

Vision

HOUSE MAGAZINE OF XEROX MITCHELDEAN

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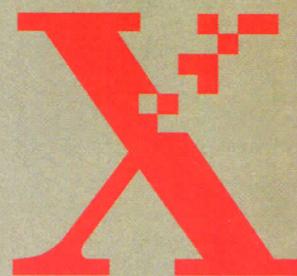


Some of Mitcheldean's DCVC team



Ursula Burns with the award which she presented to the DCVC teams in Mitcheldean and Venray

CSS Award for Digital Colour Value Chain
Ursula Burns visits Mitcheldean - see Page 2



THE DOCUMENT COMPANY
XEROX

Mitcheldean - a nice blend

business, and the work of Fuser & Frames as it moves from a component supplier to a full service supplier.



■ Seen here (left to right) Steve Syer, Christine Francis and John Evans with Ursula Burns checking the crisp colour output of the Empress.

Newly appointed vice president CSS Manufacturing Support Ursula Burns spent a total of four days in March at Mitcheldean and Venray. Her trip to Mitcheldean included visits to Digital Colour Value

Chain (DCVC), Electronics Delivery Centre - Europe (EDC-E) and Fuser & Frames Business Centre. During her visit she was able to review the progress made by DCVC in its quest for high levels of customer satisfaction, the preparations of Electronics for third party

As part of her visit to Fuser & Frames, Ursula saw the new fuser module building operation and reviewed the operation of the Viton plant. In Electronics she visited the new Electronics Integration Centre, now building up business and employment as it extends into an additional production area.

Ursula saw many new developments during her visit and was particularly impressed with Mitcheldean's performance, our flexibility, the development in 'build to order' within DCVC and our commitment right across the board. Her last comment was that '... it was good to see Mitcheldean's nice blend of experience, enthusiasm and innovation'.

'Simply the Best'

"You are simply the best," Brian Jensen from Xerox Denmark told the Mitcheldean DCVC (Digital Colour Value Chain) team when they helped him with a particularly crucial delivery. This praise from Brian underlined the tremendous progress made by DCVC Europe in the last year, which was recognised by the Customer First Site Award presented to DCVC manager Kevin Horrobin by Ursula Burns on 2nd March 1999. A similar presentation was made to DCVC's DC 265 team in Venray later during the same week.

"We owe everyone in DCVC at Mitcheldean and Venray a massive vote of thanks for their efforts," said Kevin Horrobin. "There is no doubt our performance helped Xerox improve market penetration with the new digital products array."

1998 was indeed a hectic year for DCVC Europe, especially in terms of Customer First, which was built into everything DCVC did - Strategy, XMM (Xerox Management Model), the daily processes of management metrics and the daily tasks of everyone throughout the DCVC organisation in Mitcheldean and Venray.

All these efforts achieved really good results, with a major



■ Ursula Burns presents the Customer First Site award, which is only awarded to a maximum of three Xerox sites each year, to DCVC manager Kevin Horrobin.

improvement in relationships with customers. The year saw 315 visits from customers and end-users, 58 technical visits to customers and a massive effort in support of DocuWorld '98 at the NEC Birmingham.

The dedication of the Customer Order Fulfilment team, formed to meet extraordinary customer delivery requirements, pleased customers worldwide. At the same time responsiveness increased considerably. Average order to despatch time was reduced from 168 hours in 1997 to 68 hours in 1998 - a

gain of more than 59 per cent. Inventory was also cut to a creditable 45 days of supply.

In one case Germany had an emergency order for an Empress machine. The order reached DCVC at 4.00 pm on a Friday. One hour later the machine was on its way. This prompted Mike Burns, logistics manager in Germany, to write 'It's great to see that some people like to satisfy the customer, your performance for November was excellent'.

In another case a customer focus engineer arranged for a replacement machine to be built overnight and personally delivered it to help a UK customer complete an urgent print job on time.

Of course, it is not enough today to simply satisfy the customer. We are operating in a brutally competitive market. Here, DCVC also pulled out all the stops, achieving productivity gains averaging more than 25 per cent right across the digital/colour product range.

"The most important point," said Kevin Horrobin, "is that these excellent achievements were people achievements. The year saw no fewer than 35 Customer Hero nominations for work above and beyond the norm which naturally pleased everyone, but I recognise that DCVC's achievements ultimately depend on everybody involved. Thank you all for a marvellous 1998 - let's do the same in 1999."

DCVC Customer Heroes cut response time to 24 hours



Among the many achievements of DCVC teams was the improvement in response time to support UK service technical specialists. At the same time as introducing a guaranteed 24 hour response, one team, including Mark James, Mike Smith, Graham Cooper, Neil Stott and Derek Hewer, played a

major part in halving the service call rate, halving the visits necessary to prevent manufacturing returns, introducing monthly customer care meetings and improving the quality of product received by the customer. Some team members are seen here receiving Customer Hero awards from Gerry Lane.

Helping businesses help themselves

For many years Xerox has been an enthusiastic supporter of Inside UK Enterprise (IUE). This DTI initiative brings more than 160 organisations recognised as exemplars of good business practice to share knowledge to improve business performance.

Xerox, represented by Barry Klein of Mitcheldean's quality team, recently attended the launch of 'Fit for the Future', a joint initiative with DTI to help businesses see best practice in action. This involves regular visits by IUE participants to Mitcheldean in 1999 and also allows Xerox managers to visit other 'best practice' businesses. Visits scheduled for the 1999 programme (the first took place on 12th February) include 12th May, 8th September and 17th November, covering human resources, supply chain management, international purchasing and manufacturing and the environment.



The press launch of the 1999 Inside UK Enterprise programme was attended by Dr. Kim Howells MP, Parliamentary Under-Secretary of State for Competition and Consumer Affairs, seen here (left) chatting to Barry Klein.

Take our Daughters to work Day

20 daughters of employees visited Mitcheldean on 2nd March to find out about the variety of careers within Xerox.

Helped by a team of IPs, including Claire Rumbelow, Reena Minhas, Stephanie Chilcott and James Wiseman, the 'daughters', aged between 11 and 15, all worked on a project to design and build a printer/copier using the skills of production engineering, electronics, purchasing and finance. This was supported by tours of Buildings 1 and 4 organised by Suzanne Tew and Christine Frances (former IPs) and IPs Rob Inall and Barry Griffiths.



Yet More Invention News!

Well done to the following staff who have recently taken the time to submit their Invention Proposals, which will be put forward for assessment by the Technical Advisory Panel committee.

Staff members at Mitcheldean include Heather Gledhill and Warren Shirley. Venray staff members include P H van Woerkens, J Vroon, H de Vries, T West, E Mulder, H J van den Boogerd, P J M Bloemen, Jos J Gommans, Gerrit J Linssen, Huub G Thijssen, Frank Claasen, Danny Kerstjens, Jo Logtens, Fred de Weert and Nahit Berk.

Although the time taken for a patent to be granted can be long, it's well worth persevering. If you are employed by Xerox in a technical role bear in mind you can submit Invention Proposals for any technical ideas that you feel are novel and relevant to the Xerox business.

**Take the plunge...
go on, you know you can do it!**



"In 1998 26 people entered the Mitcheldean 'No Smoking Day' competition," said Jacquie Shaw of the Occupational Health Department (OHD). "In 1999 we have seen an increase in entrants to 40, as well as a number of requests for more information - and, of course, OHD help and support is available all year round."

The five winners of the 1999 competition (pictured left to right) Jane McEvoy, Jackie Foxwell, Gill Corin, Nora Powell and Brian Chelu, were presented with their prizes by Charlie Walker on Thursday 18th March. Don't forget, OHD support is available all year round to help you give up smoking. Call OHD, or the Smokers' Helpline on 0800 002200, to take that first step.

Enterprise - alive and thriving at The MEWs



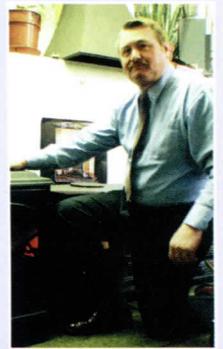
■ The MEWs management team: Ruth Morgan, Charlie Walker and Marion Cornwall.



■ Members of the Toolite team: Hayley Taylor, Mike Roberts and Simeon Thomas.



■ Jenny Thorne at the Wellwisher Cafe (left). David Pearson of Forest Stoves (right).



■ The Henley Electronics team: Graham Cooper (right) with Alan Marshall, Pete Smith, Paul Green, Helen Philips, Joanne Load and Emma Truley.



■ Forest of Dean Fasteners: Keith Kent, Andrew Buffet, and Mandy Lane.



■ LCD Electronics: Sabina Davis, Tina Poole and Linda C Davis.

Over 130 years ago Thomas Wintle quoted one of the reasons for locating his new Forest Brewery at Mitcheldean as 'the clean and pure atmosphere ... one in which the fermentation process necessary for a brewery could be brought to perfection'. Today he would be astounded, and probably baffled, by the variety of businesses now located in the original red sandstone buildings.

Mitcheldean Enterprise Workshops (MEWs) Limited have been operating for 15 years, since Rank Xerox invested over £500,000 to start the project and today The MEWs look set to continue thriving for years to come. 'Enterprise' sums up the businesses flourishing at The MEWs today and the site is well worth a visit from anyone looking for a variety of goods and services.

Businesses range from music promotion, computer software, general haulage/furniture removals and mini-bus hire, electronic assembly, switch box assembly and cable wiring, and electronic component sub-assembly, to a community youth resources centre, an education/business partnership, manufacture of billiard irons/industrial irons, electronic and electrical assembly, distribution of dental parts, a public

relations consultancy, and electrical and mechanical calibration/repair services.

If you're looking for a bargain a visit to the auction held every Friday evening may well supply your needs, and for a quick meal or take-away The Wellwisher Cafe is a few steps away. DIY enthusiasts and industrial customers can find a wide variety of goods at Toolite and Forest of Dean Fasteners, and if you're thinking of investing in a new solid/multi fuel stove or accessories then Forest Stoves is the place to go - where you can also check out household and commercial 'built-in' vacuums. Before you leave treat yourself to a freshly baked loaf or a selection of pasties and cakes from The MEWs Bakery.

The MEWs is run by administrator Ruth Morgan, with accounts administrator Marion Cornwall, under the direction of managing director Charlie Walker.

Originally The MEWs comprised over 90 units in five buildings, but this was reduced by 1992 to 44 units following the demolition of one building to provide much needed parking space and the sale of another building to existing tenants. Today The MEWs is 98 per

cent occupied, with 53 businesses and nearly one hundred people employed.

Ruth Morgan said, "The MEWs is a real hive of industry and has an excellent reputation. Our tenants are enthusiastic and our visitors show great interest in the success of this 'business community'."

Charlie Walker added, "Over the years we have seen many successful business start-ups at The MEWs, and it's always a very busy place. The beauty of the 'easy in/easy out' arrangement, with monthly rentals, is that The MEWs offers new businesses the opportunity to get off the ground easily in premises with the same security and services as the main Xerox Business Park. It also offers existing businesses the chance to grow at their own pace, with office and light manufacturing units ranging in size from 200 to 3,000 sq. ft."

So take a trip to The MEWs and see for yourself, or contact Ruth Morgan on 01594 543598 for more information about business units. As Ruth said, "Let's hope the future is as bright and productive as the last 15 years for all MEWs businesses."

More on the MEWs in the next edition of Vision.



■ John O'Shea of John O'Shea Dental (left). Allison Boles of the Forest Education Business Partnership (right).



■ Members of the Dean Software team: Jennifer England, Maria Simmonds and Michelle Bunday.



■ Members of the Rastere:x (UK) Ltd team: Tracey Williams, Andy Milton, Julian Knight and Phil Hennessey.



■ Russtek (Division of Micron Metrology Services Ltd) team members Clare O'Donoghue, Gary Trigg, Adrian Ricket and Alec Waldie.

EIC Awards



Building 6 Electronics Integration Centre (EIC) team members won their first Team Customer Hero awards for their achievements supporting module build for the DC 212/214 lines in the hectic last quarter of 1998. Their action in eliminating problems with the configuration of the user interface processor board enabled DCVC to meet its commitment to a major customer.

The team, seen here receiving Customer Hero awards from Gerry Lane, includes operators Linda Heathcote, Jan Wakefield and Anne Saunders, technician Dave Phillips, engineer Steve Brown, materials analyst George Davies, senior engineer Gordon Davis, production section manager Jon Barlow and product manager Terry Jones.

This team award comes after a previous Customer Hero award to George Davies for Kit/Fax Material Control.

Proper packing..... Super Savings



■ Back row (l to r) Gerald Cooke, Paul McKenzie, John Lewis, Dave Carter; Doug Pulsford, Robin Harrison and Simon Richards and (front row) Tony Cudok, Bob Salt and Claire Rumbelow.

In any business as large as Xerox total costs in packaging run into millions every year. This, and some specific problems with DC 212/214 packaging, prompted the formation of a special packing team within Materials Management in Building 6/2. "It's not what you pack, but how you do it," says Gerald Cooke, a member of the team. "Packaging is one of the most controllable costs in manufacture, but it is also one of the least understood - and a source of considerable expense, not to mention actual losses if not carried out to the right standards."

Of course, packaging plays a crucial role - protecting vital components, work in progress and finished products against the elements and the mechanical stresses of road, rail, air and sea transport. Packing also has costs - transport, load and unload, packing materials and time and disposal or recycling action.

The team identified many ways of reducing the number of loads transported and the use of packing materials, as well as increasing the number of items packed into each load. This not only led to reduced transport and packing costs, but also enabled less transport damage and improved rates of component/sub-assembly reliability. Another bonus was that the project has led to a substantial reduction in the use of non-recyclable material and the bane of every packer's/un-packer's life - polystyrene beads! This contributes to a reduction in landfill costs, reducing the environmental impact of Xerox' manufacturing activities. Expected benefits in 1999 are estimated to contribute \$0.5M to our MCV (Manufacturing Cost Variance) task.

As part of the effort to ensure new products learn the lessons, Robin Harrison was seconded to Fuji Xerox for a period of seven weeks, advising Japanese suppliers on the packaging to be used for a new product to be launched later this year. As a result of this initiative, the product will cost \$100 less than it would otherwise have done.

The team has produced a CD-ROM for everyone concerned with packing, so that all product engineering and logistics teams can benefit from the ideas. Call Gerald Cooke if you would like a copy of the CD to help improve your department's packing.

Good Housekeeping pays off

Mitchelean has a good reputation as a safe place to work but this is a hard won reputation and all too easy to lose, especially by untidy habits and careless housekeeping.

Poor housekeeping is a positive safety risk - boxes left on the floor can be tripped over, cabinets with open doors or drawers can fall over, sharp objects on desks or work benches can result in painful and sometimes dangerous cuts, and if you smoke anywhere, cigarette ends can be fire hazards.

While safety is our main drive for good housekeeping, it is important also to remember that it makes every daily task easier less time taken looking for papers, tools or components. It also frees up time to use to improve quality and productivity and makes working life more congenial by improving your work environment.

Talk to EH&S manager John Spratley if you can use any hints and tips to improve housekeeping in your area, and don't forget, it is one area where everyone can contribute ideas to improve our working environment.

Six tips for 1999:

- Keep it clean
- Remove obstructions
- Make sure all lights work
- If you smoke, use designated areas - and dispose of cigarette ends safely
- Use storage areas properly
- Let your managers have any suggestions to improve housekeeping in your area

Enjoying the Learning Experience

help you learn how to learn, and find the best study methods to suit you."

The Skills Partnership provides computer facilities, study rooms, discussion and demonstration areas and support and advice for any type of learning requirement. "Our priority," says Pat, "is to provide a solution to every individual's needs so that they can learn effectively when it is most convenient, and at their own pace. Naturally we are keen to help everyone to achieve their own personal best."

Educational methods available, which we should all be considering, as well as traditional courses, include business TV, CD-ROM, computer-based training, Internet/Intranet, 'on-line' help, books, audio tapes, video, night schools, coaching and 'shadowing'. There is also talk of 'breakfast clubs'.

Traditional courses now available by alternative methods include, in the technical area, a wide range of PC skills, Networking and Colour, and, in the non-technical area, 'PLPs' (Personal Learning Programmes) - covering subjects such as assertiveness, career management, decision making, delegation and empowerment, presentation skills, project control and time management. The list is growing all the time.

Already people are using the extended Open Learning facility. As it grew during 1998, 125 people used the Learning Resource Centre in Building 7. This has accelerated in 1999. The most recent figures suggest that 300 people will have used the resource within the next few months.

For more information or advice contact Pat Drinkall at The Skills Partnership on 2734.



■ Skills Partnership team members, left to right, Sarah Howarth, Claire McFarland, Debbie Woodward (currently on maternity leave) and Pat Drinkall.

Today everyone has to acquire new skills - easier said than done. How do we find the time to attend courses? How can our managers find time to free us from essential production tasks to obtain that essential training? What skills do we need? Can we learn quickly enough?

These are just some of the questions we all have to ask when we think about training for the future surely even more important today when we have to cope with the new colour/digital networked world - at home as well as in our daily working lives. Mitcheldean's Skills Partnership team aims to help everyone by providing their own personal 'Open Learning' resource - to deliver new skills faster and benefit both the individual and the business.

To help everyone take charge of their own learning development, The Skills

Partnership has extended its already substantial 'Open Learning' facilities. This enables everyone at Mitcheldean to study at home or at work to gain new knowledge, qualifications and improved career prospects. Following a significant investment in the latest learning materials, the Learning Resource Centre now includes a considerable library, many videos and a wide range of CD-ROM-based courses.

Pat Drinkall of The Skills Partnership said, "We really do have the capability to provide a continuing learning experience for everyone. Whether you prefer reading books, a structured course approach with videos and workbooks, or the latest computer-based techniques, you will find something to suit in our Resource Centre.

"Even if it is some time since you did any formal study, we can help by providing materials and techniques to

'Thank you, DCVC teams'



■ Left to right (back row) Martin Stock, OBU manager Ken Salmon, John Evans, Richard Morgan and Paddy Weir, and (front row) Mel Linegar and Andy Muskett.

The great efforts by everyone in Digital Colour Value Chain (DCVC) to meet the high year-end demands during December was recognised by manager of the Office Business Unit (OBU) Ken Salmon and his team when OBU invited all the DCVC workforce to a celebration in the Xerox Social Club on Thursday 18th February 1999.

OBU's Martin Stock said, "The valued efforts of everyone to

deliver over 7,000 machines in December helped us establish Xerox as number one digital supplier in 1998 (by brand). It also helped us win the Digital Test Lab's award for 'Overall 1999 Digital Range of the Year', which was presented to Xerox Europe at the 'Connect the World' event in Seville. Quite clearly, Xerox Europe is no longer in the digital transition, but is leading the market for digital products ... with a huge contribution being made by the DCVC team."

(A more detailed report on the digital market will appear in the next issue of Vision.)

A WORLD OF OPPORTUNITY FOR DIGITAL IMAGING

The Document Imaging team in Building 9 at Mitcheldean is at the leading edge of a revolution in the way businesses handle all their 'mission critical' data - customer records, employee information, financial statistics and manufacturing records. Many large businesses still have vast storehouses of this type of information, in the form of millions of typescript forms or documents, but cannot access it quickly in a digital form.

"This creates a major opportunity worldwide," says Julian Blackler, newly appointed Document Imaging manager for the UK Document Services Group (DSG). [XBS now belongs to DSG.] "Using the full skills of our team," says Julian, "businesses can make all their operational information available in digital database form. Our team here can prepare, scan, store, search, retrieve and manage all their 'mission critical' documents. We can provide them with all the 'document management solutions' they need to operate in today's digital world."

This facility gives many big businesses, especially those in finance, utilities and



■ Document Imaging manager Julian Blackler.

personal or business services, a real chance to reduce costs, get better quality information, add value to their huge stores of customer data, and improve customer service.

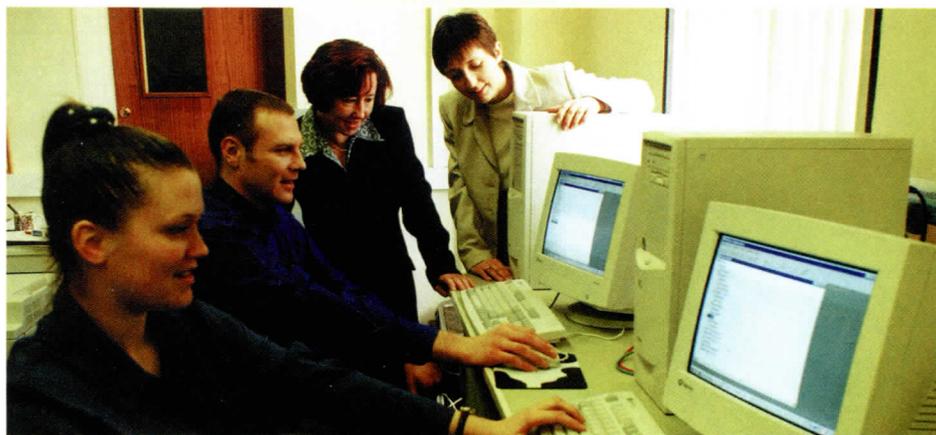
"Naturally," adds Julian, "the confidential nature of the work for our largest customer, the European Patent Office, has resulted in a low profile for our Mitcheldean operation so far, but it does demonstrate the capabilities and qualities of our 165 team members. The team provided added value to the

information, maintained high quality levels, achieved good customer relations and delivered on time - all this gives us a good foundation for the future.

"We are now ready to develop our business here, and we are currently recruiting an operations manager, a commercial manager and sales specialists to help us sell our 'mission critical' information services to big and medium-sized businesses in the UK. Our abilities, which place us in a key position within the digital world, give access to the opportunities of the Internet and Intranet services, management of forms, and the development of our Patent services, as well as the areas of bulk scanning, indexing, printing, logistics and document production and distribution."

Julian comes to Mitcheldean after 14 years in other parts of the Xerox world, mostly connected directly to the customer. He spent the last three years as the UK Channel sales manager. "This experience," he says, "made me realise there is a bright future for document imaging. We intend to make a tangible difference to the market, and our Mitcheldean team members are the people who will make it happen."

Linking up for success



Understanding networks is now crucial to many of our daily tasks here at Mitcheldean. Our new digital products are all designed to work with networks. The Skills Partnership's Mikela Hale, supported by Claire Wheeler, has developed a series of Network Technology courses to meet the needs of everyone, especially those in production and product support. The training stages cover an Overview (half-day), DOS Computer Based Training (CBT) (6 hours), Novell

Network Administration (4 days), and Netcore Fundamentals (CBT) (20 hours), Printing Overview and Installation and Fault Finding on a Network (4 days).

Attendees at the first Overview courses included Colin Williams, Dave Haines, Dave Bromage, John Badham, Kerry Mapps and Claire Phelps. Our picture shows (left to right) Claire Phelps, Kerry Mapps, Mikela Hale and Claire Wheeler. Contact Mikela on 1420 for more details.

Cubs scout for wildlife



Local Cubs, led by Georgina Young, daughter of Mitcheldean's chief fire officer Bob Young, have been working hard to help wildlife on the Mitcheldean site. Members of the 1st Mitcheldean Cubs, totalling 22, worked throughout one recent evening to make eight bird boxes which will be installed here in the next few weeks.

Simon Richards of EH&S is currently liaising with the Gloucestershire Wildlife Trust to identify suitable locations for the bird boxes on site and produce a detailed survey of birds and other wildlife at Xerox Mitcheldean. Please contact Simon on Ext. 2292 with details of any wildlife you see on site.

On track for the Millennium

Xerox Mitcheldean pioneered many applications of computer technology right from the early days of data processing. While this helped the business become very efficient, it certainly didn't help the teams working on Year 2000 compliance.

looking for and fixing the site's Year 2000 software problems over the last two years, did a first rate job preparing and running the tests. The 'expert user' team we formed last August to test the migration to compliant hardware of MMCS and WMCS (Mitcheldean's main materials control

order request and management. All three systems will be replaced by one 'off-the-shelf' system called MP2, a little brother of MP5 - a more complex system already in use at Venray.

Simon continued, "The new system is designed to be much more 'user friendly'. Maintenance requests will be raised using Internet Explorer software, already used by everyone at Mitcheldean with a PC. Apart from the ease of use, the new system allows us to minimise the number of programs held on local PCs, reducing cost and complexity. This, in turn, allows us to move towards zero PC client maintenance, as most users will only require Internet Explorer, which is also used for many other information tasks."

There will be a number of other benefits; the modern software and PC-style reporting will enable engineers to easily track machine fault histories and related analysis.

The next step in the site's Year 2000 programme is for contingency plans to be put in place to be absolutely sure that the Year 2000 will not affect Xerox's customers. This planning will come from two directions. The business centres will ensure they have 'Business Resumption Plans' to counter the risks from failure of information systems, equipment, facilities and external suppliers. The information management departments will be defining processes to prepare and monitor systems so that any failures that do occur are noticed and fixed in a timely manner.

"Obviously," says Simon, "compliance is critical to all of our operations and to our customers. Xerox had committed the business to achieving compliance on all business-critical systems by the end of 1998, but there is still a significant amount of work on the non-critical systems and business contingency planning. However, this work is moving along well towards meeting our target of being fully Year 2000 compliant with tested contingency plans in place well before the last quarter of 1999."



■ Just some of the people who contributed to the success of the Year 2000 project at Mitcheldean.

As for everyone in information management throughout Xerox, the work of updating software systems and hardware has been a massive one, especially in the last 18 months. Nevertheless, Mitcheldean's 'business critical' systems are already compliant and the less critical 'category B' systems are on plan to be tested and certified by the end of June - well before 'Y2K' day.

Simon Andrews of Mitcheldean's PD&IM (Process Development and Information Management) team explained, "Completing the testing of the business critical systems by the start of 1999 was a major achievement. Andrew Pritchard's EDS teams, who have been

systems) had to be called upon a second time. They made a commendable effort testing these systems on computers with the system date set to critical Year 2000 dates. The work had to be completed over the already busy year-end period. It was an excellent team effort."

The recent focus of Year 2000 work has been on the 'category B' systems. One major project coming to fruition in April is the replacement of three of Mitcheldean's older computer systems by one new Year 2000 compliant system. These three computer systems all play an important role in Mitcheldean's operation, controlling tool order processing, non-production purchasing and works

On a recent visit to Mitcheldean, vice president Global Purchasing Art Fornari presented the European and North American Metals Commodity team with Level 4 X Team certificates.

The team, including Lee Osborne, Ula Woolley, Sarah Whittington, Nigel Ruck, Paul Dodd and Colin Davies, and sponsored by their commodity manager Joy Joyce, enjoyed a very successful 1998, not only achieving X Team status in November, but also passing 12 months without a machine loss for delivery - a record that so far remains unbroken.

Metals X team recognised



■ Joy Joyce, Nigel Ruck, Art Fornari, Paul Dodd, Lee Osborne, Sarah Whittington and Ula Woolley.

The demands of the new digital colour world affect every aspect of our work here at Mitcheldean and the fuser roll is no exception. Operating at high speed and high precision for long periods at temperatures up to 180°C, the fuser roll makes a vital contribution to the quality of the finished document.

Since Heather Gledhill joined Fuser & Frames Business Centre (FFBC) last year as a materials specialist, she and the rest of the FFBC technology team have been focusing on new product development, working to gain a full understanding of fuser roll performance. This involves a technical knowledge of plastics and rubber compounds, such as Viton, including their interaction with other materials such as metals, oils and toner.

"Our first priority," explains Heather, "is understanding what makes a good fuser roll - seemingly a simple question, but in reality one for which it is very difficult to formulate a precise answer. We have to apply coatings which adhere well to the metal, separate easily from fused toner and paper, stand up to wear from paper, and which, at the end of their life, are easy to recycle."

Here there are no simple answers, and when fuser roll life is a notable part of user costs, it is important to remember that paper - even Xerox paper - is a very abrasive material. When fuser rolls have to process hundreds of thousands of sheets, their resistance to abrasion is vital.

"We have some very challenging tasks here, which place us right on the leading edge of materials science," says Heather. "The team's work embraces subjects ranging from the replacement of

Finer fusers make crisper colours



■ Heather Gledhill, Steve Hodder, Patrick Shaw, Roger Imm and Steve Vickers.

hydrocarbon, the evaluation of the latest ceramic-based coating to the design of fuser modules based on current technology."

FFBC is working with other teams in the USA, Brazil and Japan to drive down costs and extend fuser roll lifetimes. The technology group has made a substantial investment in a product development facility, located in Building 5, where the team carries out tests on all aspects of fuser roll performance and materials behaviour. Since Heather joined Roger Imm and Allan Edwards to form the nucleus of the new product development team, it has grown to seven with the addition of Nigel Holder, Martin Mervyn, Steve Vickers and

Steve Hodder.

"This whole group," says Patrick Shaw - responsible for technology development for FFBC - "is critical to our success as a global full service operation. It enables the design of complete fuser modules for either colour or monochrome applications. The emerging importance of colour places increased emphasis on fuser roll performance and the associated technologies required for their manufacture. The team is committed to the development of durable, cost-effective products that delight our customers."

Farewell John, Danny & Mike

Just before last Christmas we said goodbye to John George (right) after 42 years with the company. Lead engineer for a number of Light Lens programmes, John for many years captained the RX Y-Ciders in the local skittles league, played bowls for Herefordshire, and is a lifelong Wolves supporter, and the farewell gifts from colleagues reflected his sporting interests. Seen making the presentation is Danny Haines, who also opted for retirement at the end of 1998, having been with us for 37 years. A former apprentice like John, Danny held a wide range of positions in Engineering, Materials, Programme Management, Technical Services and Production, and was most recently manager, Business - Low End Printing Strategy within the Digital Colour Value Chain.



Also retiring before Christmas was Mike Cooper, manager, Digital Colour Value Chain Support; in his 28 years' service Mike held a range of positions in Tool Engineering, Facilities, Works Engineering and Production. We wish them all the best for the future.

1999 LSA Diary

Date	Event	Venue	Capacity
7 May	46th Annual Dinner	The Chase Hotel	325
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.

25 YEAR Service Awards

'80s he was appointed manager, Tool Engineering, with mechanical tool design and tool inspection being added to his duties. He also managed Product Safety and Central Document Services for 18 months.

In 1994 his career underwent a complete change when he became technical & quality manager, High Volume Manufacturing - a role enhanced by the addition of final run &

Trevor's chief leisure-time interest is an unusual one. "I used to do some salmon lare netting in the Severn Estuary - now I'm involved in elvering." He is treasurer of the Elver Fishers Association and plays an active part in restocking the river.

DAVE STERRY spent some 18 of his 25 years in production stores, initially in what is now Building 4; later he moved into Building 1 where he drove Spacemasters - "I rather enjoyed that," he told us. He transferred to JIT stores, then to the kitting area, with a break of six months when he responded to the call for volunteers to carry out refurbishing work in Building 12/2. After returning to kitting, he moved into High Volume Manufacturing where he has been a 5690 cell build operator for the past three years.

It was three years ago too that he married Jean Powell; she is one of the DC 220/250 build line team, along with her elder son Geoff; Dave's younger stepson Michael is still a pupil at Lakers School.

Dave used to play football, and he still enjoys the game - but from the comfort of an armchair!



■ A 25-year service trio - (from left) Dave Sterry, Jeff Tate and Trevor Hogg.

Following six years with British Telecom, JEFF TATE joined our Electronic Workshop as a tooling engineer supporting the 4000 machine. This was soon followed by a spell at Lydney where the 5600 ADF and sorter plus the 660 were assembled.

He returned to work on the new 9200 family then being introduced into Building 5/1, a period which saw the introduction of the Data Logger and computer-controlled inspection using set, check and logging fixtures throughout the assembly lines.

test responsibility two years later. "Developing the customer focus and field interface has been very enjoyable," says Jeff, whose work has involved travel in Western Europe to customers and Entity meetings.

Last year marked another quarter century for Jeff with Drybrook RFC during which time he has been secretary, and was chairman for 18 years. He gave up official duties in 1997, but he continues to play - "It keeps me fit."

The greater part of TREVOR HOGG's 25 years at Mitcheldean has been spent in assembly work. From the 4000 mini line in Building 12/2 he moved on to the 5600 sorter and went with it to our former Lydney facility. He returned to work on the 5400 then had a second spell at Lydney, this time refurbishing the 4000. Back on site he carried out FRT on 50 Series new build until some seven years ago he joined PQA. Today he's back in B.12/2 as 'their man in LV Reman' where he carries out product verification tests on a range of 50 Series models.

During his time in PQA he's been on various visits abroad, including a ten-day trip to the Modi Xerox plant in Rampur along with Lee Watson (production) to assist in setting up a new build programme. He's also widened his horizons by completing a three-part City & Guilds electronic servicing course with company sponsorship.



■ Dave Wood (Worldwide Electronics Manufacturing) who completed 20 years' service in December.



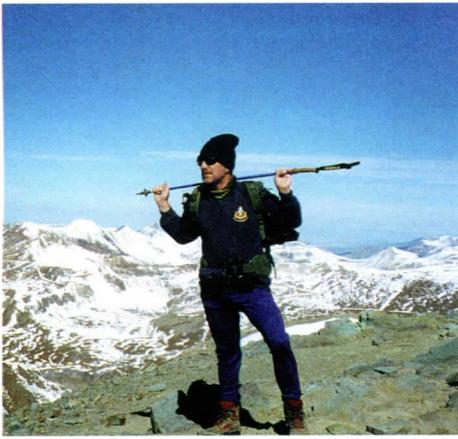
■ Dave Jones (Fuser & Frames) and (right) John Emery (Asset Management) qualified for a 20-year service award last December.

In time Jeff became section leader with responsibility for all aspects of electronic tool design, manufacture and maintenance, and towards the late



■ (From left) Paul Jackson (Light Lens), Gordon Grey (C... completed 20' years service in January, so too did Michael...

Neill goes roving to The Rockies



■ Neill - on top of 14,048 ft Mount Handies

For many people, a holiday in the USA means a trip to New York or Florida. But for those who care to venture further west, there are natural wonders more breathtaking than anything Disney World can dream up.

Neill Bates, production control and environmental manager of High Volume Manufacturing, discovered this when he accepted an invitation from his cousin Tom Jacobs, a US citizen, to join him on a drive across some 16 States to the Rocky Mountains - a round trip of 5,800 miles.

The company granted him permission to take three weeks' holiday, and on Saturday, 26th September, Neill flew to JFK, New York. Next day the two men hit the trail in Tom's 4.6 litre Range Rover with all the latest refinements, from individual computer-set seat positions to cruise control (rather better than a covered wagon!).

Extracts from Neill's log book indicate the range of his experiences:

Day 2: Drive through NY State, New Jersey, Pennsylvania, Ohio and into Indiana (a total of 854 miles).

Day 3: Head through Illinois and Wisconsin, then into Minnesota (where I have my first authentic mid-west beef-burger) and South Dakota. Cross the Missouri River where the Range Rover bursts a hose. I manage a repair which keeps us going. Stay that night in Kadoka and sample the local delicacy - buffalo-

burgers - washed down with bottles of 'Bud'. Decline offer of prairie dog shoot from motel manager!

Day 4: Reach the Badlands National Park of South Dakota to be confronted by a veritable moonscape of sculptured rock formations - deep ravines and jagged pinnacles. Camp in the Sage Creek Wilderness area where we see mule deer, eagles, prairie dogs, buffalo and coyotes.

Day 5: Drive on into Wall (the Wall Drug Store is great for memorabilia) and on to Sheridan (Wyoming).

Day 6: Drive to Cody where we visit the Buffalo Bill Cody Museum which houses the world's largest collection of small arms (particularly interesting to Neill as a former TA captain in the Royal Monmouthshire Royal Engineers). En route, drive through the Bighorn Mountains; we take the Rover off piste, ascending to 10,000 ft, eventually reaching Yellowstone National Park where we camp for two days at Madison. It is freezing - Tom cooks me a stirfry in a snowstorm! (Who said the Brits are crazy?)

Day 7: Obligatory visit to 'Old Faithful' in the Geyser Basins. We also include an 8-mile hike into the Wilderness at Mallard Lake. Devastated by huge forest fires some years earlier, it is now starting to regenerate. We keep a respectable distance from buffalo; the elk, too, are a bit uptight. We also carry anti-bear spray (mace) - feel it would at least add a touch of seasoning if we get eaten!

Day 8: Climb Mount Washburn (10,245 ft) where it snows heavily. As it is also snowing at the camp site we decide to move south for some sunshine. Stay the night at Jackson Hole, Wyoming, and drop into the Million Dollar Cowboy Bar, where you sit on saddles instead of bar stools. The customers look a 'mean bunch of guys' straight out of a Hollywood Western.

Day 9: Edge round Idaho then on to Moab (Utah) via Salt Lake City, ahead of the snowstorms.

Day 10: Using Moab as a base we visit the Arches National Park (amazing sandstone spans and 'windows'). Spend the rest of the day off-road driving and visiting old uranium mine workings.

Day 11: Pass the night in Canyonlands National Park on the Green River at Hardscrabble Camp - a 5-hour drive into the Wilderness.

Days 12/13: Drive through Utah into Arizona (land of the 'Red Dirt') and camp for two nights in Canyon de Chelly. This is Navajo country and one of the most spectacular regions of the American Southwest with dramatically eroded sandstone formations dating back millions of years.

We hire Navajo guides and visit old cliff dwellings once inhabited by Anasazi Indians, 'the ancient ones'; see many pictographs - rock art - as well as 19th century graffiti. It is a very spiritual place, except when one night the young (supposedly teetotal) Navajo men hold a big beer festival - unfortunately we miss the invite!

Days 14/15: Skirt New Mexico, pass into Colorado via Monument Valley and see the famous Ship Rock, a huge monolith rising out of the valley floor. Then drive to an historic mining town called Silverton. Camp in the San Juan mountains in a disused mining shack at around 8,000 ft. Next day we make our assault on the 14,048 ft peak, Mount Handies, and accomplish this in great style. We celebrate that night in Silverton at the Handlebars Saloon.

Days 16/17/18: Make the long drive back to Rochester via Kansas, Missouri, Illinois, Indiana and New York State.

Days 19/20: Spend with my aunt and uncle in Rochester before driving 400 miles to JFK and home.

Comments Neill: "I strongly recommend a visit to this part of the USA. The scenery is fantastic and I found the people very polite, friendly and helpful - not at all as depicted on TV or films."



Down) and David Baker (Interconnects) and Neill (EMC).

'Teddy Hunt' raises £100



The National Asthma Campaign's 'Win a Teddy' competition raised over £100 on site by asking participants at Mitcheldean to enter a contest to find a teddy hidden in a 'winter wonderland' picture. Mitcheldean's lucky winner was Leanda (Nancy) Jones of EMC in Building 4.

Participants across the country raised over £60,000 in the search for the teddy and it is estimated that over 50,000 people in the UK took part. The funds raised will go to help research, education and support activities to help the estimated 1.5 million people in the UK who suffer from asthma.

Profile - Mike Stevenson

A beautiful painting on bone, decorative brass plates, figurines of deities, and other exotic artefacts lend an Eastern touch to Mike Stevenson's office in Building 7/3.

They are mementoes of his numerous trips abroad since he was appointed Joint Venture Operations manager, Mitcheldean, in 1990.

In that time he has provided services for new product start-up of seven different copier products in India, Russia, Bulgaria and Egypt. And in the process of worldwide procurement of components for such manufacturing projects, he's also visited Japan, Hong Kong, Singapore and the USA.

Mike is, in fact, the only possessor within Manufacturing of a multiple entry visa into the Russian Federation.

He must also be the only Mitcheldean person to have appeared on Russian television - when he performed the official opening of the St Petersburg satellite plant.

Apart from the establishment of new assembly facilities and the provision of support services, Mike has been involved in the continual evaluation of viable manufacturing strategies for such ventures, and the achievement of Xerox quality targets.

His career prior to 1990 equipped him well for his role. Armed with an engineering degree and experience in the aluminium industry, he came to Mitcheldean 25 years ago. Hailing from the Black Country (he's been a supporter of the Saddlers - Walsall FC - since boyhood) he says "I found it hard to believe that manufacturing was being carried out in such beautiful surroundings."

Mike joined our industrial engineering department, moving on to business planning. His first management post was in Finance in charge of manpower analysis and new product resourcing, followed by his appointment as Facilities Engineering manager. In the mid-80s he managed 9200 assembly, then, during the four years prior to his present post he was engaged in the procurement of site services (indirect) and later 5047 materials.

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.



■ Mike Stevenson

Music, both classical and jazz, is a main interest of Mike's. "One of the brilliant things about visiting Russia is that it is a centre for ballet, opera and concerts.

"I've been able to see Rostropovich conducting, and attend the premiere of Wagner's 'Parsifal' in the Kirov Theatre in St Petersburg - and my ticket cost me only £4.50!"

A former choirboy, he was first tenor with the Drybrook Male Voice Choir for some years. He has quite a collection of CDs (Shostakovich is a favourite composer) but he still keeps and plays LPs - "I even buy some too."

His 19-year-old daughter Elizabeth, now taking a history degree course at University College, London, also has musical leanings. A violinist, she was a member of the Royal Forest of Dean Orchestra and now plays in a University chamber group.

She wants to join the Foreign Office, and her father, with his knowledge and understanding of different cultures, has a fund of useful advice to offer. "I think the most important thing I have learned is that you can cross all cultural barriers by maintaining eye-to-eye contact and being non-confrontational."

However, when he once came across a black cobra in the stores at Rampur, India, he didn't wait to try *any* sort of contact!

He speaks French fluently, having been on work experience in France in his pre-Xerox days, and although he finds it enables him to get by most of the time, he says he always makes a point of learning some useful basic phrases, like 'Thank you', in the local language.

Mike and his wife Shirley, who works in the Gloucester Public Health Laboratory, also have a 16-year-old daughter, Rachel, who has a traineeship with Gloucester City Council and is working towards a business studies qualification. She is a real career girl and has her sights on a public relations job.

When we first interviewed Mike for Vision in 1976, he told us his hobbies included stamp collecting; he specialised

in Indian stamps, little dreaming that he would one day be making visits to the sub-continent in the course of his work.

That hobby, along with singing and model trains, has since been superseded by more energetic activities. Mike has a 14ft Enterprise dinghy and he's a member of the Severn Sailing Club, although he actually sails on the Avon from Bredon's Norton.

As well as doing a regular workout in the local gym, he goes hill walking every weekend, mainly in the Black Mountains, and takes the family on a long-distance footpath trek once a year.

"We've done some challenging stuff. This year we plan to go fell walking in the Lake District. Since we book B&B accommodation ahead, this sort of holiday sometimes entails forced marches!" he told us.

Obituaries

We regret to report the deaths of the following pensioners:

John Hawker
(69) 2nd December 1998

George Meek
(68) 10th December

Richard Beveridge
(73) 18th December

George Perriman
(77) 19th December

Yvonne Randall
(61) 24th December

Thomas Davis
(68) 28th January 1999

William Hopkins
(65) 2nd February

William Williams
(71) 2nd February

William Carpenter
(73) 7th February