diverge.

Roger went into the warehouse where he dealt with finished goods, packing them for overseas shipment.

Later on he joined transport, gaining his HGV1 qualification, and he drives all types of vehicles from forklifts to artics on site.

"We're extremely busy and unauthorised parking of cars makes life difficult at times. But I really enjoy working outside," he says (which may account for the fact that his moustache is somewhat bushier than Steve's!).

Just recently, Roger qualified to train people in the operation of mechanical handling equipment, and he's showing staff how to use the new slipsheets referred to on page 5.

Steve joined the 4000 line and has remained in assembly. He worked on the 9000 family from the 9200 to the 9600, which he built new and refurbished.

Then in the mid-80s he was promoted to FRT when he switched from high volume to convenience copiers, and today can be found on the 5317 line. The eldest Foxwell brother, Howard (also a long-server), works in CCFF too - as an inspector. The next eldest, Trevor, is in EMC whilst his wife Jackie is with GBAS. Paul, the youngest, is a former employee; then there's a sixth brother Leslie and a sister, Shirley.

The twins both used to play for local football teams; Roger does "a fair amount of swimming nowadays and a bit of weight-lifting to keep fit"; Steve likes building and has just put up a garage at home.

He is married to Carol, a former secretary at Mitcheldean, and they have a son Luke (8) and daughter Lucy (4); Roger's wife Elaine has completed nearly 20 years' service at Shire Hall, and they have two daughters, Hannah (9) and Rachel (8).

And when all the Foxwell family have a get-together, the young cousins can number 19!



Members of the two teams - on the left Building 1 North and on the right Building 2 and Friends.

## Battle honours even

A 'FRIENDLY' soccer match played on Friday, 26 May, at Ross Sports Centre between Building 1 North and Building 2 and Friends resulted in even honours of 3-3.

Two rapid transfers prior to the game (were they 'Team B' suggestions earning £2 vouchers?) enabled Paddy 'McGrath' Weir and Malcolm 'Rug' Smith of Berry Hill fame to play for B2, as Ray 'I'm off to Lille' Hesk failed to make the kick-off.

A large crowd witnessed B1N take the lead when Andy Ward in the B2 goal saw the ball hit the famous bump and presented Jerry O'Connell with a gentle tap in (1-0).

Pressure was firmly on the B2 goal, with Hereford UTD's Leigh Hall extracting the Michael, and former Aston Villa player O'Connell dominating a midfield in which Jamie Elsmore stood and admired their skills.

Winney was outstanding for B2 at centre back, supported ably by Weir and Smith.

At the other end, father and

son Kevin and Harold Prosser (ex Coventry City, Bristol City and England youth squad member) kept Martin Thomas quiet, and left Phil Davies to wrestle with the opposition and chat to the B1N referee, giving him his name so they could continue at a later date.

B2 equalised when Davies, free from his other roles, shot - hitting Elsmore's head and deceiving the B1N keeper, Andy Lancett, who was rooted to the spot in his toe-tectors. B1N enjoyed the lion's share of the game and took the lead when Dave Evans scored with a powerful shot which even 'Bump' Ward could not reach.

'Osburn' (Gloucester RFC) practised his kicking, and along with 'Hamstring' Colin Davies, worked tirelessly in midfield; but B2 were generally under pressure, much like Les Lewis and Colin Goodrum, two regulars who were also under pressure (from their wives) and couldn't play.

Monty, daps and all, went close, but slipped at the crucial

moment. B2 fought back, and equalised when 'When I was at Cardiff' Thomas towered above the defence to thunder home a header from a defensive clearance.

Honours were now even at 2-2 and the crowd, mainly B1N people, urged their heroes on, to the point when a defensive error allowed Sean O'Connell to restore their lead.

All were now waiting for the ref, Steve Miles, to at last make the right decision and blow the whistle for a much needed 'cuppa' when B2's captain broke down the right and crossed for his charging team mates, only to see the ball evade all and float into the roof of B1N's net - 3-3 and the final whistle (thank goodness!).

Thanks go to Harrow Hill & Ross Town '93 clubs for the loan of their strips.

PS: Paddy was still limping a fortnight later and had stopped all B1N overtime until the culprit was found.

Bully Dozum

## GOLF

### First outing

MAY 15 saw the Golf Society's first outing of the year - to Stinchcombe GC. With only 14 players, this was a disappointing start to the season in which we host the Interplant Cup at the Cotswolds Hill GC (14 August).

However, the weather was fine and sunny and the course in good order, the winners being as follows:

Denis Ede Vase (best individual stableford) - 1st Graham Beach, 76 pts; 2nd Neil James, 72 pts.

Spring Bowl (four ball better ball stableford) - 1st Dave Carter and Roger Vine, 91 pts; 2nd on countback Dave James (the one in EMC) and Wilf Jones, 85 pts; 3rd Andy Cosgrove and Mike Cooper, 85 pts.

W.J.C.

### Captain's Day

THE SECOND outing, played at Lilley Brook GC, Cheltenham, on 19 June, attracted a better turnout.

Twenty-two enthusiastic competitors, old and new, were greeted by brilliant sunshine which got the day off to a good start. It was Captain's Day (captain Andy Cosgrove had donated an excellent array of prizes) as well as the usual society competitions of the Summer Cup - best net, and the Team Cup - teams of three, two best cards to count am and pm.

For those readers not in the know, the last seven holes at Lilley Brook are played on the side of a mountain, and the sausage, egg and chips lunch, together with some liquid refreshment, was very welcome at the halfway stage.

Some excellent scoring had been achieved in the morning round, a

good testament to the weather and the excellent condition of the golf course.

Particularly good scores were returned by Neil James and Graham Beach with net 65 and 66 respectively, versus the par of 69. Dave James (from 5047 assembly) and Mark Barnard were very close behind with net 67 and 68.

The sunshine remained for the afternoon round although the breeze blowing across the course had strengthened, albeit slightly, making afternoon scoring a little more difficult. (Of course, struggling up that hill for the second time didn't help either!)

Afternoon scores were generally higher, with Mike Cooper leading with a net 68 and Mark Barnard and Dave James just behind, both with net 69.

Once again Lilley Brook GC maintained their standard of excellent hospitality and good food, as captain Andy Cosgrove

commented during his after-dinner speech.

The day's results were as follows:

Summer Cup - 1st Dave James 67 and 69 = 136 (back 18); 2nd Graham Beach, 66 and 70 = 136.

Team Cup - 1st Mark Barnard, Neil James and Keith Laken, net 275; 2nd Steve Cooper, Tim Beale and Graham Beach, net 281.

Captain's Prizes - best am and pm net (crystal glasses) Dave James - 136; best am and pm gross (crystal glasses) Mark Barnard - 145; most improvement am to pm (golf balls) Roger Vine, 99 to 75 (26 shots!); closest to pin am (cap and balls) Neil James 10' 10" (11th hole); closest to pin pm (cap and balls) Dave Carter 17' 9" (17th hole); longest drive pm (golf towel) Mark Barnard (8th hole).

M.A.B.

# Ace skittlers



Winners Ace Finn – many times in the final.

HERE WAS an extra trophy among all the awards to be handed out this year at the finals of the Rank Xerox Business Park interdepartmental skittles competition.

Before it started, Dave Carter, manager of Douglan – the industrial cleaning company who play such an important part in our dunnage collection and recycling activities – asked if his company could sponsor the skittles competition in some way.

We have never had a trophy for the runners-up of the mixed team contest, so it was decided they would buy one, in the form of a shield.

Thirty-six teams entered the 1994/95 event, involving some 300 people and about 90 games in all.

During the competition the record for the highest individual score was broken by Robin Hale (building 3/1) with a 63, consisting of 9-8-11-18-8-9, two more than last year's top score – which was itself the highest ever achieved in the current format of the competition.

The final night, held on Saturday, 24 June, started off with the Gardner Merchant Wooden Spoon final between Urn's Return (building 3/1) and Roo's Rabble (building 9), the Rabble winning with a score of 217 against Urn's Return score of 208.

The individual knock-out final was contested between Mike



The 5090 Expos with the new runners-up shield donated by Dave Carter of Douglan (far right).

Gurden (building 1) and Chris Knight (building 3/1). After five legs they were running even with 35 each; then on the last leg Mike got a 5 and Chris went on to get a 9 to win.

The final of the main competition was between last year's runners-up Ace Finn (finance) and 5090 Expos from building 3/2. Ace Finn gradually got the better of the Expos and finished with a score of 254 to the 5090 Expos' 228.

This is the seventh time since 1986 that Ace Finn have reached the final and the third time that they have won – quite a track record.

Danny Haines, accompanied by his wife Hazel, came along to make the presentations, and Hazel received a bouquet of flowers – for letting Danny do the presentations!

All but one, that is – Douglan's Shield being presented by Dave Carter himself.

Dave Lea

Roo's Rabble, winners of the Wooden Spoon, with the Urn's Return team.



Left: Danny Haines with (from left) record scorer Robin Hale, and Pete Griffiths and Dave Lea, joint organisers along with Richard Andrews.

# Fair play at Lille

WHILE SOME Mitcheldean employees were setting off on 8 June for the Rugby World Cup, 17 others were on their way to Lille for a somewhat smaller international five-a-side football tournament.

Taking part were two teams each from Welwyn, Marlow, Uxbridge, the Belgium OpCo, Mitcheldean, Lille and a Lille vendor called ERTA Plastics.

The tournament was held over two days, and we, the Mitcheldean squad, were invited to lunch on the Friday plus a tour round the Lille plant, which new members found most interesting.

The tournament was run in a very relaxed manner, ensuring everyone enjoyed themselves. Mitcheldean I finished in 6th place (too much liquid refreshment?); Mitcheldean II came 10th (too many older players), but we ended up with the 'Fair Play' cup (some said it was for the off-the-field activity, not the football).

One Mitcheldean I player was sent off for three minutes in the 'sin bin' – Colin 'bad boy' Davies from building 2.

On the down side, an Uxbridge player had all the wheels taken off his car outside the hotel. It was left to the police to sort out while the tournament continued and on returning to the hotel we found the biggest guard dog we'd ever seen on duty.

On the Saturday night the organising committee put on a meal and a disco for all the teams which continued until 1 am. You should have seen the boys dancing with boys (there weren't enough girls to go round)!

Francis Lesaffre, the director of Lille plant, arrived on the Sunday to present the awards, and to take a look at the 'crazy people from RXMP' – we have a standing invitation to return to Lille at any time.

The overall winners were ERTA Plastics in a great final against RX Uxbridge I, score 4-1.

Everybody had a great time and our thanks go to the Lille committee for all their hard work in making it such a success, and to Mitcheldean management for helping to make the trip possible for us.

Ray Hesk

# LSA numbers up again

ONCE AGAIN the membership of Mitcheldean's Long Service Association is showing an increase.

At the annual general meeting, held on 21 June, it was reported that the current figure is 750 including 250 retired members, with 48 receiving their award for 25 years' service during the year.

Activities had been on the same lines as the previous years. In the Christmas draw, 75 prizes of a luxury food hamper, meat vouchers and spirits/wine and chocolates had gone to the lucky winners, reported secretary Janet Hart.

At the 42nd annual dinner, held on 12 May at the Chase Hotel, Ross-on-Wye, and featured in our last issue, Shrawan Singh, vice president and director of Rank Xerox Manufacturing & Supply Chain, presented quarter century awards to 28 members.

Earlier in the year our LSA was represented at Rank Taylor Hobson and Rank Strand's dinners.

The summer outing to Torquay on 20 August attracted 112 members and guests; Weston-super-Mare is the venue for this year's outing on 19 August.

Other events to go in the diary are: Christmas party night on 1 December, and the 45th annual dinner on 3 May, 1996.

Officers and committee for the ensuing year remain as before with Robin Fyffe as chairman, Janet as secretary, Dave Morris as

treasurer and June Knight as publicity secretary; committee members are Christine Aston, Kenny Buffin, George Cresswell, Christine Horlick, Brian Powell, John Spratley, Pete Waugh and Jane Whitlock, while Colin Butler and Alan Cryer represent the interests of retired members.



Tom Clarke (asset management) was married to Gill Hallam at St Thomas's Church, Monmouth, on 17 June.

## Obituaries

WE REPORT with regret the deaths of the following:

Fred Miller on 8 June aged 79; security sergeant during his 12 years at Mitcheldean, he retired in 1980.

Des Jones on 25 June aged 69. He held management posts in PED and was tool room manager when he retired in 1982, having completed 22 years' service. His wife Eugenie, a senior secretary, is a retired long-server.

Milson Meek on 28 June aged 85. He was in assembly QA and later goods inwards dept from which he retired in 1975 after 11 years' service. His son Roger is in parts manufacturing QA.