

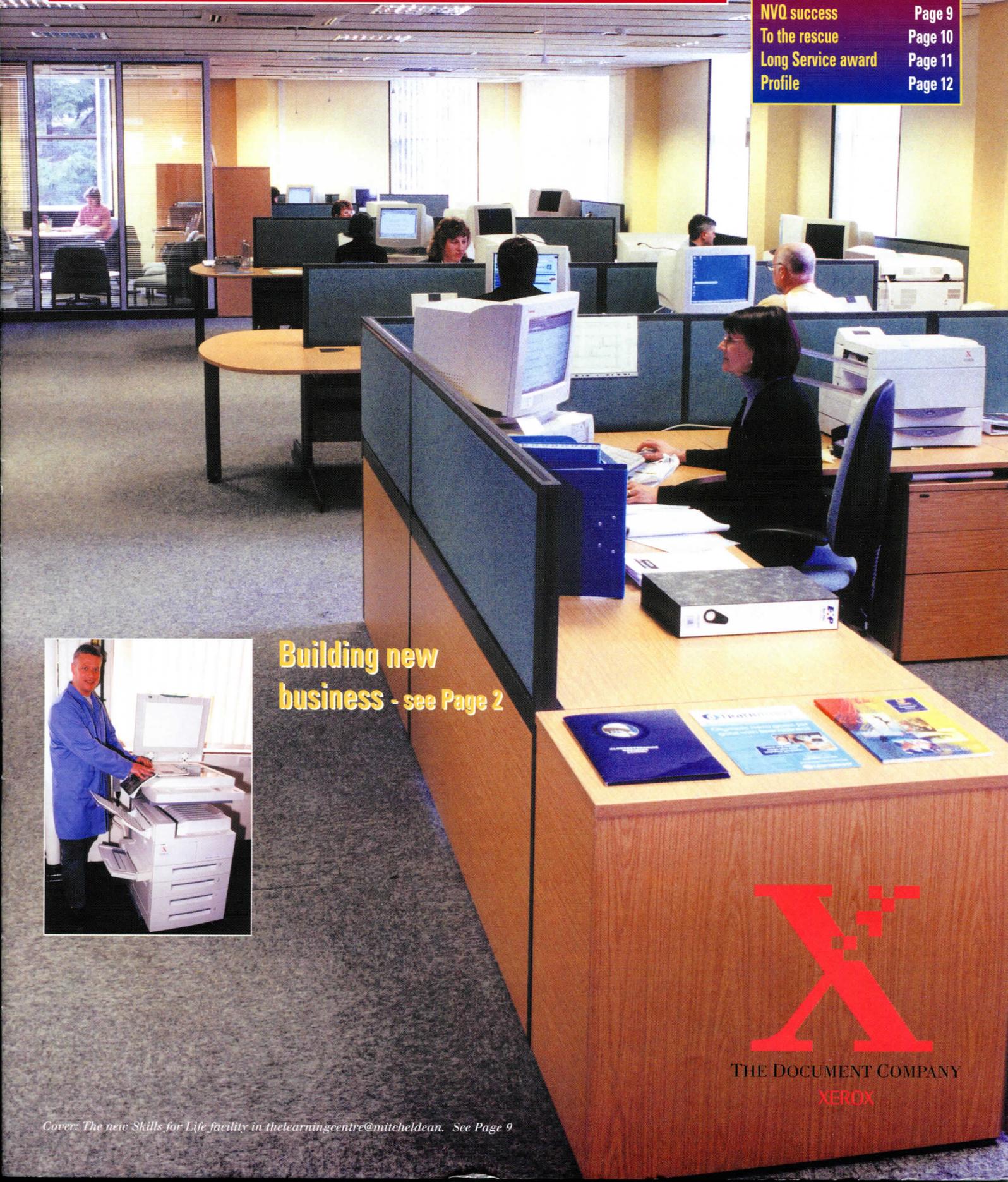
Vision

HOUSE MAGAZINE OF XEROX MITCHELDEAN

Summer 2001 No. 265

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**Building new
business - see Page 2**



THE DOCUMENT COMPANY
XEROX

Building new business



■ The digital library copier team, from left to right, Mahrie McLean, Jonathan Fielding, Martin Stock, Steve Dolton, Tony Digby, John Lewis and Nigel Tippins.

2001 has already brought with it a large amount of change. This is especially marked in Building 3, where the impending closure of the Light Lens business will allow Asset Management to finish operations on the Ridge, in Buildings 12 and 13, and move to a much more compact layout in Building 3.

"This is certainly a massive project," says Brian Jannetta, who heads up the new business centre in Building 3, the Logistics, Returns & Recycle Services (LRRS).

"Of course, quality performance is still crucial, and a number of new process improvements will be made in the new facility. Notably, all asset recovery will be segregated into 'clean' and 'unclean' areas, which will radically reduce dust contamination - vitally important to comply with the standards for the Xerox digital range."

Siân James was seconded from the New Programmes Delivery Team (NPDT) to help with all aspects of the move from 13/2 to 3/1. "The project is being completed with a tight budget, and we are using every opportunity we can to recycle and reuse existing materials to minimise total move costs," she said.

In addition to this revised process and assembly layouts, there will be a completely new clean room facility for overhaul and rebuild of ROS (Raster Output Scanner) units. This will meet the stringent standards of cleanliness required for assembly, calibration and checking of advanced laser-based imaging and electronics sub-systems.

"Excellent progress has been made so far to integrate the various operations into LRRS," said Quality & Technical manager Steve Dolton. "Our 'can do' spirit and more competitive prices have already helped us to win new work from the library sector."

In March the Low Volume Remanufacture (LVR) team was engaged by Marketing in the delivery of the first digital library copier into the Xerox Europe market. The product was required urgently by Office Systems Group (OSG) Xerox Europe to replace the ageing Light Lens units.

LRRS obtained an upgrade kit, designed and built in the USA, to fit to second user DC 420 family products. Following engineering tryouts, the first 15 sets of production kits were delivered to Mitcheldean in early April. The kits were built and tested, and

processes generated by the end of April to meet existing customer orders, and installation support visits are now being undertaken by Mitcheldean staff.

Substantial savings will be achieved by the local rework of the lens assembly, which alone will give an estimated total saving worth over half a million dollars over the anticipated programme volume of 5,000 units.

The new digital library copiers have already received an enthusiastic reception from the market, and the LRRS team is now building units for many notable centres of learning including the Bodleian Library in Oxford.



■ The new digital library copier is designed to allow efficient copying of pages from a book. In the picture: Nigel Tippins.

Formal recognition has been received by the project team from Joel Lacheze, director OSG, Xerox Europe, for the genuine 'can-do' approach adopted in the rapid delivery of the product to the market place, managing to incur negligible costs and maintain the unique selling proposition offered by a digital library copier.

Jean Noel Machon visits Mitcheldean



■ Jean Noel Machon with (centre) Tony Murrell and (right) John Evans.

During his visit to Mitcheldean in April Jean Noel Machon, president of Xerox Europe, briefed managers and staff on the Xerox 'Turnaround' initiative. He pointed out that Xerox is on track in its efforts to improve cash generation, grow revenue, maintain focus on the customer, resize the cost base and 'regain the winning spirit'.

His visit also included a tour of Fuser & Frames Business Centre (FFBC), European Systems Integration Centre (ESIC), Electronics Integration Centre

(EIC) and Electronics Manufacturing Centre (EMC).

Steady improvement

In his briefing Jean Noel said he anticipated a steady improvement over the next two to three years as Xerox achieves the benefits from the Turnaround project and takes full advantage of the current strong position in the colour market and other opportunities in the new economy.

Simplicity - one of the 'Vital Few'

Jean Noel highlighted the Xerox 'Vital

Few' for the next two to three years. He emphasised the importance of simplifying our processes and attacking our priorities with energy, ambition and speed, so that Xerox can achieve the growth needed to secure the profitable development of the business.

Much better cash position

His review emphasised that Xerox now has a much better cash position, following the actions taken to reduce costs, improve payment of invoices, and reduce inventories, mentioning asset sales, including the sale of China Operations and UK Leasing and the part-sale of Fuji Xerox on 6th March. He reminded everyone that other actions were being taken to improve this position even more.

Impressed by Mitcheldean

Finally, Jean Noel commented that he was impressed by Mitcheldean's commitment to Customer First and he felt Mitcheldean and everyone in Xerox had built an excellent foundation for progress in 2001. He said, "Xerox won't solve the business problems overnight, or without pain, but we are making steady progress, and I am confident that we will see Xerox restore its position as we implement the Turnaround actions in the challenging period ahead."

Beacon Award for Skills for Life

'Skills for Life', a unique partnership project between the Royal Forest of Dean College (RFDC) and Xerox Mitcheldean, was presented with a Beacon Award Certificate for Extending Participation in Basic Skills by Diana Organ MP, on behalf of the Basic Skills Agency, on 8th March. The Certificate and a Development Grant cheque for £3,000 from the Basic Skills Agency recognised the Skills for Life project at Mitcheldean as an example of outstanding teaching and learning practice.

The Skills for Life project started in 1994 and is run by Sheila Priest at the Xerox Business Park at Mitcheldean. It has already helped over 500 people to acquire essential skills through the use of information technology. Most of these students, who are employed by, or retired from, Xerox Mitcheldean or from families who have a member working at Xerox, have already achieved certificates in City & Guilds (Wordpower and Numberpower), the Open College Network, or RSA CLAIT. Skills for Life is now open to everyone over the age of



■ Picture shows, from left to right, Sheila Priest and Sarah Owen of Skills for Life, Diana Organ MP, Brian Fowler, Xerox Mitcheldean, Gill Young, principal of the Royal Forest of Dean College, and Robin Fyffe, Group Resources manager, Xerox Mitcheldean.

16, and is no longer limited to Xerox people and their families.

Skills for Life students choose what they want to study, plan their own courses, work at their own speed and decide their own priorities. "They can progress

right from basic skills to high level computer skills," said RFDC principal Gill Young. "This award is a tribute to everyone involved in the project, and it is very good to see Skills for Life recognised as a role model nationwide."

Making safety easier



■ Checking that safety actions are in place, from left to right, test operator Mandy Hawker, section manager Mick Scriven and safety representative Caren Jones.

"There is no more important issue than health and safety at work," says operation support manager Dave Bufton in Electronics Manufacturing Centre (EMC). "It is the ultimate bottom line.

"While we bask in the glow of the eleventh year in a row as RoSPA Gold Medal winners, we all run the risk of falling standards due to complacency," says Dave. "Health and safety is a personal as well as a business issue. Xerox has an enviable safety record, but we have got to keep it that way."

Concerned by a rising number of 'near misses', EMC's safety team in Building 4 worked with Xerox Mitcheldean's Environmental Health & Safety (EH&S) officer Chris Marriott last year on a safety audit. While the overall audit result was satisfactory, Dave and his team decided on a variety of actions to further improve safety standards.

The project involved a team of 16 people within EMC including EH&S champions Dave Bufton and Gwyn Smith, five safety representatives and nine 'First Aiders'.

Publicity campaigns

"One of the first priorities was to identify and publicise near misses. This reminds everyone that accidents can happen, and they might happen to you," said Dave.

The team used e-mail, the video notice board and posters to ensure that everyone knew about 'near misses'. Minutes of safety meetings were posted on notice boards and a series of safety awareness campaigns, highlighting a 'Hazard of the Week', were run throughout the period, all supported by posters and other publicity material.



■ Members of the Building 4 safety team, from left to right, operation support manager Dave Bufton, with safety representatives Caren Jones, Dave Newberry, Nancy Jones and Phil Harris.

"While all these actions helped dispel our cloud of complacency, the team also identified another problem," continued Dave. "Our safety procedures were complex and voluminous.

"It just took too long for people to access safety procedures and ensure that they were in place, or ensure that processes and equipment were compliant with safety and environmental protection standards."

The team's solution to this problem was to spend time 'making safety easier'. All critical safety issues were covered by a simple 4-sheet process chart. This was designed to run on the computer with a series of hyper-linked Word documents so that a simple 'click' took any user straight to the relevant procedure for a safety-related issue. It has been designed so that two clicks of the mouse take you from the main safety page to, for instance, 'noise', 'electricity at work', 'job safety analysis', or any one of the 26 key safety issues.

"Not only does this make safety information management much easier for management," said Dave, "but it also allows individual operators, or line engineers, to identify any safety problems and check requirements quickly. It is a key factor in enabling all staff members to take much more responsibility for their own safety."

All these actions and many others have improved health and safety in Building 4. "Not only have our standards improved," says Operations Manager Neil Price, "but our development of the Health & Safety Performance Plan has given many of our people new interest in safety-related issues and the opportunity for personal development, while achieving a stronger health & safety culture throughout EMC."



■ Yes, pallets on the floor are a safety hazard. Left to right: Mick Scriven and Caren Jones.

New quality concept for Xerox

The Xerox 'Turnaround' initiative aims to produce a more profitable business, simplify and speed up our processes, and recapture our customers' trust and loyalty. To help on all of these fronts a new, re-strengthened set of quality principles, processes and tools has been created.

At the heart of the 'new quality' approach is the customer, supported by four quality processes, the Performance Excellence Process (PEP), the Xerox Improvement Process (XIP), Customer-Centred Productive Interactions (CCPI) and Market Trends and Benchmarking (MTB), to be applied throughout the business.

The Performance Excellence Process (PEP) is the starting point, a compact 5-stage process comprising: setting direction, deploying direction and delivering (and inspecting) results. In other words, deciding where the business is going, deciding how the business is going to get there, getting there, and learning from the experience. PEP is an enhancement of the Managing For Results (MFR) process, designed to ensure better focus and alignment of unit and individual objectives to corporate goals.

The PEP principles are built into a Performance Excellence Plan for every team within the business, recognising that managers and teams agree on critical performance objectives, measurement and

targets, and are jointly responsible for job performance and development.

The plan provides a regular built-in review process for managers to provide coaching and feedback so that delivery of the results can be compared against the measures and targets. Throughout the process the focus is on customer value. This is vital. We still aim to deliver quality and excellence in all that we do, building on five key quality principles.

1. Customer-focused employees, accountable for business results and fundamental to our success.
2. Our work environment enables participation, speed and teamwork based on trust, learning and recognition.
3. Everyone at Xerox has business objectives aligned to the Xerox direction. A disciplined process is used to assess progress towards delivery of results.
4. Customer-focused work processes, supported by disciplined use of quality tools, enable rapid changes and yield predictable business results.
5. Everyone takes responsibility to communicate and act on benchmarks and knowledge that enable rapid change in the best interest of customers and shareholders.

For everyone in Manufacturing this means that our focus is unchanged; we have to



deliver customer value so that the customer satisfaction levels are high. To do this we use the Xerox Improvement Process (XIP) to set improvement goals.

This is an updated, integrated and simpler version of the Quality Improvement and Problem Solving Processes, designed to:

1. Determine priorities.
2. Implement predictable solutions.
3. Deliver and monitor results.

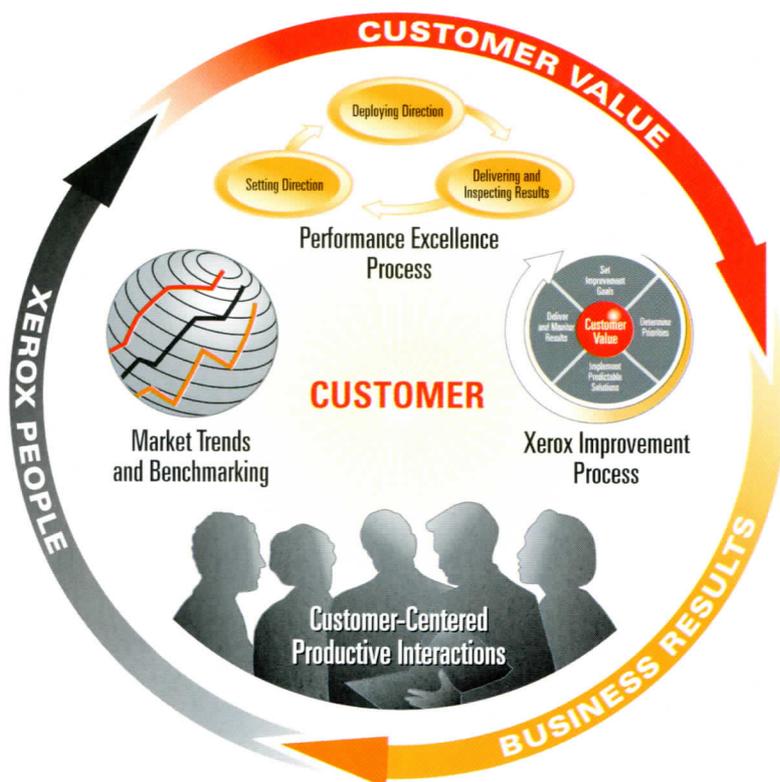
Of course, we can only do this if we know how the market is moving and how we compare with others in the market. This is done using the Market Trends and Benchmarking process, MTB. This part of 'new quality' includes techniques on how to monitor external changes and trends, and acquire fact-based information and benchmarks as a regular part of our work.

In the end, results can only be achieved by Xerox people, working efficiently and effectively together with a continual focus on the customer. This is the point of the Customer Centred Productive Interactions Process, designed to achieve:

1. Customer First behaviour.
2. Productive meetings.
3. Interactive skills.
4. Decision-making skills.

Together, these Customer First and interactive behaviours will help assure the effectiveness of our meetings, dialogues and other interactions.

In summary, quality still counts. This core set of quality resources builds upon our Leadership Through Quality heritage, and defines a more focused, faster and flexible quality framework, updated to meet the company's needs today. 'New quality' describes the overall work practices and behaviour expected of everyone in Xerox, and is a key enabler in our fight to turn the company around.



What an achievement!

Nearing 400,000 units and one of the best products ever produced at Mitcheldean, the last 5830 left the production line on Friday 25th May. The 5830 was a derivative of the 5018/28 first built more than 12 years ago.

Why the success and for so long? Simple - quality, cost and delivery. The quality was reflected in the outgoing and customer quality results, which were better than plan or target. The running cost (cost per copy) was one of the lowest for this type of product, and we achieved delivery of specific configurations at short notice to meet special orders throughout Europe.

Everyone involved should be very proud to have been associated with this product. Including the second user products produced by Remanufacture in Building 12/2, not only were more than 500,000 units produced and supplied, but the quality of the product has steadily improved and today is very well received by the customers.

Light Lens products produced by Mitcheldean will surely be running long after the lines have closed. It is inevitable that digital products will eventually replace them. Given time these will become more cost-effective to build and maintain, and will offer many more features than could be offered with a Light Lens product.

Section manager Chris Reed said, "Everyone directly involved with any of the Light Lens models mentioned is to be congratulated. This success did not happen overnight or by itself, but everyone played their part in delivering one of the best products produced by Mitcheldean."



■ The 5830 team.

Online learning for everyone

Sixty delegates from education, industry and public services attended the first Gloucestershire ICT (Information & Computer Technology) Networking conference on 26th March held at Xerox Mitcheldean.

The conference reported on new developments in online learning, internet services and learning centre initiatives to bring 'online learning' to every adult in Gloucestershire and the South West.

Contributions were made by Ken Turner, Government Officer for the South West, Roger Crouch, executive director of the Gloucestershire Learning & Skills Council, Jacqui Hughes, development manager of Ufi (University for Industry) South West Region, Judith Stradling, vice president Gloucestershire College of Arts & Technology (GlosCat), Gill Young, principal of the Royal Forest of Dean College (RFDC) and other organisations including the Gloucester Learning Partnership, Practica Consultancy and The Document Company Xerox.

Delegates discussed all the online opportunities available to Gloucestershire people from UK Online, Learn Direct, and

new online learning centres at Gloucester, Stroud, Cirencester and Mitcheldean. The latter is the new community online learning project developed as a partnership between RFDC and Xerox, as first reported in the Spring issue of Vision and covered elsewhere in this issue.

Steve Astington, manager of the Gloucestershire Ufi Hub, which co-ordinates resources for online learning throughout Gloucestershire, commented, "This conference is part of our drive to ensure that high quality online learning resources are available to provide lifelong learning for all Gloucestershire adults. Online learning applies equally whether they are at work, home or at one of the specialist 'drop-in' learning centres now being provided throughout the county.

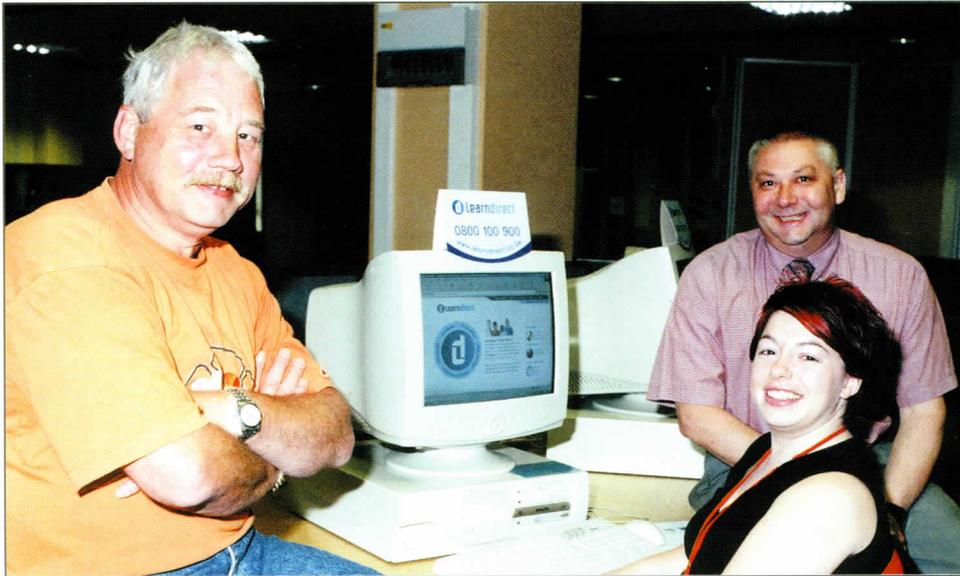
These new centres, part of the Government ICT initiative with 900 centres nationwide, allow adults to use the latest information technology to access more than 500 online courses from Learn Direct. With these courses students can develop personal and business skills in a huge range of areas, including business management, problem solving, customer relations, writing, and health & safety.

One of the presentations to delegates was from Gill Young and Colin Court about the joint RFDC/Xerox initiative to develop an online learning centre at Mitcheldean. Delegates visited the new centre, thelearningcentre@mitcheldean, which is based on the Xerox Business Park in Building 7, Floor 2. At the time of the conference it was in the final phase of development, and welcomed its first students in April.



■ The picture shows, from left to right, Colin Court, learning & development manager Xerox Mitcheldean, Judith Stradling, vice principal Gloucestershire College of Arts & Technology, Steve Astington, manager Gloucestershire Ufi Hub, Roger Crouch, executive director Gloucestershire Learning & Skills Council, Ken Turner, Government Officer for the South West, and Jacqui Hughes, development manager for Ufi South West Region.

Union Learning goes 'online'



■ Left to right, Kevin Kear, Christine Francis and Graham Grindle.

A unique partnership has been forged to extend online learning to everyone on the Mitcheldean site, including their friends and relatives, and the local community. It includes the Union Learning team, the Royal Forest of Dean College (RFDC), thelearningcentre@mitcheldean and the Xerox Mitcheldean Skills Partnership.

“This new partnership,” said MSF convener Steve Venner, “will allow all our people to acquire essential skills for both their business and individual needs. As part of the Union Learning Initiative, it will provide a route for everyone to develop, whether they are low skilled, semi-skilled or highly skilled in their chosen speciality.

“We are particularly keen to introduce the wider community,

including friends and relatives, to this resource. One of the key factors in attracting new employment to the Forest is the education and skills of the whole community. The more people we involve in this project, the greater the benefit to them and the future employment prospects of the area.”

“The new partnership project will cover all core IT skills, such as the use of Word and MS Excel,” said Mitcheldean Learning Co-ordinator Christine Francis. “It will also extend to hundreds of career development courses covering topics such as negotiation and counselling and health and safety, with advanced courses in technical areas, extending up to HNC level. In the personal development area it will include languages, woodwork, sports & fitness, building, vehicle mechanics

and a host of other subjects to interest everyone.”

Graham Grindle, who co-ordinates work on the Union Learning Initiative at Mitcheldean, said, “Our Union Learning representatives will be backed by the resources of the Union Learning Fund to help introduce everyone to this new resource. With their help anyone can visit the centre, select appropriate courses and learn all the practical IT skills needed to make progress and real investments in their own future, working and learning on site, at work or at home, depending on their own preferences.”

The Union Learning representatives will have a ‘hot desk’ facility in the new learning centre in Building 7. Contact your local learning representative (see the list below) for more details, or Graham Grindle on Ext. 2300 or Steve Venner on 2152.

Union Learning representatives are Nick Brain, Joanne Lewis, Adrian Griffin, Andrew Billingham, Phyllis Taylor and Kevin Kear in Building 1, Jamie Elsmore in Building 2, Steve Wilce in Building 5, Helen Stewart, Nancy Jones, Eileen Hayward, Adrian Jones and Lynn Gomery in Building 4, Graham Morgan, Roger Childs and James Bennett in Building 5, Graham Grindle, Tony Pickthall, Chris Evans, Mike Barnard, Robin Hale and Lee Watson in Building 12, Steve Venner and Billy Malsom in Building 15, and Peter Weaving (trans).

11 years of safety

Once again the high safety standards maintained by Xerox Mitcheldean have been recognised by the Royal Society for the Prevention of Accidents (RoSPA) Gold Medal. This is now the 11th year in a row when Mitcheldean has reached this standard which, like other standards, is

progressively tightened each year. The Gold Medal is one of the highest corporate awards which can be made by RoSPA.

“More than ever,” said Xerox Mitcheldean Environmental Health & Safety (EH&S) officer Chris Marriott, “this is a tribute to the

personal efforts made by everyone at work in the Xerox operations at Mitcheldean. Each year it becomes more challenging to maintain this high standard, and Xerox’s success here is a reflection of the daily efforts made by everyone to contribute to long term performance - achieving a safe environment for us all at Mitcheldean.”

Customer Heroes at Mitcheldean

Three Customer Hero awards were presented on 27th March at Mitcheldean. Dave Lloyd and Joy Joyce from Materials and Andy Tooze from Imports received their awards from Tony Murrell, director Customer Supply Chain Operations.

The Customer Hero awards were in recognition of their sterling efforts to put Xerox customers first. Dave, Joy and Andy received an urgent request from ESIC Production to find 1,700 sub-assemblies within three days to support production at Mitcheldean. Starting at 11.00 am on Friday the team contacted Xerox operations and suppliers in Japan, the USA and Mexico, and worked with Logistics and Import teams worldwide to ensure that all 1,700 units were in place by Monday.

In the event the first batch arrived in London on Sunday night, and the production lines were ready to start work as usual on the Monday

morning. This enabled Mitcheldean production teams to meet their commitment to customers all over Europe.

Tony Murrell said, "In today's very competitive world customer

satisfaction is our highest priority. This Mitcheldean team pulled out all the stops to ensure delivery was maintained in this minimal timescale, and I congratulate them all."



Our picture shows, from left to right, Alan Lynes (manager European Materials Planning), Dave Lloyd, Tony Murrell (director Customer Supply Chain Operations), Joy Joyce, Andy Tooze and John Evans (ESIC Operational Unit manager).

Bright ideas can reap rewards



Roll showing edge against wooden supports before Ashley's foam solution.

When Ashley Meek of Fuser & Frames Business Centre (FFBC) was working as an operator on DocuColor 12 (DC 12) and DocuCentre Colour Series 50 (DCCS 50) rolls, he had a very simple idea which improved both yield and quality, to earn Ashley £1,200, and save Xerox £48,000 a year.

DC 12/DCCS 50 rolls have a very delicate fluoro-elastomer final coating, but one which makes a vital difference to the quality of the paper train and, hence, the final image. Ashley spotted that the finished rolls slide about in the wooden totes, which damages the coating at its most vulnerable point, at the edge of the roll, and

leads to the coating separating from the substrate.

So, how did Ashley eliminate this damage? He decided what was needed was a soft, flexible pad to stop roll movement in the tote - and there was one to hand, the waste foam from the DC 212/214 lamp packaging. All he had to do was take the lamp holder from the foam, and there was a ready-made foam pad to insert in the tote.

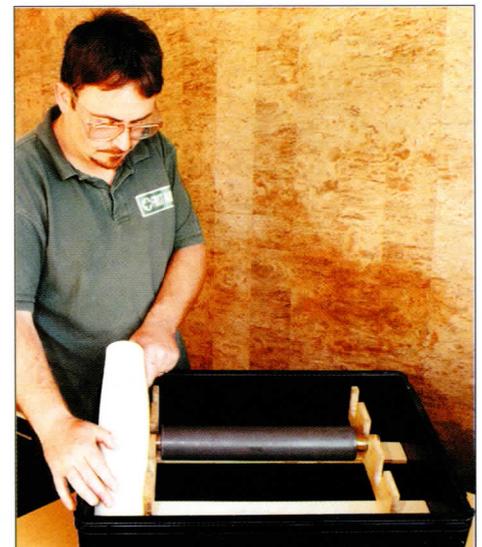
And the result?

1. A 5 per cent increase in the yield for DC 12/DCCS 50 roll production, saving £48,000 a year.
2. Elimination of waste. The DC 212/214 foam packaging normally went to landfill, thus the cost of landfill waste was reduced. The foam pads can be recycled and used again for the next DC 12/ DCCS 50 roll production run.
3. Reduced failure rates of rolls in service.

So, not only did one simple idea produce a £1,200 reward from the Suggestion Scheme for Ashley, but it also enhanced product quality,

improved operator satisfaction and cut costs for Xerox, with no additional capital or running costs.

There must be many other ideas out there. Remember, you don't have to be technical, just think about your job. You too could achieve a Suggestion Scheme bonus in 2001. For more information on the Suggestion Scheme, see your local notice board, or contact your local representative or manager.



Ashley Meek with the solution.

Skills for Life moves to thelearningcentre@mitcheldean



■ A general view of the new Skills for Life area.

The Skills for Life team moved from Building 7/3 to 7/2 in April to become part of Mitcheldean's new training and personal development centre. The new operation welcomed the Skills for Life team and their students on 23rd April, and all the students carried on with courses from the previous week with new and faster computers and a good view of the outside world.

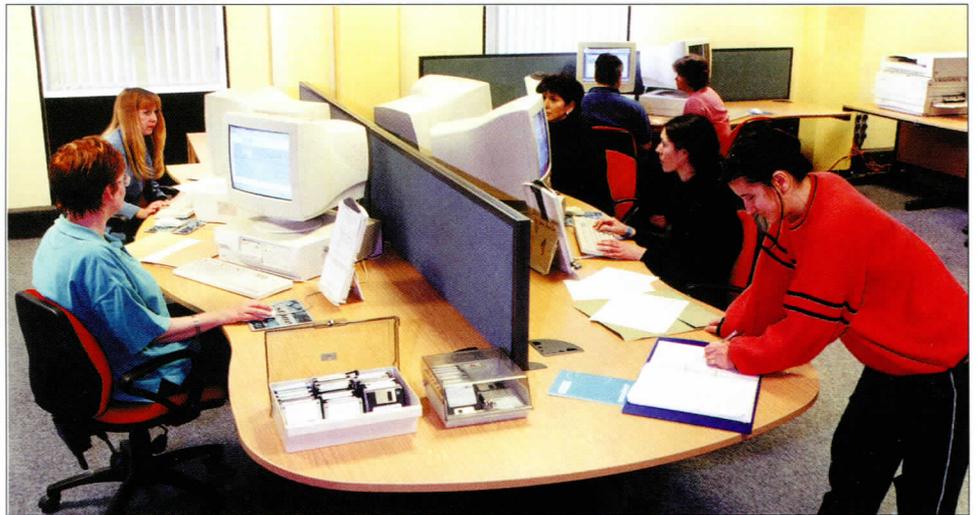
Skills for Life will continue to offer the same range of courses as before for Xerox people, their family members and those working for local businesses.

During the next two months thelearningcentre@mitcheldean will complete installation of software and systems to provide online courses through LearnDirect and support for the Forest Business Unit and, especially for Xerox people, will provide full access to the XVLE [Xerox Virtual Learning Experience] for professional and business courses up to graduate standard.

"Everyone will benefit from this project," says Colin Court. "We will offer a complete range of Xerox courses for Xerox people,

supplemented by over 200 online business courses from Learn Direct, and specialist group and class-based courses, such as First Aid, offered by the Royal Forest of Dean College (RFDC). This new facility combines the best that Xerox, RFDC and Government IT initiatives have to offer. There is really something for everyone who wants to learn."

Call Sheila Priest on 2577, Colin Court on 2555, Christine Francis on 2544, Cathy Parry on 2611 or Debbie Woodward on 2522.



■ Skills for Life in action.

Xerox NVQ success

Following the report in our last issue on three Xerox Mitcheldean Modern Apprentices achieving an NVQ Level III in Procurement, ten Xerox Mitcheldean staff recently achieved NVQ awards in Purchasing & Procurement.

Les Moore, director of Materials Procurement, Xerox European Manufacturing, presented six of the awards at Mitcheldean on 27th March to Jackie Beard, Kevin James, Mark Jones, Dave Lloyd and Mike Perkins, who were among the first group in the UK to achieve NVQ Level IV in Procurement. He also presented an NVQ Level III award to Alan Essex. Four other award winners, Kevin Collins-Norris, Teresa Powell, Darren Williams (all NVQ Level IV) and Mike Jackson (NVQ Level IV) were unable to attend the presentation ceremony.

The presentation represented a notable success for Xerox, who developed and pioneered the NVQ course in Procurement with the Edexel Foundation, working with

Xerox managers Pat Drinkall, Alan Lynes and Mike Feetham and assessors Barry Ovum and Geoff Warner from the Achilles Management Consultancy.

Les Moore congratulated all the successful candidates, and paid tribute to their hard work in their own time to achieve their qualifications.

The presentation was made on Pat Drinkall's final day on site, when she was retiring after 24 years with Xerox. Les congratulated Pat on her dedication and determination, which had played such a large part in the success of the NVQ project, and wished her a long and happy retirement.



■ Left to right: Dave Lloyd, Mike Perkins, Jackie Beard, Mark Jones, (Les Moore), Kevin James and Alan Essex.

Dave Paull to the rescue!

Among the team of 12 from the UK who flew to India on a rescue mission following the devastating earthquake last January was Mitcheldean's Dave Paull.

A technician and leading hand in ESIC in Building 1, Dave is used to taking quick action to ensure our machines are perfect at every stage of build. And as a first aider he's ready, too, to assist people in an emergency.

Some 20 months ago he added to his rapid reaction activities by joining Rapid UK, an organisation set up to provide trained 'search and rescue' teams for any disaster worldwide. His first such call came on 26th January, a day after the Indian catastrophe in which over 20,000 people were killed.

Dave was ready, having proved his fitness via a year's weekend training in rock climbing, caving and suchlike, learning to use search equipment and how to cope without

sleep, plus a four-day 'search and rescue' exercise.

"I'd also been immunised against everything from yellow fever to cholera," he told us.

The team flew from Brize Norton on an RAF flight to Bahrain and, having got clearance, went on to land at Ahmadabad in Gujarat ten hours later. After that, it was ten hours' more travel by road to Bhuj, during which they saw an increasing scale of devastation, with whole settlements wiped out.

"We were operating under the British Government Department for International Development; they organised with the locals where we should search, mainly working with an Indian Army team. There were five teams from the UK in our camp plus Swiss and Turkish rescue teams."

In a week of harsh and harrowing experiences, one particular incident

sticks in Dave's mind. "A man indicated where his wife and two sons were buried. We dug our way in and found the five-year-old and his mother, sadly both dead. But we carried on and were overjoyed to discover the ten-year-old son still alive. It took 12 hours to get him out. The medics found he had internal injuries and had to amputate one leg on an improvised operating table.

"There were aftershocks - 20 or 30 a day - and during this rescue there was a pretty severe one which set the tunnel we had built trembling." It was a worrying time for the families back home too but they were kept informed about progress by Rapid UK.

The team were there for a week, working in temperatures of up to 40C during the day and bitterly cold nights. "The sights of dead bodies and the smell were terrible and the memory of it is going to live with me for a very long time," Dave told us.

They left their tents, generator, lights, CO₂ breath detector and medical equipment behind for the emergency centres to use, plus a clutch of small bears (courtesy Teddies for Tragedies) for the kiddies. It cost Rapid UK some £20,000 to send a 'search and rescue' team out and since their return Dave has given talks locally to help raise funds to replace the equipment ready for any future call-out. Incidentally, one nearly occurred two weeks after the Indian disaster, when there was another big earthquake in San Salvador, El Salvador. "We were on stand-by, but in the event weren't required."

Dave and other members of the team were each presented with a commemorative plaque at a meeting in a London Indian temple last March attended by Prince Charles. Money raised since has gone to assist Earthquake Relief work. It has also paid for Parth Joshi, the rescued boy, to come with his father to England to be fitted with an artificial limb, and he will return yearly to be refitted as he grows bigger.



■ Dave Paull, geared up for action, holds the commemorative plaque which each member of the Rapid UK team received.

25 YEAR Service Award

ROYSTON PRITCHARD has acquired considerable experience of materials systems and purchasing during his quarter century.

When he started in production stores admin, stock records were mechanised and Royston was involved with the introduction of the on-line system SUE - which was "rather temperamental!"

The mid-80s saw his transfer to the control room of the new 10 Series computerised materials distribution system in what is now Building 4, after which he spent some months at the Welwyn plant during the 5046 development. Back on site he worked as progress chaser-cum-analyst on the assembly floor. "It was the first time I used e-mail," he recalls.

Having switched to the purchasing of packaging, he was one of the team who went to Leesburg in 1991 to receive a Team Excellence award for the introduction of recyclable Corrupad packaging, replacing polystyrene.

After a spell in the metals commodity section, he joined non-production purchasing where today he and Mike

Aldred deal with a wide range of activities: the changeover to OMAF non-production site services system and to MP2 (for anything from consumables to plant maintenance) for which they run a Help Desk, the writing of contracts, export control of drawings and technology, processing MPRs, plus packaging - "Call here for just about everything!" he says.

He's been carrying out a range of site services at home too - he and his wife Zena, who works in ESIC, have just moved into their newly-built house overlooking the Wye. He hasn't laid the bricks, but with help from his carpenter brother he's done just about everything else. Happily, the project has been approved by a golden retriever called Dexter "who adopted us last year."

Incidentally, Zena's sister Pam Andrews (Reception) and her husband Jim (EDS) have also built themselves a house - what you might call a sister project!

Royston used to enjoy pistol shooting with a Ross club - today his favourite activity is driving his lawn tractor!



■ Royston Pritchard.



■ Members of Mitcheldean Sports Club's Under 7s squad proudly display their EDS strip with club supporters (from left in back row) Gary Auker-Howlett (Asset Management), James Williams (EDS), John Curtis (EDS) and Roger Smith (ESIC). Says James: "Thanks to the generosity of EDS and other sponsors we have been able to continue to provide coaching and enjoyment for the children and give them a positive direction to channel their energy." The club has junior football squads of all ages between five and 13 and every week some 100 youngsters take part in league and friendly games all over the county.

Obituaries

We regret to report the deaths of the following pensioners:

George Douglas
(74) 29th January

Andrew Boyce
(39) 1st February

Douglas Hyett
(73) 5th February

Eileen Rhoades
(68) 6th February

Denys Jaynes
(70) 12th February

Leonard Payne
(73) 17th February

Thomas Tingle
(74) 21st February

Robert Byett
(76) 22nd February

Dennis Fisher
(70) 24th February

Eric Burns
(86) 26th February

Len Cudok
(75) 6th March

John Wyatt
(72) 9th March

David Board
(74) 15th March

Edgar Adlam
(80) 21st March

Harold Bennett
(73) 22nd March

Sylvia Standerwick
(71) 29th March

Paul Richards
(64) 10th April

John Moses Stephens
(66) 11th April

Cecilia Adams
(79) 12th April

Owen Clark
(74) 16th April

Ronald Glover
(73) 17th April

Douglas Harris
(79) 28th April

John Mould
(70) 29th April

Des Hoare
(68) 4th May

Leonard Harper
(65) 9th May

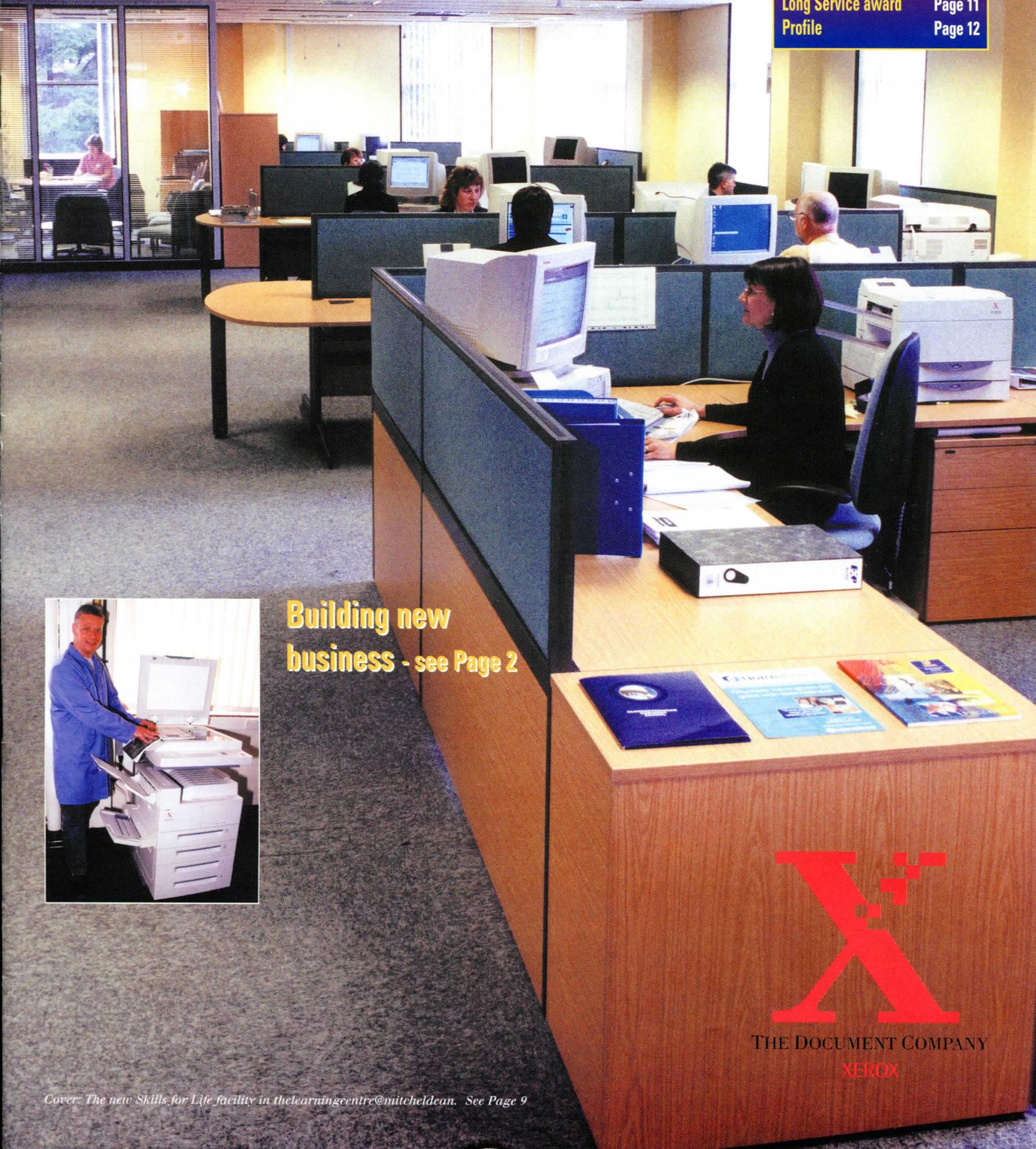
Vision

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