

Vision

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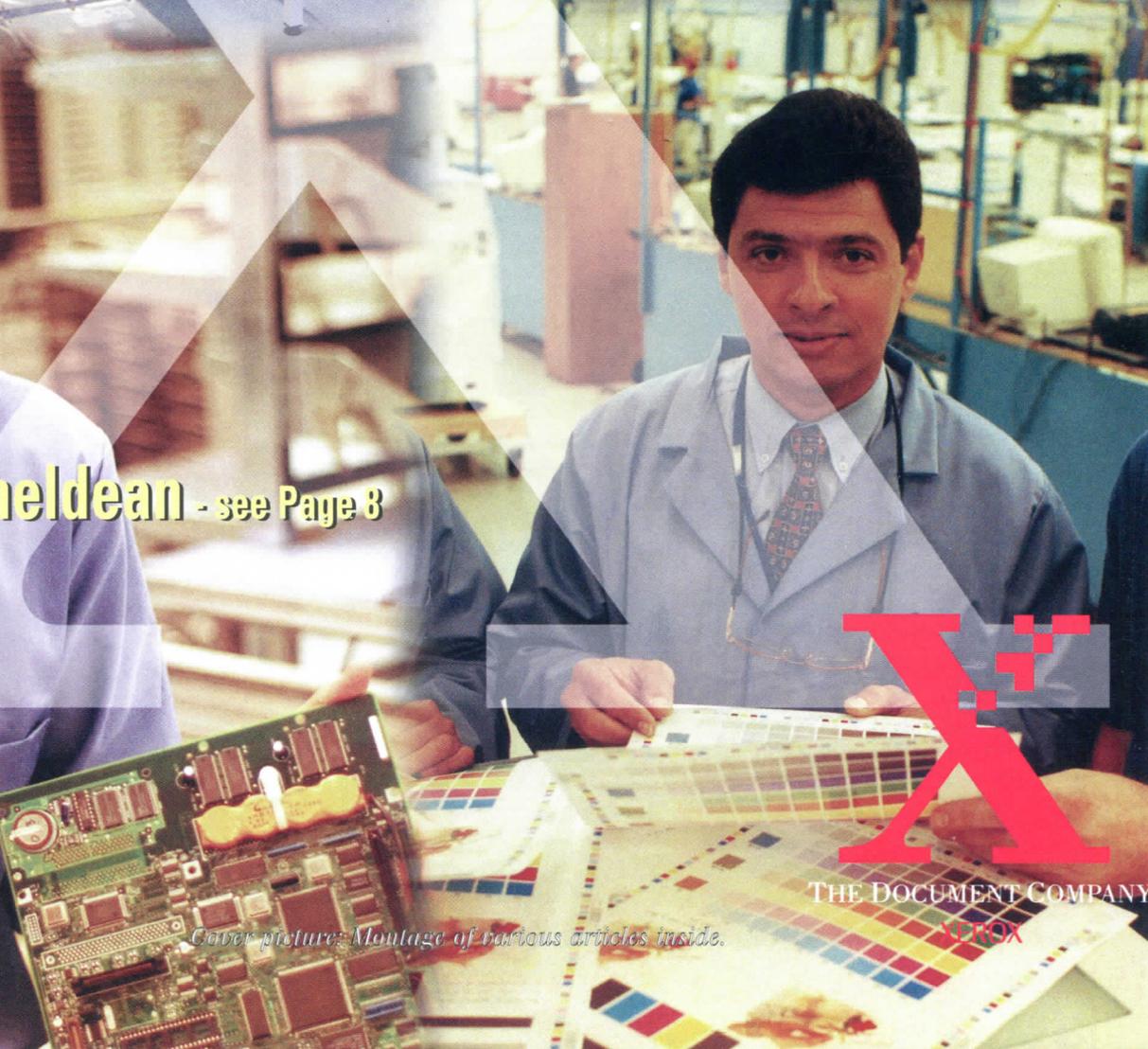


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THE DOCUMENT COMPANY
XEROX

Cover picture: Montage of various articles inside.

Have you any idea....?

Win! Win! Win! No, it's not an advertisement from Bill Gates, but it is congratulations to all the Mitcheldean people whose creative minds have suggested improvements in the way we all work.

Since the new Suggestion Scheme was introduced in December 1998, over 400 suggestions have been made, to produce annual benefits for Xerox valued at more than £200,000 - a 'Win' for Xerox. More than £12,240 has been paid out to the people whose suggestions were investigated - a 'Win' for Xerox people. And the value of the benefits far outweighed the Suggestion Scheme implementation costs by more than 6:1 - yet another 'Win'!

Mitcheldean Suggestion Scheme co-ordinator Barry Klein feels it is a real achievement for all concerned. "It started when we visited Venray as part of our project to examine European Best Practice," he said. "We modified Venray's scheme to suit Mitcheldean, and since then more than 11 per cent of people on site have contributed to the success of the scheme."

Business Quality manager Jeremy Barnard commented, "Naturally we are very pleased to see such a successful start to the Suggestion Scheme at Mitcheldean. We are keen to involve as many people on site as possible, and I can't emphasise enough that every reasonable suggestion is welcomed and rewarded. If the suggestion is fully implemented the originator can receive benefits up to £7,500, tax-free.

"All suggestions are confidential," added Jeremy. "They are all examined carefully, and anyone who makes a suggestion can see and check progress in a secure way using our dedicated computer system.

Naturally, some take time to evaluate - up to six months or more - but we do carefully evaluate every one. Remember, we will help all individuals to develop their ideas in confidence - and pay out when the benefits are proven and accepted."

Already the Xerox Mitcheldean Suggestion Scheme has produced annual benefits valued at around £100,000 for DCVC's (Digital Colour Value Chain) main production area.

DCVC Suggestion Scheme co-ordinator Norman Rudge feels this is a real achievement, both for DCVC as a profit centre and the people involved. "By July DCVC people had submitted more than 160 suggestions, including an excellent one from the weekend SITCO team which radically reduced paper consumption, and another from Gary Hopkins which significantly cut usage of clips.

"When we launched the Suggestion Scheme we developed it in parallel with the development of our X teams, which I think considerably boosted the motivation of individuals. Another action which increased take-up was the training of one member of each section in the use of the computer system so that they could help their colleagues, who were not always confident of their IT skills, to submit their suggestions using the dedicated terminals.

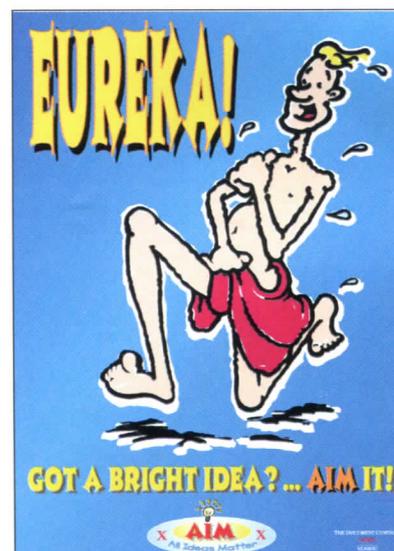
"Of course, some of these ideas apply right across the business, and where applicable, suggestions are being implemented in Venray, the US and other Xerox locations worldwide."

A similar success story has been seen in Asset Management Business Centre. "Here," says AMBC/PSG Suggestion Scheme co-ordinator Dave Wightwick, "I have seen a lot of enthusiasm for the scheme. In the last six months we

have had 88 suggestions, 30 of which have been accepted, and already more than 59 payments, valued at more than £5,000, have been made as a result of these suggestions.

"While 29 of the AMBC suggestions are not being implemented for a vast variety of reasons, all our suggestions have been rewarded and we have seen some really good ideas. One, for using refurbished pallets, saved Xerox more than £40,000, and another allowed us to re-use reconditioned doors, saving £12 per unit produced.

"The important point to note," says Dave, "is that these were simple almost obvious suggestions (with hindsight), and I feel there must be many similar ideas hidden away in people's minds. Everyone should have the confidence to submit an idea. If it's sensible it's likely to earn you an 'encouragement' award of between £5 and £25 tax-free - just for a good suggestion. If it then becomes a real 'saver' and is technically practicable, you could be on to a real winner - for yourself and for Xerox - and, maybe, a reward worth up to £7,500. After all, you've got nothing to lose and possibly everything to gain!"



■ The poster which publicised the Suggestion Scheme.

X Team benefits for DCVC

More than 15 per cent of the Digital Colour Value Chain (DCVC) workforce members are now working as X teams in Building 1 at Mitcheldean. Norman Rudge, who is co-ordinating X team development for DCVC, says this is already producing considerable benefits, both for the people and the business.

"We worked with our counterparts in Venray for benchmarking and process development," said Norman. "One of the key factors helping us to make rapid progress was the adaptation of one of Venray's ideas - a monitoring form."

By regular reviewing of development with the aid of this tool, each team has a clear idea of their own development, enabling them to work with their section managers, who in turn are part of a DCVC management X Team, to identify areas of empowerment, expand their boundaries and challenge their own views of empowerment.

Norman continued, "Our shift working arrangements were one of the major hurdles to be overcome. At present in DCVC there is a four-shift working pattern; day, twilight, night and

weekend shift. For each process we established a pilot X team - for example, the weekend shift led the process for SITCO."

Alison Tingle is one of the DCVC SITCO X team members. "It has taken three months to get to this point. We all now work much better together, we've increased control over our own work patterns and our jobs are more enjoyable because we understand more about our daily tasks.

"One problem all of us faced in each

of the shifts was that the incoming shift sometimes faced shortages or housekeeping problems, so we introduced a system of checks at the end of each shift to improve housekeeping and eliminate shortages. Now, any action taken by one shift is recorded on a flip chart, so that the new shift knows exactly what has happened and can take action as required. This helps the whole system to run smoothly and more productively. We also introduced a paper-saving idea, for which the whole team was rewarded through the Xerox Suggestion Scheme."



■ The DCVC weekend SITCO X team (left to right) Tracey Harris, Sandra Kear, Zoe Burcher, Maureen Meek, Alison Tingle, Anne Turley, Annette Heath and Veronica Taylor (not present at the photocall: Jean Burge).

European launch of 'Silverstone' gets off to a 'Grand Prix' start!

Silverstone marketing launch manager Martin Stock stops for breath to review the rapid market development of DC 340.

The new DC 340 digital copier and digital copier system (Silverstone) was announced by Pierre Danon, president of Xerox Europe, at a press conference in Copenhagen, Denmark. The DC 340 DC & ST comprise a 40 ppm (prints per minute) digital copier and fully connected system which share many features with the highly successful 'Hodaka' (DC 220/250) range of digital solutions.

While Pierre was making his announcement on 7th June, Mitcheldean were feverishly building machines to satisfy early demand for installation during June, despite the official launch date of 1st July!

52 DC 340s were installed early in one important account in Sweden at the end of May - the customer signed a 'non-disclosure' agreement with Xerox in order to receive delivery before the official launch. During June a further 136 installations were officially recorded within



■ Silverstone final assembly and test - moving through in volume.

Europe, resulting in a total of 188 customer installations before the planned launch date!

This performance is quite astounding, given the planned July launch date and summer holiday period, and is testament to both the high demand from the Entities for a 40 ppm document centre product and the hard work and accelerated delivery from the Xerox Europe launch team members, as well as the Welwyn Garden City design team and manufacturing teams.

Xerox Europe is now launching the 'Silverstone' DC 352 DC & ST product, which offers the same features as the 340 version, but at 52 ppm. The DC 352 DC & ST will actually replace the existing Hodaka DC 250 range of digital solutions. Both the 340 and the 352 can copy, scan, fax and print with improved performance across all functions.

Clearly, the 'Silverstone' range of digital solutions will both enhance and strengthen our position as a leading supplier of digital office solutions.

Martin Stock

Great start for DocuColor 12



■ The DC 12 engineering team.

August saw the first volume production of a new Mitcheldean colour product, DocuColor 12 (DC 12), which really does deliver an entirely new standard of colour printing and copying. Aimed at the graphic design and specialist office market, such as architects, interior designers and other colour conscious businesses, the DC 12 is available as a stand-alone copier or fully network connected printer/copier.

Operations - New Programme Introduction manager Simon Jones commented, "We have already received very favourable response from our customers and end-users. The DC 12 breaks new ground for high speed digital colour laser printing, producing 12 ppm colour and up to 50 black A4 at a high resolution of 600x600 dpi. Since DC 12 incorporates a 'straight-through' paper path, users get more reliability and can print on heavyweight papers."

"The DC 12 and the Document Centre ColorSeries 50 (DCCS 50) connected network printer/copiers are aimed at a more demanding sector than DC 5750 (Empress), DCVC's first colour product," says Keith Marfell, New Programme Delivery Team (NPDT) colour manager. "We are expecting these products to be leaders in their class for both the graphic design and general office markets."

The DC 12 production area, on the west side of Building 1, is the latest area to be equipped with anti-static flooring. This latest 45,000 sq. ft. of floor means that the full width of Building 1 is now equipped to assemble products to the best 'anti-static standards'. These new production areas for DC 12 and, of

course, DC 220/250, DC 552 and DC 540, are recognised as being some of the best in our industry.

Planning for DC 12 started two years ago, when Keith Marfell was appointed NPDT manager. "We planned the whole project working closely with Fuji Xerox and the Color Systems Business Unit in Webster, who gave us great support at all times. Much of the time Mitcheldean and Ebina (Fuji Xerox) work was running in parallel, and Fuji Xerox launched in March, with Xerox Europe following with the digital copier launch in August," said Keith.

This is the first time Xerox Europe has followed Fuji Xerox so closely into the market, and new ways were developed of working within both the Procurement team, led by Bob Salt, and the Manufacturing Engineering team. To ensure the skills and process knowledge reached the right level quickly, four Mitcheldean engineers spent extended periods in Ebina. Pat Burke, John Wood, Barry Davis and Neil Stott worked with DCVC Ebina residents Robin Morgan (Technical

and Leo Stryke (Materials), with frequent visits by Tony Tovey, Andy Cole and Mike Reed to cover the major tooling assembly development.

Naturally, a brand new, technically advanced product like DC 12 is quite different in design concept from Empress. "We started training in April," said section manager Richard Williams. "This included two weeks' induction and three weeks of technical training so that everyone could meet the standards. This all went to plan and we are now seeing the benefits as production rates build up."

"We have had a great start," added Keith. "Launch targets have been met, and we are now all looking forward to success in the marketplace."

The main European launch for DC 12 was on 23rd August. "Already good reports have been received from the marketplace," continued Keith. "In early October the connected version, DCCS 50 follows DC 12 into the market. This unit includes a Xerox embedded digital 'front end' (DFE) which allows most types of colour images to be received over computer networks and then printed, as opposed to stand alone DFEs provided by partner suppliers for the DC 12."

"This second new colour product is a significant step for Mitcheldean," says DCVC manager Kevin Horrobin. "We have delivered a very complex and innovative product to the market on time, while building it to better than planned quality and cost targets. Congratulations are due to our NPDT and build teams, and everyone else who is involved in the project."



■ The DC 12 production team.

When the going gets tough

We've all heard about flexible production systems, responsiveness and the 20 per cent line or the 80 per cent line, but Mitcheldean's Production Systems Group (PSG) team members faced and overcame their biggest flexibility challenge ever in June - when they had to deliver more than 470 systems.

For some months this year, the PSG order fluctuations have been extreme, with week to week peaks varying between 12 and 120! As if this wasn't enough, around the same time the PSG team had to introduce new server platforms and install new software upgrades.

"This created a really significant challenge for us all," said SITCO manager Clive Griffiths, "and it was a case of everyone - and I mean everyone - working flat out, often for days and weekends, to meet our commitments at the peak periods. When the June schedules came we were absolutely awe-struck - the order was for 471 systems - all for delivery in June. The task we faced was huge nine times our monthly programme minimum - less than seven months after our normal annual peak! Our weekly peak climbed to more than 150. We were more than 25 per cent above our previous, very high, plan, and the situation was just like the end of the year rush - making June 1999 the busiest June ever - and only a little less busy than the previous December, which was an all-time record.



■ Three Customer Heroes receive their awards from Frans Stollman. Left to right: Ray Cole, (Frans Stollman), Richard Collett and Terry Darrington.

"In one case, due to supply difficulties and a new type of server, we had to build, upgrade software, try out new software and complete all pre-delivery checks on 18 units in two days. In another case quantities required for one system were double those for which we had planned.

"While all our people gave their all to meet our deadlines, we must also acknowledge the marvellous support we received from other parts of the Xerox business, especially from Chris Reed's Light Lens team members (who were facing their own strenuous challenges at the time) and Ken Wallbank's Asset Repair team members, who accelerated their rework programme to supplement our US supplies of scanner systems. In fact 'accelerated' is rather an

understatement: Jacky Hughes and the team quadrupled output to meet PSG's needs!

"In addition, our neighbours on the DT 155/DT 6180 line, led by Nick Farr, also helped by converting 4635 IOT assemblies in double-quick time to replace scheduled deliveries still at sea."

While all this herculean effort was taking place, PSG also faced internal problems as the warehouse was moved away from the dock area to accommodate the new Xerox Regional Distribution Centre.

There was also an exhaustive search for components and materials worldwide, and both Materials and the Transport team (Les Lewis / Neil Williams) burnt their fair share of midnight oil to help PSG.

"The team pulled out all the stops," said PSG manager Barry Thomas. "We should recognise that they made meticulous plans as a foundation for their success - as well as working flat out. In the end it was like all really good 'wins' - a team win, with a great contribution from all our supporters throughout Mitcheldean - our sincere thanks go to them all."

Footnote: No fewer than three Customer Hero awards were made to team members while customer service levels were maintained at 97 per cent but even so, come the second two weeks of August, there were still PSG stalwarts working hard ready for the next challenge!



■ The PSG team.

More growth for EIC

Since the Electronics Integration Centre (EIC) opened last year the volume of business has grown steadily and is now expected to provide employment opportunities for more than 70 people in the next six months.

Naturally we prefer to source all our people from the various Mitcheldean site operations, but since IT and electronics skills are vital for our business centre, we need to develop a very strong IT ability and a high motivation to



■ Carol Ridler and Julian Horrobin in the new prototyping/development facility.

has performed, and we are establishing a good reputation with our customers.”

Already the new organisation has met some demanding targets in terms of delivery, quality and flexibility. “All in all,” says Kim, “we are making excellent progress. Our challenge now is to keep growing the business - and we can only do this by offering a superlative service. One of our recent actions was to develop three X teams, one of which is currently awaiting validation, while the other two develop their portfolios. We have also formed a rapid response customer service team to help our customers, who are mostly at Mitcheldean or Venray, with any quality or delivery requirement which could affect their production deadlines.”



■ The EIC production area in Building 6/1.

Operations manager Kim Toombs said, “We have steadily extended both our product lines and our product volumes, which will exceed 100,000 units this year. When we started we were only building input/output modules, but now our skills extend to ESS (electronics sub-systems) for DC 250 and integrated printer/copier/fax modules containing dedicated hard disk and floppy disk drives.”

The rapid development of EIC has been funded by an additional investment of over £300,000 in the last twelve months in a new development and prototyping area, additional production areas, stores and additional test equipment, doubling the EIC facility size from 1,000 to 2,000 square metres.

Kim continued, “The new ‘high-tech’ product lines and associated skills have led to new opportunities for many staff.

learn the new skills to work in this expanding field. However, I am really pleased how well our team



■ The User Interface X team (left to right) Rachael McClean, Tonia Phillips, Lyn Heathcote, Claire Wilson, Sharon Drew, Wenda Stacey, Anne Saunders and Emily Parry.

OMAF training programme

The move throughout the site to a new integrated OMAF (Oracle Manufacturing and Finance) system common to all users in every business centre has prompted a massive training effort. This will eventually enable everyone on site to access OMAF as part of their daily routine at work.

Fuser & Frames Business Centre (FFBC) led the way with the system last year, and it is steadily being rolled out to all business centres during the next nine months, up to Quarter 2 in the year 2000.

Following a training needs analysis by the Skills Partnership, a complete training plan has been developed for

Electronics Delivery Centre - Europe (EDC-E), Production Systems Group (PSG) and Digital Colour Value Chain (DCVC), with process trainers being nominated for each Business Centre.

The Skills Partnership team, led by Mikela Hale and including Phil Smith, Kathy Newman, Vicki Clay and Ben Beadman, is currently running courses for all process trainers, especially on navigating round the OMAF system, so that they can train their colleagues in each business centre.

"Site-wide the Skills Partnership is co-ordinating all OMAF courses, supporting the development of process training," said Mikela. "The time-frames are very short, and the numbers of people involved are considerable, especially in DCVC. We had to understand the OMAF system in detail so that we could provide training to meet the business centres' needs. So far the feedback has been good, and we anticipate that we will meet all the training requirements on time."



■ (Left to right:) Vicki Clay, Ben Beadman, Phil Smith and Kathy Newman.

Spanish deal achieved

When the Spanish Entity received an order for 100 duplex automatic document handlers as part of a major contract worth over \$3 million, this resulted in a significant delivery problem. Mitcheldean had only 20 units of the correct specification in stock - and delivery of the 100 units was required within days - but Mitcheldean's response was 'Yes, we can do it!'

As soon as the order was received and the Light Lens team understood what the customer required, the team started planning build and delivery - bearing in mind that there was less than 48 hours before despatch was required.

Nic Schiaffonati-Beech of Mitcheldean CSA (Customer Supply Assurance) commented, "If the contract was to be met the machines would all have to be available at the end of the Thursday shift. This entailed producing 80 machines in less than 16 hours, involving 2-day shifts. Having established that the 80 machines could be built in the time-frame the next consideration was the impact this would have on production."

Assessing this impact included predicting the effect on material supply and establishing if there would be enough material available. It also involved appraising current build plans - could these be changed to delay the build of all other configurations and build only duplex automatic document handlers? Another consideration was whether there were sufficient resources available to build the machines in the time available.

Chris Reed of Light Lens said, "Of course, as well as planning the build changes, the control of outgoing quality

also had to be considered, since this request coincided with training of new operators and redeployment within the department.

"The response from the production team, materials, engineering and QA groups was amazing. Without their flexibility and support, there is no doubt that we would not have met the time slot."

Our photograph shows some of the team members involved with building the units. As Nic Schiaffonati-Beech said, "Some of the key players were unable to attend the photo session, which was a pity as they were all very important and had a part to play in delivering the product on time."



All change! - new IPs on site



During the summer we said goodbye to the 1998/99 Industrial Placement students, some of whom are pictured on the left, who returned to their respective Universities to complete their courses. We also saw the arrival of a new group, pictured on the right, who have joined us for a year in various departments across the site. Farewell and good luck to all those departing, and welcome to the new arrivals!



MORE SUCCESS in Skills for Life



From left: Sallie James (Tutor), Naomi Watts, Jennifer Sleeman, Linda Marshall, Andrew Sleeman, Don Bradley (Head of faculty, Lifelong Learning), Sherrie Ellis, Lyn Newman, Keith Tarry, Michelle Vaughan, Mikela Hale (Skills Partnership) and Sheila Priest (Tutor).

Twelve people recently achieved their City & Guilds WordPower certificates in communications skills at the Skills for Life centre in Building 7/3. The successful candidates (some of whom are pictured here) were: Andrew and Jennifer Sleeman, Sherrie Ellis, Naomi Watts, Margaret Hook, Lesley Mansell, Keith Tarry, Linda Marshall, Malcolm Bradley, Lesley Murrell, Michelle Vaughan and Lyn Newman.

For many of the students who attend the centre it is their first experience of learning since leaving school, and they can often feel apprehensive. However, once they realise that is not like school and everyone can work at their own pace, most of the students go on to achieve more than one qualification. Some then go on to other college courses and to further in-house company training.

Some of the comments received from satisfied customers include: 'Excellent, friendly atmosphere and you are taught in a different way from school', 'Things are explained more clearly and you learn at your own speed', 'I came to learn more about word processing, but with encouragement I have gone on to databases and spreadsheets and am now learning desktop publishing', 'As a pensioner I have achieved far more than I expected', and 'The centre is a very good way of getting back into education after a long lay-off since school'.

Tutors from the Royal Forest of Dean College Sheila Priest and Sallie James run sessions throughout the week, offering a range of learning opportunities and dyslexia assessment. If you would like to find out more about the courses offered at the Skills for Life centre, or any other RFDC courses, contact Sheila or Sallie on Ext. 2762.

Xerox Television



Xerox Television visited the Mitcheldean site at the end of August as part of its shooting schedule for the Sales Training broadcast on the DocuColor 12 and Document Centre Colour Series 50.

With broadcast dates during September and October to over 50 sites around Europe, including Mitcheldean, the broadcast has a target audience of direct and indirect sales people numbering 5,500.

Speaking during a break in filming, Sam Robinson, Office Document Products (ODP) sales training manager for the UK and Ireland, said, "This format allows us to deliver training to the sales force quickly and efficiently. As well as

reducing time out of the field, the cost of under \$40 per delegate also makes it a very cost-effective medium to use."

The film material shot during the visit will also be used to make a video on the 'build to order' process.



Sam Robinson (nearest video display), his director and cameraman setting up a 'shot' in Building 1.



New video conferencing system

Recent upgrades to the video conferencing facilities at Mitcheldean allow three-way worldwide meetings so that, for example, people in Mitcheldean, Venray and Dundalk can all see and converse with each other and exchange diagrams and illustrations.

The upgrades, including a new video conferencing 'hub', prepare the

way to allow four-way conferencing later in the year. Tony Scott, of Process Development and Information Management at Mitcheldean, commented, "This will save us substantial costs, since not only do we save travel expenses, but also the new system cuts out external 'bridging' suppliers, which can be several hundred pounds per hour, particularly when we hold sessions with Japan or the USA."



■ The video conferencing room in 8/1

Nuts about Mitcheldean



■ Our picture shows (left to right) Rômulos da Silva Machado and Macio C Wanderley with DCVC engineer Richard Andrews.

Visiting Mitcheldean from Xerox Brazil, engineers Macio C Wanderley and Rômulos da Silva Machado both said how much they had enjoyed their time here when they were interviewed for Vision. "While we have been here," said Macio, "everyone has helped us feel really at home ... even to the extent of a special birthday party for me!"

Macio and Rômulos both come from Manaus, capital of Amazonia, which has a large Xerox manufacturing presence - building products and manufacturing

toner and other consumable supplies. They are lead engineers for a new colour product being built at Mitcheldean, which will also be manufactured at Manaus when world demand builds up in the year ahead.

Macio and Rômulos returned to Manaus on 1st August having enjoyed a good cross-section of British life in their free time, extending from the Hope & Anchor in Ross to Ann Hathaway's cottage at Stratford, not to mention Barry Island and Goodrich Castle.

MODERN Apprentices awards

Nick James (left of main picture) and Jill Acland, of Materials, presenting Jessica Newman (centre) with her certificate in Business Administration following completion of her two-year Modern Apprenticeship.

Inset (on the right) is Rachel Turner, now in the OMAF team, who completed the same course as Jessica. Both attended the Royal Forest of Dean College on day-release as part of their apprenticeship with Xerox, with

Zoe Brackston and Sharon Milner, who also successfully completed the course and gained their Modern Apprenticeship certificates. Congratulations to them all.



£664 for Scooby Doo

Building 1 duo Phil Fisher and Dave Roberts raised £664 for the Scooby Doo Children's Unit at Gloucestershire Royal Hospital with a sponsored 'slim'. Phil lost a total of 86 lbs in the 24-week period of the slim, while Dave lost 28 lbs.

Sponsorship forms were distributed by Pauline Jenkins and Jean Brain, who also collected contributions from throughout the Mitcheldean site. The £664 includes a donation of £50 from Xerox and £64.10 raised at a presentation evening on 25th July when Keith and Wendy Lewis accepted the funds raised on behalf of the Scooby Doo Children's Unit.



■ Our picture shows, left to right, Jean Brain, Phil Fisher and Pauline Jenkins.

35 YEAR Service Awards

For most of her life, CHRISTINE ASTON has lived in what was once a manufacturing facility.

In the 19th century, her home housed the cottage industry of nail-making, she told us. The nailers of those days would surely be astonished at the size, not to mention the technology, of the Xerox Mitcheldean manufacturing activity today.

Christine came to us straight from college to work in the accounts department, initially on the bought ledger. This was followed by 14 years in the cashier's office, dealing with matters ranging from travel and expenses to the senior payroll.

When the cashiering function was phased out, she transferred to production stores administration in the supply centre. For the past eight years



■ Geoff Williams and Christine Aston

she has worked in Interconnects, recording the movement of outgoing finished harness assemblies and generating barcodes for the boxes they travel in around the world.

Christine has served on the LSA committee for some 15 years and she is also a member of the Pensions committee.

She and her husband Ken, whom she met when he was employed in our purchasing department, are keen gardeners, and she reckons they grow about 90 per cent of the vegetables they eat.

As a quality man, GEOFF WILLIAMS aims to get it right first time. But it

didn't work out this way with his career. The first time he came to work on site, in production control, he spent just nine months with us. After four years with AEI at Lydbrook, he returned - this time for 2½ years as storeman and progress chaser.

He then worked for British Nylon Spinners in Gloucester for nine months before finally settling at Mitcheldean - for 35 years, spending the last 15 years or so in the Paint Shop.

He and his wife Doreen have a son and a daughter, both married. Paul works for IBM in Salt Lake City, Utah, and they made their first visit to the USA last spring to see him. "He married a Canadian and their younger child was born in the USA so they're a three-nation family." While over there, Geoff managed to make a trip to Las Vegas, and he's longing to go back!

Daughter Lisa, who works at the Land Registry in Gloucester, presented Geoff with his third grandchild last year.

A loyal follower of Coventry City for some 17 years, Geoff still supports the 'Sky Blues' as they're known. "But I don't get to see them play so often these days," he told us.

25 YEAR Service Award

SALLY MEEK has gone full circle in her quarter century with us. Her father Fred was one of our reliability engineers when she took up her very first job as clerk/typist in the then personnel department. Having acquired the necessary skills at college she progressed to being a secretary. She recalls learning speed writing from Ruth Morgan (now MEWS admin.) "which still comes in handy occasionally."

When an opportunity arose in Materials, she transferred to the small copier facility in Bldg 32 (now Bldg 4) as materials control clerk, moving on to Group Refurbishing Operations Support as administration assistant. She later worked for four years as



■ Sally Meek

senior secretary to Keith Grant in Refurbishing Operations and Materials management prior to returning in 1994 to the department she started in, now renamed Human Resources, where she currently provides secretarial support for Robin Fyffe and Charlie Walker. "You meet a wide range of people here and I like that," she told us.

Sally was soon recruited on to the LSA committee on which she acts as minute secretary as well as giving a hand with the rest of the teamwork.

She is engaged to Mike Simmonds, an engineer with SPP Coleford, and they share an interest in golf which Sally took up a few years ago at

Monmouth GC. Incidentally, both her bosses are members so "we can have no secrets about our handicaps!"

She started as a complete beginner and has won prizes on Captain's Day - the year before last she came first and this year was a joint first. Here too her administrative skills are called into play as a member of the Ladies Committee.

Her main winter sporting activity, however, is badminton, which she has played for many years; a former treasurer of Cinderford Badminton Club, she plays for them in the Wydean League.



■ Graham Firth (EMC) and David Pudge (Fuser & Frames) who both recently qualified for a 20-year service award.

Mitcheldean Carnival

Forest of Dean MP Diana Organ had some difficult decisions to make on 17th July - as judge of the fancy dress competition in Mitcheldean Carnival. Here she is seen with three winning entrants along with parish council chairman Tony Pickthall (5830 family QA). There were bouquets not only for her and the Carnival Queen Laura Whiles but also for Edith, wife of Xerox pensioner Des Haines, who wore the crown 50 years ago! Our picture shows Edith with her husband Des (left) and another retired long-server, Alan Cryer.

Xerox and our Sports & Social Club were among those who gave support to the event, which was blessed with lovely weather. Gary Auker-Howlett (Carcass Receiving) and Richard Passey (Paint Shop) were chairman and vice chairman respectively of the Carnival committee which included Nigel Meek (Security) and Dale Parker (EMC) among its members. They provided a lively schedule of events, including floats, a dog obedience show, the Chepstow Garrison, Morris dancing, bands and majorettes, stalls and competitions.



Golfers on a steady course

Each year the Haggett Trophy is contested between Xerox organisations within the UK. The 1999 trophy event, held at Letchworth in Hertfordshire on 23rd August, was blessed with a calm and sunny day and a course in excellent condition.

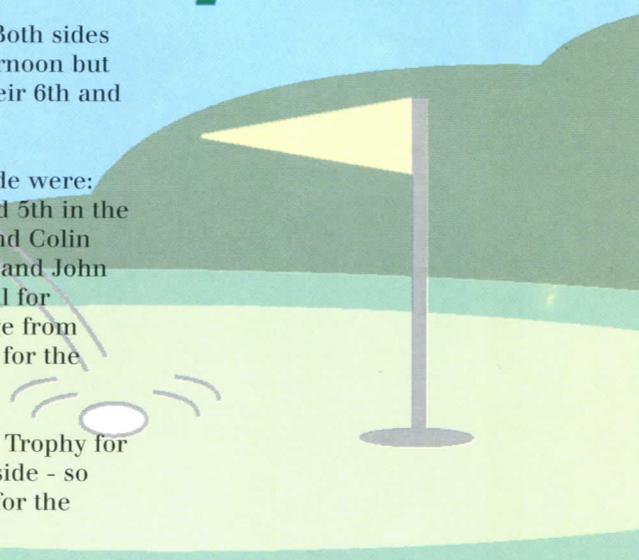
Two sides represented Mitcheldean - a site side captained by Mike Selwyn and an Electronics side captained by Colin Price.

The competition is played over 36 holes; after the morning session Electronics were in equal 6th place

and Mitcheldean in 8th. Both sides held their own in the afternoon but failed to improve upon their 6th and 8th places respectively.

Top scorers for each side were: Dave Bufton (who finished 5th in the individual competition) and Colin Goodrum for Electronics, and John Evans Jr. and Phil Mitchell for Mitcheldean. Andy George from Electronics won the prize for the longest drive of the day.

Winners of the Haggett Trophy for 1999 were the Welwyn A side - so it's back to Hertfordshire for the 2000 competition.



Obituaries

We regret to report the deaths of the following pensioners:

John Williams
(59) 11th July

David Williams
(77) 21st July

Hartley Jackson
(78) 29th July

Dorothy Harman
(68) 3rd August

Andreas Maurer
(84) 11th August

John Brawn
(92) 19th August

Royston Turley
(62) 19th August

1999 LSA Diary

Date	Event	Venue	Capacity
29 October	Annual Outing	3 nights in Dublin	97
17 December (Applications available shortly)	Christmas Party	Sports & Social Club	150

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

Profile - Clive Cowmeadow

"The last six weeks have been crazy!" said Clive Cowmeadow. Not surprisingly, he was feeling somewhat disoriented at the time, with the accent on 'orient'.

"When I arrived back from Japan in May after a 6½-year assignment with Fuji Xerox, I had to get my stuff shipped over, go house hunting, and cope with the challenges of a new assignment with Global Manufacturing Operations (GMO) at Welwyn Garden City."

Those challenges included going to the Far East again, this time to China on two separate visits, to Tianjin (close to Beijing) and Shenzhen (near Hong Kong).

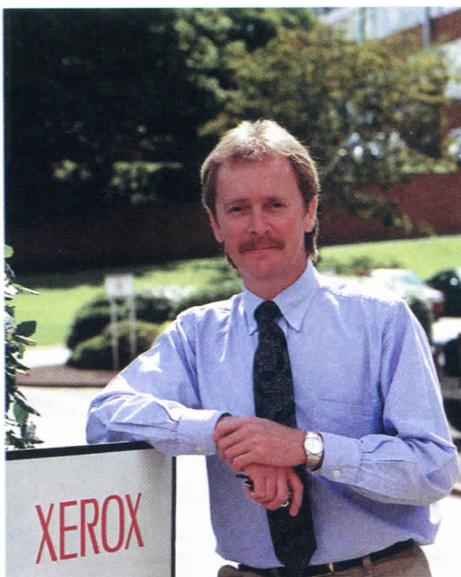
GMO is a team of Mitcheldean, Venray, Welwyn and Webster people engaged on a special project - the development of a new range of digital multi-function machines designed at Welwyn Technical Centre.

"You could describe the range as 'best of breed'," explains Clive. "The best features of Xerox, FX and competitive machines have been selected and combined in the new product which is undergoing pilot production.

"We have Extended Enterprise partners in this project all round the world, with certain modules of the machines made, and in some cases designed, by our partners in other countries."

Bob Short heads the GMO New Product Delivery Team and Clive reports directly to him; so too does erstwhile Mitcheldeaner Steve Pomeroy who is in charge of systems integration, covering operations and engineering support in the pilot plant where a number of Mitcheldean operators are 'on loan'.

Appointed quality manager, Clive was initially given responsibility for Asian suppliers only; now he has a team of RXV, Webster and Welwyn engineers who cover all EE (Extended Enterprise) suppliers - in Japan, China and Korea in the East, Xerox Canada in the West, and European Units in



■ Clive Cowmeadow

Germany, Venray and the UK, including the Electronics and Fuser Units at Mitcheldean. So quite a bit of travelling is involved.

"It has got a little confusing at times juggling a variety of currencies - including Japanese yen, Chinese renminbi yuan, and Hong Kong and American dollars!

"I always seem to be on loan," joked Clive, when we spoke with him during a recent visit to the site. The first time he went to Japan, early in 1995, the plan was for a two-year stay. But the arrangement was extended year by year and Clive was quite happy to stay, returning to home base for holidays.

Although as resident engineer he kept in constant touch with Mitcheldean via e-mail, fax and 'phone, he much appreciated receiving Vision regularly, especially in the early days. "It was nice to get news from home and to see people's faces." And he was delighted when James, Clive's son, made the 15½ hour journey alone to visit his father at the tender age of 7 (he's now 15).

While the DC 220/250, our first digital multi-function machine and following programmes were coming to fruition, Clive's task in Japan was to provide manufacturing interface for Mitcheldean, and later for Webster as well, ensuring Fuji Xerox understood our requirements, and sorting out problems while working closely with NPDT at Mitcheldean.

Most of the other Xerox residents had accommodation in Tokyo or Yokohama. Clive was the only one living in an apartment in Ebina where the FX plant is of a similar size to our own site.

Before going to Japan, he took a five-week course in the language and "I found it totally alien. Reading was the biggest barrier over there." He showed us a typical technical document which was set out in Kanji (which has thousands of characters) and two other Japanese scripts plus, fortunately, the occasional English word. Wisely, he continued taking lessons after arrival.

There were some other strange experiences, he says, but becoming accustomed to Japanese dishes such as sushi and sashimi was no problem.

In 1995 he met Yoko, who worked for an FX contractor (she speaks excellent English) and they were married the following year.

Now settled in Hitchin, Herts, they "drift from Japanese to English in conversation" but they eat mostly Japanese and Chinese food. They shop in 'Oriental City' - it involves just a journey to Edgware - to get the supplies they need, and they eat Japanese-style at a low table, seated on cushions.

When you live in a foreign country as long as Clive has, you get to understand and accept different cultures - and even adopt them, as he has.

It's a far cry from when he came to us as a technical apprentice in 1968. He took up a job in production engineering, working first on the 4000 family, then the 9000 family, from the 9200 to the 9700 laser version.

He spent a couple of years at the Welwyn pilot plant in the late '80s helping with the development of the 5046 mid-volume machine, and later returned to that site in connection with the 4255 laser printing system which was also piloted there.

In the course of his career Clive has got around the globe a good deal; he's travelled regularly between Mitcheldean, Webster and El Segundo, and has been to Hong Kong many times.

A constant companion of Clive's is his guitar. He's played in various bands over the years, and hadn't been long in Japan before he had joined a couple of bands there - one of them an FX group - finding common ground in the music of rock and roll.

He's been too busy settling in his new home and job to join a new band (another visit to Japan was planned for this October) but he says: "I'm thinking about it."



■ Clive with members of the PET team at Ebina, Japan.

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.