

Vision

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THE DOCUMENT COMPANY

XEROX

Cover picture: Fuser & Frames' development facility. See Invention of the Year award on Page 11

OUR DIGITAL MANUFACTURING WORLD

The digital world, the Web, the Intranet, digital document management ... are all part of the future for many businesses, but at Mitcheldean, Venray ... and Dundalk when it comes on stream ... they are an essential part of today's manufacturing technology. Mitcheldean's Fuser & Frames Business Centre (FFBC) was the pioneering UK team for the development of OMAF (Oracle Manufacturing And Finance), which provides a total digital process control system covering logistics, production and finance.



■ OMAF project leader Jean Bollen.

At the same time as Fuser & Frames were working on OMAF Venray started work on their OMAF project, and March 1999 saw the full implementation of OMAF throughout Venray. This is a significant milestone. It allows one single information technology system to control all aspects of costs and production control.

This achievement by European Manufacturing is a considerable one. OMAF is being rolled out worldwide and our European Business Centres have led the way with seven in Europe - a full 50 per cent of the Xerox world OMAF installations to date. European manufacturing is the role model for the Xerox OMAF Global Programme.

Venray OMAF project team leader Jean Bollen started up with his team of 50, including Xerox, EDS Oracle and Venray and Mitcheldean members. The project involved full and part-time commitment from more than 500 future users as well as a substantial training programme.

Jean said, "We completed the change in 52 months and achieved an efficient solution as a basis for worldwide implementation, which is Year 2000 compliant and provides cost control for each of our decentralised business centres. Not only did it work well, but we achieved a very smooth transition."

The next challenge is to bring the other business centres at Mitcheldean on to the system, and Jane Meek will head up the project team, now that Jean has moved to the Supply Chain. Petra van Spronsen at Venray will take day-to-day responsibility for OMAF in Venray.

Jane Meek says, "Jean's act is a very difficult one to follow, having delivered, with his team, significant change on time to all the Venray Business Centres. One of our main tasks will be to capitalise on what he and his team members have developed. With all of Xerox using OMAF we have the

potential to share information easily to satisfy in a very efficient way both our customers' need for information and our managers' requests for performance data."



■ Fred Peeters, OMAF co-ordinator for finance in Venray.

Jean Bollen continued, "OMAF was a major digital leap forward for Venray, and we achieved this good result with excellent co-operative work throughout the whole of European Manufacturing. Mitcheldean's DCVC, Electronics and Asset Management will be the next to benefit under Jane's leadership and I wish her every success with both Mitcheldean and Dundalk."

OMAF has introduced major changes in the way we all work. It gives us better response and more reliable information and, because we are better informed, it helps us all achieve better relationships with our customers. Last but not least the control of cost information allows us to improve value. Our best calculations tell us that OMAF = 5R+V.

Attack on the Colour Marketplace

The launch is imminent of a new DocuColor and Colour Document Centre printer/copier product range. Training started in April of the new team which will be taking it from pre-production to volume production later in the year.

Keith Marfell, who is leading the project, said, "The new product provides a mid-range platform for



■ The DocuColor team.

high quality colour and black and white printing and copying. It is an exciting new product family with various configurations and digital front end solutions to satisfy the office customer as well as our traditional production and graphics arts market."

All production work will be handled in Building 1, where the new flooring has now been extended across the full width of the building to give 45,000 square metres of high grade ESD protected assembly area. The product range will be assembled on new lines parallel to those for DC 220 family and DC 212/214.

Encouraging exhibition for Xerox Electronics

600 business contacts visited the Xerox Electronics' stand at the UK's premier electronics manufacturing exhibition, NEPCON, at the Birmingham NEC in April.

The number of enquiries received was encouraging, with interest being shown by leading businesses such as aerospace, communications, medical instrumentation and computing.

The successful exhibition relaunch of Xerox Electronics was the result of weeks of dynamic progress, with trade press advertisements, and a new brochure sent to hundreds of potential customers.



At the exhibition Xerox sponsored badges, registration booths and entry points to ensure maximum visibility.

The NEPCON Exhibition was a major development for Xerox Electronics and represented a considerable step forward in the Business Centre's quest for new third party business.

The exhibition team of Colin Price, Richard Beacon, Steve Davis and Debbie Jones from Mitcheldean, and Mart Hillebrandt from Venray, was selling the full range of electronics production services, which includes full design capability, circuit board assembly, electronics integration, power supplies and interconnects.

"Visitors to the exhibition were impressed by the diversity of our products and skills," said business



■ The Xerox Electronics NEPCON Exhibition team (from left to right) Richard Beacon, Colin Price, Debbie Jones, Steve Davis and Mart Hillebrandt.

development manager Colin Price. "We were able to demonstrate our ability to provide a full service backed by our new BABT and ISO 9002 accreditations. Perhaps the most encouraging aspect of our discussions with potential customers was the high value they placed on our good Quality reputation - stemming from their awareness of the Document Company Xerox branding."

At the same time as the NEPCON exhibition was running, operations manager Neil Price was also representing Xerox Electronics at the Best Factory event, run in the nearby Metropole Hotel. Neil was following up on the Best Factory award achieved by Xerox Electronics's team in 1997. "This was an excellent showcase event for the business too," said Neil. "We were able to reach an audience of leading British manufacturing managers and tell them about our Quality journey, our flexible manufacturing practices at Mitcheldean, and our investment and innovation in the manufacturing process.

"Our achievements in the Best Factory awards underlined our progress towards being a really competitive supplier on a global scale. Today we are one of the most competitive electronics systems suppliers worldwide. All the manufacturing solutions we provide, for Xerox or third parties,

have to be world class. Our presence at NEPCON demonstrated our determination to compete at the highest level - and the interest we received from visitors to the exhibition confirmed our ability to provide first class business solutions."

Colin Price added, "Following the exhibition we are optimistic for future third party business, but to be sure of winning the business we need to continue to demonstrate our flexibility and responsiveness to the varied needs of the wide range of potential customers. In short, we have to adapt our business in response to the new challenges."

Interest has continued at a high level since the exhibition. Xerox Electronics has been asked to provide quotations for a number of multinational blue chip businesses and already some very good relationships have been established.



Back to No.1

Ken Salmon, manager Office Business Unit ODPG (Office Document Product Group), reviews our position in today's competitive marketplace.

There was a time when life in Xerox was simple. We designed a copier. And we sold a copier. Then, once in a while, we designed, built and sold a better copier. And so it went on, and on, and on. The company name became synonymous with copiers. Xerox, and its invention the copier, revolutionised the way people worked in offices. Almost overnight, a generation of copy typists, the typing pool, was eradicated. Things change. We owned the market. We were No. 1.

Then came competition. We were no longer No. 1. The better copier needed to be even better - faster, more reliable, cheaper - and Quality was the key. Xerox survived and prospered, but being No. 1 in the business became a pleasant memory rather than a reality. Things change.

Xerox wasn't standing idly by though. The corporate research community were spawning ideas which, for the second time, would revolutionise the way people worked in offices. The essentials of today's office were born - but the history books will show that these ideas largely benefited companies other than Xerox. The Information Technology (IT) revolution's time had come. Individual workers were being given the tools to create more and more documents which enables Knowledge, the fundamental asset of any company, to be liberated and shared in either electronic or paper form. Things change.

Today's office is highly automated. There are copiers, fax machines and laser printers, all of which are discrete appliances carrying out their specific function. There are myriads of PCs interconnected by networks, and benefiting from sophisticated software designed to help office workers become increasingly more productive.

The office is Xerox's spiritual home. No other company has a

better understanding of the work processes in the office environment than Xerox, and from this fundamental expertise was born the concept of the Document Centre. The Document Centre is integral to the Xerox office strategy. It represents the device through which Knowledge can be seamlessly transitioned from electronic to paper documents ... and, importantly, the 'return trip' back again.

All this without fuss. Whatever is needed to be done with documents in the office environment is done through a Document Centre. Print, copy, fax and scan; the Document Centre does it all, and with ease. No more discrete machines wastefully scattered around the office; a totally integrated device, the Xerox Document Centre, provides a comprehensive solution for the modern office.

There is no doubt that the Document Centre is, at the very least, a 'better mousetrap'. Its digital credentials let it print, fax and copy

at industrial benchmark levels. It therefore comes as no surprise that Xerox has been confirmed by independent market research companies such as IDC, Dataquest and Infosource as being the leading brand in the digital copier marketplace in both the US and Europe during 1998. The Document Centre 220 and 250 led the charge.

In Europe alone, Infosource reported Xerox leadership in 11 out of the 17 countries surveyed. An outstanding achievement.



■ Ken Salmon, manager Office Business Unit ODPG (Office Document Product Group).

Competitors struggled to catch up and deliver on promises for the future while Xerox was able to sell every machine it could manufacture. Xerox is back to No. 1 in the growth business of today. Things change.

The Document Centre products themselves also received accolades in 1998. The Document Centre 250 and 265 received 'Best of Class' awards from the independent test house, Business Equipment Research & Test Laboratories, who also bestowed its 'Best Network Management System' award on CentreWare, the innovative software component of the Document Centre family. But perhaps the ultimate accolade was the award for 'Best Digital Range of the Year' which was presented to Fernando Pozo, director ODPG, Xerox Europe at the 'Connect the World' event held in Seville earlier this year.

Being back to No. 1 challenges Xerox to defend and sustain its

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Ken Salmon

leadership position. As the Document Centre continues to establish technology leadership, competitors are striving hard to catch up and emulate our capabilities. Like Quality, the Document Centre is involved in a race with no finish-line. Not content with being a 'better mousetrap' in print, fax and copy, the Document Centre is raising the technology stakes by uniquely delivering professional scanning services for the networked office. Under the bannerline of 'Scanning

as easy as Copying', network scanning is the next dimension in the office environment.

But why network scanning? Network scanning is the necessary 'return trip' to break down the remaining barriers between the worlds of electronic and paper documents. Converting the knowledge held in electronic documents to paper documents is well established and familiar to us all as printing. But much of the knowledge in an enterprise is locked up in paper documents and cannot be easily accessed and shared. Network scanning is the solution to this problem.

Xerox has always influenced the way people work in offices. Today's focus is on delivering solutions to office environments which complement the Information Technology revolution. Hence the emphasis on delivering network-connected products, rather than the stand alone products with which Xerox has been historically associated. Xerox continues to

deliver solutions which make office work processes ever more efficient and effective. Network scanning is simply the next dimension. Any work process which requires workers to handle paper can, and will, benefit from network scanning. It is much easier to share documents to a distributed audience in electronic form; Document Centre network scanning enables workers to 'Share the Knowledge' without fuss. Companies which adopt this will gain a competitive advantage. Things change.

But change is always challenging. Xerox is addressing the challenge of converting from a machine-centric to a solutions-centric organisation and recent organisational changes have been designed to reinforce the solutions orientation of the company. Things change.

To support the change, ODPG in Xerox Europe organised the 'Connect the World' event in January 1999 at which 600 members of the Xerox field salesforce from all over Europe travelled to Seville and were

provided with a comprehensive grounding in Document Centre strategy and solutions. Products featured only minimally. Instead, all the elements which contribute towards a solution sale were covered in an intensive 16 session, 5-day event. These included Applications and Solutions fairs, sessions with Xerox's strategic alliance partners (e.g. IBM, Microsoft, Novell, etc), and key training on subjects such as 'Productivity', 'The Internet', and 'Selling to the IT Community'. Different? Yes, but voted an overwhelming success by all the attendees with a tremendous 96 per cent satisfaction rating. Things change.

Document Centres are at the heart of the Xerox strategy for the office. Their success will be influential to the future success of Xerox. The contribution of Manufacturing will be a crucial element in establishing the credibility of Document Centres as quality devices in the office. Xerox is back at No. 1. Let's keep it that way.

Document Management starts at home

Xerox's Office Document Product Group launched a worldwide campaign in April to demonstrate our skills in providing total digital document solutions to manufacturing, financial services, public sector and graphics arts.

Mitcheldean manufacturing teams already make the digital sub-assemblies, modules and products to provide the vital hardware which gives the customer the total digital document solution. However, Mitcheldean has to be, above all, an efficient manufacturer, so we are using Xerox document solutions to cut our own manufacturing costs and provide our own efficient showcase solution in Building 1 for document production.

"As well as providing a solution which cuts DCVC's (Digital Colour Value Chain) total manufacturing costs," says Fiona Hunter of Mitcheldean's New Product Development team, "it is an integral part of the DCVC strategy to work with our own customers and the sales and marketing teams to demonstrate the real benefits which end-users can derive from Xerox expertise in total document solutions to achieve their business goals."

The new Print On Demand (POD) system, provided by XBS and managed



■ Seen here on a recent visit is Peter Lovedee (centre), Xerox UK Industry Director - Manufacturing, with Chris Burford, manager of the Mitcheldean POD (left) and Keith Jones, Mitcheldean's New Technology manager (right).

by Chris Burford, has achieved massive reductions in stocks of documents. Today, complete documentation in up to 27 different languages can be supplied within 24 hours of receipt of order. The task of the POD system is considerable. The Mitcheldean unit and the 'mirror' facility at Venray can supply up to 1,100 different product manuals on demand, using the latest Xerox technology to achieve this.

Brian Reeves of the Xerox Production Systems Group at Mitcheldean worked on the development of the POD facility with project manager Richard Bons in

Venray and the Xerox Technical Centre at Welwyn Garden City. "Use of our own technology," he said, "cut actual inventory values by over 70 per cent, as well as providing a first class showcase to help win sales with our end-users. Today Mitcheldean's Print On Demand technology demonstrates 'on-line' production, printing, finishing and system management in a real production environment, and with the Xerox Technical Centre and Venray we can show the capability to centrally create and manage documents for printing and binding."

Skills for Life - a role model nationwide

After hearing of the ground-breaking work by Mitcheldean's Skills for Life team, Diana Organ MP visited the Centre in Building 8 on 23rd April to see for herself and meet the students.

Originally started in 1994 to help everyone achieve basic skills in numeracy and literacy, today the Skills for Life centre helps everyone who wishes to extend their range of the basic skills, right up to the complete set of work skills covering word processing, databases and spreadsheets. As well as providing a route to RSA Computer Literacy & Information Technology Stage I and City & Guilds 5795 (WordPower), Skills for Life can help students to work towards certification in Information Technology for the Open College Network.

Skills for Life is run by the Royal Forest of Dean College (RFDC) with financial support from Xerox. Between July 1998 and January 1999 the centre has run 357 sessions, and 515 students have enrolled to gain 119 Open College Network credits, 64 RSA CLAIT (Computer Literacy & Information Technology) certificates and 25 City & Guilds WordPower qualifications.

"Skills for Life," says Basic Skills tutor Sheila Priest, "is built around 'freedom to learn'. Our students choose what they want to study, plan their own courses, work at their own speed and decide their own priorities. We want to help everyone, and today we provide a continuous path from basic literacy and numeracy to high level



■ Diana Organ MP (second left) looking at the work of some of the Skills for Life students.

computer skills, such as desktop publishing. Today our centre at Mitcheldean is recognised as a role model nationwide."

"It's a friendly place," says tutor Sallie James. "Not only do the students work at their own pace, but they work with each other to make progress together. This improves understanding and helps make learning an enjoyable experience."

Diana Organ was very impressed by what she saw on her visit. She said, "Skills for Life is a high quality educational resource and it provides an excellent

student-friendly pathway from basic skills to high value computer competence."

Anyone on the Xerox Business Park site, including contract staff, family members and retired Xerox staff, can have access to Skills for Life tuition. In addition to specific courses, students can receive support for college courses and NVQ qualifications, and help to overcome the challenges faced by everyone when confronted by the computer screen. Skills for Life sessions operate 22 hours a week. Call Sheila or Sallie on Ext. 2762 to find out more.

Summing up the Club's successes

The Sports & Social Club chalked up two notable successes in the year under review at the annual general meeting held on 30th March.

There was the cabaret evening last September, commemorating the 20th year of the club's existence, and the later completion of the clubhouse extension with a stage and changing rooms facility, both of which highspots were fully reported in earlier issues of Vision.

Chairman John Gurney thanked Charlie Walker and his staff, particularly Pat Madley and John Lewis, for their support in the latter project. He also singled out Clary Games (now retired) for his unstinting efforts in the electrical and lighting area. "He must have saved us a fortune!"

Commenting on the recreation side, the club are well represented at chess, cribbage and skittles, but they still have vacancies for darts and pool, said John. "I also understand that several Quiz Leagues exist - so come on, you eggheads, why not form a team?"

As secretary Nora Powell pointed out, the clubhouse continues to be used for a wide variety of activities, and the club regularly support many charities with prizes and/or

donations - for example, CLIC, the Cobalt Unit, MGA and the Ricky Knight Appeal.

Although attendance at last year's New Year's Eve event was poor, there have been several well-attended events such as the Bonanza night, and more recently a cabaret night. "We are also trying out Saturday evening entertainment in the lounge with reasonable success."

The value of Bonanza prizes this past year totalled over £15,000; the Christmas draw saw £5,000-worth given out in one night with the top prize being a holiday voucher for £500, won by S. Iles.

Problems last year with staff shortages, especially in the kitchen, had been resolved and the aim is to make the club more acceptable for meals and bar snacks. (There was a special thank you to Chris Davies and other members of the staff for all their hard work.)

Membership had not changed a great deal, reported Nora. However, a drop in membership fees being collected is inevitable in view of the large numbers of employees taking early retirement; these people, because of their length of service, will be welcome back into the club as honorary members.

Trading in 1998 was down on the previous year, reported treasurer Dave Lea. Bar revenues had been affected back in the spring owing to bookings for the function room being some 40 per cent down. "Unfortunately we never recovered from that poor start to the year and this also had an effect on the kitchen income," he explained. "However, although the revenue was down, we still managed to show a profit of £6,805 and I think we should be thankful that it was not a loss."

The amount spent on fixed assets last year was £52,000; most of that went on the stage extension and came out of the deposit account.

Life membership was accorded to Pat Madley and Graham Whitaker in recognition of their support.

Sincere thanks went to the officers, committee and staff for their efforts, and also to the company "without whose support our task would be a difficult one," said John Gurney.

He continues as chairman with Nora Powell as secretary and Dave Lea as treasurer. John Howls is now vice chairman as well as being a trustee along with Richard Morgan and Graham Whitaker. Bernie Gibbs, Pete Griffiths, John Phelps and Alun Williams complete the committee.

1999 Xerox Earth Awards

Mitchelean projects entered for the 1999 Xerox Earth Awards reduced landfill by 125 tonnes, produced cost benefits valued at £2.4M, improved neighbourhood relationships and demonstrated Xerox's ongoing commitment to protecting natural resources by using the three Rs: Reduce, Recycle and Reuse.

Once again Mitchelean teams demonstrated their innovative achievements in recognising and promoting environmental awareness in the Xerox workplace. The five Mitchelean teams entered in the global competition produced four Xerox Earth Award winners and one Highly Commended submission. Team members were presented with their awards by Robin Fyffe on 22nd April.

Interconnects Recycle Team - Highly Commended

By the simple but effective introduction of colour coded recycling cabinets, the waste stream segregation was improved by an additional 5 tonnes of waste removed from landfill, saving £1.5K per annum. The team of Emily Roach and Rosemary Sensecall were Highly Commended for their efforts.



■ On behalf of the Interconnects Recycle team, Emily Roach receives the Xerox Earth Award from Robin Fyffe.

DC 212/214 Packaging Team - Xerox Earth Award

The DC 212/214 team, comprising leader Doug Pulsford and members Robin Harrison, Simon Allen, Greg Woodhouse and Paul McKenzie, redesigned environmentally unfriendly packaging to reduce landfill by 25 tonnes per annum, increase volume of parts per carton and reduce costs by £500K per annum.



■ The DC 212/214 Packaging team receive their Earth Award from Robin Fyffe: (from left) Greg Woodhouse, Paul McKenzie, Doug Pulsford, (Robin Fyffe), Robin Harrison and Simon Allen.

Supplier Packaging Minimisation Team - Xerox Earth Award

This team optimised supplier packaging to remove non-recyclable materials and improve logistics, as well as implementing optimal packaging requirements for other programmes. The team led by Gerald Cooke and including Tony Cudok, Bob Salt, John Lewis, Simon Richards and David Carter, reduced landfill by 100 tonnes, saving £1.9M in costs.



■ The Supplier Packaging Minimisation team receiving their award from Robin Fyffe: (left to right) Bob Salt, Gerald Cooke, Tony Cudok, (Robin Fyffe) Dave Carter, Simon Richards and John Lewis.

Building 12 Energy Reduction Team - Xerox Earth Award

Team leader Terry Peates and members Neil Jones, Dave Ireland, Lorraine Richards, Teresa Wynn, Richard Williams, Alistair Speers, Sandra Gibbs and Karl Wilkinson implemented energy efficiency initiatives in Building 12 which resulted in a reduction of 184,000 kWhr, a cost saving of £12K and a reduction of 72 tonnes of greenhouse gas 'carbon dioxide' emission to atmosphere.



■ The Building 12 Energy Reduction team are awarded their Earth Award by Robin Fyffe: (left to right) Neil Jones, Terry Peates, (Robin Fyffe) and Karl Wilkinson.

External Noise Reduction Team - Xerox Earth Award

The team, lead by Chris Marriott and comprising members Simon Richards, Alan Hughes, Neil Buffry, John Spratley and Dave Poyner, implemented an external noise reduction programme covering transport movements, alarms and emission control equipment. As a result neighbourhood complaints were reduced from 11 in 1997 to 2 in 1998 and relationships with neighbours and the local authority have improved.



■ External Noise Reduction team members receiving their award from Robin Fyffe: (left to right) Neil Buffry, Chris Marriott, (Robin Fyffe), John Spratley and Simon Richards.

1999 LSA Diary

Date	Event	Venue	Capacity
18 September	60s/70s Music Night	Sports & Social Club	190
29 October (Planned date)	Annual Outing	3 nights in Dublin	97
17 December	Christmas Party	Sports & Social Club	150

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

More on The MEWs

One MEW's business which has made a real impact is *Performance Related*. This business, led by Jim Smith and Helen Wragg, annually runs both the Cheltenham Jazz Festival and the Ross-on-Wye International Festival. The 1999 Cheltenham event is a past success, but the Ross Festival takes place in August, with music, dance, theatre, and numerous other arts-related special events supported by many local businesses, including Xerox. For details of this year's events call the box office no: 01989 566503.



■ In the picture: (left to right) Jo Rothwell, Megan Sparks, Helen Wragg and Sam Bawden of Performance Related.

Another MEW's operation which also makes a substantial contribution to local life is *Teens in Crisis*, which provides support, help lines and other personal counselling services to teenagers and their families through the crises that everyone can face between childhood and the demands of adult life. Anyone needing help or more information can call Nathan Jones on the Helpline 01594 544281.



■ Nathan Jones of Teens in Crisis.



■ MEW's Auctions, mentioned in last issue's feature, are run by Ken and Dorothy Hayward, seen here with just a small selection of lots for one of their popular toy auctions.

RoSPA Gold Medal for Mitcheldean

On 11th May Mitcheldean EH&S manager John Spratley received on behalf of Xerox Mitcheldean the RoSPA Gold Medal for Occupational Safety, which is one of the highest corporate awards that can be made by the Royal Society for the Prevention of Accidents. This latest award is in recognition of consistently high achievements by Xerox Mitcheldean in health and safety at work.

"This achievement," said John Spratley, "is highly valued by us all and reflects our exhaustive concentration on detailed elimination of personal risk at Mitcheldean. We have also received, as we do every year, excellent support at every level throughout the Xerox business. This award is clear recognition of the high quality of our complete health and safety management system as well as our creditable performance record the awards help to reinforce



■ RoSPA vice president Lord Brougham & Vaux (left) presenting the Gold Award to John Spratley, Mitcheldean's EH&S manager.

the message that good health and safety is good business. Everyone - because everyone is involved like it or not - deserves recognition for this achievement for Xerox Mitcheldean. My thanks go to you all - let's maintain the same standard next year."

The RoSPA awards this year are about much more than the reduction of accidents at work. Naturally, the short term actions are vital for our personal safety, but RoSPA is also concerned to ensure long-term safety.

ROS REPAIR X TEAM SUCCESS



Mike Bendall (fourth from left) recently presented the ROS Repair team members with their X team award. Our picture shows team members (left to right) Dave Tingle, Stuart Love, Will Whitlock, (Mike Bendall), Steve Winney, Colin Arkell, Terry Zimmerman, Ian Davies, Steve Townsend and Dave Wightwick.

LSA Dinner goes down well

Heavy rain precluded strolling around the gardens of the Chase Hotel, Ross-on-Wye, as was possible at the last LSA Dinner. But with 300 instead of 350 attending the 46th annual event on 7th May, there was more space to circulate indoors, and seven 25-year service award presentations (compared with 49) allowed more time for socialising.

Guests welcomed by LSA chairman Robin Fyffe included the association's president Gerry Lane, European Manufacturing director, and his wife Chris; Bernard Morris, European Resources director for Manufacturing & Supply, and his wife Janet; Jan Powell, responsible for Process Development & Information Management for Manufacturing & Supply in Europe; Tony Murrell, director, Supply Chain Operations; and Dave Wood, director World Wide Electronics Manufacturing, with Jeanette, his wife. Once again, we were pleased to see Neil and Sherry Kenyon from the Xerox Technical Centre at Welwyn Garden City.

As well as the 25-year people, Robin mentioned nine achieving 30 years and five achieving 35 years of service this year (there was a bottle of champagne each to help them celebrate later!).

He expressed his appreciation to all involved in the LSA's busy programme of events over the year and in particular Janet Hart, June Pinfold and Sally Meek in connection with the excellent dinner arrangements. There was also a 'welcome back' for Dave Morris who, though recently retired, had agreed to continue as treasurer.

Before proposing the customary toast to Xerox Mitcheldean and the LSA, Gerry gave a brief overview of the successes of the past year and what's going on in the business today.

"Through the combined efforts of everyone in Manufacturing we achieved our goal of reducing the prices of our products to our customers by 10 per cent and delivered around £7.5m profit. In 1999 the challenge is even tougher - we're committed to reducing our prices by an average of 16 per cent and, on some new products, by as much as 25 per cent."

1998 saw the start-up of a range of digital network equipment and the introduction of the first colour product to be manufactured in Europe at Mitcheldean - products which are vitally important to our future. "Last year over

50 per cent of our business in the Corporation was generated in the digital market, with the demand for light lens products beginning to fall away.

Gerry gave some background to the decision to establish a new Manufacturing facility in Ireland. "From a European marketing point of view, we are moving to a new pan-European

There are encouraging signs of increased demand for our multi-functional digital products and some growth in the Electronics Integration Centre. Electronics Manufacturing has also launched a major campaign to win new third party business.

Warning of a lot more change to come, he urged everyone "to be flexible,



■ Recipients of 25-year service awards, pictured here with their respective partners, were: Peter Street, Des Halliday, Sally Meek, Nigel Ward, Chris Hale, Jeff Hawkins and Mark Christopher. Mike Stevenson was in Egypt on business, so was unable to attend the Dinner to receive his award.



organisation to provide greater efficiency and reduce costs. To this end Xerox has decided to invest in a number of projects in Ireland including a new Manufacturing Operation in Dundalk. Over a period of at least 12 months starting at the end of 1999, we plan to move some activities to Ireland. We are also starting up some completely new Manufacturing Operations."

Gerry pointed out that Xerox has reaffirmed its long-term commitment to a significant Manufacturing presence at Mitcheldean where it has invested in excess of £50m over the last five years and has significant investment plans for the future.

open-minded, to listen to one another and work together to help protect the longer term future of the site. We have to position ourselves to attract new business growth - and I'm sure we can do it."

Gerry having presented the 25-year awards, the formal side of the evening gave way to having fun - which included an unscheduled and hilarious contribution by Julian Gwilliam!

Chris Lane kindly presented the prizes in the draw which MC Charlie Walker, assisted by Richard Shanahan, ran like a seasoned TV showman, after which the evening livened up even more!

40 YEAR Service Award

One of the 'top ten' in Mitcheldean's long service league, BARRY OSBORNE came to us as a trainee in 1959, joining the inspection team in the machine shop.

In the '70s he worked in the raw materials section, alternating between the machine shop at our former Cinderford facility and the stores at Northern Colliery, and on returning to Mitcheldean he was promoted to leading hand.

During the years that followed, flexibility being the order of the day, he spent some time driving a forklift truck. But for many years now Barry has been located in Building 5 where he inspects the quality of fuser rolls for all types of models with equipment ranging from gauges to a laser mike system and Shadowgraph.



■ Barry Osborne

Barry's son Lee is a planner buyer in sheet metal procurement; he purchases material for the FFBC fuser operations so, since Barry inspects the finished rolls, their work is complementary.

Another Xerox member of the family is Terry, Barry's middle brother; he's an inspector too, in digital colour production.

Lee has followed in his father's footsteps - he even rejoices in the same nickname 'Shoe' which Barry acquired when he used to perform with the local band Shoebert! A vocalist, he still does 'a bit of singing' with the LSA Band who entertained at last year's annual dinner.

Father and son are keen on rugby - in fact, at one time they both belonged to Berry Hill RFC. Now with Lydney RFC, Lee later played for Gloucester in the first division and went on tour with them to South Africa in 1994.

The following year Barry, his elder brother Peter and their father Jack (a retired Xerox long-server) went to South Africa for the Rugby World Cup of which our company was a major sponsor (it will be again this year when Wales hosts the event).

"Two years later we went back to South Africa on a British Lions tour, visiting Durban and the Kruger National Park where we saw cheetahs, rhinos, giraffes and other big attractions. We hope to go on a Lions tour in 2001, this time to Australia," says Barry who is taking VER in July.

He hung up his rugby boots some years ago but he keeps fit going jogging instead.

His wife Jenny works part-time at Five Acres Garage. She and Barry also have a daughter, Alison, who is employed in the council offices at Coleford, and Lee and his partner have added an 18-month-old son Benjamin to the Osborne family.

35 YEAR Service Awards

For the past seven years, MAURICE HALE has been carrying out repair operations in Asset Management, dealing with anything from dev. boxes to small motors and fans for re-use in our remanufactured copiers.

He has had considerable experience of repair work during his time with us. Initially he worked on 914 subs, then he switched to welding work and in the years following, apart from a spell in the wiring section, he was again engaged on remodelling and repair work.

Later he joined the 2500 team at Lydney, continuing with small copier new build until 1989, when he joined 5046 operations as an assembly recovery fitter, checking line equipment and repairing parts.

Maurice's wife Greta, a former nurse, has moved from physical to spiritual work and is now a non-stipendiary curate at Bream parish church. Their daughter Jennifer is at Gloscat where she is taking



■ Maurice Hale and (right) Maurice Marshall; both with 35 years' service. (Inset centre) Mike Morgan, another 35-year man.

an NVQ course in health and safety care to work with children.

The family used to go camping. "Now we've upgraded to caravanning for a bit more comfort," says Maurice. "We've been down to Cornwall and up to the Lakes, plus a few places in between."

They have also acquired a 15ft cabin cruiser. "We usually go on canals - Greta prefers them to rivers - but I occasionally cruise on the Avon with friends."

MIKE ('Moggs') MORGAN also came into 914 assembly in 1964. Made a leading hand in 1972, he too joined the 2500 team at Lydney in the late '70s.

He subsequently became a mechanical inspector working on the 9000 family, both in new build and refurbishing, and he's stayed with QA ever since. Having moved on to small copiers for some years, he is today one of the digital colour team of inspectors in Building 1.

More Medals for



■ Wearing proof of their marathon achievement (from left)

Unlike last year, when there was torrential rain and hailstones, the weather was near perfect for the record number of 31,500-plus runners in the Flora London Marathon on Sunday 18th April.

Competing for his eighth (seventh consecutive) London Marathon, pensioner Graham Welch was pleased to have clocked up 3 hrs 53 mins 38 secs - an improvement on his last year's timing - and to have raised £550 for the RNIB and £160 for the Forge Centre in Cinderford.

Having felt encouraged to try again after his first attempt last year, Charlie Harper (EMC) not only achieved a faster time with 3-26-19 but also raised £400 - £100 more than in 1998 - for CLIC.

Jan Sologub (Fuser & Frames) had unfortunately suffered a setback to his training

His wife Megan used to work in our export department; they have three sons - Tony, Paul and Gareth, all in jobs he's glad to say.

A former footballer, Mike has been an Everton supporter 'for ever'. Back in 1979 he took part in a sponsored cycle ride, along with 26 other Mitcheldeaners, to Stratford-on-Avon and back in aid of the Jimmy Savile Stoke Mandeville Hospital Appeal, raising £2,000 for the charity.

Since then he's got on his bike for other good causes, but "nothing quite as gruelling as the Stratford marathon!"

MAURICE MARSHALL's hobbies are chiefly home-based. As a boy he started stamp-collecting, mostly British stamps, and he has since expanded into first-day covers - and into wine-making. He usually has some demijohns bubbling away with a fruit or vegetable brew but he gives most of his 'Chateau Marshall' wines away - "Sometimes I throw them away!" he says.

Another 'must' among Maurice's interests is reading; he likes thrillers best - a horror story from Stephen King or a racy Dick Francis.



■ From left: 20-year award men Keith Tarry (L V Reman), Tony Baldwin (Digital Colour) and Peter Bamford (EMC); Brian Long (EDC-E) and Roger Smith (Transport) also qualified recently.

Maurice began his 55 years in the old machine shop working on drills and then the Burkhardt & Weber machining centres, with a two-year spell in the polishing shop.

He joined 5046 assembly when the pilot plant team returned from Welwyn and continued with the follow-on 5047 until that finished. He then moved into Building 1 to work on the 5800 line, returning to B.5/1 where today he builds sub-assemblies for that product family.

His wife Lesley used to work on site when she was one of Dougland's staff; she has now given up cleaning work but continues to see children safely across the road as the 'lollipop lady' for Drybrook. They have a son Terry and daughter Melanie, and three grandchildren.

capital runners



Charlie Harper, Jan Sologub and Graham Welch.

programme when he caught a chest infection; however, having managed a long run a couple of weeks before, he decided to compete in what was his fifth such event. He wasn't expecting to break any records but reckons he didn't do too badly in the circumstances with a 4-4-43 result.

All three told us how much they enjoyed the day. They now aim to be among those competing in the Millennium Marathon next year - and intrepid Graham is keen to do one after that to finish with a grand total of ten London Marathon medals.

He has two other marathons planned - one at Blackpool in August and his third Disney World, Orlando, event in January 2000, whilst Charlie is in training for the Snowdonia Marathon next October.

Sounds a good opportunity for him to reach new heights!

Invention of the Year Award



■ Frans Stollman (left) presenting award certificates to Fuser/Pressure Roll Coating team members Heather Gledhill, David Pudge, Roger Imm and Alan Edwards.

Congratulations go to Mitcheldean's Fuser & Frames Business Centre, who won the Xerox Invention of the Year Award for their work on polymer coatings for fuser rolls.

The flow of ideas continues; well done to the following staff members who have recently taken the time to submit their Invention Proposals, which will be put forward for assessment by the Technical Advisory Panel (TAP) committee.

Staff members at Mitcheldean include Heather Gledhill, Patrick Shaw and Alan Reynolds. Staff members at Venray include Jos Gubbels, Jerome Snakkers, Jan Poker, Jozef Dakus, Herbertus Vervoort and Harry Oomen.

Also, as part of the 1999 Reward and

Recognition process, all inventors will receive, further to their submission payment, a silver badge (for 1 to 4 Invention Proposals submitted to the TAP) or a gold badge (for more than 4 submitted) in support of their efforts and achievement.

Anyone who wants to know more details about the Invention Proposal process can find a complete guide on docushare at the following WebSite:
<http://docushare.eur.xerox.com/dscgi/ds.py/View/Collection-1277>

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 you can submit Invention Proposals for any technical ideas that you feel are novel and relevant to the Xerox Business.

Profile - Joy Joyce

Dealing with suppliers of metals, plastics and elastomers is not perhaps the sort of activity you'd think likely to appeal to a bubbly personality.

"It's a manic life sometimes," laughs Joy Joyce, but she obviously gets a buzz out of being a Commodity manager. And she's justifiably proud of having risen through the ranks, notching up a couple of firsts in the process.

When she joined us the first time round in 1970 "it was meant to be just a holiday job - but I stayed for 14 years."

She was placed in 914 assembly where her father, retired long-server Ray Marshall, was then a chargehand on the line. Her mother Jean, too, was employed on site as supervisor in the punch room where data was recorded on cards for input into a computer.

Eventually, after her contract had been renewed many times over, Joy joined the permanent staff in stock control. "It was at a time when the department was switching from a manual to an automated system."

She later spent some time in data processing (our Materials Requirements Planning system was then being implemented) after which she moved back into the materials world as a materials analyst, working for Dave Sanderson.

When the new position of planner buyer was created, Joy became the first to be appointed at Mitcheldean. "I dealt with springs and fasteners and learned much of my buying skills by observing how my colleagues operated."

This was when Centralised Commodity Management (now renamed Global Purchasing) was being formulated. It was also a rather fraught time - the recession had already started to bite.

Married to Terry Joyce, Joy left in 1984 to raise their family. Delivery is a key concern in Materials, and Joy showed her ability to cut lead time when in June that year she gave birth to a daughter, Leah, much earlier than expected. "Leah spent some time in Scooby Doo, the Gloucestershire Hospital's special unit for premature babies." Two years later her son Paul (another June arrival) also made his appearance well in advance of the due date!

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.



■ Joy Joyce

With both children at school, Joy bounced back in 1990 as a planner buyer, dealing with metals. Initially on contract, she joined the core staff after five years.

Since her first 'solo' visit to Holland, to sort out vendor delivery problems, she's been to Germany, France, Switzerland and Slovakia.

In October last year she made history once more when she became our first woman commodity manager, heading the Europe & North America Metals team in Nick James' Materials Acquisition department. She is quick to acknowledge the support she had from her peers in taking on this responsibility. "I received a tremendous amount of help and I don't know how I could have survived without it. I have also greatly appreciated the excellent training the company has provided."

She was delighted when, last November, her Metals team achieved X Team status; earlier this year they were presented with Level 4 X Team certificates and badges by Art Fornari, vice president, Global Purchasing, as reported in Vision.

At the end of March she took on the additional commodities of plastics and elastomers (Europe) and three extra people, bringing her total team to eight.

"The market is changing," she points out. "We are now buying at higher levels - complete assemblies or modules which already contain lower value sub-assemblies or components. And we're committed to a higher performance ourselves."

"We have just passed 500 calendar days without stopping any single line on site through delivery failure," she told us. This record was still unbroken at the time of our chat in late April, and "We're on course to reach Level 5 this year," she predicted.

Joy is the third generation of her family to work at Mitcheldean, the first being her grandmother Emily who left in the '60s. Apart from her parents, there was her aunt Jean Downing who worked in LV Reman, whilst her uncle Jeff Hale is one of the site security team.

On 17th May, Joy's 15-year-old daughter Leah came to us for a week's work experience, making it the fourth generation. She was placed with Joy's younger sister Jill

Acland who is located a few yards away from her in B.6/2 and is engaged in Global Purchasing admin. (It's noticeable how frequently names beginning with the letter 'J' crop up in connection with Joy!)

She keeps fit playing badminton with her husband and friends at Cinderford Sports Centre, and she enjoys gardening though she hasn't green fingers! Terry is a builder and he does the construction work while Joy loves growing flowers - unsuccessfully. "I kill everything," she laughingly told us. "So every year I have to start again with new plants" - which must gladden the hearts of local garden centre owners.

However, she has one specimen which despite her lethal gardening skills continues to thrive - a cobnut tree.

And where do you live? we asked her. We might have known what the answer would be - Joy's Green!

Obituaries

We regret to report the deaths of the following pensioners:

John Ireland
(75) 21st February

John Robinson
(83) 24th February

Ron Lane
(75) 26th February

Cyril Meek
(82) 7th March

Roy Freer
(80) 9th March

Don Elliott
(78) 18th March

Gilbert Beard
(79) 23rd March

Maurice Jones
(70) 23rd March

Stan Hewitt
(84) 3th April

John (Rob) Robley-Dixon
(73) 11th April

Arthur Brain
(84) 12th April