

Vision

HOUSE MAGAZINE OF RANK XEROX MITCHELDEAN

May/June 1997 No. 243

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Delighting our Customers – Team Excellence success



Twenty-four members receive 25-year service awards
see page 6

Cover shot: Document Centre 220



THE DOCUMENT COMPANY
RANK XEROX

New digital product family built by Convenience Copiers

A completely new type of digital office product was launched by Rank Xerox in April. The Document Centre 220 range of products, manufactured in Building 1, combines all the functions of scanning, copying, printing and faxing in a single unit which will produce single or double-sided documents at rates of up to 65 copies a minute.

The Document Centre 220 range includes four units which will be manufactured at Mitcheldean. All provide fully integrated office systems which can be linked to a PC network.

Paddy Weir, of Convenience Copiers, says these new products are 'different from any other class of Rank Xerox products'. The modular design allows users to build systems providing any or all of the functions

of copying, printing, faxing or scanning depending on the needs of their offices.

When Office Document Product Group president Brian Stern commented at the new product launch in April, he said, "This unique product architecture offers our customers levels of flexibility and integration that have never before been available. It provides a virtual insurance policy against obsolescence as customers can build on their installed technology at a pace that is comfortable for them."

The first two devices to become available from a planned family of products are the Xerox Document Centre 220 digital copier and the Document Centre 230 digital copier. Both are available with optional facsimile capability. "Whichever function you use - copy, fax, scan or print - it is the best in its class," said Brian Stern, adding that "the aim is to get market share from the competition. We believe our



Members of the team with the first Document Centre 220 off the production line.

traditional competitors are a year behind in unveiling a full digital copier line."

Paddy Weir said, "These products set new standards of performance - with laser clarity of reproduction, up to 600 x 600 dpi (dots per inch). The product has already been well received by the market and we are very pleased to be working on this new advanced technology at Mitcheldean."

The new products give users a vast number of options; they print up to A3, on one or both sides of the paper, produce collated sets without additional sorters, and images can be scaled or rotated to suit the user's needs.

The units' paper paths are designed so that two-sided copies are imaged on the first and second side consecutively and in a continuous motion. In past designs, copies were imaged on their first side and then collected in an internal tray and re-fed for imaging on the second side. This 'tray-less duplexing' design also allows for double-sided pages to be printed, delivered and finished in sequential order, eliminating the need for a sorter to build document sets.

The first of the four new products, the Document Centre 220 and 230, are already available in the USA, UK, Canada, France, Germany and Holland, and they will be available soon in other parts of Europe, and by July in Latin America.



Indian trip for Trevor and Lee

'Extremely interesting' is how product quality audit engineer Trevor Hogg and production engineer Lee Watson describe their ten-day trip to India in April to help train Modi Xerox personnel prior to the start-up of 5328 and 5334 production.

Arriving in New Delhi on 4th April, the pair had the chance to do some sight-seeing before travelling to the Modi Xerox plant in Rampur. "We spent two days in Delhi and the first thing that struck you,

almost literally at times, was the traffic," Lee explains. "It was complete chaos, with every type of vehicle imaginable plus ox carts and even the occasional elephant."

As well as seeing the major tourist attractions in Delhi, Trevor and Lee also visited the Taj Mahal at Agra. "It was truly amazing," says Trevor.

They were also impressed with the Modi Xerox plant. "It was very modern and, as well as the production facility, there was also an accommodation block for employees, with 120 families living there, plus a school," Trevor continued. "The people were extremely friendly and very hospitable, and we'd like to thank everyone for making us feel so at home."



The Taj Mahal at Agra



Malcolm, Pat, Trevor, Lee and Barry with their Modi Xerox plaques.

To show their appreciation for the help that Trevor, Lee and others at Mitcheldean have given the project, Modi Xerox sent a number of official plaques to be presented to all those involved. The recipients were Pat Burke, Malcolm Hood, Barry Gates and Mike Stevenson, as well as Trevor and Lee.

Delighting our customers - Team Excellence success

**Team
Excellence**

Two of the Mitcheldean teams participating in the 1997 Team Excellence event at Leesburg in early May were included in the top three winning teams.

The Low End Printer Customer Focus team from Building 2 and the DCS 35 Customer Line of Sight team from Building 3 both received CSS awards.

The DCS 35 Customer Line of Sight team, led by Simon Jones, developed existing working practices and processes to improve customer line of sight and delight customers by delivering quality personalised DCS 35 systems within agreed time frames in the most cost-effective manner.

By customising machines to order during the initial build process and shipping directly to the customer, machines do not require packing and shipping to store, cutting costs and saving time. Since the new process began, buffer stock has reduced from 98 machines at the beginning of 1996 to seven machines at the end of the year, service levels have been maintained at 98 per cent (and above), and the number of machines actually shipped increased by more than half. The cost savings have been dramatic as well, with inventory savings achieved through a 90 per cent reduction in finished goods inventory, together with handling savings and storage cost avoidance.



■ Michelle Brown.
Low End Printer assembly.

"We now aim to improve the way Customer Focus is measured," explained Simon Jones. "We're also working with the CBU to improve the order to install process, and we are developing a partnership with the UK OpCo as a pilot for

improved customer care across all the Entities. We are totally focused on putting the customer first."

The Low End Printer Customer Focus team, led by Steve Cooper, worked together to create a new business centre dedicated to the final integration of printer engines with electronic sub-systems for third party customers. Customer requirements for the new facility included the need to develop a benchmark electronic facility, flexible operation to meet demand fluctuations, world class quality standards, competitive pricing and the requirement to deliver over 1,500 printers to a major computer customer within four days of start-up.

And the team's results were impressive - with over £8 million revenue achieved in 1996 and all delivery promises achieved, with a total of 33,000 printers delivered by the end of the year.

■ The DCS 35 Customer Line of Sight team.



■ The Low End Printer Customer Focus team.

"Our main objective right from the start was to delight our customers," explained team leader Steve Cooper. "The development of the LEP facility was completely driven by customer demand. By providing totally flexible working patterns and competitive pricing we can accommodate any customer requirement."

Empowerment has been a key ingredient in the team's success. "By creating an empowered team who support their own processes, procedures and planning, we require fewer indirect staff, which keeps costs low," Steve continued.

And with employee satisfaction at 76 per cent in the first year, empowerment has also led to increased job satisfaction. Comments received from the operators in the team include: '... being more empowered has definitely led to greater job satisfaction', '... we really enjoy working as a team', '... we like being involved and knowing what's going on in all areas of the business', '... we are much more aware of what our customers want', '... we like being involved in the decision making process'.

The challenges set by the team for this year include increasing revenues to £14 million, growing the customer and product base, and continuing to delight customers.

"These two awards show that we really are on track with our focus on the customer," commented European manufacturing director Gerry Lane, "and this continued commitment to putting the customer first will be a key element in Mitcheldean's future success".

Al Dugan, senior vice president, Corporate Strategic Services, who recently visited the site to present Printing Systems with their Customer First award, is also impressed with our commitment to customer care. "I left Mitcheldean truly impressed with the remarkable transition which has occurred there over the past few years," he said. "The Manufacturing Support and Integrated Supply Chain partnership is seamless, and the entire population is obsessed with serving our customers."

Let's stay 'obsessed' and ensure that our customers are completely satisfied with our products and our services. Remember, satisfied customers always come back, and that means more business and more long term stability for Mitcheldean.



■ Ann Curry and Emma Baldwin
in the LEP facility.

Going for Green

Irina Maslennikova, Rank Xerox environmental affairs manager, complimented everyone at Mitcheldean when she and Hugh Smith, RXM&SC manager responsible for the environment, health and safety, briefed all the environmental champions on 24 April 1997 on environmental work throughout the whole of the business. "Environmental leadership is a vital and valuable competitive advantage," she said, adding, "it is a critical requirement for commercial success in many markets."

The environmental champions also saw Ken Turner from the Government Office for the South West present the EMAS (Eco- Management and Audit Scheme) certificate to Gerry Lane.

Mr Turner commented that 'business in the South West sees Rank Xerox as a beacon and a flagship for environmental progress'. He congratulated us on our determination and enthusiasm in not only achieving the EMAS award, but also in demonstrating profitable outcomes of environmental responsibility.

Three Mitcheldean teams achieved global recognition for their work on environmental processes. The three award winners were the Mitcheldean Printing Systems Business Centre Recycle Facility team, led by Steve Lewis, the Works Engineering EMAS team, led by Charlie Walker, and the Electronics & Interconnects Business Centre Plastics Recycling Process team, led by Tony McNally.

In addition to the three winners, five other teams also received awards from Hugh Smith, who congratulated everyone at Mitcheldean on their contribution to environmental management, saying that 'much of the environmental progress made throughout Rank Xerox depended on Mitcheldean's pioneering spirit and practical process development throughout the environmental management area'.



Electronics plastic recycling process cuts landfill

Electronic component suppliers to Mitcheldean provide parts in a variety of packing systems, including plastic trays, tubes and reels. Until 1996 all plastic waste from these packing systems was being sent to



■ John Pensom and Caren Jones with the plastic waste destined for recycling.

landfill, contributing about two tonnes of landfill waste a month. By segregating waste, removing labels from plastics packing materials and selling the plastics to a recycling business, the landfill requirement from Building 4 was cut by 95 per cent.

An EIBC team, led by Tony McNally, planned a collection and segregation system which produced four clearly defined groups of plastic waste; Dual Inline Package (DIP) tubes, plastic connector trays, Surface Mount Device (SMD) reels and Quad Flat Pack (QFP) trays. This high quality segregation enabled a plastics recycling company to collect, free of charge, and pay up to £50 per tonne for the waste, depending on market conditions.

Ivor's reinforced corners

When warehouse cleaner Ivor Price was asked to identify and collect cardboard reinforcement corners from incoming pallets, his work generated annual savings valued at £5,000.

Rank Xerox Mitcheldean receives over 100,000 pallets each year from suppliers and other Rank Xerox and Xerox operations worldwide. On all pallets with standard 'multinational' (MN) cardboard boxes, multi-ply reinforced cardboard corners are used on the edges of the packing cube to minimise transit damage to boxes and ensure firm packing for safe transit of contents by air, road, rail or sea.

Around 200 boxes are processed each week. As unpacking and storage work proceeds, the cardboard corners are placed into containers and Ivor collects and stores them. The corners



■ Ivor Price and warehouse manager David Duberley

come in a variety of sizes and are all manufactured to a high specification. They are valued at between 20 pence and 85 pence each depending on length.

Metal recycle team reduces landfill by 58 per cent

The landfill requirements from the Fuser & Frames Business Centre area were reduced by 58 per cent when a team led by Alan Hughes introduced a waste segregation scheme which enabled high quality aluminium and steel scrap to be recycled very profitably and reclaimed fuser rolls for recycling. This scheme produced annual savings valued at more than £18,000.

The project started as a result of actions designed to improve the landfill skip area. After taking

advice from specialist metal processors, a system of specially designed stillages was introduced to enable scrap metal to be collected at cell machining centres. This provided instant 'automatic' segregation and reduced the number of skips required from six to one - a reduction in storage volume of 83 per cent.

■ Alan Hughes, Nick Matthews and Kerry Richards from the Fuser & Frames Metal Recycle team



Waste streaming reduces 'landfill' costs

The amount of Mitcheldean waste sent to landfill dropped by 35 per cent in 1996, with total tonnages declining from 2,113 tonnes to 1,357 tonnes, to save Rank Xerox more than £27,000 in disposal costs.

Waste streaming, the correct identification and segregation of waste materials, is critical to the success of the landfill waste reduction programme.

The Rank Xerox Printing Systems Business Centre Recycle Facility team implemented a complete waste streaming process which allowed

everyone to sort waste into 17 categories, so that all recyclable materials could be efficiently directed to the correct recycling organisation.

The team, led by environmental champion Steve Lewis, acquired bins and totes, distributed them throughout the production area, labelled every bin and helped everyone identify and direct waste to appropriate bins. While this produced substantial cuts in materials destined for landfill, it also generated considerable indirect purchase savings.



■ The Printing Systems Business Centre Recycle Facility team.

Paper landfill costs reduced

The introduction by Rank Xerox of a new dry waste recycling process is expected to cut landfill costs by more than £3,500 and reduce landfill requirements by an estimated 80 tonnes.

Rank Xerox has recycled production waste paper for some years, but large quantities of office paper, magazines, junk mail, newspapers and envelopes all too often went to landfill because of the difficulties associated with segregation and waste streaming.

A team, led by John Lewis of Works Engineering, started work in 1996 to design a process to segregate paper-related products from offices.

In the first four months of the project more than 26 tonnes of waste paper were collected. If this level of recycling is achieved annually this will result in around 80 tonnes of waste taken out of landfill. This is more than 88 per cent of the TOTAL projected landfill waste reduction target for the site.



■ Members of the team Lucy Duvergé, Dave Carter, Don Marshall and Fort Sterling's Tim Johnson.

New paint technology halves effluent disposal



■ Chris Hale and the new electrostatic spray gun.

Many Mitcheldean products have steel chassis which are manufactured in the Fuser & Frames Business Centre. These chassis are painted with a water-based paint for corrosion protection and customer appeal.

After contacting various manufacturers and investigating different technologies, Chris Hale's team identified electrostatic spraying as a process which produced a considerable reduction in paint waste through overspray.

The introduction of a new electrostatic paint spraying technology reduced paint volumes by 40 per cent and halved effluent disposal to produce a total annual saving of 45 per cent. This provides a cost benefit to Rank Xerox valued at over £34,000. The new process also cut cleaning times dramatically to produce a 50 per cent increase in spray booth availability and also cut the effluent disposal costs by 50 per cent.

New waste system makes savings

New pressure water cleaning systems introduced by the Dismantle & Clean Chemical Reduction team improved operator working conditions, reduced electricity consumption, cut the consumption of special cleaning chemicals by more than 30 per cent, speeded up the cleaning process and produced a much better quality effluent.

When Ian Blethyn's Dismantle and Clean Chemical Reduction team investigated the pressure jet washer system used to clean copier carcasses

returned for product remanufacture, they found that the five machines on the 11-year old line were difficult to maintain and used substantial quantities of energy and cleaning chemicals.

The team worked with the suppliers M J Storey to redesign the pressure washer process by introducing better chemical mixing facilities, using less electrical energy and increasing the operating pressure.



■ Ian Blethyn, Neil Burrey, Mike Collins and Gerald Baglin from the Dismantle & Clean Chemical Reduction team.

Meeting the EC standards

Performance to the requirements of the EC Eco-Management and Audit Scheme (EMAS) at Mitcheldean is part of the Rank Xerox process to achieve high standards in environmental management throughout the business.

Charlie Walker's team developed a pro-active approach to environmental management throughout all activities at Mitcheldean. This involved the instigation and documentation of over 100 processes, checking all environmental registers, procedures and regulations and substantial work including that related to BS 7750 and ISO 14001.

EMAS is a voluntary scheme which requires participants to establish an environmental management system, which is regularly audited, and publish the Environmental Statement - a full and frank public account - on an annual basis.

The team achieved registration under EMAS in January 1997, the 23rd UK organisation to do so. The full 7,000-word Environmental Statement was published in February 1997 and the BSI (British Standards Institution) recognised it as 'one of the best documents of its type produced so far'.



■ Simon Richards and Chris Marriott with the official EMAS certificate.

Another major milestone

It was the 914 model that started the office revolution some 40 years ago. "Today we are standing on the brink of another major milestone in Rank Xerox and in the history of manufacturing at Mitcheldean, with digital products promising another enormous opportunity for the industry in the marketplace," said Bernard Morris, director, Manufacturing & Supply Chain Resources.

"We are also bidding in Manufacturing & Supply for colour products into our European Manufacturing Plants.

"These new products," he pointed out, "will have a heavy reliance on electronics, harnesses and fusers, some of them being produced by Mitcheldean Business Centres."

Asset Recovery had also enabled us to maintain competitive advantage and "we are continuing to see growth and increased profitability in this area."

Significant changes had been seen in the marketplace in which we operate, with customers continuing to become more demanding of our products and services. The recent reorganisation of the Manufacturing

& Supply Chain business would, he said, enable us to provide more focus to product and supply channels through to the end customer.

The rationalisation of our manufacturing facilities over the last few years left us with two major manufacturing locations in Europe - Venray and Mitcheldean, and Gerry Lane was now responsible for these Manufacturing Business Centres. Both locations enjoyed excellent reputations within Xerox.

"The last few years have been extremely successful years for Rank Xerox with growing revenues and profits. We have also seen Mitcheldean re-established and recognised as a world-class manufacturing unit. Most of the visitors to your plant give glowing

Fighting talk

The dinner is a great opportunity to swap stories about the past. Marjorie Osborne (almost 80), who worked in the machine shop and later 813



Three brothers, (from left) Phil, John and Brian (right) Guenther Matthes, totalling over 140 years



A happy get-together.

As guest of honour, he was proposing a toast to RX Mitcheldean and the LSA at the latter's 44th annual dinner, held at the Chase Hotel, Ross-on-Wye, on Friday, 9th May.

Last year saw the launch of the DCS 35, and in recent weeks the latest digital copier, DC 220/230, had been launched into the European and US markets. "The company has very high hopes for this product family which, we trust, will be but the first in a long line to take us well into the 21st century.



From left: Charlie Walker, Janet Hart, Robin Fyffe, Bernard Morris and his wife Janet, and Pete Waugh.

more flexible and responsive. Our products will have to be even more reliable, and we will be expected to provide even better value for money by providing lower cost products with more features.

"If we can continue to meet these challenges and fight off the competition, we can look forward with confidence and, hopefully, see more growth. I hope some of today's young people can be here in 25 years' time, celebrating their successes at Mitcheldean."

LSA chairman Robin Fyffe, in his toast to the guests, mentioned that Bernard himself had clocked up 30 years' service last March; and there were many who knew him from the time he spent at Mitcheldean before his appointment to his current position and move to Marlow.

Other guests included Barbara and Alan Scott from Rank Strand, London, and Ron Caldicutt and

feedback about what they have seen and particularly the people they have talked to.

"This success has been brought about through continuous improvements in everything we do. If we are to stay ahead of the competition, expect to see more and more change in the future.

"We have got to become even



Janet Morris is presented with a bouquet by George Cresswell.

25 YEAR Service Awards

Receiving 25-year service awards were: John Beard, Rob Butler, Hugh Cromie, Bruce Davies, Dennis Duke, Harold Ennis, Robin Fyffe, Terry Hook, Keith Johnson, Glan Jones, Rob Lambert, Steve Lewis, Bill Lewis, Chris Marriott, Graham

Morgan, Jar Mullahy, Nigel Potter, Graham Powell, Malcolm Robertshaw, Mick Scriven, Mike Selwyn, Dave Tingle, Alan Worsfold and John Young. They are pictured here with Bernard Morris (centre) who presented the awards.



X Teams have arrived

assembly as chargehand, told us: "We played football during the war in aid of 'The Battle of Britain' and I used to be goalie!"



Brown, with Marjorie Osborne and ... service between them.

Willy O'Halloran from Welwyn Garden City (no one from Rank Taylor Hobson in Leicester as their LSA had now ceased to function).

This year there were 24 members celebrating 25 years of service who came with their partners. Others with special anniversaries included Fred Pritchard whose 40 years' service was featured recently in 'Vision'; seven achieving 35 years and 13 notching up 30 years' service in 1997 - and a bottle of celebration bubbly went to each of them.

As Bernard had pointed out, there are not many companies which can boast the same sort of experience as the assembled group.

There was recognition too for the LSA committee's hard work in arranging this thoroughly enjoyable occasion. Forthcoming events announced by Robin included archive evenings, a second shopping trip to Paris and a 60s Night.

After the presentation of 25-year service awards by Bernard, MC Charlie Walker, assisted by George Cresswell, master-minded the ticket raffle and Bernard's wife Janet kindly presented the numerous prizes.

Entering into the spirit of the occasion, Charlie constantly announced himself as a winner (without success) and had everyone looking for lucky yellow stickers under their seats to win yet more bottles!

Entertainment by The LSA Band brought the evening to a rousing finish.

The Weld Cell team has become the first Mitcheldean team to gain official X Team status.

Team members Mike Morgan, Terry Moore, John Fry, Nigel Howard, Clinton Marsh, Dave Watkins, Chris Hale, Mark Smith and Nigel Holder received their X Team certificates and badges from Chris Clarke, manager European Fuser Business Centre, on Thursday 24th April. Speaking at the presentation, Chris Clarke told the team how pleased he was that they were the first Mitcheldean X Team, and expressed his thanks for all the hard work they had put in to achieve X Team status.

The Weld Cell, with support from their sponsor Chris Barnard, began the X Team process last June when the team had to identify and fully understand their mission within the Business Centre, along with their key outputs and targets to its customers. When this was completed the team set about working through the four X Team categories: Process Management, Customer Assurance, Empowerment and Team Motivation & Satisfaction.



Some of the people responsible for developing our X Team approach (left to right): Chris Barnard, Rob Harris, Colin Court, Bob Haste, Lucy Adkinson, Martin Brookes and Pete Dalton (representing Mark Stevens), Pat Drinkall, Simon Jones and Graham Jones.

The X Team process helped the team to identify gaps to be closed and actions to be generated for continuous improvement in their area. They also gained a better understanding of the role they play within Fuser & Frames in support of their customers, not only in Mitcheldean, but also in Mexico and India. It has also given the team the vision needed for future business demands.

Comments received from the team include: '... we've much more involvement in the work area', '... we can make our own decisions', '... we speak to our customers more', '... it's helped us communicate between shifts', '... getting everyone together for meetings has helped team building enormously', '... it makes individuals more conscientious about their own work area - we're not just doing what the company expects'.

The second Mitcheldean team to achieve official X Team status is the UOI Stores team in Asset Management.

Team members Stephen Gray, Geoff Jones, Jackie Young, Terry Fisher, John Lewis and



The Weld Cell team receive their certificates from European Fuser Business Centre manager Chris Clarke.

Michelle Howarth received their X Team certificates and badges from team sponsor Bob Haste on Tuesday 13th May.

Achieving an X Team status, the team feel that they have gained a great deal from the X Team process. "By going through the process we have found out more about ourselves and what we can achieve," said one team member. Speaking at the presentation, sponsor Bob Haste said, "This award reflects a great deal of good work and effort from everyone in the team. However, this is just the beginning, and we can now use this achievement to further improve the way we work. It is a tool to enable change. Well done to everyone involved."

Having achieved X Team status, both teams will now work towards improving their rating within each category, working towards the ultimate rating of 7, which will indicate they are a 'world class team'.

Remember, there are a number of people around site who have been involved with developing our local approach to X Teams: Bob Haste - Asset Management, Mark Stevens - EMC, Rob Harris - IMC, Chris Barnard - Fuser & Frames, Paul Kools - Convenience Copiers, Simon Jones - Printing Systems, Graham Jones - SA&S Materials, and Lucy Adkinson, Colin Court & Pat Drinkall in Human Resources & Development (HRD) have been regular contributors to the introduction programmes in our various Business Centres. Why not speak to them about X Teams?

On a now full-time basis, X Team co-ordinator Lucy Adkinson is available for advice on all aspects of the X Team process and can help teams with their self-assessment. If you are interested in becoming an X Team, why not talk to your manager?

The UOI Stores team receive their certificates from sponsor Bob Haste.



New owner for MEWs company

One of the MEWs' earliest tenants, Russtek, has a new owner. Micron Metrology Services Limited of Birmingham has bought the specialist electronic instrument calibration and repair service company, as Russtek managing director Monty Russell retires.

Monty Russell founded Russtek over ten years ago, and moved on site before the MEWs was officially opened. "As a brand new company, we didn't want to commit ourselves to a long term lease, and the MEWs tenancy agreement was a major advantage," he explains.

During the last ten years the company has supplied its specialist services to engineering and manufacturing companies throughout Gloucestershire and the UK. "Cal-Care, our re-calibration service, is BS 5750 approved and all calibration work is conducted in an environmentally controlled laboratory using standards regularly calibrated through the National Measurement Accreditation Service (NAMAS)," says Monty. The new owner, Micron Metrology Services, is also NAMAS accredited.

New managing director Mike Cooke plans to provide a programme of continuous improvement at the Mitcheldean company. "We intend to expand our services to include a new dimensional facility," he told us. This will include calibration of equipment such as micrometers, verniers, surface tables, shadographs, plant limit gauges, screw gauges and gauge blocks. "We've already increased the staffing levels and introduced a free collection and delivery service for our existing and potential customers within a 50-mile radius of Russtek."

Meanwhile, Monty's plans for his retirement include travel, and he and his wife have already spent six weeks visiting friends in America. Other trips planned include a holiday touring the American State Parks and a visit to Canada. They are also intending to buy a caravan for weekends away in this country.

We wish both Mike and Monty all the best for the future.



■ Mike Cooke and Monty Russell.

Take care of your back

Manual handling is one of the major causes of injuries at work, but by following the basic rules of 'safe lifting', we can all take care of our backs.

Remember:

1. Assess the load you are going to lift for size and weight.
Stop. Look. Think.
 2. If the load is beyond your capacity, 'get help'.
 3. To lift safely:
 - stand close to the load with your feet apart and one foot forward
 - tuck in your chin and bend your knees, keeping your back straight
 - grip the load using the palms
 4. Maintain good housekeeping; keep your area free from clutter so that you can move freely and avoid stumbling with your load.
- of your hands and roots of your fingers, keeping your elbows close to your body - wear gloves if handling wooden or sharp materials
- use your thigh and abdomen muscles to lift (not your back)
 - keep the object close to your body

Employees regularly involved in lifting can take part in a safe lifting training course run by the Occupational Health Department.

■ Employees on a week-long DC 220/30 induction course learn about 'safe lifting' from OHD's Jacqui Shaw and physiotherapist Gwynne Tucker-Brown.



Harper Collins chooses DCS 35

In the summer of 1995 the world's leading book publishers, Harper Collins Publishers, put its reprographics contract out to tender. In its brief to would-be suppliers, it outlined the sort of volumes which it generated and the kind of work which its products were expected to handle. However, at the end of the brief it posed two key questions: 'What other benefits do you see from a strategic relationship with a customer such as us?' and 'In your opinion, are there any other factors which we should consider in our decision-making?'

This was all the invitation Rank Xerox needed. After many nights' preparation, the team arrived at the pitch with a detailed proposal explaining why Harper Collins Publishers should re-focus its whole approach to document production around the Document Centre System 35 manufactured at Mitcheldean.

The result has been a revolution in document management which has proceeded so smoothly that, according to Harper Collins Publishers' group purchasing director (Glasgow) Andrew Spiers: "It's almost worrying."

Today, the old system of desktop lasers and stand-alone copiers has been replaced with a networked solution comprising seventeen DCSs and three Regal colour copiers with Fiery servers. The new set-up allows 1,100 employees at Harper Collins Publishers Glasgow and London to perform all printing and copying functions from the desktop.

See how they ran

This year the weather was more favourable than last for the Flora London Marathon, with temperatures about 10 degrees lower than last year's high of 73F.

Lining up among some 29,000 starters on Sunday, 13th April, were Jan Sologub (Fuser & Frames) and our longest-running marathoner, pensioner Graham Welch. It was Jan's third, and Graham's sixth London (fifth successive) attempt.

Both had missed quite a bit of training, but ran well.

Jan found the last few miles tough but "I put my head down and was determined to finish well, eventually crossing the line in 3 hrs 39 mins 31 secs - my best time to date and a 13-minute improvement on last year. Not only that, my position was approximately 2,000 places higher, and I think I might give it another go."

Graham says he was pleased to keep even-paced running - "not so easy with so many others around you," - and he, too, was pleased to improve on his '96 time, by 14 minutes, finishing listed in 3 hrs 54 mins 33 secs.

His next big event will be the Walt Disney World Marathon in Orlando, Florida, on 11th January and "I will be hoping to improve my time from my previous visit in January '96."

Congratulations, both!

Royal Invitation

Les Bent and his wife Frances have something in common with HM the Queen and Prince Philip. They too were married in 1947, and are delighted to be among the Gloucestershire couples selected to share in the royal golden wedding celebrations by attending a garden party at Buckingham Palace on 15th July.

Les worked in our former industrial engineering department and had been 30 years with us when he retired in 1982; Frances was an assembly operator for 16 years.

During the last war Les served in Burma and he's a member of the Gloucester Regimental Association. He's also a member of Drybrook Rugby Club. He and Frances have two sons and a daughter and four grandchildren, and they live in Mitcheldean.

Any news for Vision?

If you have, then please -

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

Nicola Jones

£1,000 helps dream come true

Thanks to a 'grand' effort on everyone's part, a £1,000 cheque has gone to Cloud Nine. This charity enables children from eight to 15 years old, who are severely disabled or suffer from life-threatening diseases, to have a holiday of a lifetime at Disney World in Florida.

The splendid sum was made possible by the breath-taking effort of Jan Sologub (Fuser & Frames) who ran the London Flora Marathon in support of it, by Pete Griffiths (Printing Systems) who organised the fund-raising, and by all those people who donated money or raffle prizes, or helped in other ways.

Jan handed the money over to Cloud Nine representatives Steve and Elizabeth Wynn at a disco held in the clubhouse on Sunday, 4th May, to swell the funds.

Expressing their gratitude, Steve told us that this will be the eleventh such trip that the Gloucestershire-based charity has organised.

This year's group of some 18 children, accompanied by a qualified team, is due to spend the last week in November and the first in December at Disney World, and young Katie Reed of Cinderford, who suffers from leukaemia, is looking forward to being one of the party.



■ Jan Sologub hands over the 'grand' cheque to Cloud Nine representatives Elizabeth and Steve Wynn. Far left is Pete Griffiths.

Those were the days?



Thanks for the response to the archive photograph in the last issue of Vision. Suggestions so far include Gerald Cooke, Ernie Woods, Arthur Mason, Daphne Meek, Bob Morman, Daisy Bullock and Janet Stock. This issue's picture is a shop floor scene.

Give Nicola a call on 1496 if you see anyone you recognise.

35 YEAR Service Awards

Apart from a short time in the paint shop in his early days, section manager **RICHARD WILLIAMS** has always been an assembly operations man, with over 30 years as a member of supervision.

From small copiers he moved to the 5046/5047 line, returning to small copiers on the Reman line and moving with the operation from Building 1 to 12/2 last year.

"We build 5018/28/34 machines and I'm delighted to say the business is looking good."

It's a red letter year for Richard and his wife Joan too - they celebrate their 30th wedding anniversary this

July. Joan and their daughter Joanne both work for Lincoln National UK (formerly Laurentian Life Assurance) at Barnwood, Gloucester. Joanne's husband, technician Daren Green, works on the floor below Reman where he refurbishes ROS units for our high volume machines.

Richard's son Lee, who was at one time one of our assembly team, is currently with SPP (Sykes Pumps). He and his father share a great interest in football - Lee plays for Broadwell while Richard, associated with Ruardean Hill Rangers for many years, now helps Broadwell as an assistant referee. He also helps run the line in the county league as well as occasionally refereeing for youth teams in the Forest.

Daren, too, is involved in the family sport - as chairman of Cinderford Town FC Supporters Club.

BOB ADAMS has spent all his 35 years in assembly operations. Like Richard, he started at a time when the building of Bell & Howell cine equipment was being phased out in favour of our early copiers.

As an 813 operator, he spent a fortnight in Venray to help train staff there. He joined 4000 assembly as a mechanical adjuster, and did a spell on our first wiring floor which was set up in Building 13/2. Since then he has worked at Mitcheldean, or at our former Lydney facility, on mid and low volume machines, and today is an intermediate technician with the 5047 team.

For the past seven years Bob's wife Val has been employed in EMC's board testing section. Their son Stephen is a computer technician who travels all over the country servicing equipment, while daughter Samantha works at a private school in Monmouth as a trainee nursery nurse.

■ Richard Williams and Bob Adams



30 YEAR Service Awards



■ John Spratley

Recent years have seen significant success on the safety and security operations front. Last April manager **JOHN SPRATLEY** was pleased to tell us the good news that RXMP had for the fifth time won a ROSPA gold award - external recognition of our 1996 safety performance.

This followed our recent gaining of formal registration under the Eco Management & Audit Scheme (EMAS), thereby achieving, along with BS7750 and ISO 14001, all three major environmental standards.

Using the experience gained in establishing RXMP's environmental management system, John told us that "our existing health and safety manual has been converted into a health & safety management system which will be formally launched this summer."

It's made John's 30th year at Mitcheldean all the more memorable and he's delighted that "What we set out to achieve, we have achieved. Our other major ongoing task is remediation - cleaning up the soil.

"There's always something new coming along, however, and we have to ensure we are providing the business units with the right sort of service."

A member of the LSA committee for many years, John enjoys a round of golf and maintains a fairly stable handicap.

His wife Sheila has long been a committee member of the League of Friends of the Ross Cottage Hospital; the new hospital opened on 29th April, so 1997 is a memorable year for her too.

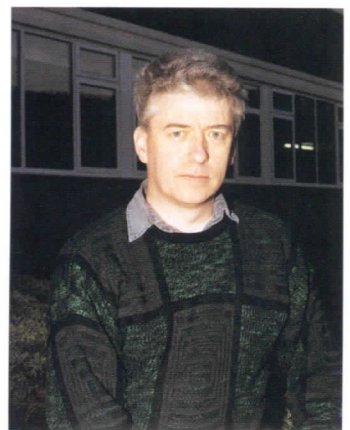
They have two daughters: Emma, aged 23, has a degree in law and French and works in Ross; Amanda (21) has a degree in history and is at present employed in Leeds.

For about 20 years **ALBERT DRURY** was an RXMP first-aider, and first-aiding continues to be one of his main interests.

Formerly a member of the Gloucestershire Ambulance Service Cliff Rescue team, he is currently involved with Taurean Ambulance, who cover events ranging from motocross to mountain biking. "This has branched out into Taurean Medical Services," he told us, "and we are Health & Safety Executive approved to instruct in first aid, right up to pre-hospital trauma life support level."

Albert started in what was called 'reconditioning' and, by way of assembly operations and short spells in the supply centre and spares packing, he returned to the asset recovery scene some 17 years ago as a member of the Dismantle & Clean team.

He works permanent nights and says this suits him very well as it enables him to help his wife Anne with their three sons - Scott aged 13, Leigh (10) and Craig (7). Scott and



■ Albert Drury

Craig suffer from an inherited genetic condition known as fragile X syndrome and get a lot of support from Leigh. All three attend different schools, which presents quite a chauffeuring problem!

Anne has just passed her Rescue Award for the Supervision of Swimmers with Disabilities. "She's taught Scott to swim like a fish and is doing the same with Craig," says Albert.

A member of the RXMP karate club that existed in the '70s, Albert still maintains a keen interest in martial arts and he's toying with the idea of now getting involved in Tai Chi.

25 YEAR Service Award

Apprenticed in electrical engineering at Fielding & Platt, **DENNIS DUKE** joined as an electrician on the 4000 model, then switched to the electronic workshop where he worked for ten years servicing various test equipment.

In 1984 he had an opportunity to become training officer and since then has been involved in activities varying from induction and product/machine training to, more recently, the NVQ roll-out.

His initial involvement with 1025 training led to his making two visits in the late '80s to assist Xerox Egypt achieve process capability using semi and complete knock-down kits at 6th October City, a plant set in the desert outside Cairo.

"I made many friends there," says Dennis. "I was able to make a trip down the Nile, visit the Giza Pyramids both by day and night, and wonder at the treasures in the Cairo Museum."

With the set-up of Asset Management four years ago, he became dedicated to the focussed



■ Dennis Duke

factory and its environment-friendly philosophy.

Dennis and his wife Jenny have four children: Christopher, aged 21, who is an engineering apprentice with Caradon Mira; Ashley (19), a hair stylist at Peter Hickman where Jenny is a part-time receptionist; daughter Natalie (14), still at Newent Community School but already having had work experience in surveying; and Elliot (10) at primary school ("He's sports mad!").

Dennis has represented the county at football at schoolboy and under-18 level. He also played with Gloucester City, Cinderford and other local clubs in his younger days.

Life with four children is very busy; however, two other interests which have lasted since his teens are racing bikes and Minis. A true Alec Issigonis fan, he says: "We have two Minis and I come to work in one - cycling to work isn't really an option these days!"

Sports & Social Club AGM

The annual general meeting of the Sports & Social Club may not be a major draw, but more members are using club facilities these days. And that has resulted in 1996 being a big improvement on 1995, financially speaking.

This was the good news reported by treasurer Dave Lea at the AGM held on 18th March.

Most areas within the club showed an increase in revenue. Skittles is as popular as ever; cribbage and darts have been well supported ("There's still room for a men's darts team, so come along, lads!" urged chairman John Gurney).

Chess has again been a success in the Gloucester League ("A sincere vote of thanks to Pete Griffiths, Terry Darrington and Graham Whitaker"). The club has also been used for a variety of activities from bingo, keep fit and fashion shows to the growing craze of line dancing.

Bookings in '96 were about the same as in '95 with charity, weddings and christenings among them. "However, this still averages out at only two functions per week and we can do a lot more," said secretary Nora Powell. "Over 400 dinners were served to employees and pensioners before Christmas and it's hoped staff will find it a little easier this year with improvements made to the kitchen."

As promised last year, profits are currently being reinvested by means of alterations and additions. All bar areas are being upgraded, and the idea is to convert the function room

bar into a real 'Sportsmen's Bar'. Once again John Gurney invited members to bring in rosettes and pennants and "Yes - please bring in photos of your local teams - I'm sure we can find a home for them."

It is also intended to extend the function room with a stage and changing accommodation built on at the westerly end.

In response to a request for more entertainment in the function room, Pete Griffiths has set up an entertainments sub-committee and there's a full diary of events in aid of charity. The results thus far are very pleasing, and John recorded a sincere vote of thanks to Pete, Dave, Bernie Gibbs and John Phelps.

Membership is fairly stable at about 1,500 (1,200 of whom are on-site members). The bonanza has some 1,000 members and last year over £13,000 was paid out in prize money.

As Nora pointed out, the monthly draw gives £700 in prize money, and the Christmas draw around £4,500. "We've tried varying the top prizes in recent years by introducing a £500 holiday voucher, TV and video cameras, hot air balloon rides, go-karting, meal vouchers and hampers."

Surplus for the year after taxation was £18,830 (compared with £1,862 last year) with cash at bank and in hand amounting to £87,332. As the auditor's representative put it: "A very healthy position - the committee and staff have obviously worked very hard."

The officers expressed appreciation of the company's generous support and extended thanks to all who have supported the club.

John Gurney and Robin Hale were given life membership in recognition of their contribution over the years. John was re-elected chairman with John Howls as vice chairman.

Nora and Dave continue as secretary and treasurer respectively, with Colin Brown, Bernie Gibbs, Pete Griffiths, Andy Little, Dave Paull, John Phelps and Alun Williams serving on the committee.

John Howls, Richard Morgan and Chris Reed remain as trustees.

Obituaries

We regret to report the deaths of the following pensioners:

- Francis Bromage**
(71) 28th February;
 - Charles Evans**
(73) 5th March;
 - Violet Parry**
(87) 3rd April;
 - Muriel Baghurst**
(76) 8th April;
 - Harold Carpenter**
(75) 13th April;
 - Patricia Hodges**
(68) 13th April;
 - Christine Villis**
(59) 15th April;
- also of employee
Billy Treasure
(58) 16th April.



■ 20-year award group (l. to r. standing) Stephen Page and Ian Robinson (Convenience Copiers), Richard Passey (Asset Management); (sitting) Philip Tomkins, Mike Watkins and Robert Hatton (all of Printing Systems).

Profile - Pete Griffiths

"The generosity of Mitcheldean people never ceases to amaze me," says Pete Griffiths, site fund-raiser extraordinaire.

During his 19½ years with us, he has painlessly extracted thousands of pounds to channel towards a range of deserving causes - the large majority being those involved with children.

Working on site has provided a seemingly bottomless well of donations, whether of cash or raffle prizes, and "I'd like to thank everybody who has contributed in any way."

It was really the Children in Need campaign that got Pete seriously fund-raising.

Some nine years ago, inspired by the national campaign, he and his brother Clive (a 5047 section manager) introduced plant-wide collections, raising the grand sum of £3,000 with the help of colleagues and the company.

This led to the setting up of an Employee Charity Fund, with the assistance of Charlie Walker (employee relations), and over the years, thanks to the efforts of various individuals and teams, cash continued to be channelled towards charities ranging from the Pied Piper Appeal to the James Hopkins Trust. Occasionally it was used to help a particular 'child in need' like Craig, the son of assembly operator Chris Johnson, who suffers from cerebral palsy.

Having served as a trustee and committee member of the Sports & Social Club, Pete stepped in to give a hand when the entertainments activities of the club were not doing too well.

"We had this idea of organising charity nights which would benefit a local charity, the clubhouse and the people who came along to enjoy themselves while doing a good turn for a good cause."

Together with RX club committee members Bernie Gibbs, John Phelps and Dave Lea and affiliates Andy Little and Colin Brown, he set up an entertainments sub-committee to arrange a programme of charity nights and "it's proving very successful."

Contact a Family, Animal Rescue, Cat Protection League, Cloud Nine and the Forge Centre for the Blind have so far benefited. St John's and the Red Cross, and Mitcheldean British Legion are lined up to do so.

"We greatly appreciate the support we've had from the club and the company," says Pete.

Born in the Forest, he left Abenhall School (now Dene Magna) at 15 and completed a five-year vehicle mechanic apprenticeship.

Like many young people, he was keen to get out in the world, so he joined the Merchant Service as an engineering mechanic. Serving on various ships he visited New Zealand and Australia, California ("I spent a day at Disneyland and, to a boy from the sticks, it was sheer magic"), South America - and the Falklands.

"It's a bleak place, but we had a bit of fun there. We played a football match against Port Stanley and lost 14-0. I kept saying the referee needed glasses. When we all got together afterwards the ref. turned up too - in his uniform as the chief of police, and said: 'I'll have those glasses now!'"

As well as soccer Pete used to play cricket with local clubs before going to sea; he also did a bit of amateur boxing. Brother Clive did, in fact, fight for a number of local titles - so "I probably took it up in self-defence!" says Pete.



■ Pete Griffiths

Clive had already been with us for some 13 years when Pete, now married and wanting to settle down, got a job on the 9000 assembly line in January 1979. "Initially it was hard to get used to such a different environment after life at sea but my workmates helped me through it."

A mechanical assembly adjuster, he worked on various new build machines, and became a stand-in. Today he's a leading hand on the 5622 and product trainer, and most recently he's been 'on loan' to a new product section.

For five or so years, Pete was an AEU representative on the negotiating committee and "I've enjoyed being able to help my colleagues in that way."

Study of MTM (measurement of operator times) as a shop steward, plus the four months he spent with Barry Halsey and Wilf Jones in Business Strategy, stood him in good stead when he was appointed one of the group who worked full time on the Big Wave project in Building 1 a few years ago. (Despite the project name, his having had seagoing experience didn't help here!)

Pete's wife Sheila works in Interconnects, and they have two children - 18-year-old Deborah who is employed by Farmplan in Building 10, and Daniel, aged 16, who has just taken his GCSE and wants to be a country ranger.

Daniel plays with Drybrook RFC junior section and Pete is their first-aider. It was no surprise to learn he's done most of the fund-raising to enable them to go on tour - "We've just been to Butlins at Bognor Regis."

Pete still takes part in matches - but they're of the intellectual kind. He and Terry Darrington resurrected the old Chess Club and he's served as its treasurer for many years. Chess is a hobby which he has always enjoyed and he feels that the club has helped him to improve his game. So much so, in fact, that he has twice won the President's Cup.

The first time he was joint winner with Terry, so each kept the cup for six months. Last year he won it outright - "but the standard is now so high I'm unlikely to win it again," he says modestly.

He also likes collecting old books, and loves browsing in bookshops. He has an interest in art too "just at an amateur level."

"I don't draw," he points out. But he's a past master at drawing in the funds when there's a worthy cause to support - especially if it concerns children - in fact, he never ceases to amaze us.