

Vision

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THE DOCUMENT COMPANY

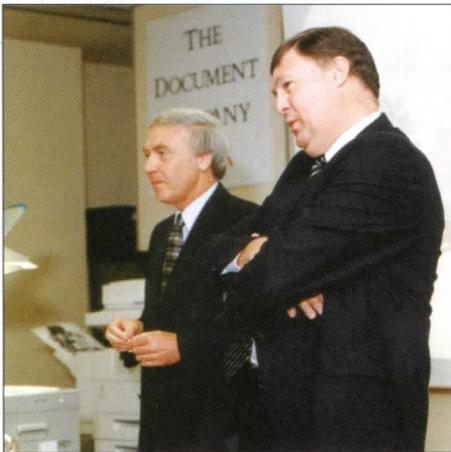
XEROX

Cover picture: Measuring sound levels at the Mitcheldean site perimeter

DC 340 - 'A remarkable performance'

Digital Colour Value Chain (DCVC) manager Kevin Horrobin congratulated the Mitcheldean DC 340 (Silverstone) team members on 1st July for their achievements in supporting the launch of this new high speed digital multi-function product. This follows the DC 220/230 family as the centrepiece of the Office Document Product Group's (ODPG) digital office solutions strategy.

The team took DC 340 from the first new build of production prototypes in September 1998 to full production deliveries, meeting all agreed commitments in performance, quality and critical dates by June, ready for the European product launch in July.



■ Kevin Horrobin (left) and Mike Green.

"This was a remarkable performance," said Kevin. "We met all our agreed commitments throughout the development period. By mid-June we had built more than 500 machines, many more than were allowed for in our original plans. Our performance here was crucial. Mitcheldean, for the first time, was the manufacturing managing unit for a product of this type, and we carried out this responsibility to the highest standards."

The DC 340, a compact design which prints or copies at 40 A4 pages per minute, meets all digital office requirements,



■ The DC 340 team.

including network scanning and printing, and represents another technical lead for Xerox in the digital marketplace.

One of the highlights of the DC 340 introduction has been the impressive climb in quality performance at successive stages in the production introduction cycle. By the time the ramp-up to full production had been achieved the quality levels had been matured at the same time as planned volume requirements had been consistently exceeded.

"This year," said Kevin, "we are expecting total DCVC volumes at Mitcheldean to be perhaps 50 per cent greater than we expected last year, and DC 340 will provide a substantial share of this increase."

The team was also congratulated by Mike Green of Welwyn Garden City's product development team to bring DC 340 on stream. "I was very impressed," he said, "by Mitcheldean's exceptional achievements with DC 340. Your light, clean and efficient production lines are amongst the best I have seen worldwide."

DC 340 project management was led throughout by Andy Portlock. "The best thing about the project," he said, "was the way everyone, including new product development, materials, production and our friends at Fuji Xerox, co-operated in a very effective way to help us meet our commitments. One thing is for sure, the



■ Kevin Horrobin, Andy Portlock and Richard Helm.

challenge will continue. The positive reaction of the market seems likely to produce volumes well above our original projections, and Quarter 4 is certainly likely to stretch us. My thanks go to everyone who has helped us hit our targets so far. We will be relying on this co-operation to help the whole business build market share as DC 340 hits global markets and volumes increase."

The launch meeting at Mitcheldean also took the opportunity to recognise the efforts made by Richard Helm to organise really responsive customer information and liaison. Andy Portlock said, "Richard made a great contribution to order management, and our thanks go to him and his colleagues."

Polish customers visit Mitcheldean

In May, Swapan Chaudhuri of Xerox Poland brought a group of Polish customers to visit Xerox Mitcheldean. Our picture shows Graham Firth of Xerox Electronics showing the party, including Anna Kowalik, Antoni Zbikowski, Marck Zatorski and Swapan Chaudhuri, the flow soldering process for assembled printed circuit boards.



New Regional Distribution Centre

for Mitcheldean

One of Xerox's key objectives is to improve customer service in terms of response times, not only at Mitcheldean, but throughout Western Europe. As part of the Change for Growth strategy changes are currently being made with the primary aim of cutting the time from receipt of order to installation in the user's office. As part of these changes, the whole of Xerox European Logistics - which is responsible for the movement of Xerox products from manufacturing and storage sites to operating companies and the end user - is being reorganised.

This involves a new network across Europe which will include five new Regional Distribution Centres (RDCs). Mitcheldean has been selected as one of these new centres, and it is expected that a total of around 40 new jobs will be created as a result of this development.



■ A TNT Xerox vehicle outside Building 1C warehouse.

The Mitcheldean development is part of the Transport & Warehousing Job Ticket - a project headed up by Tony Murrell in Venray. This project involves an integrated system of logistics including transport providers plus warehouse facilities in the UK, Denmark, Italy, Holland and Spain, and related support functions. Eventually the complete logistics structure will help to reduce total 'order to install' time from 24 days (average) to 4 days (selected product offerings based on customer requirements). It will also cut the cost of stockholding by reducing inventory levels, as well as cutting total facility costs and providing improved customer service levels.



■ Brian Jannetta and Rob Folling of TNT.

The Mitcheldean RDC will take over many of the functions of the Xerox Radlett facility in Hertfordshire, which currently serves the UK for all product delivery and return of 'end of cycle' products. Initially the new operation will serve the UK, including Northern Ireland, but during the next few months Mitcheldean will progressively take over additional responsibility for Eire and France.

The Mitcheldean RDC will be run by TNT, who already have a contract covering the whole of UK Logistics for Xerox. Much of the operation will be based in Building 1C warehouse, which is being upgraded to meet the new requirements. This will involve a total investment by Xerox in excess of \$550,000.

The Mitcheldean RDC development is being project managed by Brian Jannetta, with excellent support from Mitcheldean, TNT and UK Logistics staff, a complete team effort which is helping to build a solid relationship with our internal customers and suppliers. Brian feels this is a really good opportunity for Mitcheldean. "This whole project," he said, "is designed to reduce logistics costs, optimise inventory holding, and improve customer service throughout the whole of Europe. It provides an excellent chance to capitalise on the skills and resources at Mitcheldean. Not only does it provide some new employment opportunities, but it also gives us a base to develop additional, value-added activity to support the complete European Supply Chain."



■ Brian Jannetta (centre) with members of the Mitcheldean RDC development team (left to right) Steve Harding, Bob Parish, Richard Passey, Andrew Morrison, (Brian Jannetta), Les Lewis, Bob Haste, Mike Egan and Colin McHugh.

Building third party business

As the Electronics business moves into more third party work, Mitcheldean's operation has been concentrating on three key areas, design, customer service and production flexibility, to improve its service both to internal and external customers.

Perhaps the design area is the most crucial. Five years ago everything built by Electronics was 'build to print', where production rigidly followed a design specification produced by Welwyn, Webster or other design teams throughout Xerox as each machine was designed and developed.

Today there is a specialist design group within EDC-E (Electronics Delivery Centre - Europe) in Building 7 at Mitcheldean. This group takes the customer's requirement and designs a board, or even a



■ *The Electronics design team (left to right) Steve Davis, Jalal Rahimi, Alan Walters, Lyndon Merrett, Simon Derricutt, Kate Towill and Allen Piddock.*



■ *Building new third party business: (left to right) Martyn Duggan, Colin Price and Richard Beacon.*

total finished module, which provides a complete 'drop-in black box' to perform the exact function specified by the customer.

Customer service has become even more critical. "While we have always prided ourselves on a high level of service," says EMC Operations manager Neil Price, "today's customer - inside and outside Xerox - demands very high levels of communication, and our customer development team of Dave Jones, Martin Brooks, Richard Beacon and Colin Price, provide information, support and day-to-day services to established and new customers."

Production, too, is changing to meet the needs of external customers. "Here," says Neil, "the priority is flexibility. The rapid move to digital technology in the main Xerox

product portfolio means that already more than half our current business is in products which have been in production less than six months ... and we expect this to increase as our mix of business between Xerox and third parties continues to change.

"We view this flexibility as vital," says Neil. "Customers demand a full range of capability, and the ability to change volumes up and down very rapidly. This means we all have to take flexibility and response times very seriously. The electronics global marketplace is very competitive; quality, low costs, flexibility, high technology and fast support are just the minimum requirements for entry. We have to have a superlative performance in all these areas, including design and customer care, if we are to succeed."

Selective soldering ... up to a point

Ultimately the quality of every printed circuit board depends on soldering, and despite the advent of automated board assembly there are still many occasions when a substantial amount of repetitive and difficult hand soldering is required.

Xerox Electronics has invested £120,000 in a new automated process, selective soldering, which enables time savings, better control of the soldering process and more flexibility to be achieved while reducing repetitive manual soldering to a minimum.

The soldering process is carried out by a new machine, the Sapphire DW100, which uses three cameras so that engineers can visually select any point on a board - down to 5mm square - and program in each soldering point. Different solder application techniques can be selected for each point (migration, dipping or wave methods), depending on the type of component. Using a 'machine self-teach' programming system means that each board design can have the full soldering process designed and saved. This enables

more than 570 different board designs to be stored and used at any time, even if only one point on each board requires soldering.

When each board is fed into the machine by conveyor, the Sapphire lifts the board, applies flux to the solder application area, selects the appropriate solder application method, and then applies the solder using a series of specially designed solder reservoirs.

"This process," says process engineer Rob Scriven, who introduced the new technology to Building 4, "not only provides quality and productivity benefits, but is also environmentally friendly."

The flux is water-based, the whole process is carried out under a shroud of the inert gas nitrogen, and all extracts are filtered and treated to ensure compliance with all environmental standards and maintain a clean production atmosphere.



■ *(Left to right) Doreen Declodt, Jill Wicks and Rob Scriven with the new automatic soldering machine in Building 4.*

Saving £18 million for the planet

Mitcheldean's award winning digital product, the DC 220/230 family, was designed right from the start to be efficient, to require minimal maintenance, and to be easy to disassemble, reuse and remanufacture.

Throughout the whole of production at Mitcheldean waste minimisation rules - we all reduce, reuse and recycle every day to meet our green objectives - but how well do we really do?

Last year over 140,000 machines passed through the European Asset Recovery Operation (ARO). This avoided the consumption of raw material worth over £18 million. Since 1994 our solid waste sent to landfill has dropped from around 50 per cent of the total waste to 11.9 per cent. In the last full year our 'special' waste was reduced by 12.1 per cent, against our target of 5 per cent, a sterling performance.

One of the concerning issues faced by Xerox recently was local complaints about noise from the site. As a result of reducing site transport movements, and fitting noise abatement and suppression equipment, an 18 per cent reduction was achieved, to reduce the annual total to 9 complaints.

Finally our remediation efforts - extracting old process waste waters from rocks beneath the site - were speeded up by fitting new equipment which produced a significant improvement on the already high remediation plant uptime of 90 per cent.

1997/98 was a good year for recycling - over 1,700 tons of cardboard were returned to the paper industry for recycling, not to mention 2,268 tons of pallets and standard boxes and well over 5,000 tons of metals.

Of course our move from light lens to digital products affected the results - the market changes reduced the demand for remanufactured light lens machines and associated spares, which produced a temporary downturn by increasing the proportion of landfill waste.

Over the years considerable investment has also been made on site to eliminate hydrocarbon fumes or gaseous emissions - to a standard much better than the local permitted consent levels.

One of the highlights of the last year has been the energy initiatives developed across the site. Throughout 1998 energy consumption fell by 12 per cent. Most of this was achieved under the leadership of site 'energy champions', who develop energy initiatives for local business centres. This organisation has achieved most of the reduction by using good housekeeping and a number of low to medium cost measures.

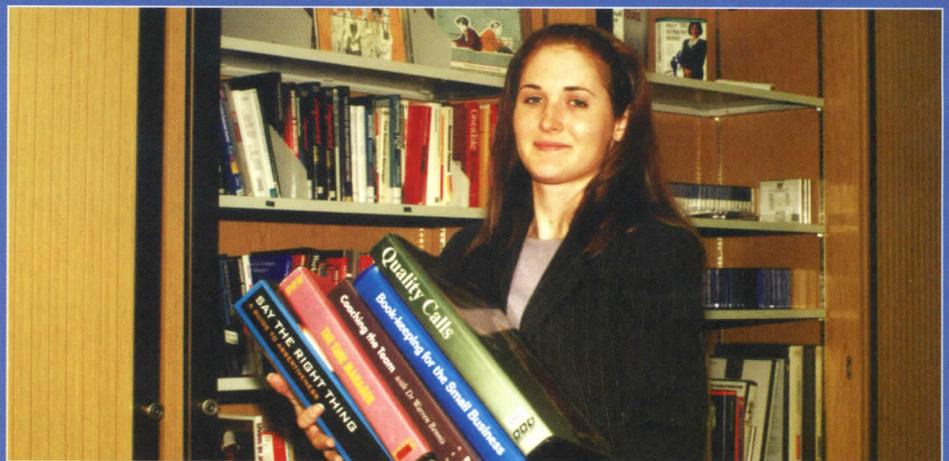


■ Neil Buffry of the Xerox Mitcheldean Laboratory seen here assessing site noise levels.

Chris Marriott, who is responsible for producing the regular Mitcheldean EMAS (Eco-Management & Audit Scheme) reports on site progress towards environmental targets, said, "All in all, we

have made really significant gains in performance, a real achievement in financial terms and most of all a positive benefit for the Xerox sales teams who sell our products worldwide."

Learning at work



Thursday 20th May was designated 'Learning at Work Day', when across the country employees were encouraged to think about what they wanted to learn ... and do something towards it on that day. In support of the event members of The Skills Partnership team were on hand in Building 7/2 with displays of learning materials and details of learning opportunities. The Royal Forest of Dean College provided a stand of

material and the Skills for Life Unit was also represented.

During the two days prior to 'Learning at Work Day' Skills Partnership team members visited various Buildings on site with a 'taster' of the learning materials and courses available. Our picture shows team member Claire McFarland with a selection of the information available to everyone on site. Call The Skills Partnership on 2754 for more details.

Really in the Black

When the Midland Bank decided to build a showcase working area in its Cash Management Service Centre the office interior designer specified black computers and other black office equipment. There was only one problem; Midland Bank had selected DC 230 family products for its local network printing requirements and all were supplied in the standard Xerox 'natural quartz' white with a blue haze trim ... and Midland Bank wanted one black one.

In the spirit of 'Customer First', David Dykes, Xerox UK Commercial Accounts, asked for Mitcheldean's help, and the task of producing the first black DC 230 ST landed in the court of Mitcheldean's customer focus engineer Graham Cooper.

The solution sounded simple ... paint the outside panels of the machine black ... but this is quite difficult; there are more than 50 components visible to a user - as well as the blue haze trim - and switches and labels are designed to match the quartz white finish. To make the task even more difficult Midland Bank specified a matching duplex document feeder as well.

Graham took his problem to Asset Management's Paint Shop team, and they painted all the main components. While large black panel/cover areas presented no difficulties, the silk screening of labels proved more complex since the input/output panel includes semi-transparent labels, and much clever silk screen cutting and printing was required to achieve the right effect.

"All in all," said Graham, "this project taught us a lot. We received much appreciated co-operation from many departments, especially the Paint Shop in Building 12 and the EIC team in Building 6 who produced the user interface and the black-finish disk drive. Everybody worked well together on top of normal tasks to produce a good result for us all."

There's no doubt the final product has produced considerable interest ... who knows, maybe we'll see more black DC 220/230 family products on the line in the future.



■ (Left to right) Graham Cooper with Genette Maddocks, Gordon Davis, Carol Lark and Wenda Stacey, who contributed to the success of the black DC 230 project.

More Colour for Building 12



■ Brian Daughtrey (second left) and team members, (left to right) Glyn Grindley, Nigel Tippins and Robin Hale, with a DocuColor 40.

Production levels are rising steadily for the Digital Colour Remanufacturing team in Building 12/2. DocuColor 40 light remanufacturing started in April and there is a considerable demand for this high speed printer/copier which produces up to A3 full colour sheets, printed both sides.

Used mainly by the reprographics industry, DocuColor 40 is an advanced and complex machine with multiple drums, laser assemblies and toner sets. Since the Low Volume Remanufacturing team started on a quality turnaround service 18 months ago for lightly-used DocuColor 40s, the business has been steadily growing.

Digital Colour Remanufacturing section manager Brian Daughtrey said, "This type of business is a real opportunity for us. At least two of these really large machines, worth up to £40,000 each, will pass through our system every week."

"Full remanufacture of DocuColor 40 presented us with a substantial challenge," said product engineer Brian Aitken. "All assemblies are cleaned, stripped and rebuilt to the 'new' specification, which is nearly 100 per cent network machines. DocuColor 40 is now used for 'litho quality' tasks. This means that a key part of our job is proof testing to ensure the very best image quality. DocuColor 40 customers judge our results against the very high standards of wet process colour printing, not the earlier colour copy standards, so our quality performance has to reach entirely new levels ... but that's what customer satisfaction requires today."

Digital Colour Remanufacturing takes this approach right home to the customer with final installation. One recent job meant that Brian Aitken and Robin Hale travelled to Scotland to support a machine replacement as part of their total customer satisfaction approach.

Ross-on-Wye International Festival

Running from 19th to 30th August, this year's Ross-on-Wye International Festival, sponsored by local companies including Xerox, features a huge variety of events and performers. Over 40 choices of entertainment extend from Bob Geldof, Sara Baras and her Flamenco dancers, not to mention the Nualas, and The Reduced Shakespeare Company, to Roger McGough, Ian Dury & the Blockheads, and the London Community Gospel Choir.



■ The London Community Gospel Choir:

Other British and international artists at this year's event include Georgie Fame and the Blue Flames, Van Morrison, Mansun, the Chinese Puppet Theatre and The Mingus Big Band. A jazz double bill features Humphrey Lyttleton and his Band, and Tommy Smith and the Scottish National Jazz Orchestra. A triple comedy night includes Jim Tavaré, Jenny Eclair and Stewart Lee, and the Latin Fiesta Night has a double bill of Monica Vasconcelos and Nois, and Roberto Pla's Latin Jazz ensemble. Architects of Air gives adults and children alike the opportunity to experience a huge dome-like structure and follow a map through the maze, and two special concerts in association with the Nimbus Concert Hall feature the Choir of St John's College Cambridge and a programme 'In Celebration of Pushkin'.

For those parents keen to find something to entertain the children there is Club Creatives which provides daily sessions dedicated to painting, drawing and building using different materials, as well as drama, dance and games.

The regular Dance Theatre Summer School will be led under the direction of Janet Smith and the Scottish Dance Theatre, culminating in a performance at the Festival on 28th August.

"Naturally we are very pleased that Xerox, and many other local businesses, are supporting the Festival. Our corporate sponsors have played a great part in helping the Ross-on-Wye International Festival become one of Britain's notable cultural events - one which now appeals to a wide variety of tastes and pockets," said Festival organiser Helen Wragg.

Xerox European Manufacturing director Gerry Lane commented, "The festival has become a dynamic part of our local culture, and Xerox is pleased to support the event in 1999. I am confident that this year's festival will provide an enjoyable and stimulating experience for visitors and the local community alike."

So call the booking office on 01989 563330 - there may still be tickets for some of the events.

Customer Hero Award for Mahrie



■ Mahrie McLean (centre) with John Guyver (left) and European Manufacturing director Gerry Lane (right) who presented the award.

Bulk deals for major world business organisations and government departments often include a wide variety of products, and though the order is more often than not for one type of machine, sometimes the deal can depend on a few machines which satisfy a specialist requirement.

In one major deal for Russia, involving hundreds of machines, the crucial requirement was for twenty-three 5621 light lens machines built to a UK specification. This represented a considerable problem for Mitcheldean's CSA team. By the time the Russian deal was under way, 5621 was being manufactured in Shanghai (Mitcheldean manufacture had finished some months earlier).

Mahrie McLean, an IP who joined CSA for one year from Aston University in July 1998, used her own initiative to identify operating companies in Europe which could

still have stocks. She called people throughout Europe to identify 5621 machines on their stock lists and then painstakingly searched through the lists to identify Mitcheldean-made machines by their serial numbers.

After days of searching Mahrie finally located enough machines to meet the requirements of the bulk deal and arranged for all machines to reach the right location. This effort won Mahrie a Customer Hero award.

John Guyver of CSA commented, "We all value customer satisfaction, but tend to forget that meeting customers' needs sometimes involves hours of meticulous work - in this case long after the product has been built. The message here is that customer satisfaction, and often large orders, depend on individual determination to meet customers' needs, and Mahrie certainly demonstrated that."

Questions, Information & Reports

Information is an important element of our lives. Whether it relates to our working or home lives, from time to time we all have important questions to ask and require information to satisfy the need.

In business, the same picture exists. Customers, ranging from employees and managers to legal bodies, request information surrounding many aspects of the relationship between employer and employee. Dealing with such information is part of the business of the Human Resources Central Services team at Mitcheldean.

The Central Services team, led by Mark Barnard and including Nadina Skelton, June Pinfold and Helen Anderson, is always ready to respond to requests for information or statistics. Functional secretary Sally Meek also supports the team.

Nadina Skelton controls the HR records system, which contains some 4,000 records of existing and previous employees. Her key task is to maintain the integrity of the system, ensuring that all changes are processed accurately and on a timely basis, whilst producing a variety of reports to meet customer requests and to also meet statutory reporting requirements of legal bodies such as the Department of Employment. Nadina also responds to the regular requests for references relating to mortgages and house rentals.

June Pinfold's primary activity involves the administration of the voluntary redundancy and voluntary early retirement schemes, currently in operation as part of the Change for Growth programme. June's experience in this area enables her to describe the choices available to staff when they have to make decisions associated with pensions, whether at the beginning or nearing the end of their career with Xerox. June is also involved with training records, absence reports and administration of the departmental financial plan.

Helen Anderson, who has recently joined the team, supports a wide range of Compensation & Benefits activities, including salary administration, survey participation, staffing reports and the compilation of data for HR metrics. Helen also conducts special projects and has recently compiled a guide to assist staff in finding childcare facilities in the locality.

The Central Services team, along with the other Human Resources staff, will be involved with a major project during the second half of 1999. A new Human Resources records system is currently being developed for implementation across all GB & Ireland operations. The new system will provide added productivity for the organisation in the processing and administration of the wide range of employment information and data that the business needs to operate efficiently.



■ Left to right: June Pinfold, Helen Anderson, Mark Barnard, Sally Meek and Nadina Skelton.

Driving the **DIGITAL** Highway

Already 6,300 miles have been covered by the Digital Office Tour team aboard the digital liner as it visits 23 UK centres to promote DCVC products the DC 230, DC 212, DC 26S and the recently launched DC 340.

"We have had an enthusiastic reception everywhere," said tour co-ordinator Mhairi Proctor. "One customer travelled 110 miles from Caithness to Inverness to see our digital product selection and find out about all the benefits of the truly digital office."

Mhairi and driver/demonstrator Stuart Salisbury were interviewed about half way through their UK tour when it visited the Marriott St. Pierre at Chepstow to support the Bristol office and local concessionaires in Cardiff and Bristol. Work started at 8.00 am and finished at 4.00 pm but then the liner had to be prepared for travel to Carmarthen before another two-day show.

"This is a 24-hours a day, seven days a week job for the three months," explained Stuart. "So far over 750 potential customers have visited the

digital liner. The complete unit is bigger than many of the competition showrooms, and we have been really impressed how the 'mostly Mitcheldean' products have stood up to the travelling - all operating without a hitch."

"One really notable success," said Mhairi, "is that a number of customers bought digital equipment 'straight off the liner. We tried to get Nigel Mansell to buy one when he visited, and he certainly seemed very interested - though maybe even the DC 340 isn't fast enough for him."

This was a real marathon tour for Mhairi and Stuart. The total distance was reckoned to be around 12,000 miles by the time they reached Durham, the last stop, on 30th July. The digital liner finally arrived home again on 5th August, just in time for a refit - this time to start the colour tour on 30th August. The team is looking forward to another successful digital marathon, once again travelling the length and breadth of the UK to promote the digital colour technology in places as far apart as Glasgow and London, not to mention the other 20 places in between. Let's hope they find time to visit Mitcheldean.

龍 SOMETHING DIFFERENT 龍

When Christine Francis, section manager on Empress, was an IP at Mitcheldean in 1997 she thought she would like to do 'something different' before returning to Mitcheldean after completing her final year of studies at Cheltenham. Just how different, how enjoyable ... and how tough ... she found out in 1998 when she applied to join the international volunteers charity Raleigh International to help build a school and a dam on a three-month project in Shandong Province in China.

Christine's first experience of Raleigh International was when she arrived on her assessment weekend in the Malverns. The first thing the organisers did was turf everything out of her rucksack, which she then had to re-pack in five minutes, do a 20-mile trek, jump into a freezing lake and build a tent blindfold.

Her second challenge was to raise £5,000 to pay her share of the Chinese project. This she achieved with the help of sponsorship from Xerox and other local businesses.

Christine joined a multinational group of about 150 people in Shandong, and her team included 14 people from places as varied as Asia, South America and Europe. The whole Raleigh Chinese project was sponsored by international distribution group Inchcape, as the Inchcape Initiative.

The first month was spent building a school - one of three being built by Project Hope, a joint venture between Raleigh

International and its Chinese partner the Chinese Youth Development Foundation, which involved working from 4.30 am to

Shan, Tai Shan and Lui Shan. One of the most memorable experiences was an abseil down the Great Wall of China, not to



■ Christine and her group, ready for the last 16-mile trek, at the entrance to the Men Shan Mountain Park.

8.00 pm with a two-hour rest in the 50°C heat of the day. The second month was wet and muddy, with flash floods adding an extra challenge, but the team successfully completed a series of small dams to conserve water for irrigation.

"When I first started," said Christine, "I doubted my fitness for the adventure part, but two months of digging, moving bricks and stone blocks, mixing concrete and other physically demanding jobs certainly toughened me up - enough to really enjoy the 16-mile daily mountain treks in the Men

mention white water rafting and really challenging rock climbs in a relatively unknown, wild and isolated mountain area. I came back many pounds lighter, and really enjoyed the whole three months. It strengthened my own communications skills and gave me a marvellous experience in international teamwork."

As part of the Inchcape Initiative Raleigh are involved in other expeditions, to Belize, Chile, Mongolia, Namibia, Oman and Ghana. Speak to Christine on Ext. 1587 or call 0171 371 8585 for more information.

Customer Hero Awards for Building 1 Logistics



■ Our pictures show Gerry Lane presenting the Customer Hero awards to (left) John Davis and (right) Mike James.

John Davis and Mike James developed failsafing initiatives to prevent errors in nationalisation kits in DCVC production reaching the customer. Now that John and Mike take full responsibility for satisfying all aspects of customer delivery, schedule and quality, they are the focal point of contact for customers.



One example of the service commitment which won them each a Customer Hero award was the day an order for 100 DC 212/214 nationalisation kits was received. These were produced in two hours to meet a shipping deadline. There is no doubt that John and Mike = 5R+V.

25 YEAR Service Award

MARK CHRISTOPHER has spent all his working life at Mitcheldean, starting as shop boy, then operator in the original wiring department located in what is now Building 13/2.

He moved on to the build of the 2830, then successive 10 Series low volume copiers; later he switched to 5046 assembly which led to his spending six months at Welwyn pilot plant during the model's development. After two weeks in the USA on a familiarisation course, he returned to Mitcheldean to help build it and its successor, the 5047. Three years ago he joined High Volume production where he currently assembles binders for a range of machines.

Both Mark's parents, Vere and Phyllis Christopher, are retired long-servers - in fact, with that of Mark's uncle, John Shields (also retired), the family service totals over 100 years.

Following in his father's footsteps, Mark joined the site Fire Service and has been a



■ Mark Christopher

member for 20 years. But when it comes to gardening, he says "I'm not in the same league as my parents." They regularly won prizes in our former Gardening Association competitions.

Mark's wife Susan is a dinner lady at Mitcheldean Endowed School where both their children, Nicholas who is nine, and five-year-old Emily, are pupils.

Mark has captained the George (Mitcheldean) skittles team for some four years, and he is a keen supporter of Gloucester RFC - but he admits "I've never played the game in my life."

Phyllis, a former parish councillor, has been closely involved with the organisation of the village carnival, and as usual Mark gave her a hand this year with the highly successful July event.



■ 20-year award achievers (left to right) Ken Bundy (EMC), Andy Cosgrove (EDC-E) and Brenda Walshe (executive assistant to director Gerry Lane). Robert Taylor (EMC) also reached this milestone recently.

Millennium meet for the Four Minute Men

Minimising fire risks is something we must all be aware of at work and at home. At Xerox Mitcheldean our first line of defence against fire is provided by the site Fire Service, and everyone on the volunteer team is committed to a four-minute response from the time any fire alarm is sounded in normal working hours.

To ensure that this response is maintained to modern fire service standards, Xerox has purchased a replacement fire tender from the South Wales Fire Service. Mitcheldean EH&S manager John Spratley says, "This enables us to take action to contain any fire on site until, if needed, the County Fire Service can reach Mitcheldean to provide whatever support is required."

The latest alarm - in Building 2 - has already tested the team of 11 with their new equipment. The tender was in place within three minutes and the building was evacuated within seven minutes - fortunately without incident.

Response outside normal daytime working periods is planned to be within eight minutes - and all the team members live in or close to Mitcheldean to ensure this standard is met.

The Mitcheldean site Fire Service has provided uninterrupted service on site for nearly 60 years. It was established during World War II to protect what was then a 'strategic military equipment' site, and successive site



■ Some of the Mitcheldean Fire Service team members pictured with their new acquisition, a 1985 Turbo-Diesel Dodge water/ladder vehicle with provision for four breathing apparatus kits. Water capacity is 400 gallons, delivered through a 'Godiva' 2-delivery pump and high pressure hose reels. Chief fire officer Bob Young (left) is seen here with crew members (left to right) Steve Zimmerman, Ian Robinson, Adrian John, Mark Christopher, Brian Fisher, Ashley Hornchurch and Mike Ward. Other team members, not in the picture, include Colin Lewis, Roger Smith and Gary Smith.

users have maintained the capability to protect everyone working on the site.

Fire Officer Bob Young gave us a message for Vision readers: "Our volunteer team has a proud history, and former fire service members are now spread worldwide. We hope to organise a Millennium Meet for everyone who has served in the Mitcheldean

site Fire Service team. If you served, or know someone who has, please call me so that we can arrange a reunion at Mitcheldean to see the latest technology, exchange experiences, and generally catch up on the news."

Call Bob Young on 01594 542421 Ext. 1272 if you would like to attend the Fire Service Millennium Meet.

LSA look to the new Millennium

The year 1998/99 was another very successful one for the Long Service Association with a range of popular events which the committee organised with their usual efficiency. Their efforts earned them a well-deserved tribute from chairman Robin Fyffe at the annual general meeting held on 10th June.

Over the last 12 months two members have left the committee - Jane Whitlock, and George Cresswell who has retired from the company, and Robin thanked them for their support. Dave Morris, too, retired but has since returned to the important role of LSA treasurer.

Looking back at programme highlights, the trip to Amsterdam last September was an outstanding success with two coachloads, totalling 107 members and guests, going on the outing. This year it will be a three-night stay in Dublin during the last weekend in October, when 97 people will travel across by coach and ferry, and possibly a trip to the Wicklow Mountains will be included.

The 46th annual dinner held last May and reported in Vision was generally agreed to be one of the LSA's best dinners to date. The 47th will take place

on 5th May, 2000, at the Chase Hotel, Ross-on-Wye.

The 60/70s Music Nights continue to be very popular; both such events held on 31st October 1998 and 20th March this year attracted 190-plus people and proved very good value with a draw, refreshments and music by the LSA Band/The Toffs plus a disco included in the ticket price.

There will be another such event on 18th September next after which the Christmas Party will take place on 17th December. Two further 60/70s Nights are scheduled for next year, on 18th March and 28th October.

Plans are in hand for an event to mark the start of the new Millennium - the dates for this and for the annual outing have yet to be announced - and the Christmas Party on 15th December will round off the programme for the year 2000.

Secretary Janet Hart reported that current membership stands at 875 (885 last year) including 305 (269) retired members with 15 members due to receive their 25-year award during 2000, 37 during 2001, 72 the year after that and 58 during 2005, the LSA's 50th anniversary year.



■ Members of the LSA committee, pictured at the recent annual dinner.

Robin Fyffe continues as chairman, Charlie Walker as vice chairman, Janet Hart as secretary, Dave Morris as treasurer and June Pinfold as publicity secretary. Committee members are Christine Aston, Ken Buffin, Sally Meek, Brian Powell, Ann Rudge, Richard Shanahan, John Spratley and Pete Waugh.

'Identity parade' at Mitcheldean

Over 3,000 people at Mitcheldean have been issued with new identity badges and car parking permits as part of a project to strengthen security on site.

The project involved the issuing of badges, the proving of a new digital system to take identity photos and print them on badges, and distribution of new parking permits to everyone who brings a vehicle on site. The project team included Julian Shufflebotham of Facilities, Clive Pearce of Group 4 Total Security and EH&S manager John Spratley, who explained, "Good security standards are vital to the smooth operation of the site as well as playing a role in safety. In addition we now need higher standards to prove our fitness as a business to handle confidential work."



■ Taking a digital picture for one of the new identity badges; seen here, (left to right) are Clive Pearce, Julian Shufflebotham and Kirsty Bovill of Interconnects.

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.

Profile - Keith Wilding

He couldn't have put it plainer in black and white. "Our big challenge is to engage in colour - that is where the future lies," says Keith Wilding, manager of the New Programmes Delivery Team (NPDT).

"The building of the 5750 model has proved a valuable tactical exercise. We are now about to start up a new digital colour programme and it will be a winner," he predicts.

Keith and his NPDT play a crucial part in bringing work to Mitcheldean "from the initial manufacturing engagement to the time the product is transitioned to the plant."

He has worked on every single FX product that has come to this site, from the 2500 to Hodaka, plus products from XC. In doing so he has made 28 trips to Japan, and has crossed the Atlantic 68 times, visiting Canada and Brazil as well as the USA.

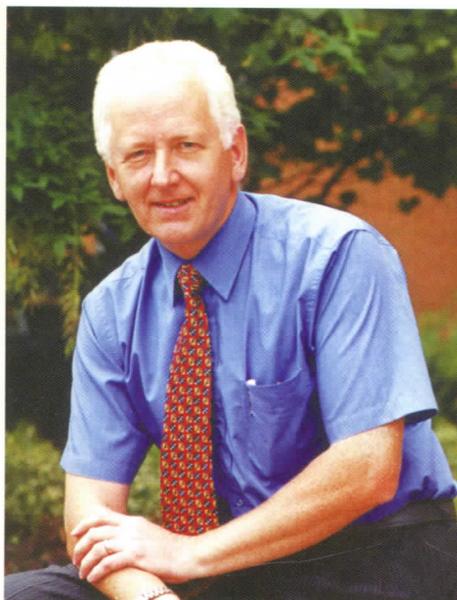
Having completed a technical apprenticeship with Brico Engineering and gained a full technical certificate in production engineering, Keith joined us 25 years ago as an assembly engineer, and was promptly despatched to our Lydney facility to work on the 5600 sorter.

A year later he returned to base, working on the 4500, then the 7000DF - the only Mitcheldean-designed machine we have ever built, for which he was lead production engineer.

His first secondment to Japan came in 1979 when he was assigned there for 5½ weeks on the 2500 initial start-up and planning. "I had never even flown before, let alone visited the Far East. In fact, I was the first production engineer from Mitcheldean to go to Fuji Xerox.

"However, with a great deal of help from Mitsugazaki I survived the culture shock! I learned so much, working there and, later, at Xerox."

Along the way he has got a special buzz out of taking part in some key problem-solving projects, such as the world-wide paper feed problem on the 2500, our first desk-top



■ Keith Wilding

reduction copier, where "we were able to provide a solution that saved the launch."

It was in the early '80s, by which time he had gained a Diploma in Engineering Management, that he took up his first management appointment in New Programmes. Since then, he has held various posts in product planning, technical, operations and programmes management.

At the beginning of this decade we saw the formation of a centralised Manufacturing Resource Team (MRT) which was set up to coordinate new products delivery and to get closer to the Design Units. Keith was appointed to manage it and he continues in that role today, although its mandate has now been expanded to include developing closer ties with the Business Units and delivering a solution to the customer. To reflect this, its name has been changed to New Programmes Delivery Team within Kevin Horrobin's Digital Colour Value Chain.

"I have been very lucky," he told us. "I have had some extremely good and supportive managers who have motivated me. I also seem to have been around at the right time."

Occasionally at business meetings he has found himself sitting across the table from his elder brother Mike. Starting at Mitcheldean four years before Keith, Mike has had a more migratory career, working in a variety of company locations. Having returned to this site in 1995 to set up Customer Supply Assurance (CSA), he 'crossed the pond' a few years ago to repeat the exercise at Xerox, becoming their first CSAM.

Over the years Keith - one of several aficionados of old cars in Building 6/2 - has kept his technical skills honed by restoring a 1959 TR5A.

"When I bought it in the mid '70s for £50, only the brake pipe was holding the body to the chassis," he told us. It says much for his expertise that, having joined the TR Register, he was eventually able to compete in racing events, his best performance being fourth out of a field of 22 at the old Grand Prix circuit at Goodwood - quite a Triumph!

Today a different kind of 'driving force' has taken over as his main hobby. A member of Rodway GC, he last year won the club's four-day Easter Competition (a stapleford match anyone could enter). "It was a rare day for me. It was one of those times when all four parts of the game - putting, chipping, irons and driving - came together.

"I don't let work interfere with golf," he jokes, "but I have to restrict myself to playing twice a week - or whenever I am allowed out!"

His wife Janet is a keen horse-rider; she has an ex-hunter/chaser of over 16 hands - that's a pretty high horse! Keith, who used to ride motorbikes, told us he'd tried riding this specimen of horsepower once but wasn't impressed. "There are no handlebars, no brake for when you want to stop it. And to mount it you have to park it alongside a wall!"

He has two daughters from a previous marriage. Kate, the elder, has just finished her advanced GNVQ in business studies, gaining distinction in her course at the Royal Forest of Dean College; her sister Rachel was waiting for her GCSE results at the time of our chat, and is hoping to develop a career in design.

Keith lives close to the river Severn at Broadoak - "I could throw a stone into the water from my place." He showed us some fascinating fossils he had found at low tide on the river bed - an ammonite and two sinister-looking black shapes known as devil's toenails!

He gets a front row view of the Severn Bore which is most spectacular at the time of the spring and autumn equinoxes. And if an exceptionally high tide coincides with a gale up-river after heavy rain, the result, says Keith, can be exciting, but not, thanks to the major investment in bank defences, 'over the top'!

Obituaries

We regret to report the deaths of the following pensioners:

*Mike Keen
(60) 20th April*

*Frank Kear
(84) 30th April*

*John Cassidy
(77) 3rd May*

*Frank Knight
(72) 3rd May*

*Hedley Wood
(77) 4th May*

*Lewis Hale
(86) 20th May*

*Thomas Hale
(85) 20th May*

*John Harris
(76) 23rd May*

*Harold Potter
(70) 28th May*

*Arthur Wenderling
(77) 1st June*

*Hubert Hancocks
(83) 22nd June*

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.