

# Vision

HOUSE MAGAZINE OF RANK XEROX MITCHELDEAN

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## Gold for Mitcheldean!



The eight members of the London CBU team who struck Gold at Leesburg



Six Mitcheldean teams recognised in Earth Awards



THE DOCUMENT COMPANY  
RANK XEROX

## Team Excellence Gold Medal achievement

The London CBU 'Customer First' project team was the outright winner of the Corporate Strategic Services (CSS) Team Excellence final in Leesburg on 22/23 April 1996.

The team included four Mitcheldean representatives - Phil King, Mike Wilding (who is now working in the States), Matt Jackson and Tim Green, together with Jacki Sherry and Brian Cuddy from the London CBU and Pat Phillips and Derek Chapman from the National Logistics Centre at Radlett. The team also received tremendous support from people at Mitcheldean, Uxbridge and the London CBU.

"We were competing against 26 other teams from throughout the

Corporate Strategic Services world," explained Business Quality and Strategy manager, Phil King. "Four teams were singled out for special mention, with two bronze, one silver and one gold medal awarded."

The London CBU team was set up to improve customer satisfaction, and began by carrying out hundreds of visits to customers in the London area during installation and maintenance calls to identify what type of problems commonly occurred. The team then



■ Standing, from left: Matt Jackson, Mike Wilding, Brian Cuddy, Tim Green and Derek Chapman. Seated, from left: Jacki Sherry, Phil King and Pat Phillips.

identified the most common problems and introduced new processes to rectify them.

As a result of their work, customer satisfaction improved dramatically, with the number of 'very satisfied' customers in the London area increasing by 18.1 per cent. Market share in London also improved by 4 per cent and customer retention improved by 10 per cent.

Another significant

benefit, affecting the entire UK, was the reduction in the length of time it takes between the customer signing an order and the delivery of the product from 30 days to 15 days.

"Winning the Gold Medal is extremely rewarding for Mitcheldean," Phil King continued. "We are committed to improving our focus on the customer, and the award of the Team Excellence Gold Medal recognises the entire team's achievement."

## Simple idea produces substantial savings

One simple idea has produced substantial cost savings and has helped us reduce the unit manufacturing cost (UMC) of our products.

Steve Harris, shop floor marshall in Convenience Copiers, saw an opportunity of doubling up pack quantities of plastic panels destined for 5328 and 5334 machines. By turning the panels on their sides, boxes which previously contained seven panels could contain fourteen. Steve submitted his idea via the Convenience Copiers suggestion scheme and it was passed to Andrew Stephen, plastics and elastomers cost down buyer in Materials Management.

"We immediately saw that there would be a substantial cost advantage and an opportunity to reduce unit manufacturing costs," Andrew explained.

Andrew and the other

members of the cost down team concentrate on ways of improving Mitcheldean's competitive position by reducing the UMC of machines. This allows us to cut the costs of products to our end customers, increase market share and maximise revenues.

"An integral part of the cost down process is our interface with the production areas," Andrew continued. "They are

not only one of our key customers, but are also a potential major source of ideas."

Andrew, working with cost down engineer Lesley Townley, established that savings could be achieved if Steve's idea was adopted.

There were other benefits too. Waste would be reduced, valuable floor space would be freed and only half the amount of boxes would have to be

moved by the marshals, allowing them to get on with other tasks.

"Steve has shown that a very simple idea can produce big benefits," commented section manager Dave Roberts. "It only goes to show that people should never feel reluctant to make a suggestion, no matter how small."

Andrew Stephen agrees. "This exercise clearly demonstrates what can come from the smallest idea. The cost down team has long recognised that shop floor staff play a vital role in helping us cut our unit manufacturing costs. They are the people who best understand our products and manufacturing processes and can see opportunities where we can't. We need everyone's help in meeting our cost down objectives, and would ask everyone to keep those ideas coming."



■ From left: Steve Harris, Dave Roberts and Andrew Stephen with the plastic panels destined for 5328 and 5334 machines.

# Earth Day Awards

Six Mitcheldean teams have been recognised in the annual Xerox Earth Awards, a worldwide initiative designed to heighten awareness of the need to protect the environment. The Environmental Management System (EMS) team, led by Mike Cooper, and the Flow Solder Nitrogen team, led by

over 2,000 people, auditing the complete system and meeting very aggressive timescales. As a result, Mitcheldean achieved BS 7750 status, the first plant to do this within the Xerox world. Congratulations to Mike Cooper, Don Evans, Ferruccio Marangon, Chris Marriott, John Spratley, Hugh Smith and Simon Richards.

significant improvement in productivity, cost reduction, quality and environmental impact. Congratulations to Dale-Martin Parker, Derek Cherry, Frank Mooney, Steve Uppington, Mike Aston, Robert Scrivens and Martin Boosey.

Four other Mitcheldean teams received a runners-up certificate. Neil Jones' Asset Management Plastic Recycle team recycled plastic waste and avoided 200 tonnes of landfill waste per annum. Congratulations to Ian Hale and Robert Haste.

Roger Imm's Aqueous Wash & Filtration team eliminated solvent cleaning of fuser rolls by introducing water-based processes. Congratulations to Pat Madley, Patrick Shaw, Chris Clarke, John Lewis, Phil Townsend,

Terry Buffry, Martyn Gunter and Richard Morgan.

Ferruccio Marangon's Low Mass Line Energy team introduced energy efficiency measures which achieved a 70 per cent cost reduction in the operation of fuser roll wash and phosphate plants. Congratulations to David Pudge, Roger Imm, Pat Madley, Dennis Pick, Neil Wozencroft, Patrick Shaw and John Lewis.

Julian Shufflebotham's Works Engineering Energy Reduction team developed and implemented a number of new controls, which resulted in energy reductions in excess of £50,000 per annum across the site. Congratulations to John Lewis, Pat Madley, Phil Townsend, Clarry Games and Colin McHugh.



■ The Mitcheldean members of the EMS team (from left) Ferruccio Marangon, Chris Marriott, Don Evans, Mike Cooper and John Spratley.

Dale-Martin Parker, both received Earth Awards at a presentation held on Wednesday 22nd May, with four other teams receiving runners-up certificates.

The EMS entry for the Environmental Leadership category won their award for developing and implementing a complete Environmental Management System. Breaking new ground in many areas, the EMS project involved training

Entering the Source Reduction category, the Flow Solder Nitrogen team won an award for developing, evaluating and installing a new printed wiring board assembly (PWBA) flow solder process which used nitrogen as an inert gas blanket. This allowed the use of a milder flux, which removed the need for post-soldering washing, eliminating water usage and waste disposal and leading to a



■ Members of the Flow Solder Nitrogen team with their award. From left: Martin Boosey, Frank Mooney, Dale-Martin Parker, Robert Scrivens and Steve Uppington. Derek Cherry and Mike Aston, not pictured, make up the rest of the team.

## From forest to forest



■ From left: Janet Pretious and Derek Fitch from Oxfam, site director Gerry Lane, and Rosie Murphy from the Ross-On-Wye Oxfam shop.

The Oxfam shop at Ross-on-Wye has raised over £3,650 in the last twelve months from the sale of clothes and books donated by staff at Rank Xerox Mitcheldean.

District organiser Derek Fitch of Oxfam congratulated everyone at Rank Xerox Mitcheldean on this achievement. "This kind of effort makes a huge contribution to our work in the Third World. This sum could buy 500 kg of medical supplies for Rwanda, sink over 50 water supply wells in Ghana, or help finance the re-greening of Ethiopia. £3,650 would buy 365,000 seedlings for the regeneration of the Ethiopian forest."

The overall figures are even better. Clothes and books donated by Mitcheldean are sorted into saleable items (which raised the £3,650 through the Ross shop). Materials classed as rag are recycled and sorted, and useable cotton items are contributed to the Oxfam programme which sends them to various African countries at the rate of 70,000 items every two weeks.

Contact Derek Fitch on (01527) 874 575 if you can help - one 'fiver' will buy 500 trees for Ethiopia - you won't find a better charitable deal anywhere!

# Help fight childhood cancer and leukaemia

Every time you throw a used ink jet cartridge in the waste bin, you could be throwing away the equivalent of up to a one-pound coin which could have been used to fight childhood cancer and leukaemia in Gloucestershire.

A new scheme, launched by the product quality audit department's Chris Robinson and Michel Fasen, means that for every used ink jet cartridge collected on site, up to one pound is donated to the Cancer & Leukaemia in Childhood Trust (CLIC).

"We came up with the idea when we were carrying out a departmental waste elimination project and found that there was no environmentally friendly method of disposing of our used ink jet cartridges," Chris

explained. "We realised that this was a site-wide problem which would only get worse as more and more PCs with ink jet printers came on site. I'd heard of an organisation called Worktwice who not only collected ink jet cartridges for recycling, but also donated up to one pound to charity for each cartridge collected," Chris continued. "We contacted them and they were very enthusiastic about helping us set up a scheme at Mitcheldean."

The money raised is donated to CLIC, a national charity which began life in Bristol in 1976 and offers treatment, welfare and research into childhood cancer.

Cancer or leukaemia can strike a child at any age, and over 2,000 children are newly diagnosed each year. CLIC has a distinguished record of pioneering work and helps young victims and their families cope with their struggle against a life-threatening disease.

Amongst its many activities,

CLIC provides families with free accommodation near specialist hospitals for as long as is necessary, as well as domiciliary care nurses who provide specialist back-up for children and their families at home. The charity has also founded the CLIC chair in paediatric oncology at Bristol University, the first of its kind in the country, and is involved in many other research products in the field of childhood cancer.

"All the money raised will go to our local CLIC branch in Gloucester," Michel Fasen told us. "We've had several meetings with Worktwice and they have been extremely helpful. They will collect the ink jet cartridges free-of-charge and have provided collection boxes which we have situated at 20 locations around site."

"Ideally, we would like everyone with an ink jet printer to return a used cartridge every time they collect a new one. In that way we can capture every used cartridge on site, reduce our landfill waste and raise money for an extremely good cause."

If you would like to help raise money to save young lives, take your used ink jet cartridges to your nearest collection box. Call Chris Robinson on Ext. 2216 for details.

**Recycle ink jet cartridges and help save young lives**



■ Chris Robinson with one of the CLIC collection boxes.

## Nationwide toner campaign

The ink jet recycling scheme isn't the first time Rank Xerox and Worktwice have worked together, as Worktwice is also the main authorised collection agent for Rank Xerox photocopier and printer toner cartridges throughout the UK and Northern Ireland.

All customers using Xerox Customer Replacement Units (CRUs) can have a minimum of three used print cartridges collected free-of-charge by Worktwice. For every print cartridge returned via the scheme, RXUK donates £1 direct to CLIC.

"The scheme started earlier this year and is going well, with 99 per cent of customers contacted so far agreeing that they will return their used cartridges," Chris Keenleyside, RXUK recycling executive told us. "Users have responded really well during the first few months, and Worktwice and CLIC are

confident that the venture will be a big success."

Once the toner cartridges are collected from customers they are delivered to Asset Management in building 12/1. "The used toner cartridges come to us for sorting before being

despatched to Venray for repair and refill," section manager, Ian Hale explained. "We're currently receiving between 10 and 12 pallets of cartridges every fortnight, each containing over 200 cartridges for recycling."

A similar exercise is also carried out on behalf of the charity Action Aid, which runs projects in third world countries.

Around 1,000 cartridges are returned each month for recycling and Rank Xerox again donates £1 for each returned item.

If you know of a company using Xerox products who would like to return their used toner

cartridges for recycling, tell them they can contact the Worktwice Xerox hotline on (01453) 844 366.

**Users have responded very well**



■ Sorting the cartridges in the RXUK technical returns area in Asset Management. From left: Phil Jackson (at the computer console), Les Madgewick and Gary Redwood.

# It's been an outstanding year!

Last year, Rank Xerox enjoyed one of its most successful and profitable years and Mitcheldean played a significant part in that achievement," said Gerry Lane, site director, Mitcheldean Manufacturing Operations.

He was addressing the 315 or so people attending the Long



■ From left: Charlie Walker, Kevin Horrobin, Richard Morgan and Neil Jones.

Service Association's 45rd annual dinner, held on Friday, 10th May, at the Chase Hotel, Ross-on-Wye.

"Over the last 12 months we have grown our business by 15 per cent – the extra volume resulting from additional placements with our customers and securing new business from Eastern Europe.

"We are a very competitive organisation," he pointed out. "We have reduced the prices of our products by an average of 7 per cent (after inflation last year that's about 10 per cent) and we plan to reduce them by a further 8 per cent this year."

In return, another £12 million of capital investment had been approved for new equipment and facilities in addition to money spent on developing and tooling up new products.

"We improved our quality performance by over 10 per cent and that really makes us one of the highest level quality producers in the Xerox world."

He highlighted the recent attraction to the site of two major suppliers, Hanning who produce plastic components, and Ascent Power Technology, who manufacture power supplies. This is enabling material prices to be reduced, inventories to be kept to a minimum and, as these businesses develop, employment to be provided for up to 200 people in the locality.

Also significant was the fact that, demonstrating the corporation's confidence in the site, over £0.5m had been spent in creating a new printer assembly facility, "and we have

just started up production of printers for Xerox and other household name computer manufacturers.

"We are also working on a range of new products for Xerox, some of which are based on today's light lens technology. However, most of our forward product development work is on an exciting new generation of digital, multi-functional printing, copying and faxing products."

To round off an outstanding year, a Mitcheldean team – the London Customer Business Unit team – became the outright winner of the Xerox Team Excellence competition. This was especially pleasing since improved customer focus has been and continues to be one of RXMP's priorities.

Feedback from visitors had been consistently complimentary and Gerry quoted Al Dugan, Xerox senior vice president responsible for worldwide manufacturing, when he said that the site was in a very

strong position, thanks to its improved flexibility, the attitude of all those working on site, its competitiveness, and the actions taken to improve levels of customer satisfaction.

Sadly, just before Christmas, the company had announced they would be selling off Lille manufacturing plant to an American company, Cerplex, an electronics and telecommunications business.

"Over the last six years we have reduced our European manufacturing plants from five to two. This reflects the highly competitive state of the market in which we operate, and the need to ensure we don't carry costly over-capacity.

"The two remaining plants at Venray and Mitcheldean clearly have a challenging time in front of them as we begin to engage competition from the emerging economies in China, Malaysia, Taiwan and Eastern Europe.

"Provided we continue the improvements of recent years, I am confident that we have a stable future ahead, and there is absolutely no reason why we should not meet those challenges."

The recent business upturn and the improvements



■ Robin Fyffe chats with Derek and Maisie Davies.

described, coupled with the effort put into improving communications, was paying dividends.

"One clear message to take home tonight," he said, "is that our future depends on our continuing to work well together. The business is more secure today than it has been for a long, long time."

While Gerry proposed the toast to RX Mitcheldean and the LSA (of which he is president), Human Resources & Facilities manager Robin Fyffe did the honours for the guests.

He made special mention of four people attending the dinner who achieved 30 years' service this year and seven who were clocking up 35 years – Adrian Eddy, Bernie Gibbs, Merv Goode, Keith Horrobin, Alan Hughes, Tony Luckett and Ken Nicholls. Each was invited to claim a bottle of bubbly from LSA officers Janet Hart and June Knight. Robin also paid a well deserved tribute to all the committee members who put in a tremendous amount of hard work arranging the LSA's various activities.

## 25 YEAR Service Awards

The following received 25-year awards at the dinner: Barbara Bevan, Sandra Cooper, Esmé Cox, Betty Ellway, Gwen Fisher, Dave Addis, Richard Andrews, Ron Arkell, Gerald Brain, Dave Charley, Ken Ellway, Ray Hesk, Neil Jones, John H. Lewis, John W. Lewis, Mike Maith, Richard Minton,

Richard Morgan, John Murrell, Trevor Pensom, Dave Powell, Phil Probert, Tony Prothero, Bob Reid, John Rudge, Roger Smith, Len Sterry, Barry Watkins, Graham Whitaker, Colin Williams, Mike Young. (Malcolm Hood, on assignment in Egypt, was represented by his wife.)



■ The 25-year service group pictured with Gerry Lane (centre) who presented the awards.

# Vive la différence!

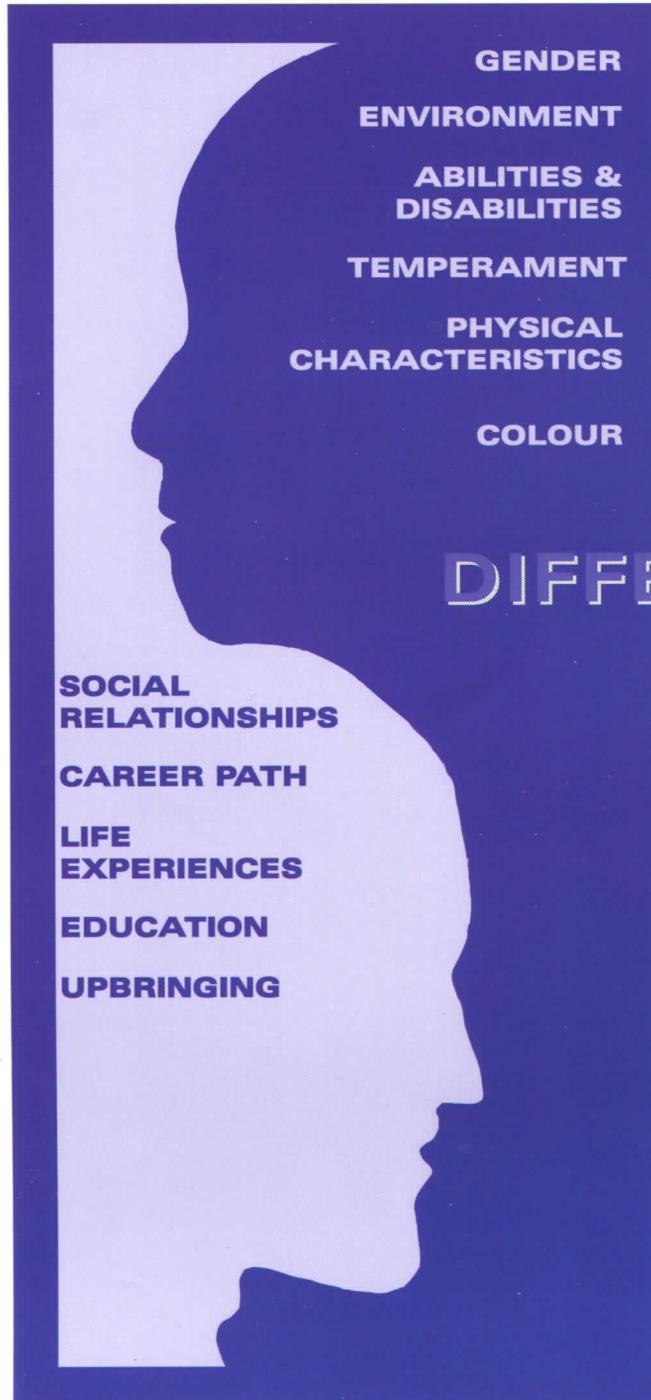
**W**e are all different! The way we look, the way we think, the backgrounds we come from, the beliefs we hold – it is these and other factors that make us individuals and different from each other.

“Diversity is a value held by Rank Xerox, and is a value each of us is being asked to better understand,” says Colin Court, manager, Human Resources Development. “It is also a very demanding value for the way we work with each other.”

What is it that makes you different from others? Most of us have differences that we leave behind us when we come to work. We may be creative in our spare time – a writer, gardener or singer. We may choose to take great risks – mountain climbing or hang gliding. We may be a carer looking after others by choice or otherwise. In all these different roles we have skills and attributes that we may not perceive as useful at work. To help people bring their individual skills and attributes to influence their work not only makes business sense, due to the richer contributions that result, but also makes individual sense by providing the opportunity to be more satisfied at work.

When you meet people at work with differences to yourself, how tolerant of them are you?

“A workplace where differences are welcomed is one where a person feels confident that their



WHAT MAKES  
**YOU**  
DIFFERENT?

To behave in these ways, we all need to recognise that others may have a different perspective which is equally as valid as our own.

Valuing diversity calls for a culture where people can be their true selves and feel free to make their full contribution in the workplace. If we can achieve a workplace where all of us can bring our various differences to bear, we will have a business with a greater breadth of ideas and contributions and a more satisfied workforce that is closer to realising its true potential at work. Try this:

How much more stimulating might your work be if the value of diversity was more embraced in your work group?

As our world changes, it is becoming increasingly less likely that we will work with people of a similar background to our own. Our customers share the same prospect of change. It makes sense for us all to stimulate diversity at work whilst remembering to treat each other with respect.

ideas and contributions are appreciated by those around them,” says Colin. In this way, ‘diversity’ is about how we behave towards each other. The kinds of behaviours adopted in a truly diverse environment will include:

- |  |               |
|--|---------------|
| <b>Truly listening to and understanding each other</b>   | <b>Do we?</b> |
| <b>Asking others for their opinions and ideas</b>        | <b>Do we?</b> |
| <b>Speaking up when we disagree</b>                      | <b>Do we?</b> |
| <b>Encouraging others to speak up when they disagree</b> | <b>Do we?</b> |
| <b>Ensuring everyone has a fair hearing</b>              | <b>Do we?</b> |
| <b>Challenging narrow views of others</b>                | <b>Do we?</b> |
| <b>Promoting discussion of different issues</b>          | <b>Do we?</b> |

# Take our Daughters to Work Day

Achieving diversity in the workplace is all about encouraging as wide a range of different contributions as possible. To encourage more women to consider a career in manufacturing – an area where they are severely under-represented at present – Mitcheldean joined thousands of other UK employers in inviting employees to ‘Take our Daughters to Work’ on 25th April 1996.

Take our Daughters to Work Day is a national initiative which was launched three years ago to help build the confidence of young girls and show them that there is a rich choice of careers available. The day also helps raise awareness about what employers need to do to make our workplaces more open to the contributions of women and men alike.

Involving girls aged 11 to 15, the aim of the day was to encourage them to make an informed choice about their careers and find out about opportunities within Rank Xerox. “The initiative supports our long term objective of increasing the

diversity of our work force and forms part of our wide ranging involvement with schools and colleges in the local area,” explained Human Resources officer, Louise McAlister, who organised the Mitcheldean event.

“We were astounded by the response, with over 60 requests to attend the day,” Louise told us. “Unfortunately, we only had room for 25, which we filled on a first-come-first-served basis. We are now planning to run a similar day later in the summer to give others the opportunity to find out about the work we do at Mitcheldean.”

The day followed a well-



■ Plans and prototype of the ‘Colour Future 1035’.



■ Team members with their ‘Kall Trick 2000’ product.

structured programme designed to give the girls an insight into all aspects of a manufacturing operation. “We started with a general introduction to the company and our products, and during the day the girls visited the purchasing and finance departments as well as Electronics, Convenience Copiers and Printing Systems.”

Throughout the day the girls divided into three teams to play a business game which involved devising a new product for Mitcheldean. “This involved designing, planning and purchasing parts for the new product, and then designing a prototype using cardboard and a lot of imagination!” commented Louise. “They then had to cost the machine and prepare a sales pitch for potential customers, including recording an advert on video.”

The day concluded with a trade show where each team made a short presentation about the unique selling points of each of their products.

“The range and creativity of the products they came up with was fantastic,” Louise continued.

The first team to present had developed a voice-activated photocopier called ‘Copy Talk’. The operator

simply spoke into a microphone stating the number of copies and size of paper required. It also included a built-in shredder... ‘for any terrible mistakes’.

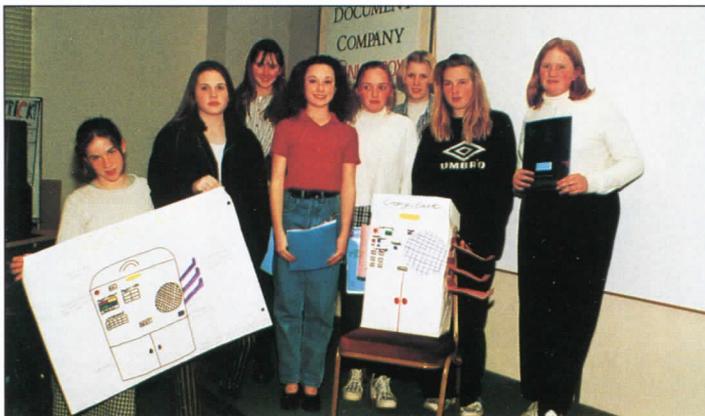
The second team presented ‘Kall Trick 2000’, a lightweight portable computer for the blind. Incorporating a braille keyboard, it was also voice-activated, as well as ‘speaking’ to the operator. The computer also included a fax, diary and printer which printed in braille.

The third presentation was a portable multi-functional product called ‘Colour Future 1035’, which copied in colour or black and white at 35 pages per minute. Incorporating a touch sensitive screen, the product was a copier, printer and fax as well as including a telephone answering service. It was designed for use at home and at work.

“The day was a great success, and I’d like to thank everyone involved for their tremendous hard work in ensuring it ran so smoothly,” Louise told us. “We received some excellent feedback from the girls on the day and we would welcome any further comments on how to make our next ‘Take our Daughters to Work Day’ an even greater success.”



■ Learning to cost the machine.



■ The ‘Copy Talk’ design team.

# Viton pace increases

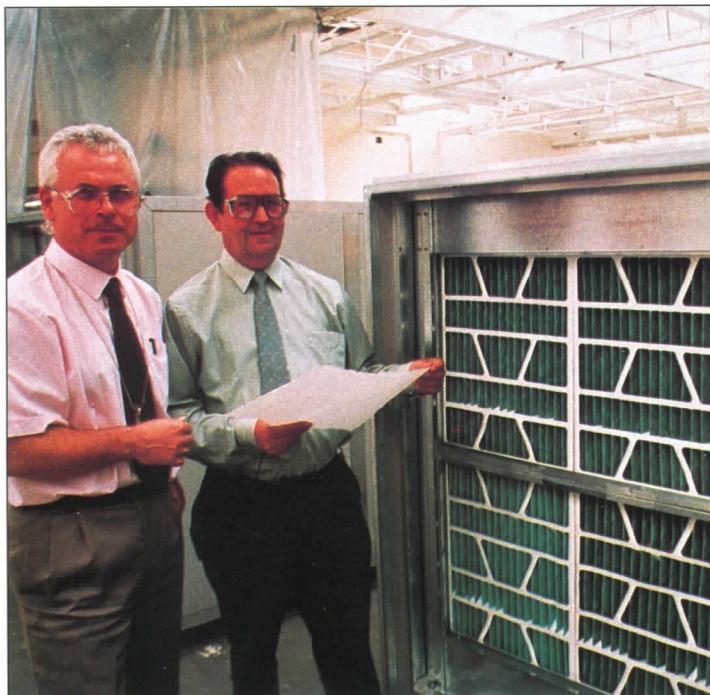
The pace is increasing in the Viton flow coat facility as the project draws to its final stage in preparation for the arrival of the flow coating equipment.

"All the internal decoration is complete, the air handling equipment and the water purification plant have been installed and the power supply for the building is connected," explained project manager, Ferruccio Marangon. "The

continued, "but the good news is that the wash and grit-blast plant, which is being manufactured in Yorkshire, has now successfully passed its tests and has been shipped to the Webster Viton facility for commissioning."

Now that any technical problems have been ironed out, the plant destined for the Mitcheldean facility is under construction and is due to arrive in July.

The Viton team members are also well prepared. Julian Shufflebotham has been in Sweden overseeing the

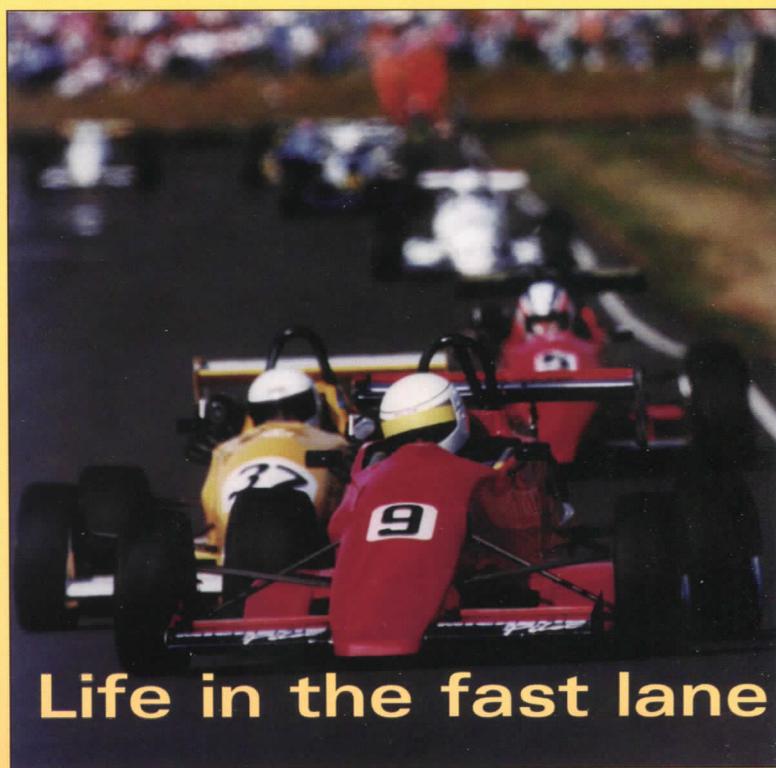


■ Ferruccio Marangon and Martin Exell inspect the air cooling plant.

external work is also almost complete, with the solvent abatement plant and the chiller units for the air handling systems in place. There will, however, be continuing building work between buildings 5 and 3 as the equipment is installed and commissioned, and we'd ask everyone to take care when in the area."

The facility is now ready for the arrival of the process equipment. "We have had some delays with the flow coating equipment itself, due to technical and delivery problems," Ferruccio

construction of the solvent abatement plant, Martin Exell has been in the States getting to grips with the coating plant, and Gary Dade has been in Webster to familiarise himself with the machine and system controls. Roger Imm is also visiting the States to assist with the commissioning and run-off of the wash and grit-blast plant at Webster prior to the Mitcheldean plant arriving, and will also be taking part in the run-off tests for the coating plant and sanding equipment before it is shipped to Mitcheldean.



## Life in the fast lane

Eric Cramer, programmes planning section manager in Electronics, can be described as literally living in the fast lane.

Eric is a member of the

British Automobile Racing Club, and he spends his weekends competing in the Formula Renault 1700 Championship at leading race circuits around the country, including Silverstone, Brands Hatch and Donington Park.

"It's a family run team," Eric explained. The car is owned by a family friend in Germany. Eric's brother, Marc, assists with

## Over £2,600

After training in cold, wet and windy weather for three months, a totally unexpected change in conditions greeted everyone at the 1996 Flora London Marathon on Sunday, 21st April (the hottest day of all 16 London Marathons).

From 60F at Greenwich Park

at the 8am start the temperature had risen to 75F by 1.30pm in the Mall (finish). It made it a tough 26.2 miles for runners - particularly so for Joanne Davis (Configuration Control) who was competing in her first ever marathon.

"I trained with Graham Welch (retired from RXMP but not from



■ Sporting their London Marathon 'I ran through the wall' tee-shirts and medals are (far left) Jan Sologub, (centre) the Davis family - Len, Chris, Joanne and Pauline - and (far right) Graham Welch.

preparation, and their father Chris is, effectively, team manager. Chris is a former British Hill Climb Champion.

Eric began racing in 1991. Marc has raced periodically since 1982, and currently acts as mechanic and engineer – a vital member of the team. “Motor racing is very similar to my role here in Electronics in that respect,” Eric continued. “Preparation is essential, as you can't afford to lose a race due to mechanical failure. Like my job at Rank Xerox, forward planning is vital!”

Each season lasts from April to October, with twelve meetings, each over one or two days. “Motor racing demands a lot of commitment, and weekends when we're not racing are devoted to working on the car. We also carry out a full rebuild during the winter months.”

And all their hard work has paid off. In 1994 Eric won the Class B Championship race at Silverstone, and last year secured two third places in the Class A Championship. Marc won the Class B Championship in 1992, and was runner-up in 1993.

So far this season, Eric has one fourth place and came sixth at Donington Park on 5th May after running third until the last lap.

“Motor racing is a sport of highs and lows, and unfortunately there are usually more lows than highs. However, when you do succeed it makes everything worthwhile – there's nothing that can beat it.”

## raised by runners

running) and he ran the first three miles with me which steadied my nerves and got me on my target pace. I struggled to the finish and it has spurred me on to try again and improve on my time of 5 hrs 55 mins.”

Marathons run in the Davis family – Joanne's brother Chris (CCFF) and parents Les and Pauline also competed. Chris, now one of the running elite, recorded a personal best time of 2 hrs 55 mins 25 secs – a 2-minute improvement on last year – and he achieved about one hundredth position overall out of some 27,000 entrants.

He had trained mainly with his dad, a well-known local athlete. Les hadn't run a marathon for nearly five years but nevertheless managed a position inside 200 with a time of 2 hrs 59 mins 44 secs.

Pauline, like Joanne, had trained with Graham. She suffered quite badly in the final stages, finishing in 4 hrs 52 mins.

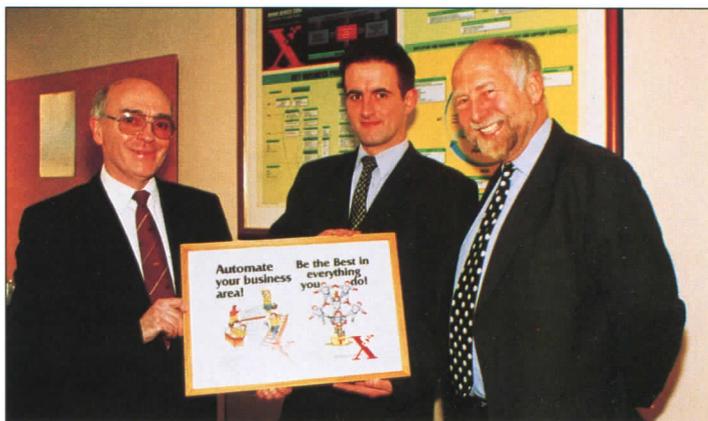
Running in his fifth London event, Graham was disappointed with his time of 4 hrs 7 mins 59 secs (20 mins slower than in '95), but he ran the full distance and improved on his time in the Disney Marathon

## Be the best in everything you do!

Andrew Stephen, cost down buyer in Materials Management, was the winner of the Managing for Results poster competition.

Andrew came up with two designs – ‘Automate your business area’ and ‘Be the best in everything you do’ – which have been professionally drawn-up by local graphic artist Kevin White and are being used in this year's Managing for Results poster campaign.

“We asked people to submit ideas which were eye-catching and humorous and related to our corporate



priorities,” explained Business Quality and Strategy manager, Phil King. “Andrew's designs certainly fitted the bill.”

■ Andrew, seen here with Phil King (left) and Ewart Woolley of CMPR (right), received a £100 prize for each design.

## New style catering wins praise

‘Excellent feedback’ resulted from a trial of a new-style catering facility in building 3/2 (the old Court Restaurant) during the last week of March.

Over 160 people from across site were invited to take part in the trial, which

consisted of server displays, suggested menus, types of crockery, displays of typical layouts and, more importantly, samples of food.

“We're currently reviewing our catering facilities across site, and the trial was intended to show a cross-section of staff the type of facility we could introduce,” explained Bob Harris, manager, employee services. “We aim to provide world-class catering facilities and are working closely with our caterers to provide a flexible solution which meets every requirement.”

Catering manager, Trevor Leigh agreed: “We're aiming to offer a broad selection of food to suit as wide a range of tastes as possible, and we received some very favourable comments about the type and quality of food on offer.”

Staff who participated in the trial also had the opportunity to pass on their views by completing a questionnaire. These are now being reviewed, with plans to roll-out the new concept when funds become available during 1996 and 1997.

in Florida last January.

From Parts Manufacturing QA, Jan Sologub made a 5 min 30 sec improvement on last year, and his time of 3 hrs 52 mins 57 secs gained him a position of 7,787.

Joanne told us that the main thing that kept her going was the fact that she was being sponsored for MacMillan Nurses – she raised a splendid £1,250 with the ‘collective’ help of Marion Boshier (Expedite) and that of colleague Esmée Halford who procured a generous £500 donation from Marlow.

Graham ran for two causes – Townsend House (the local old people's home) and the PDSA, sharing £276 between them.

And, as reported earlier, Jan was able to send £1,150 to Start, thus helping to give disabled and disadvantaged young people a chance to participate in sports.

Congratulations to the runners – and sincere thanks to all who made possible such a marvellous total donation to charity of £2,676!

## Those were the days?



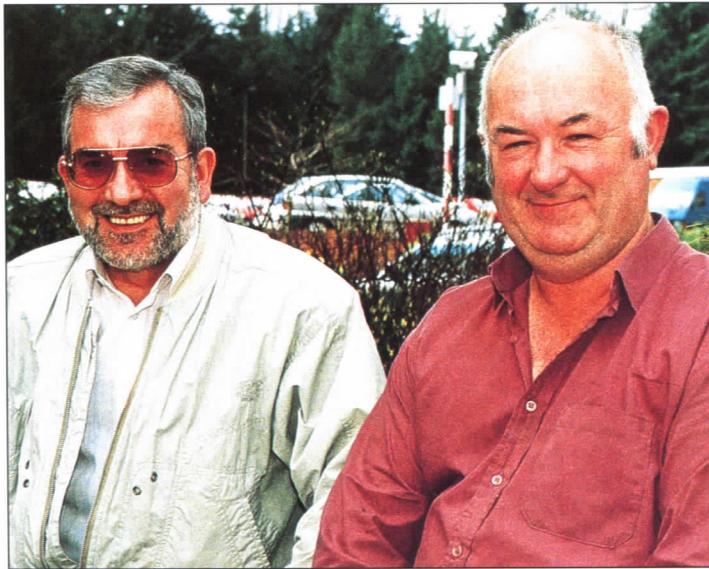
Spot anyone you know?

**Fred Pritchard from Customise did when he opened the last issue of Vision. He was the ‘good-looking one’ in the background!**

Call Nicola on extension 1496 if you have any old photographs or memories of work in the ‘old days’.

## 35 YEAR Service Awards

Ever since EMC became operational on site, **KEN NICHOLLS** has been engaged in preventative maintenance and modifications of its flow solder and hand assembly tooling machines.



So although he is a member of small batch staff and has, in fact, been in Parts Manufacturing all his 35 years, he spends his working day in Building 4.

This last April, as every year, Ken started flying – his racing pigeons. He has some 40 birds and is chairman of the Drybrook & District Flying Club which flies birds from France. He's also a member of the National and Central Southern Classic Flying Clubs.

Ken's father George was one of the plant's former resident team of gardeners, and his younger brother Philip is an inspector in

■ **Bernie Gibbs (left) and Ken Nicholls, both 35-year men.**

## 30 YEAR Service Awards

**DEREK EAST** spent a year in the machine shop before settling on assembly work, both new build and remanufacture. He has worked

mostly on small copiers – twice at our former Lydney facility – and today does major subs on the 5018/28 reman. line.

He and his wife Margaret used to have a joint hobby – they kept lovebirds and won quite a few cups in Cinderford & District Cage Birds Society events.

Today it's gardening that takes up most of their time, and Derek has developed an interest in antique furniture and china. "It makes a bit of a change from new technology," he says.

Their son Mark, who used to work in harness assembly, now has a milk round, while daughter Alison is a private secretary in a Gloucester firm.

Always a quality man, **LYNDON LEWIS** has carried out mechanical inspection in a variety of areas, ranging from goods receiving to new build and remanufacture, his current job being on the 5047 line.

His wife Julie, formerly in harness assembly, now works for Douglund while their son Paul is employed in our Building 1 restaurant by



## 25 YEAR Service Awards

As manager, quality systems, **BOB REID**'s mission is "to see that Mitcheldean has an effectively implemented quality system", and it's his ambition to do an effective audit and find zero deficiencies.

As a plant, we have to adhere to corporate, national, European and international quality system requirements, and Bob advises on their interpretation and implementation. He trains people to do their own internal audits and carries out an annual audit himself to ensure procedures and manuals meet requirements – "It's a good

opportunity for improvement and update."

Son of a Scottish farmer, Bob opted for a mechanical engineering career, and did an apprenticeship with Smiths Industries. He joined us as a tool design engineer, moving to quality engineering, then becoming section leader in product quality audit (where his son Steve now works) before his promotion to his current post nine years ago.



Bob's daughter Nicola is at Newcastle University studying environmental management, while his wife Rosemarie works in Boots the Chemists in Gloucester.

In his 25 years **ANDREW BROMAGE** hasn't altered his trade as storeman – firstly in goods inwards, then in various assembly areas and maintenance stores. Now in charge of Asset Management stores, he has responsibility for

serving Buildings 12 and 13, D&C and Squirrel stores with items ranging from blind rivets to clothing to work benches.

Andrew's wife Linda works in the dev. box area in CCFF, and at the time of our chat their son Stephen, currently doing GCSEs at Dene Magna, was looking to have a week's work experience in Asset Management. "He wants to go into engineering," said Andrew.

Daughter Laura, aged 7, who attends school in Ruardean Woodside, completes the family.

Teeing off in small batch, **KEN ELLWAY** moved into PED, then design engineering as a manufacturing representative on a mid-range machine, liaising between the design group at RXMP and the European parts suppliers, after which he went on secondment to Venray to help put it into production.

He was subsequently a member of two integration projects, firstly the 1012/5012 European Integration which won a worldwide Xerox Excellence

■ **From left: Ken Ellway, Bob Reid and Andrew Bromage; a 25-year trio.**

Building 1 goods receiving department. His other brother, Eric, is a director of W.F. Giles, our contract builders, while Ken's son Mark is an employee, so both often come on site.

Ken also has a daughter, Tracey, who works with the mentally handicapped.

**BERNIE GIBBS** spent many years in Parts Manufacturing before he took up assembly work on small copiers. He carried out preconfiguration and FRT on the 5046 line, then four years ago joined the CCFE quality team. Some two years into the job, he went over to Venray prior to carrying out operator and process certification at RXMP.

Bernie keeps fit playing badminton at Dene Magna. He gave up cricket because "it didn't mix well with Country & Western evenings which I enjoy both at our own clubhouse and at the Causeway Club in Cinderford. My wife Linda is a fan too."

Bernie hasn't got a horse - he is one, being a member of the Mitcheldean Horses skittles team (which now plays at the Lamb Inn). Recent years have also seen him lead several RXMP teams into the finals of our Interdepartmental Skittles and Pub Sports events.



catering contractors Eurest. Long-servers will remember Julie's parents - Monica Penn, who was a supervisor in 4000 assembly, and Bob, who worked in the same department.

Lyndon continues to follow Lydbrook AFC ("Still taking the punishment!") and gets up at 6.30am every morning to be taken for walks by his golden retriever, Andy. "He's 11 years old so our pace has slowed down somewhat!"

■ Lyndon Lewis (left) shakes hands with fellow 30-year server Derek East.

award, and later the International Integration of 5320/22. In between these projects he took up a section leader role on 5012/28, subsequently joining the technical support team in CCFE along with his brother Des, a 26-year server.

A member of RXGS, Ken helped set up the Forest Hills GC and is today their county executive. He was going to Spain shortly after we talked, in the course of his current job as a plastics commodity engineer within Procurement.

He and his wife Jennifer have a daughter, Claire, who works for a company in Nottingham, and a son, Simon, who is with a Monmouth firm.

A forklift driver/loader, **GARY BROWN** has spent most of his 25 years in a stores environment. After a year at Gloucester Trading Estate, where we once occupied a unit, he came to Mitcheldean to work in production stores in Building 1.

For the past four years or so he's been dealing with the ins and outs of export packing in Building 12/2 - unloading spares, kits, etc., from on-site suppliers and filling

trailers with bulk shipments destined for Xerox locations.

Quite a few of his family have worked on site - among them his brother Terry (small batch) who holds their record for long service at 35 years.

A Manchester United supporter, Gary enjoys the pub sports of pool and darts.



■ Gary Brown (25 years).

## More on the club menu

Where in Mitcheldean can you find a 'state-of-the-art' kitchen, capable of dishing up excellent five-course dinners to some 160 people at one sitting?

Ask the local Cricket League - they dined at the Sports & Social Club last October.

That's the sort of catering reputation the club is earning itself, chairman John Gurney told those attending the annual general meeting on 19th March.

In addition to new double-glazing, and the refurbished snooker room, there's still lots on the agenda for bettering the club. For example the committee would like to see the re-styling of the bar into a Sports Bar.

Among the year's activities, chess, skittles and cribbage continued to be popular and "We hosted the annual Crib Singles Tournament enabling the Crib League to donate some £300 to the Dilke Hospital."

Charity events such as this are encouraged; many causes have been helped through the club membership and John paid tribute to the work of Elaine Cruickshank, John Phelps and the Country & Western group in this area.

The club will host the County Team in the Inter-County Darts League with its associated singles competitions as from next September (a three-year contract), and is hoping to host a men's team in a local league on a Monday night.

Club membership remains stable at around 1,500, nearly 1,500 of those being site members, and the Bonanza has just over 1,000 members, reported secretary Nora Powell.

The many functions held in the club throughout the year included 65 private bookings, charity functions and over 20 company events, bringing the total to over 100. The function room is also the venue for other social (like Dancing Club) and serious (blood donating sessions) happenings.

It was partly due to the fact that £4,700 had been spent on new assets and £9,442 on repairs and replacements that, financially speaking, 1995 was not as good as 1994, as treasurer Dave Lea pointed out.

A further reason was that the club had brought in a different selection of beers, lagers and ciders which had provided a lower profit margin. "This is something we are working on and you may see the Courage drinks disappear to be replaced by ones from the Bass Brewery."

Both the VE Day and Christmas cabaret evenings were a sell-out. On 26th October the same group will be bringing their Rock 'n' Roll show taking off many of the stars of that time. Should be another sell-out!

The club deposit account has reached a satisfactory £50,000 and any further gains can now be ploughed back into the club for improvements.

An unsolicited testimonial came from the auditor's representative attending the meeting who said that the committee should be praised for the way they ran the club. John Gurney continues as chairman, Nora Powell as secretary, Dave Lea as treasurer and Richard Morgan as vice chairman.

Richard, Chris Reed and John Howls are trustees - John and also Bill Ward have been given life membership of the club in acknowledgement of their contribution.

Making up the rest of the committee are Colin Brown, Pete Griffiths, Andy Little and Alun Williams.

We conclude with a plea from Nora: "The same few people have held the same positions on the committee for a number of years. We would like to see some new faces and to hear some new ideas. Please help!"

## Obituaries

WE REGRET to report the deaths of the following pensioners:

Beatrice (Betty) Walton (77) 4th March; Philip Cleal (75) 9th March; Linsey Artus (71) and Herminie Beard (72) on 25th March; Frederick Eacups (76) 26th March; Austin Hale (85) 10th April; Sheila Jacob (75) 21st April; Percy Lewis (75) 22nd April; Albert Trigg (77) 24th April.

# Profile — Fiona Hunter

**F**iona Hunter has no time for feminist ideas. "I hope I have got by on my own merits."

Just how she has "got by" should encourage our own female engineering apprentices and other girls seeking to succeed in what has traditionally been seen as a man's world.

Recently appointed product manager responsible for 5321/28/34 new build, Fiona has all the makings of a high flier.

She was born, educated and first employed in Bristol. Of a practical turn of mind, always interested in maths and physics, she went initially to an all-girls' school, then to the sixth form of an (almost) all-boys' school "which prepared me well for coming into engineering!" she says.

"There were 300 boys to 15 girls, and I was the only girl doing maths and physics 'A' levels."

She got off to a good start when she became a sponsored undergraduate apprentice at British Aerospace. It was a five-year apprenticeship covering all aspects of BAe work including basic fitting, production engineering, design, quality, etc, with day release for an aeronautical engineering course at Brunel Technological College during her first year.

Having turned down a place at Oxford, she then spent three years obtaining a Bachelor of Engineering (Hons) degree in mechanical engineering at Bristol University ("the best for my chosen career"), winning the Ford Engineering Design Award 1991.

She never finished her final year of apprenticeship,

but moved straight into a job, picking up the British Aerospace Technologist Trophy 1992 for outstanding achievement throughout apprenticeship.

The post was as production support controller, regional jet centre fuselage assembly. It involved providing support for the section manager with a team of 50 operators and a 5,000 hour work package per aircraft.

Just over a year later she was appointed caretaker section manager for the Airbus A321 fuselage assembly, and for three months was responsible for the day-to-day running of the aircraft's aft barrel assembly section.

"The A321 is rather like a stretch A320 - and we did the stretch bit," explained Fiona.

Promotion to cell manager came in July 1995 and for the next 16 months she was responsible for production and delivery of the "stretch bit" to programme, cost and quality requirements with a total staff of 14.

Incidentally, in the course of her work at BAe, Fiona regularly used their Xerox work group copiers, never dreaming that before long she would be involved in building our products.

It was late November '94 when she became a cell manager with responsibility for production and delivery of A330/340 wing

assemblies - her team now numbering 29.

"I learned a lot at BAe about people management, controlling budgets, and good customer/supplier relationships," says Fiona, who qualified in 'Empowered Workforce' training techniques. She also found she needed to be quick thinking and very thick skinned!

Outside work she represented the company on the Government-sponsored consortium 'Fair Play South West' aimed at promoting equal opportunities, and was recruited by Avon Education Business Partnership as a session leader

teaching sixth formers as part of an 'Understanding Industry' initiative.

Seeking to spread her wings beyond the aircraft business, she successfully applied for and took up the post of section manager for the 5321/28/34 line at Mitcheldean in April last year.

Coming into our biggest assembly centre brought quite a change in scale - Fiona had, after all, been working in an aircraft hangar about twice the size and three times the height of Building 1 South.

"Here we're producing hundreds of machines a week as opposed to rolling out one fuselage barrel a month."

She has 56 in her current team and thinks highly of them. "We have 91 per cent satisfied customers, based on UK customer install rates."

Living in Bristol, Fiona has to leave home at 6.45am. "I aim to get in by 7.30am so I can plan my workload before the 8am start."

Having been in production eight years now, Fiona is keen to improve her overall business experience. She says she would like to do an MBA some time and has her sights on one day becoming a plant or European director. Meantime she is back at night school - studying Portuguese!

She and her boy friend (a team leader with BAe) holiday in that country every year. "We tend to make Oura in the Algarve our base, then hire a car and go exploring."

"If I ever win the Lottery, it'll be a case of 'Portugal, here I come for keeps!'"



## Any news for Vision?

If you have, then please —

- mail it to me in *The Mews*,
- leave it at main reception for collection by me,
- or ring me — ext. 1496 or Dean on ext. 544314.

Nicola Jones

## Best turn-out for years

**T**he first outing of the RX Golf Society's 1996 season, on 26th April, could not have been better. The weather was excellent, and with 43 competitors it was the best turn-out for ten years.

This was doubtless due to the fact that the cost to players was lower, and, since it was an 18-hole Friday afternoon event, no one had to use up any holiday leave (a further two Friday events will be organised in the hope that they will attract a similarly high attendance).

The excellent weather did,

however, take its toll of participants on the hills of Monmouth Golf Club.

The outing embraced two events: the Spring Bowl, a pairs better-ball competition, and the main event, the Denis Ede Vase individual competition.

Scores in both proved remarkably close. Colin Goodrum and Dave Bufton won the first contest with 42 points, Dave Elsmore and Dave Thomas, also with 42 pts, losing on countback. Third place went to Bob Young and Tony Murrell with 41 pts.

Colin Goodrum won the individual competition too with 38 pts, Jeremy Barnard (also 38 pts) having lost on countback, while Jamie Elsmore came third with 37 pts.

The greater number of golfers meant that there was an improvement in the prizes, with crystal going to the winners.

Thanks were expressed to Steve Cooper and Andy Cosgrove for organising the outing, and to the Monmouth Club for their flexibility in coping with the high turnout.

S.C.