

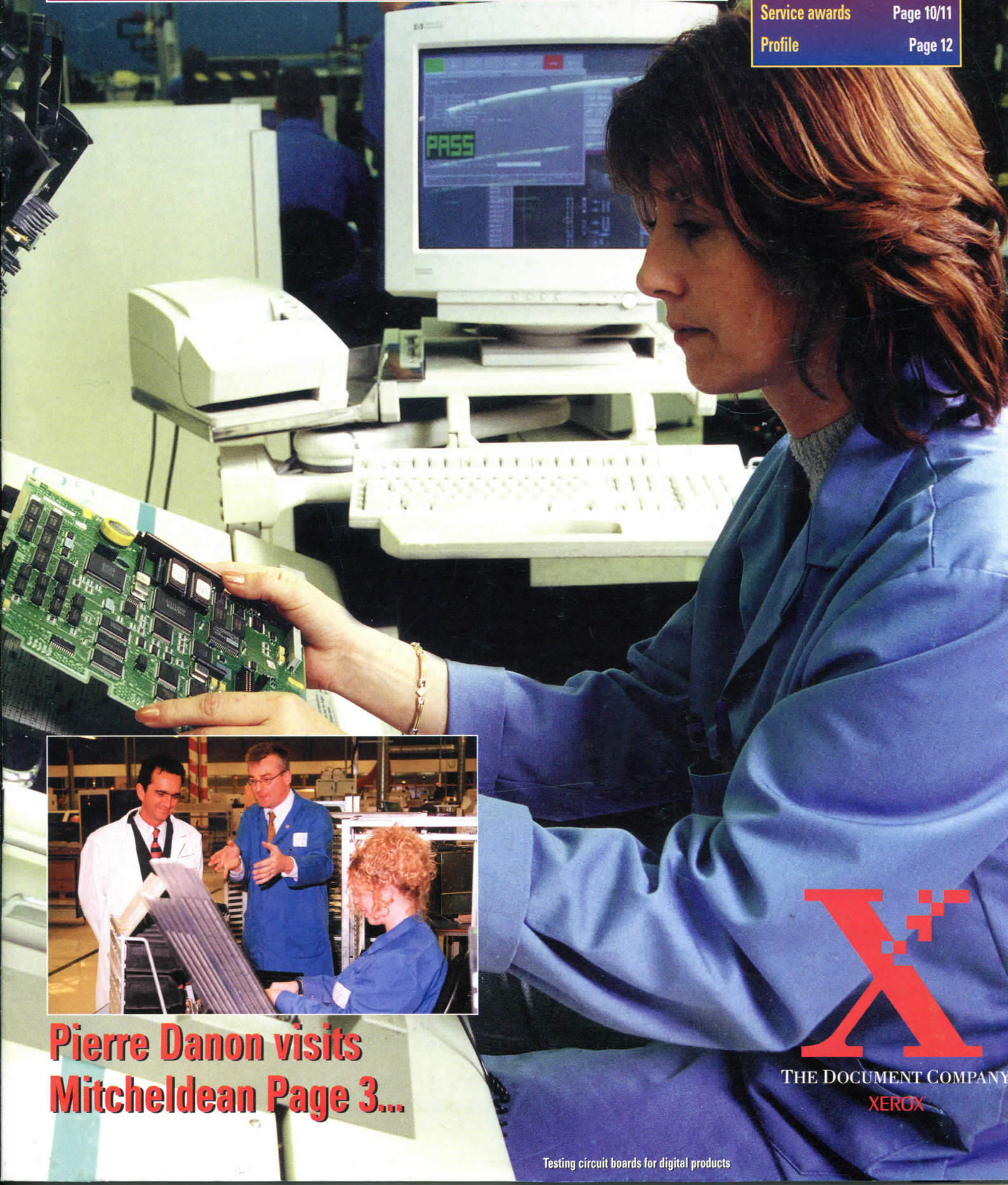
Vision

HOUSE MAGAZINE OF XEROX MITCHELDEAN

January/February 1999 No. 253

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**Pierre Danon visits
Mitcheldean Page 3...**



THE DOCUMENT COMPANY

XEROX

1999 - the year ahead

"1999 must be a year when we make the most of our resources"

Gerry Lane

Vision asked Gerry Lane about priorities for the year ahead. Here's what he said:

1. Flexibility, productivity and skills

"The simple answer is 'be more flexible, more productive and work to acquire the skills we need for the digital world'. This applies to everyone... from top to bottom. I believe that 1999, like 1998, will be another year of rapid and accelerating change, and will pose tough challenges for us all.

"There is no way round this. The world markets are now even more complex than they were a year ago. It is increasingly clear that this new digital world is a fast moving, ruthless and unforgiving place where only the best will survive."

2. Change for Growth

"Change for Growth is our first priority. Change for Growth is our strategy for managing the digital business and the highly competitive world market we face today. We must push through our initiatives here with a strong focus to be truly competitive and responsive to our customers in the global market."

5. Ireland

"The Ireland development is crucial to the Xerox long term strategy for success in Europe. Eventually we all succeed - or fail - together in Europe. We must give the Dundalk project our solid support to place Xerox in the best

possible position to succeed in the market, and to protect our hard earned reputation in European Manufacturing."

4. Productivity

"Productivity still underpins success. We are committed to substantial UMC reductions. Delivery of productivity gains is crucial here to support our sales teams who are battling to increase market share in an extremely aggressive marketplace."

5. People AND business development

"1999 must be a year when we make the most of our resources - of people, management and material assets. The reality is that this means redeployment, retraining, new working methods and winning new business. Essentially, we must all... and that means everyone in the manufacturing business... have a flexible approach, acquire new skills and use all our talents to achieve results. Our continuing development of X Teams is an essential element here; both personal and team development is a vital part of productivity, flexibility and managing change.

"It is up to every individual to be flexible, to learn new technologies, to understand new management methods and to adapt to change. Xerox will support this, but we must all recognise that personal commitment is the real key to success in 1999."



■ Gerry Lane

6. Sticking at it - Customer First

"Everybody recognises the progress Mitcheldean and Venray have made, by focusing on the market needs, applying a consistent, disciplined management approach, and using all the basic tools of good management to solve problems, improve processes and achieve a flexible and responsive business which puts its Customers First.

"This is one area where we cannot change. We are here to meet the needs of our customers. If we don't meet those needs, we will not be able to grow our business and it will be at risk. It's as simple as that. Every team in European Manufacturing has all the resources for success. Our greatest challenge is to build on this to satisfy all our customers in 1999."

We are in the computer world NOW!

Pierre Danon, president of Xerox Europe, visited Mitcheldean on 11th December 1998. His time here included visits to Electronics, Digital Colour Value Chain (DCVC) and other parts of the site. During his visit, Pierre spoke to the management team and also found time to talk to Vision and answer some key questions. His answers are summarised here:

‘What are the Xerox key priorities for 1999 and how do you see Manufacturing supporting these priorities?’

“The important point here is that we are all competing in the new computer world. Xerox has only two priorities - both simple to state and both very difficult to do. These are ‘Go to Market’ and ‘Infrastructure Redesign’. These two new programmes reflect a fundamental change in the way we do business to enable us to meet the challenge of the digital market head on, achieve double digit sales growth, produce new products faster than ever before, reduce costs dramatically and satisfy a rapidly growing and changing market.

“Some of our products, for instance, lose 80 per cent of the deals on price - we look to Manufacturing to achieve substantial breakthroughs to help our sales teams, with more flexibility, more configurations, more volume and less cost.

“Customer First is still our key number one priority, but we must care for our employees, achieve employee satisfaction, and improve basic productivity. Mitcheldean has already achieved great things here, with annual UMC gains of 5, 10, then 15 per cent. This year we need 25 per cent, or even more, on digital products to help us all compete in this very competitive digital world.

“Today I saw real progress being made, but we still have a long way to go, and one thing is for sure - if we don't satisfy this digital market someone else will.”

‘What contribution do you see Manufacturing making to Xerox’ success in the medium to long term?’



■ Pierre Danon (centre) seen here in Electronics with Neil Price (left) and Dave Wood (right)

“The short answer is ‘continue to do the things you are already doing well’, but the other important point here is flexibility. We are facing a rapid rate of change in the digital world, with product cycles of 9-18 months. This change affects every aspect of our business, especially the flexibility needed to meet short time frames - more volume, less volume, new designs, cost down - they all require flexibility, today, tomorrow and into the new Millennium.

“The severe competition in this new computer world means that we cannot afford complacency. Mitcheldean is one of the most competitive areas of Xerox, but remember, today we could be the best, in nine months’ time we could be far behind. As a business we have every confidence in Mitcheldean. Our investment in the DC 220/230 family, Empress, DC 212/214 and other projects amply demonstrates this confidence. Not every decision will go your (Mitcheldean’s) way, but your skills, enthusiasm and achievements, while they don't guarantee a smooth or protected ride, will earn you the right to gain new business in the future.”

‘What are your impressions of what you have seen and heard on your visit to Mitcheldean?’

“Mitcheldean has a very positive business approach. Xerox Mitcheldean is clearly not just a plant, but a business community; one with a management team which is young at heart, with a liking for

the challenges we set and an aggressive, business-focused approach with a good connection to your customers and the rest of the business. Your flexibility and creativity, demonstrated by the performance in digital products, including your contribution to the Order To Install performance, and the investment and innovation in electronics, are all very encouraging. Overall, I was very pleased with what I saw at Mitcheldean.”

‘In a nutshell, what have we (Manufacturing) got to do in 1999?’

“We will be relying on your teams to continue to do all the good things they are doing, especially supporting Customer First, and keeping up your first class progress on productivity... and don't change your attitude to performance, your flexible business approach and your commitment to quality leadership.

“My visit really emphasised that Mitcheldean has a clear role within Xerox, that all its contributions are valued, and that we in Xerox need you even more in the year ahead than at any other time in the past.

“Life will be tough in 1999 as we meet the challenges of the digital market head on, and with your help, YES, we can make it!”

Building Manufacturing *Business*

In 1998 Mitcheldean and Venray made real progress in the 'new' digital/colour world. The last twelve months have seen DC 212/214, Empress, DC 220/230 and DC 265 families starting up and producing substantial volumes of business, especially for the Digital Colour Value Chain team in Building 1 at Mitcheldean.

Although Mitcheldean has only benefited in the last 18 months from the employment brought by new digital/colour products one team has been living in the digital world for many years.

Keith Wilding's New Programme Delivery Team (NPDT), based in Building 6/2 at Mitcheldean, first had substantial involvement with the new digital product range more than five years ago, when product concepts were first developed by Fuji Xerox. The NPDT (formerly MRT) plays a vital role in introducing new business into the manufacturing process.

"The NPDT's task," says Keith, "is to introduce new products, ensure that they meet Xerox quality and cost targets, and work with production and the whole of the supply chain to ensure the highest level of customer satisfaction. This may sound a simple statement, but it requires very concentrated effort by a team of up to 50 people to ensure successful results for Xerox and everybody who works on each new product as it is introduced."

NPDT co-ordinates the work of materials purchasing teams, production teams and logistics teams throughout the world. Naturally, as many new programmes originate in Japan and the USA as well as Europe, this involves a lot of international travel. Members of the team frequently work with design engineering teams in the USA, Japan and other locations for extended periods to ensure that they really understand the new product before following it through to the production floor at Mitcheldean and Venray. Often these team members are seconded to NPDT from production or other areas, returning with the new products as they start the launch programme. For a member of NPDT it is not unusual to make three or more visits to the USA or Japan every year as the product moves from design to production. Keith, for example, has made more than 65 visits to the USA. "The pressure is heavy," says Keith, "but all of our team agree that the tasks are very interesting."



■ The NPDT team: (left to right) Sean Mills, Andy Portlock, Bob Salt, Tony Cudok, Keith Marfell, Keith Wilding and Sián James

Today the pressure is rapidly increasing as Xerox continues the introduction of digital products. "At one time," says Keith, "we introduced one new product every two years, but now worldwide competition is so intense that currently we are looking at three new product introductions every year, with start-up cycles reducing from four years to 18 months (or less for fast 'track programmes')."

Much of this will be achieved by NPDT working to ensure that design, production processes and products are 'cloned' so that new product introduction can be fast and run in parallel in several manufacturing centres to serve markets throughout the world.

"New product introduction is likely to continue to accelerate," says Keith. "All

customers are looking for products which are easy to link to networks, print faster in colour and black & white, have a smaller footprint and cost less. Of course, they still want the highest standards of image quality and reliability, as well as the combination of as many functions as possible. There are many real product innovations already in the pipeline, which will be built at Mitcheldean. Our job is to make sure they have a smooth, fast path from design through manufacture to satisfied customers. Ultimately we, like everyone else, aim for satisfied customers. In today's digital market this is the minimum standard, and one we must meet."



■ The DC 212/214 line

Customer First scores well for Fuser & Frames

Customer First is a high priority for Fuser & Frames, so the team were pleased to see complimentary comments about their Customer First efforts in the XMM Review carried out last year.

When Xerox Limited national service & logistics manager John Meecham and Light Lens manager Steve Pomeroy assessed Fuser & Frames Business Centre (FFBC), they both agreed that the business centre had significantly moved forward in the last twelve months. John made specific reference to the centre's Customer First performance, and both he and Steve gave Fuser & Frames a very favourable rating, commenting that FFBC 'could easily score an overall 6 at the next review'.

FFBC manager Chris Clarke said, "Naturally, we were all pleased to demonstrate the progress made since

our last review, which is a credit to everyone here. I expect that, with the good foundation and our continuing investment in new processes and new production technology, FFBC will continue to progress."

1998 saw a number of developments for FFBC. The Viton process continued to achieve substantial benefits in terms of cost and quality, and FFBC customers worldwide are benefiting from the new standards of performance.

Another project with a good long term potential is the fuser module build facility. Performance so far is exceeding expectations and volumes are expected to increase in the next twelve months.

An investment has been made to double capacity in the waterjet facility. This advanced system strips coatings from used fuser rolls so that they can be reclaimed and re-coated to current specifications.



■ The new waterjet facility

1998 also saw an investment in a new fuser roll welding unit. This advanced machine welds machined aluminium tube to steel journals in seconds, using a high speed inertia welding process. It is expected to achieve both unit cost reductions and quality benefits.

"The Fuser & Frames Business Centre is in a very good position to develop more business," continued Chris Clarke. "Our team has made real progress in 1998 and we are expecting to see this continue throughout this year. Well done everyone!"

More Invention News

Following our news about M&SC staff who have invention proposals under consideration, other members of M&SC staff have submitted their invention proposals for assessment by the Technical Advisory Panel. These include, at Mitcheldean, Heather Gledhill, Roger Imm, David Pudge and Allan Edwards, who have submitted a proposal for 'Fuser/Pressure Roll Coating with Superior Release Gloss Properties and at Venray, Jos Gubbels and Bart

Vervoort - 'Inside Cleaning', Harry Reijnders and Erik Verheijen - 'BTR Polarity Selection Bridge', Geert Nas - 'Wedge Shape Manifold', Fred de Weert and Jo Logtens - 'Low Cost Cleaner Blade Assembly', Josef Dakus and Bart Vervoort - 'Plastic Bayonet Fixture', Theo Theunissen and Erik van der Hagen - 'Digital Controlled Frequency Response Test Circuit for Stepper Motor', and Stephen Jones - 'Automated Printer Testing'.

Well done to all the above, who have recently taken the time to submit their invention proposals. Remember, although the time taken for a patent to be granted can be long, it's well worth persevering. If you are in a technical role, bear in mind that you can submit invention proposals for any technical ideas that you feel are novel and relevant to the Xerox business.

Telecomms Approval for Electronics

Mitcheldean's Electronics Manufacturing Centre has been awarded BABT 440 Approval. This certification applies to circuit boards, electronic sub-systems and related electronic assemblies for digital printers, copiers, scanners and fax products including networked multi-function devices built at Mitcheldean for Xerox and telecomms industry customers worldwide.

This new approval replaces the existing procedure where telecommunications products made at Mitcheldean are covered by a Product Check Agreement, which involved random sampling of finished products. BABT 440 is a production quality assurance approval which

validates the complete production system. This covers all types of telecomms products including circuit boards, sub-assemblies, computer systems, interconnect systems and complete finished products such as printers, scanners, fax units and other products with built-in ISDN boards or modems.

EMC operations and engineering manager Neil Price said, "This is a significant step forward for us and is a milestone in our development as a full service electronics manufacturer. We can now provide full service sub-contract electronics manufacture to telecomms businesses to support their manufacturing programmes worldwide. We regard BABT Approval as an essential part of our

strategy to meet the design and production needs of our customers in the international communications industry."



■ Final test: BABT 440

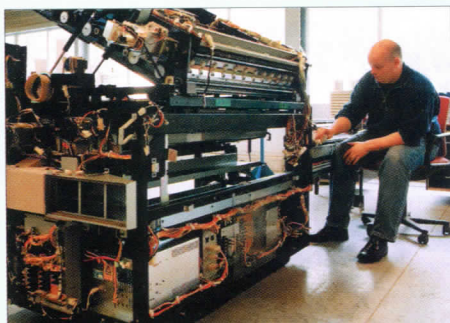
Recycling in Venray

Venray's Service Unit Recycling (SUR) team is responsible for maximising, recycling and minimising waste. The SUR unit at Venray is an important part of Ferdy Geene's Return Channel, receiving more than 5,000 trailers each year loaded with equipment, parts and supplies.

The Xerox Corporation prides itself on environmental leadership and has set an ambitious goal of zero landfill. SUR has a key role in this zero waste challenge. Everything coming back must have a worth and should be reused in the most economical way to boost the value that Xerox delivers to its customers.

SUR started as Asset Recovery Operations (ARO) with a handful of people back in 1987. Since then the organisation has really flourished, growing not only in size but also in confidence as it accumulated recognition such as "Xerox certified supplier" and ISO 14001. In recent years SUR has taken a proactive role, leading the way with a unique "flexible environmental consent", EMAS registration and even hosting university conferences on sustainable business.

Three of the 14 X teams are dedicated to recycling at the highest level. They repair machines which have perhaps been to exhibitions or sustained damage in transit. There is only one quality standard, perfect; perfect cosmetics and perfect copy quality. These machines must satisfy our customers who buy and expect the very best equipment. The technicians in these teams are highly trained and are very flexible. They cope with all types of equipment including the latest colour and digital products.



■ Equipment repair



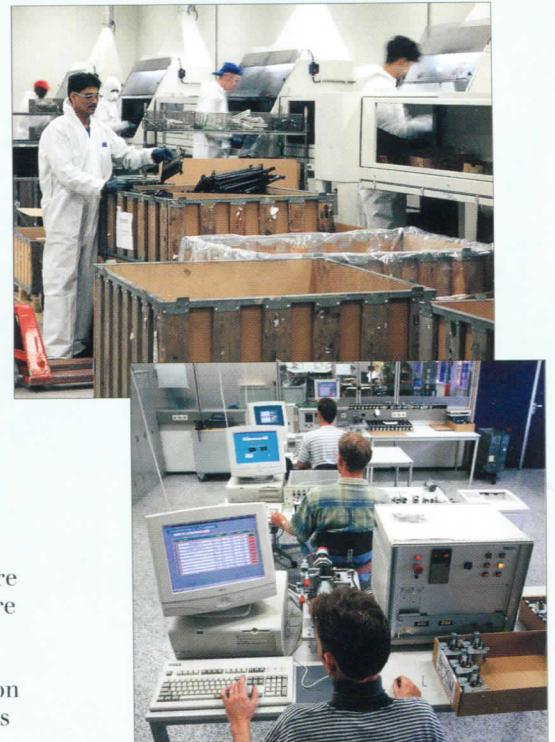
■ Left to right: Rens Hendriks, Huub Martens, Jim Clarke, Monique van Kleef, Twan Janssen, Ger Dings, Ferdy Geene, Wim Eikmans, Marlies Pecasse and Jan Rensch.

Machines which are not suitable for repair or remanufacturing are disassembled to reclaim parts and materials. The materials are sold by tender to approved reprocessing companies. In the last twelve months SUR sold, among other materials, 500 tons of polystyrene in various grades, 1000 tons of aluminium and 7000 tons of steel.

SUR thoroughly cleans and reprocesses the reclaimed parts before returning them to the main assembly lines. They must, of course, perform to the same stringent specifications as new parts. To guarantee this quality, in collaboration with Eindhoven University, Venray has developed "signature analysis" techniques. The electrical characteristics of a motor, for example, are recorded and analysed. Using this information the life of that component can be very accurately predicted.

In addition to all this, annually around a million print and toner cartridges arrive at SUR. These are full of fine toner dust and so require special handling. The cartridges are disassembled into their component parts by another X team dressed in protective clothing and using suction booths. (The outlet from the booths is specially filtered to avoid any air pollution). These parts, too, are cleaned and reprocessed before being sent to the cartridge production facility.

SUR is busy preparing for the new challenges presented by the coming European "white & brown goods" regulations, and is ready and waiting for the first digital returns.



■ Top: Service unit recycling
■ Bottom: Signature analysis

30% Faster copy rates - no problem

Production is now building up at Mitcheldean of the DocuTech 6180, an even faster member of the Xerox DocuTech family of products which has led the market in the high volume document publishing sector for the last decade.

Mitcheldean's PSG (Production Systems Group) team started customising US-built 6180 products last year, but following the successful development of a new conversion programme, two trial builds were completed by January 1999 with very successful results. One of the trial build machines completed an extended run of 750,000 copies, easily demonstrating specification performance.

6180's predecessor DT 155 was recognised as the benchmark product for producing handbooks, extended financial applications such as consumer invoicing, technical manuals and other applications involving many thousands of copies of complex documents on a production printing basis. This new machine, the 6180, will enable these applications to be speeded up considerably by increasing copy rates by more than 50 per cent. One of the first UK applications for the Mitcheldean-built 6180 is right here in Building 1.

By the time this article appears in Vision it is expected that XBS will be operating a complete 6180 and 6155 installation in Building 1, supported with automated book binding and finishing equipment. This will be producing customer documentation for DC 220/250 in print volumes equivalent to 40,000 sheets of A4 on each 8-hour shift. (More on this will be featured in a future edition of Vision).

Like the DT 155, the 6180 is based on 5090 systems. Asset Repair Operations and PSG are stripping 5090s and building frames and sub-assemblies in 5/2 and 15/2 to supply the 5/1 assembly line direct.

"Main production ... which is expected to build up to around 8 per week (20/week with DT 155)," says build manager Barry Thomas, "is now well under way in Building 5/1. So far things are going well. This is mainly due to the introduction of a radically different assembly process. The DT 155 was built in conventional production line mode, but our team, working with business unit manager Brian Reeves and programme manager John Overbury, designed a completely new module build process. This makes



■ The 6180 team

final assembly very fast and efficient by assembling pre-tested modules - which radically reduces our final test and quality assurance times. We are currently extending this module build philosophy to all products built by PSG."

Brian Reeves commented, "DT 155 was the leader in its market sector. The initial experience with 6180 indicates it will take over from, and build upon, the success of, DT 155. We plan to build the majority of the Xerox Europe requirement in the year ahead, making 1999 a very busy year. We will continue building DT 155 as 6180 is phased in, and we expect to be building 6100 and 6155 machines as well in the near future."

Past perfect

Visitors to the Paint Shop in Building 13 may have thought that they had started to remanufacture a new type of machine! However, the sight that greeted them was due to a request having been made some months ago for a 914 and an 813 to be repaired - and Paul Ingmire and Jerry Aston accepted the challenge.

The 914 was the first major production photocopier, and was for many people the first sight of an almost 'magical' process, destined to eliminate carbon copies forever.

The actual 914 being refurbished has a notable history of its own, going right back to the Seoul Olympics in Korea. It was first refurbished in 1986 and subsequently appeared as a TV star in the Fay Weldon play 'Big Women'. It was also used in a Channel 4 series in 1995 which included 'A day in the life of a photocopier'.

Paul Ingmire had actually worked on 914 panels when he started with the

company in 1971, preparing the parts in the Paint Shop ready for them to be sprayed black on the rear and brown on the front. He had his work cut out preparing this machine for the paint process as it had received a considerable amount of damage to the side panels. However, with his and Graham Lockwood's knowledge of panel repair, the machine came back to shape well.

Jerry then had the task of spraying the machines, using different colours and paint from the current water-based paints - which proved a challenge he enjoyed. It took two coats of primer filler and four coats of paint to achieve the required surface, but the colour match was so close that it's difficult to see the difference between the 35-year old paint and the new finish.

The refurbished machines will eventually occupy a place of honour in Building 1 with other notable Xerox products.



■ Top: Immaculate - the 813

■ Bottom: As new - the 914

Before and after partying

The traditional children's parties took place at Christmas both before and after the big day. On 20th December the 5-7 year-olds enjoyed two hours of fun, and on the 29th it was the turn of the 8-10 year-olds.

A total of over 500 of them enjoyed dancing and party games with prizes to the backing of the ARM disco, followed by a tea of sausages, chips, ice cream and pop, and a visit from Father Christmas, in the shape of Alun Williams.

A big thank you goes to the S&SC committee members, club staff - in fact, all who contributed to the success of the parties.



■ Real enjoyment



■ Happy Christmas!

NVQ awards for Purchasing

In December 1998 Sallyann Baldry, regional development manager for the Edexcel Foundation, which is the awarding body for the NVQ, presented awards to three members of the Purchasing team.

Our picture shows Simon Payne, manager of Piers Shorthouse and Pascale Bouchard (NVQ Level IV),

Bill Smith, manager of Michael Perkins (NVQ Level III), procurement managers Alan Lynes and Mike Feetham, and training manager Pat Drinkall (all three of whom were instrumental in establishing the Procurement NVQ at Mitcheldean), Geoff Warner of the Achilles Management Consultancy and Barry Ovum, who are



both acting as Assessors for the Procurement NVQ, and Sallyann Baldry.

That coach trip!!!

Little did the Vision team know that an old picture of a seemingly innocuous coach trip would provoke such a response. Since its publication in the last issue of Vision, many 'phone calls have been received (some anonymous!) telling fantastic tales of legendary exploits in London in the 70s... or was it the 60s?

The one solid fact to emerge was that the coach left Mitcheldean on a Saturday at 7.00 am intending to return by 7.00 pm the same day. It didn't return until 7.00 am on the Sunday... causing some passengers to enter a very frosty period with their waiting partners and families! Your intrepid reporter is still on the case... watch this space.

Welcome on board

Retiring Chess Club president Phil King hands over his 'keys of office' (the President's Cup) to Siân James, the first lady to become president in the club's 30-year history. Centre is chairman Malcolm Woolton who quickly changed from dark blues to light blues (Siân is a Cambridge graduate) in the hope of getting a free ticket to Twickenham for the Varsity Match!



Malcolm reports that the current club season is well under way and "all the press pundits have tipped us to win Division 2 in the North Gloucestershire County League."

1999 LSA Diary

Date	Event	Venue	Capacity
20 March	60s/70s Music Night	Sports & Social Club	190
7 May	46th Annual Dinner	The Chase Hotel	350
18 September	60s/70s Music Night	Sports & Social Club	190
29 October (Planned date:)	Annual Outing	3 nights in Dublin	144
17 December	Christmas Party	Sports & Social Club	150

For more information, contact Janet Hart on 01594 542421 Ext. 2615.

Dick Holmes

We are sorry to report the death of Dick Holmes on 1st January 1999. Dick will be sorely missed by family, friends, and everyone who knew him when he was vice president and director of the European Manufacturing & Supply Division of Rank Xerox Limited. Dick's skills were tested to the utmost in the '70s and '80s after he joined Rank Xerox from Ford of Europe, and he was one of the architects of the Rank Xerox renaissance after the expiry of the Xerography patents in the late '70s.

Gerry Lane, who knew Dick Holmes when he was at Ford, recalled Dick's astute business sense and management skills. "Dick believed in living life to the full, and taught people to work hard and enjoy life as well. He established many of the management processes we still depend on today for the efficient operation of the business. He was always available to give guidance, while helping you to take responsibility for your own decisions."

Dick Holmes was an enthusiastic supporter not only of the Mitcheldean site, but also the local community, and was one of the driving forces behind the establishment of the MEWs and the Business Park. Following his retirement he still took a great interest in the business and continued to be a director of MEWs Limited until his death.

XLM&SC Resources director Bernard Morris said, "Over the years Dick was a very frequent and popular visitor to the Mitcheldean plant in his role as head of Manufacturing, and was always a very strong advocate for Mitcheldean and its position within the company."

David Stokes, who reported to Dick in the '70s and '80s, said, "At the time I became a director of Mitcheldean, the plant faced enormous challenges. Its continued existence was in doubt. Then, and over subsequent years, Dick was very helpful and supportive, both at the plant and to me personally."

Our sympathies go to Dick's family and friends worldwide.

Air Ambulance presentation



A total of £500, including a contribution from Xerox, was collected site-wide by Low Volume Remanufacturing's (LVR) Roger Newman, Phyllis Taylor & Vanessa Lusty on behalf of the Gloucestershire Air Ambulance. The cheque was presented by Roger (on the left of the picture) to air crew paramedic Kevin Dickens from the Gloucestershire Air Ambulance at LVR's Christmas party on 17th December 1998. Kevin, in turn, presented LVR with an impressive picture of the Air Ambulance helicopter.

Over 7,000 missions have been flown since the Air Ambulance service started in May 1991. The County Air Ambulance Appeal is a registered charity and relies solely upon donations to keep the service going.

Mel Alder

The sudden death of Mel Alder at work in January shocked everyone at Mitcheldean. Mel will be missed by all his friends and colleagues throughout the Xerox world.

Mel, whom everybody knew as one of nature's gentlemen, made an outstanding contribution to our quality performance at Mitcheldean over the years. Mel started his career with Xerox in 1969 in Design Engineering, moving to Quality Assurance in 1982, and later becoming ROS manager. In 1990 he joined EMC as quality manager.

EMC operations manager Neil Price said, "As EMC quality manager Mel was one of the main architects of EMC's quality journey to world class status, helping his team to improve quality performance by around 14 per cent year on year for the last decade. His skills as a creative manager were appreciated by everyone, and his work included an innovative quality tracking software system."

As Phil King, who recently retired as quality manager for Mitcheldean, said, "Mel's honesty, frankness and integrity were major assets to the business, and he could always be relied upon for constructive and helpful answers to any problem one threw at him."

Mel's wife Ann much appreciates the support received from his colleagues at this sad time, and asked Vision to relay her thanks for their kindness and understanding. Our thoughts and sincere sympathies go to Ann and the family.

25 YEAR Service Awards

ALDO PISANI actually has 50 years' service to his credit, for he served a technical apprenticeship with Rank Bush Murphy (later Rank Precision Industries), finishing in one of the electronic laboratories.

After five years he left to join a calculator company, but was soon back at Welwyn to work in the test section of machine manufacturing, repairing boards for RX Telecopiers. He progressed to chargehand, then moved into electronics as production test engineer. "We studied shop floor problems, analysed them and passed information to the test engineers - and I pretty much stayed in that line of work until 1986 when the section was amalgamated into test engineering."

He was happy to move with EMC to Mitcheldean in 1990 - "Now I live in Gloucester and I have a much shorter, and more rural, journey to work."

Soon after the transition he was himself transferred to ATE maintenance, where he works today as senior test engineer repairing HPs and Teradynes. It was dealing with the latter equipment which led to his first ever trip to Paris to the suppliers; he's also been across to Lille and Venray on company visits.

Maintaining his house and garden are his chief activities outside work. He used to play football and cricket and he enjoys watching major events - but only if England is playing (despite his being half Maltese, half Italian!). He and his wife Carol have a son Simon who works at Currys in Gloucester and a daughter Sally who is taking a beautician course.

BRIAN DAUGHTREY's 25-year innings have been chiefly in the field of assembly, first with 4000, 3600 and 7000

products; then, following a spell in plant maintenance, he was promoted to section manager in 5046 production. He switched to Dismantle & Clean, then moved back to assembly with 50 Series remanufacture.

A highlight of this time was when, with members of the 5018/28 Console Cost Savings team, he went to Leesburg to receive a Team Excellence award in 1995. "It was our first visit to the USA and we much enjoyed seeing Washington and its sights."

That was also the year he became a first aider; and though he's not had to attend any dramatic events on site, he was once able to assist at a motorway accident. First aid also came in handy in bringing up his two children - Emma is now employed in the finance department at Watts Trucks & Tyres in Gloucester, while engineer son Matthew is with FAB in Lower Lydbrook.

Last July Brian, now section manager Light Remanufacture in AMBC, acquired a further family when he married Sue Goldsmith who works in Repair Operations. Sue's two teenage children, Kevin and Louise, are still at school.

Always a practical joker, Brian found the tables turned on him when, on returning from their Lanzarote honeymoon, he and Sue discovered twelve 'For Sale' notices outside their house, the windows whitewashed and the driveway bricked up - all courtesy of his team mates in the Huntley CC.

Brian has been involved with sport all his life - squash, rugby, cricket and now golf which he plays in the winter. Cricket is his summer sport - he's a committee member and bar manager for Huntley CC - and last year was captain. He helped organise their Barbadian cricket tour: "We were delighted when, in 1996 prior to the tour, we were visited by retired celebrity cricketer Sir Gary Sobers."

Apprenticed as a toolmaker in Hereford, MIKE EBERT commenced his career in inspection in Goods Inwards where he spent some 12

years. During the last two he travelled around the country inspecting components in suppliers' premises, working with Colin Phelps of SQA, who recently retired.



■ Mike Ebert

End-of-line inspection on the 10 Series, then the 5046/47, was followed by a stint in Dismantle & Clean. Later he was one of a small team working with Keymoor in Hereford on categorisation. About five years ago Mike returned to base, joining the Paint Shop as an intermediate technician on the QA side. At present he's engaged in AMBC's Dismantle Operations.

Until some ten years ago, Mike was with the TA in Ross 'D' Company, gaining promotion to sergeant, and he went to Germany with them several times on training courses.

He has been interested in stamp collecting since childhood. "Working with like-minded Graham Lockwood rekindled my interest," he says, and he's currently a member of the Gloucester Philatelic Society.

Another activity he's taken up again is motorcycling. "I've just bought a Honda 200 which I come to work on," he told us, "and I'm now getting interested in classic vehicles."

Mike enjoys holidays in their Camper-van with his family and has travelled all round Europe, which has provided plenty of opportunity for indulging yet another hobby - photography.

He and his wife Sue have three children. The eldest, Sarah, is studying alternative medicine at college; the youngest, Karl, is working at

Safeway's until he decides on a career; and they are looking forward to the arrival of their first grandchild in January next, courtesy daughter Laura.

A member of the Forest of Dean Fly Fishing Association, PETER BEARD used to do coarse fishing, but now concentrates on trout and salmon, tying his own artificial flies.

Every year he spends a week in Scotland, just north of Aberdeen, along with a group of like-minded men on a salmon-fishing trip. But the salmon have been playing hard to get - "I've caught only two in five years," he told us. He has better luck with trout fishing nearer home in Lake Clanna near Lydney and other local reservoirs.

As well as his 25th year of service, 1998 has seen Peter and his wife Josie, a self-employed hairdresser, celebrate their silver wedding with a coach tour of Canada, travelling to British Columbia and Alberta.

Peter worked on the 4000 family of machines until they were phased out, but stayed on the same floor in Building 5 to refurbish 94/9500 products. Later he transferred to DocuTech remanufacture and he's worked in the area ever since as a cell operator on the DT 135 and 4155.

Like Peter, ALAN WHITNEY was initially engaged on the 4000, but on the mini line in Building 12/2, being promoted to stand-in. He moved on to refurbishing the product and stayed with the 4000 family until it came to an end. Alan much enjoyed the three weeks he spent in Venray in 1986 as one of the team sent over to familiarise themselves with 3400 assembly, prior to bringing it to this site for refurbishing.

Later Alan switched to new build of the 10 Series and progressed to final run and test. Ten years ago he moved back to "the very spot in B.12/2 where I had started" and he's one of the team who remanufacture 5328/34 machines.

His brother Robert also works on site in Interconnects stores. Alan and his wife Gill, who is employed at the

25 YEAR continued

Co-op in Cinderford, have a daughter, Debbie, who works for an insurance firm in Gloucester, and a son Darren, who is an electrician with Crompton's at Lydney.

For relaxation, Alan likes to take his chance on the horses and has been to numerous racecourses, including the Arc de Triomphe - "but my favourite is Sandown." He plays skittles too, for the Water Board Club team in Cinderford, but sad to say "it doesn't get me any cut in rates!"

During his very first job at Speech House, Cinderford, DENNIS KING was told to put the champagne into some cold water, so he poured it in - several bottles of it! It might have been this which made him decide he was not cut out for the hotel business!

(On his 25th anniversary date his current colleagues presented him with a bottle of champagne - unwatered - labelled 'The One That Got Away!')

Thanks to the help of the late Joe Burke, former works convener, he came to work in the Supply Centre. Here Dennis carried out a variety of jobs including manual and machine packing and "I've been in packing ever since," he says.

A highlight of his 25 years was in November 1985 when he was one of those who attended the company's 'Directions' presentation, staged in London's Docklands, to introduce business solutions for document processing problems.

He later moved into spares packing to concentrate on kits, but since '96 has been one of the Export Pack team in Building 5/1. "It's largely manual work so I get plenty of exercise. The packs come in all shapes and sizes, and it's very important that the items we ship are packed to arrive in good condition - we don't want any come-backs."

Dennis is the proud uncle of nine children aged 7 to 18 years and he enjoys taking pictures of family and holidays with his camcorder.

He used to take part in the interdepartmental skittles KO for the team Sep-o-hon (No Hopes backwards) - "and we lost more than we won" - but only as substitute as he modestly insists he's not very good!

Coming straight from University to work as a design engineer on the 9400 programme, DAVE BROMAGE remembers being struck by the size and speed of the machine compared with any copiers he had seen before. In the mid '70s he spent two years in the USA as an RX design resident and found the Americans very friendly and helpful. He admits he might be a little biased since that's where he met his future wife, Mary Catherine, who "actually likes our weather!"

Dave subsequently worked on various design projects, including the FX 9500 which we designed and built on site for Fuji Xerox. Then during the '80s he became a manufacturing engineer supporting the transfer of the 5046/5047 to Mitcheldean from Welwyn, which involved commuting every week between the two sites over a period of 8 months. More recently he has supported the DC 220/250 facility in Building 1 which has seen the introduction of AGVs to the production line.

Dave played football for many years for his local club Walford, "until the youngsters began to run circles around me"! Now he occasionally swings a golf club ("like a cricket bat") but spends much of his spare time with his wife searching for those elusive antiques, which she restores when necessary and sells in Hereford's Antiques Centre.

Running runs in the McLEOD family. BILLY is one of three brothers who have worked here, and he could outpace the other two - Kenny in Building 1 Materials, and Royston, formerly Reliability Engineering - though Kenny is five years ahead in terms of service.



■ Pictured in our 25-year service award group are (front row from left to right) Billy McLeod, Alan Whitney, Peter Beard, Brian Daughtrey; (back row) Dave Bromage, Aldo Pisani and Dennis King.

Billy established himself as a fast mover when, during his spell as service operator in the machine shop, he acted for a week as 'post boy' delivering parts and post throughout the site.

He progressed to operating drills and mills, and spent 14 months on capstans at our former Cinderford facility. Over the years he diversified with work ranging from wiring and painting to inlet/outlet checking and marshalling.

Operations for arthritis, including a hip replacement, have brought about many changes in his work and for the past year he's been in Asset Management, stripping and building small copiers (his step-sister Hazel Pescatore works nearby in Repair Operations).

The shape of Billy's nose might lead you to assume he'd been a boxer - well he has, but "actually my nose was flattened during childhood!" In the '70s he boxed for Gloucester as a featherweight and 1976 saw him become Western Counties Champion.

When he had to pack it in he found himself putting on weight, so began to develop into a long distance runner. He's done seven marathons - including London in the elite class, and regularly won medals in the Ross 9 Road Race which RX sponsored and Kenny helped organise. "My dad was one of the original members of the race which next year reaches its 50th anniversary." Today - "Well, I just walk the dog," he says.

Obituaries

We regret to report the deaths of the following pensioners:

Hartley Smith
(73) 23rd October

Jo Phillips
(80) 25th October

Verdun Jones
(82) 27th October

Sadie Pritchard
(82) 2nd November

Dennis Burford
(74) 2nd November

Margaret Sharpe
(63) 3rd November

Walter Roberts
(77) 14th November

Herbert James
(89) 17th November

George Hyett
(84) 20th November

Derrick Hatton
(70) 20th November

Ron Blanckley
(76) 27th November

Nesta Brain
(92) 29th November

James Merry
(72) 30th November

John Hawker
(69) 2nd December

Alan Marrott
(63) 2nd December

Profile - Brian Jannetta

Brian Jannetta likes to travel, so his move into the logistics environment has proved to be 'just the ticket'. Last autumn he returned from a 2½-year assignment in Venray where, as manager, European Logistics Operations, he worked with a cross-functional, multinational team to improve quality and cost within the distribution and 'end customer delivery' segment of the supply chain.

Having been a manufacturing man for most of his time with us, it was a complete change of direction; nevertheless, it focused on what has been a constant thread throughout his Xerox career - Total Quality Management.

His remit in Venray was to support the Southern Entities logistics managers in France, Spain, Portugal, Italy and Greece, and ensure they were following the 'right route'. "We looked at the whole network, the speed of delivery and cost aspects, and measured how well customer requirements were being met," said Brian.

The last two major projects Brian was involved with concerned the development of a strategy for the 'order to install' job ticket with the aim of reducing the lead time from some 24 days to four - a stiff challenge - whilst at the same time working towards the optimum pan-European transport and warehousing network.

On taking up this exacting task, Brian found himself lodged for six months in a holiday camp - one of the Gran Dorado chain. Tim Green, Customise manager, was also staying there but Brian found the quick throughput of guests far from conducive to making new friends!

At the Gran Dorado he could watch only Dutch and German TV - without sub-titles. However, things improved when he moved into a house in Venray and had cable TV "so I could keep in touch with developments in the UK." For the rest of his stay he had an apartment at Nijmegen, which proved excellent. "It's a hilly area, so I felt more at home, and my mountain bike came in handy."

Brian had no trouble catering for himself and shopping in supermarkets. But in smaller shops it was difficult at first to understand the labels and communicate with the assistants. "However, I had some good friends who did the necessary translations for me so I didn't have any culinary disasters, and I was often invited out to dinner - people were very hospitable."

Following six months of lessons, Brian was able to understand oral and written Dutch as well as being able to practise a reasonable level of conversational Dutch.

Within Xerox, of course, communications were never a problem because the staff speak English and easily switch from that to German or French. "Their linguistic capabilities certainly put us to shame!"

Brian had visited Venray on a number of normal business trips before, so he already knew people there. "I had valuable support from the European Transport Organisation - in particular, Gerry Hermkens who heads the ETO, Nico Timmer, ISC manager, and ex-Mitcheldeaner Tony Murrell."



■ Brian Jannetta

Venray proved the ideal starting-point for getting around Western Europe, and he took the opportunity to do a bit of sightseeing when visiting Paris, Milan and other major cities. One weekend he even managed a trip to the south of France to see the quarter finals of the World Cup when Holland beat Argentina. "My Dutch colleagues were over the moon!"

Brian was just half a mile from the plant when living in Venray and so one day he decided to walk to work. "There are only roads and cycle lanes, no walkways, and I was nearly run down by bicycles - they are everywhere. I didn't dare try that again!"

Apart from travelling, Brian enjoys badminton, indoor football and squash and was able to continue following these sports in his free time. "I saw a lot of Dutch football played by top teams such as PSV Eindhoven and Ajax, and I managed to get to see PSV playing Newcastle United in the Champions League. In Holland, by the way, the game is even more popular than it is in this country."

Brian lives in Gloucester. Divorced, he likes to see his two children whenever he can - he has a son, Jake, aged 5, and a four-year-old daughter, Aimee, who, he says, are "a handful!"

On joining us in 1984 he had embarked on an engineering apprenticeship and gained an HND in electronic & computer engineering. As a quality engineer he assisted in the implementation of SPC, and developed and maintained the quality systems.

Promotion to management soon followed in 1990, the year he gained a NEBSM certificate, and until 1995 he was responsible for a team of QA personnel covering a number of production areas.

He then spent a year as project manager engaged on the design, planning and implementation of the 'Big Wave' strategy which totally transformed the kitting and build layouts within Building 1.

Other quality and technical management posts followed, and in 1995, the year he gained an MSc in industrial logistics with company sponsorship, he was appointed operations support manager in the convenience copier business division.

The switch from a manufacturing to a logistics environment brought about a complete change of direction. As Brian puts it: "It opened my eyes to the wider business spectrum. I would recommend anyone to take the opportunity to get closer to the end customer."

In his latest appointment as site logistics manager Brian has responsibility for logistics movements, export administration, manufacturing warehousing and materials. He is now working to develop a seamless logistics operation - from inbound materials through to finished products despatched to the customer.

"October wasn't perhaps the easiest time of the year to take up my new post," comments Brian wryly. "Orders for the DC 220/250 family shot through the roof in November and the activity has been unbelievable!"

Any news for Vision?

If you have, then please -

- Mail it to Vision at The Mews
- or leave it at main reception for collection
- or ring Ewart Woolley on Ext 1496 or Dean (01594) 544314.