

Vision

HOUSE MAGAZINE OF XEROX MITCHELDEAN

Autumn 2001 No. 266

Inside:

Environmental progress	Page 2
Xerox Quality	Page 3
XVLE	Page 4
Last DC 420	Page 5
Quality award	Page 6
World of Learning	Page 7
The way ahead	Page 8
Club upbeat	Page 9
Long service awards	Page 10
LSA	Page 11
Profile	Page 12

Successful Xerox learners - see Page 7



Profitable recycling

- see Page 5



THE DOCUMENT COMPANY
XEROX

Real environmental progress

Xerox Mitcheldean made real progress in environmental performance in 2000. This included reducing water consumption by 26.3 per cent, and achieving, once again, the Royal Society for the Prevention of Accidents (RoSPA) Gold award, and the British Safety Council award.

However, the environmental team recognise that there is still much work to do to reduce risk and improve performance, notably in the areas of energy use and landfill targets. During 2000 a new environmental training programme was introduced covering all Xerox operations and employees based at Mitcheldean.

The latest environmental report, issued in accordance with the Mitcheldean site's ISO 14001 certification and in compliance with the Eco-Management & Audit Scheme (EMAS) requirements, covers solid waste, liquid waste, electricity, water, air emissions, environmental incidents, health & safety and environmental impacts.

One of the key achievements in 2000 was steady progress on safety, continuing the 'zero injury' programme originally initiated in 1997. While 2000 was not as good

as 1999, the safety incidence was maintained at a very low level of two incidents per 100 employees. The Mitcheldean Safety Management system continues to develop a high performance at operation reviews by ensuring that managers participate in incident investigations and reviewing all incident reports. During the coming year greater emphasis will be placed on understanding the causes of accidents and injuries and initiating corrective actions when required.

Success has been driven by improved processes and technology

2000 also saw reduced volumes of cleaning and paint shop processes and the successful implementation of water conservation initiatives introduced in 1999, leading to a direct 16 per cent reduction in process water use alone. The actions designed to remove solvents and protect the local water course continued to operate effectively, and the regular programme of sampling from the Mitcheldean stream showed that the site was

consistently meeting local environmental quality standards.

While Xerox was disappointed not to meet the target of less than 8 per cent waste sent to landfill, there was still a substantial improvement. Waste dispersed to landfill fell from over 10.5 per cent in 1999 to 9.6 per cent in 2000, representing a year-on-year improvement of 6.7 per cent. Continued progress in this area depends partly on improved standards of internal waste segregation, and this is one of the priorities in 2001.

Liquid waste disposal performance was very good in 2000, success has been driven by improved processes and technology. Since 1996 this component has been reduced by over 74 per cent, an impressive achievement.

Environmental performance is a critical part of Xerox operations worldwide. The business is committed to high standards of health & safety and compliance with national and international legislation. Contact Mitcheldean Environmental Health & Safety (EH&S) manager Chris Marriott on Ext. 1125 for more information.

New IPs on site

Industrial Placement (IP) students for 2001/02 are already at Mitcheldean and working in their respective business centres. Our picture shows, from left to right, James Greenberry, Victoria Goodman, Alison Calver, Mumtaz Esmail, Darren Worth, Dipesh Patel and Imran Pandor. [Stuart Swainson was in Venray when the photo was taken.] We wish them all a happy and productive time with Xerox Mitcheldean in the coming months.



Quality standards the Xerox way



■ Our picture shows Group Resources manager Robin Fyffe (left) with QMS team members (left to right) Martyn Hale & Brian Jordan (ESIC), Nigel Holder (FFBC), Business Quality manager Barry Klein, Richard Pudge (LRRS), Chris Browning & Richard Rowe (EDC-E), and Clinton Marsh (FFBC), with Education & Learning manager Christine Francis and FFBC manager Chris Clarke. Members of the team unable to be there for the photo include Steve Dolton (LRRS Technical & Quality manager) and Mark Davis (Materials SQA).

The new ISO standard, ISO 9001/2000 marks a major change in every business's attitude to quality in the global market.

Earlier ISO standards were based on compliance. All a business had to do was what it had agreed it was going to do, as laid down in the standard. In itself this was not an easy task, with hundreds of products and tens of thousands of components in some cases, but it also meant that standards did not take account of value. Businesses could be ISO 9001 accredited yet their products could still fail in terms of performance and customer value.

The new standard represents a revolutionary change. It is only possible to meet this standard if a business shows that its processes provide for continuous improvement and relate to measures of customer satisfaction. This has been an integral part of the Xerox quality philosophy

and management practice for many years but good can always be better!

When global trading in manufactured products depends on international standards, Xerox leaves nothing to chance, and Mitcheldean, like other Xerox business centres, is now preparing to satisfy the new standard in every way.

While the existing ISO 9001/2/5 standard has been in place since 1994 and will continue to be used until 2005, Xerox has decided that it makes good business sense to meet the new ISO 9001/2000 standard by the end of 2001. The work of the Mitcheldean transition team, including Barry Klein (Business Quality), Brian Jordan (ESIC), Richard Pudge (LRRS), Nigel Holder (FFBC) and Chris Browning (EDC-E), is already well advanced.

The team produced a new quality systems manual one month ahead of schedule on 27th July. At the same

time training was identified as a critical issue, and Quality Management System (QMS) teams are being established in each business centre to ensure that all the requirements of the new standard are fully understood and implemented throughout the business.

Barry Klein enlisted the support of the Institute of Quality Assurance to train the QMS team members, who all successfully completed the course in July. Other actions are under way as the team works to put the new ISO 9001/2000 processes in place throughout the business. This has included a course to provide a management briefing for senior managers, to prepare FFBC (Fuser & Frames Business Centre), ESIC (European Systems Integration Centre), and LRRS (Logistics, Returns & Recycle Services) for the audit by the British Standards Institution (BSI). The course covered all aspects of the management implications of the new standard. [EDC-E has its own separate ISO 9001 accreditation, and an Assessment Audit for this will take place in February 2002.]

Barry Klein said, "It is difficult to overestimate the scale of the change to this new standard. Even with our longstanding commitment to continuous improvement, we will find it a considerable challenge to meet the auditors' requirements. The general feeling is that many businesses will find it a very severe test of their capability. Successful accreditation to the new standard is vital for Xerox, and will be a significant benefit to support our sales teams in the global market. It will certainly drive continued improvement in the business and ensure that our quality approach will add value to our products."

Nexcom in Gloucestershire

New Xerox concessionaire Nexcom Systems Ltd, led by Darren Hillman, is now on site at Mitcheldean, and covers Gloucestershire for all OSG (Office Systems Group) products.

Darren sees a substantial local market for OSG products. Xerox is still a

power in the office equipment sector. "Don't forget, Xerox is the brand leader in the European market place," he says, "and still leads Canon (17.6 v. 17.2 per cent). Three years in a row Xerox has been No. 1 in US for black and white digital copiers, and I expect DC 452/440 and other products, including our digital library copier

built by LRRS at Mitcheldean (see page 5), to do as well in the next Quarter. Colour is also strong this year, where we hold almost 50 per cent of the market."

Call Darren on Ext. 1105 if you have any leads for Xerox products.

Better skills, better future



■ Debbie Woodward opening up the new XVLE learning site in the Learning Centre.

The new Xerox Virtual Learning Environment (XVLE) is open to anyone on the Mitcheldean site, whether core staff, contract staff or staff of authorised contractors. This means that new skills and learning experiences are available for anyone who has access to a computer. XVLE can be reached from home, the office, the production areas, or from the new learning centre in Building 7/2.

XVLE has hundreds of courses on offer, some less than one hour in duration, and some much longer, right up to degree and professional standard qualifications. These include entry-level languages, such as French, German, Spanish, Greek and many others, business skills, such as preparation for interviews and interviewing techniques, and IT skills including, for example, digital colour, network management and all principal Microsoft Office applications.

Courses will soon cover many soft skills, which will include business skills such as preparation for interviews and interviewing

techniques, business finance, business writing and many more.

Access is easy and quick. The Home Page, visible on the internal system (Intranet) as www.xvle.xerox.com or externally (Internet) as www.xvle.net, gives access to log in using your name and employee staff number. From there you can see the entire choice of available courses. XVLE covers five main areas: Learn, Leadership & Management Development, Performance Excellence, Industry Sectors and the World of Xerox. As the year progresses there will also be additional sections covering XTV (Xerox Television) programmes, a 'live' discussion forum and bulletin board. This will also include Knowledge Link, which gives information about products and services, and the E&L Web (Education & Learning Web), which includes information about the Education & Learning Group and the help and assistance available.

XVLE includes a powerful search engine, so that everyone can find the course or information they want.

Contact Christine Francis (2544), Debbie Woodward (2522), Teresa Powell (2566) or Angela Roberts (2555) for more details, or just log on, from any location, to one of the above addresses. Remember, the learning centre is open, and everyone can have access to XVLE at the centre, from Monday to Thursday 9.00 am to 8.00 pm, Friday 9.00 am to 5.00 pm and Saturday 10.00 am to 4.00 pm.

Learn

Most of the learning content is here, including E-Learning, with Smartforce courses such as IT 2000 and the European Computer Driving Licence, supported by Distance Learning packages, Technical Training, Sales Education and XBS Education.

Leadership & Management Development

This contains the Xerox Leadership Framework, Corporate Leadership Council and access to internationally recognised business school resources, including the Ashridge Virtual Learning Resource Centre, The Wharton Business School and the INSEAD Centre for Advanced Learning Technologies.

Performance Excellence

This covers information and documentation on the new European appraisal process and related management standards.

Industry Sector Web

All the 12 major business market sectors are covered here for sales development.

World of Xerox

If you are new to Xerox, this gives all the latest information about the business including the way we work and organisation structures, and it also includes an assessment test.

Frans Stollman retires

Frans Stollman retired from Xerox on 31st July after 27 years' service with the company.

Xerox Corporate Strategic Services senior vice president Ursula Burns said, "Frans, who joined Xerox in April 1974, has held a variety of key engineering and manufacturing/supply chain assignments in Venray, Welwyn, Marlow and Mitcheldean. He has been a leader, a business partner and change agent during his 27 years at Xerox. In his role as change agent, Frans has changed the European

operations from a plant/site focus organisation into a first-rate pan-European supplier. He has also role-modelled the integration of the Manufacturing & Supply Chain organisations. These changes have allowed XEM&SC to achieve higher levels of performance, which have been recognised both internally and externally to Xerox. His results have been a significant contributor to the success of Xerox. I will personally miss Frans' counsel and leadership, and want to thank him for his many contributions to Xerox."



■ Tony Murrell, director Customer Supply Chain Operations, presented Frans with a special memento built by the Electronics Manufacturing Centre.

Recycling for profit

The latest new business centre at Mitcheldean, LRRS (Logistics, Returns & Recycling Services), has celebrated its move to new premises with a welcome return to profit in July after more than 18 months of losses.

“When we embarked on this project over a year ago,” says Brian Jannetta, who leads LRRS, “the management team, then led by Brian Reeves, recognised that asset management and recycling operations needed a much lower cost base to achieve continued success. Brian and his team then set all the actions under way to move the Returns, Recycling and Remanufacture operations from four floors in Buildings 12 and 15 on the Ridge to one in Building 5. This move cut the required floor space by 50 per cent and slashed overheads by a similar amount.

“Of course, it was still a huge and complex project, and we all had major production commitments that had to be met during the period of the move. However, we completed it on time, in just 16 weeks between March and July,

and satisfied all our customers. This achievement was due to a massive effort by everybody in LRRS and strong support from the Facilities team and New Programmes team, who greatly helped us with project management.”

With a total team of 190, LRRS takes returned products and carries out a full remanufacture and recycling process covering a wide range of digital and digital colour products, including those built at Mitcheldean, but also many manufactured at other sites.

“We also manufacture the new digital Library copier, produce remanufactured digital copiers and supply modules to support the ESIC new build operation,” says Brian, “and we recycle spares received from service operations throughout Europe. Our ROS room, for working on laser assemblies, provides a unique facility in Europe.

“Overall, the new facility gives everyone benefits. As well as cutting costs substantially, and increasing efficiency by separating the strip clean

and recover processes from build operations, we have provided our people with a more comfortable working environment. Last, but definitely not least, our new process management has raised quality performance. This has resulted in a truly world class recycling operation, working to high standards throughout. We already have a substantial order book, and I am sure our new cost base will help us win new business throughout the Xerox world.”



■ LRRS team members, Strip/Clean operators Scott Symonds (left) and Jeff Teague, in the new preparation area.

DC 420 - leading the digital revolution

In July the last newly manufactured DC 420 was completed at Mitcheldean. In the three years since the 420 family pioneered digital production, more than 500,000 digital units have been produced.

The DC 420 was the last of a line that started with the DC 220 in 1997, right at the leading edge of the digital revolution. In the last four years the Xerox marketplace has been transformed by the digital revolution as Xerox and other manufacturers competed for market share in the rapidly changing digital world.

Mitcheldean pioneered the digital products manufacturing technology and as the production volumes rose even higher, the workplace, especially Building 1, was transformed to meet the demands of the new technology.

It took less than a year to pass the 100,000 mark, and the product was progressively upgraded to reduce costs and improve performance. The three years of intensive pressure saw the adoption of new, flexible working regimes, the

complete retraining of everyone in the workforce and the development of new systems, later adopted by Xerox worldwide. Xerox was able to build on the performance of the DC 220/420 team to regain the coveted position of No. 1 in Europe (and in the USA).

Though DC 220/420 won many awards and is in great demand, other more advanced digital products have now

superseded the product family. However, Mitcheldean has by no means seen the last of DC 220/420, since the LRRS (Logistics, Returns & Recycle Services) business centre is busy refurbishing and recycling units which, like the newly manufactured products, are still in great demand. After all, there are more than 250,000 units out there to be recycled, refurbished and refreshed for a very satisfied customer community.



■ DC 420 team members who built the last DC 420 at Mitcheldean.

Build a better back

Back injuries account for more than one third of workplace injuries, causing pain, reducing earnings and impairing business performance. In short, back pain causes misery for millions every year.

Autumn and winter are the times when you are most at risk. All too easily you can impose heavy loads on cold muscles. Healthy exercise is often replaced by long hours lounging in front of the TV or hunched over a computer screen. Suddenly that piercing pain will tell you should have been taking more care of your back.

However, it doesn't have to be that way. The way forward is to make sure you think about your back every day and follow some simple rules at work, home or leisure.

Preserve the curves

If you are working at a computer screen, driving a vehicle or just studying or reading, you can take care of your back at the same time by using a good posture.

This can be achieved by ensuring your lower back is supported, preferably by the seat, but, if necessary, by an additional cushion. Adjust your position so that the knees are slightly below the hips and ensure feet are flat on the floor. Don't slouch and don't cross your legs. Keep warm and take a periodic break to have some gentle exercise or a walk around the office.

Angle the work or computer screen so that you look straight ahead rather than up or down. Finally make sure that your legs, hips and chest are in line, so that your back naturally maintains three gentle 'S' curves for the neck, chest and lower back.

The safe lift

Safe lifting, up and down, depends on keeping your back aligned, maintaining your balance and letting your powerful leg muscles do the work. Always make sure your footing is firm. Enlist help if necessary, and always use any available mechanical lifting aid.

Take your time, and above all bend at the knees, not at the waist. 'Hug'

the load as you straighten your legs, and keep it as close as possible to your body. Don't twist as you're lifting.

Training is available to help ensure good practice in lifting and handling loads. Avoid any unnecessary lifting and ask for help if any significant effort is required, AND report any risks you identify. The price of good safety is eternal vigilance and using safe working practices at all times.

'Balanced bags'

At home, or travelling on business or holiday, don't forget that two smaller-weight bags are always safer than one large one. Avoid lugging that computer bag on one shoulder - alternate the load on shoulders, and use a trolley or luggage cart at the supermarket, airport, station or 'bus terminus.

Today our total lifestyle is a threat to our backs. Use good practices, think about back safety, and exercise those critical stomach muscles to help maintain the natural curve of the back. It will all pay off in the end.

6 Sigma Operational Quality award

Tony Aspinall, a Supplier Quality Assurance engineer in Purchasing, received his Certification as a 6 Sigma/Operational Quality coach. Certification formally acknowledges competence to drive business results and increase customer value through the successful application of quality principles, and demonstration of key leadership attributes. This was in recognition of his work in the development of a high capacity feeder for DC 425/432 family and the DC 12 IOT frame, helping key suppliers to develop effective quality processes and continuous improvement. The project work resulted in \$400K savings for the Mitcheldean site. Pictured, left to right, are Frans Stollman, Tony Aspinall and Les Moore, director of Materials Procurement, Xerox European Manufacturing.



A world of learning ... at work, at home or on the internet



■ Call the learning team for help and an introduction to any aspect of online learning through XILE (see page 4).

Left to Right: Angela Roberts, Xerox / Learn Direct, Kelly Price, Xerox, Christine Francis, Xerox, Carolyn Kilburn, RFDC / Learn Direct, Teresa Powell, Xerox

Thelearningcentre@mitcheldean offers a marvellous opportunity for everyone in Xerox and our local community to learn from over 400 courses, covering everything from interview techniques to the latest and best in information technology.

To find out more about courses on offer you can start by dropping in to see the learning team in Building 8, or by calling 01594 544858 (internal number 2588), or by typing in www.learnirect.co.uk on your computer. It really couldn't be easier. Short courses start from 15 minutes' duration and extend to a period to suit you. Help is available to

get you started - from the centre or the internet, or even from specialist support tutors, who will visit you at home.

One starter course to ease you gently into learning again is 'Living Room', set in a virtual living room, which uses everyday items such as lamps and armchairs to help brush up on reading, writing and basic IT skills. If visiting Building 7 or using the internet are not possible, Learn Direct has designed a simple, easy-to-use CD-ROM, which features clear instructions. If you need help, experienced tutors are just a 'phone call away.

Access to these learning courses is free. For courses which are chargeable many people are eligible for individual learning accounts, which provide a government contribution valued at up to £250. In addition you get your own Learn Direct e-mail account.

Remember, this could be your passport to qualifications, which will help you get a better job. It could improve your lifestyle or it could be the start of a lifelong interest. So why not start now? Call the learning team or log on to www.learnirect.co.uk.

Success for Xerox Students

Mitcheldean people are all working hard to gain new qualifications, especially in the competitive fields of electronics engineering and information technology.

In the last academic year more than 115 people successfully studied to win professional and technical qualifications in business, electrical, electronics, mechanical engineering, computing and information technology. Some of the courses were as short as 11 weeks, and many lasted at least two years for HNC qualifications.

EDC-E's Chris Cutter completed the first year of a 5-year BSc (Hons) in Computing at the University of Wales College, Newport, and Steve Brown completed the fourth year of a 5-year BSc (Hons) Business course at Cheltenham & Gloucester College. The majority of the students took advantage of the courses offered by the

Royal Forest of Dean College, but some people are studying at Hereford and GlosCAT.

"Part-time education," says Christine Francis, learning manager, "represents a real commitment, and a determination to study after the working day on a regular basis. Everyone deserves our congratulations for their efforts. Xerox is keen to support all our people in improving their work skills and qualifications. It's win-win for everybody in our very competitive business. Anyone with a well-planned requirement - and you need to think well ahead to join in the new opportunities available in 2002 - can be assured of our encouragement. Don't forget you can use all the resources of our new learning centre to prepare yourself for these college-based courses. Often courses qualify for some form of financial support, either through the Government Individual

Learning Account or through our own Xerox sponsorship scheme on site."



■ Some of the successful Xerox learners, from left to right, back row: Bruce Davies, Roger Woodman, Leon Hale and Alistair Wadley, next row: Helen Barnard, Steve Clarke, Dan Beard and Steve Bromage, next row: Richard Carruthers, Rob Burford, Clare Price and Colin Blowers, front row: Roger Maddocks, Christine Francis, Pat Bovill, Kelly Price and Helen Anderson.

The way ahead

New products engineer Daren Green believes that further education is the stepping stone to a successful future, and anyone can do it!

In 1988 Daren Green started work as a forklift driver at (Rank) Xerox. Today Daren is a highly qualified engineer, and one of his tasks is to help to run the crucial computer network that helps give Building 1 its highly efficient production control.

Daren works for the New Product Development Team (NPDT) as a new products engineer. His main responsibility is to ensure that as a new product comes into production, all computer network infrastructure is in place to share the information needed for production, assembly, testing and all the other elements of the production process.

For the last six months Daren has been heavily engaged in work for DC 452/440, which included new software from the start of September. "It's a very satisfying job," says Daren. "There is a new task every day, and I often move from software systems to checking out hardware, product tryouts or METO (Manufacturing Engineering Test Operations) tasks over the course of a week."

Daren's job has changed dramatically since he first came to Xerox. "A decade ago I didn't expect to be doing this responsible and interesting job," he says. "My first employment with Xerox didn't last long, but I did get to know the site pretty well. I returned in 1990 to Asset Management, working in Dismantle & Clean. Richard Passey and Brian Sterry encouraged me to follow up my interest in electrical and electronic products by taking a City & Guilds 500/501 course at the Royal Forest of Dean College (RFDC)

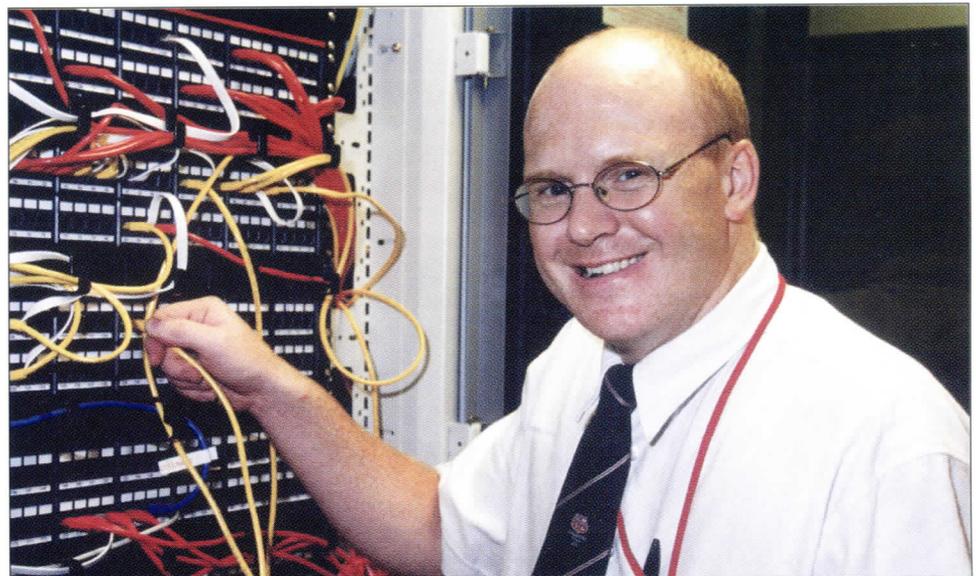
on a day release basis. This helped my work, first as a line operator, then in FRT (Final Run & Test) working on a variety of products including 1025, 5018, 5028 and 5046. I then completed a City & Guilds course in Electronics Servicing.

"It all sounds easy now, but during that period I met my wife, got married, bought a home - requiring a lot of DIY, started a family, and embarked on an extension to the house to accommodate a growing family! So I worked pretty hard, and on a few occasions I felt like giving up the further education courses. But Xerox people really encouraged me to 'go for it' and gave me maximum support as I moved from line operator to FRT, and then worked in the really technical world of laser systems in the ROS room, finally gaining my City & Guilds Licentiate in Electronics."

Not content with all that, about two and a half years ago Daren decided to

specialise in computing, and in 1998 started a two-year HNC course in Computing at GlosCAT, completing it in time to join NPDT.

Looking ahead, Daren plans to move even further into the computing world by starting on another course. "This is still a substantial commitment, but all my work to date has paid off in terms of better rewards and a more interesting job," he says. "Xerox has given me the opportunities, supported my continuing education, and given me the vital encouragement to press on. In turn they have got a lot more value from me as an employee, so the commitment is worth it for me and the company. We all now have much more opportunity and a greater than ever choice of courses than I had ten years ago, and further education is the way ahead today, so I would say to anyone 'just go for it!'"



■ Daren Green

Uxbridge trainers visit Mitcheldean

Earlier in the year members of the XE and GB Education & Learning teams visited Mitcheldean to see the new learning centre. Pictured with Colin Court (second left) are, from left to right, Laura Bingham, (Colin Court), Lisa Oliver, Graham Spencer, Darren Cassidy, Ian Sellars, Nigel Palmer, Steve Jones, Ian Bell and Diane Timmins.



Club remains upbeat in outlook

Despite some major cutbacks, and the consequent decrease in membership, the Xerox Sports & Social Club remains upbeat in its outlook and committed to reinvesting profits into upgrading the club facility.

At the annual general meeting held on 24th May, chairman John Gurney spoke of the plans for the function room, which involved turning the dance floor through 90 degrees and replacing the carpeting - a project which was commenced during the summer at the cost of some £10K.

The club has continued to support the many local charities; the skittles, snooker and cribbage teams continue to thrive but, regretted John, "we still have no pool or darts teams, despite many pleas."

Pleas for people to join the very reliable but small committee have also fallen on deaf ears so far. "The meetings are held on the first Tuesday

of each month in the clubhouse and last for approximately 2 to 3 hours," secretary Nora Powell pointed out. "It is a difficult job, trying to arrange and organise various functions to suit all types of people," so offers of help would be much appreciated.

It had been necessary to reduce the monthly Bonanza prize draw to compensate for the loss in employee payments, but the club has many other types of membership and so could attract others to use the facilities.

Treasurer Dave Lea had some good news. Turnover increased by 10 per cent and expenditure by only 4 per cent; again on the plus side, administration expenditure was reduced by 5 per cent. It was particularly encouraging to know that the kitchen had made a profit of £9,000 - "the highest I have known for the past 12 years at least."

The club had prudently transferred £13,000 to the deposit account, and

invested £50,000 in a savings bond with a fixed interest rate for 12 months of 6.12 per cent.

Long-term employees Rene Histed and Viv Williams have left - Rene to retire and Viv to pastures new - and in recognition of her first-class work for the club, Chris Davies was awarded, along with Stan Seaborn, life membership. Chris in turn highlighted the help given by Clary Games.

The election of officers produced no surprises, John Gurney continuing as chairman, John Howls as vice chairman, Nora Powell as secretary and Dave Lea as treasurer.

The three trustees are John Howls, Richard Morgan and Graham Whitaker, with Bernie Gibbs and John Phelps as committee members.

A well-deserved vote of thanks went to the above, to all staff for their efforts during the year and to the company "who again have given us such valued help."

A day to remember

Barbara Bevan, Frans Stollman's secretary at Mitcheldean, has for many years been an indefatigable contributor to the work of many local charities, including a number of those which benefited from last year's Xerathon fundraising activities.

In July Barbara was invited to a Garden Party at Buckingham Palace. "It was a wonderful day," she said, "and I thoroughly enjoyed the whole experience. As well as the Queen and the Duke of Edinburgh, the Princess Royal and the Duke and Duchess of Gloucester were also present. Guests had the opportunity to look around the grounds of Buckingham Palace, and the beautiful gardens were so peaceful it was difficult to believe that you were in the heart of London. It truly was an event to

remember, with music from the bands of the Coldstream Guards and Parachute Regiment, and more than 9,000 guests.

"Nevertheless, whilst I had an unforgettable day, I didn't forget that my invitation was also a

tribute to everyone who has worked to support Gloucestershire charities, and especially all those Xerox people who worked so hard to raise nearly £10,000 for our five nominated charities."



Barbara outside the Palace.

25 YEAR Service Awards

MIKE FEETHAM has stayed in his chosen career ever since he started as trainee purchasing officer with the Open University, where he took his Institute of Purchasing exams.

After moving to the 'old technology' of Gestetner Duplicators, where he ran a purchasing department, he switched to the newer technology with Rank Xerox, joining the electronics department at Welwyn Garden City and visiting Singapore and Hong Kong to initiate Far Eastern sourcing. In 1985 he became commodity manager (mechanical & spares) and, after a spell as inventory manager, returned to electronics. He and his wife Frances have a 25-year-old daughter Tracey and a three-year-old grand-daughter called Saffron.

Mike came with EMC when it transferred to Mitcheldean in 1990, taking up the post of purchasing manager (electronics), a happy chance since he enjoyed visiting Cheltenham racecourse. He once owned part of a horse called Toomuch Toosoon - "We sold it too soon - it won a number of races afterwards!" Horse racing replaced an earlier interest in Formula 750 motor racing at club level, when he had a share of a car and took his turn at charging round various circuits.

Currently materials manager for EDC-E (Electronics Delivery Centre Europe), his role has broadened to include customer interface and programme planning, and he has been spending much time in supporting development of additional business opportunities with external customers.

JOHN EVANS, ESIC Operational Unit manager, experienced marked climatic changes when he first joined us - in the reliability department's environmental chamber! He experienced numerous career changes too, as he progressed through 9200 assembly, invoice clearance, and control department where he dealt with manufacturing cost variances - a grounding he found of great value.

In 1988 John took up his first management role in 5018/28 assembly, subsequently managing a materials data accuracy project. From being in charge of production control, he moved to convenience copiers as materials manager and was a member of the supply/demand team who received a Xerox Team Excellence award in 1995 for greatly reducing inventory. He took on responsibility for 5517 production and then for the DC 420 family and 5750 assembly. Since last May he has headed up all Building 1 operations, export pack (CEPO) and warehousing, both on site and off.

A long-server with Berry Hill RFC (he joined when he was 12) John has been player, captain and, since 1995, chairman. His wife Jane too has long been a member of the ladies committee. A former player, their elder son John, having graduated from the University of the West of England in business accounting and finance, is travelling the world. "He was in the Australian Outback at the time of the July ambush which caused us some anxiety, but he keeps in touch via e-mail," said John. Gareth (19) is reading geography at London University (UCL) while daughter Gemma (15) is studying for her GCSE at Lakers School.

As a technical apprentice PHIL TURNER spent some years in works engineering during which time he gained an HND. He 'picked up' the maintenance responsibility for the innovative assembly facility in what is now Building 4, later moving into facilities planning. He took up his first managerial appointment in production

engineering in harness assembly, then returned to works engineering to manage facilities projects and contracts administration.

Other major projects included the conversion of Building 1 into a showcase facility for low volume copiers, and the preparation of Building 4 to receive EMC on its move from Welwyn.

His career changed direction when he joined NPDT; and when asset management business was being centralised. Phil, then technical & quality manager, played a key part in modifications to the materials requirements planning system. The team's efforts were recognised with a Xerox Team Excellence award, and AMBC became a Xerox Certified Supplier.

Further restructuring led to his becoming repair operations manager. Since late 1998 he has been involved with the implementation of OMAF in Mitcheldean and Dundalk and in May this year he was appointed European Oracle support manager.

A key player with Cinderford Swanbrook Band, Phil has been principal cornet since he was 16; he's served on its committee for almost 50 years, and is currently treasurer. Voted best cornettist in the Gloucestershire Brass Band Association seven times, he says he is "reputed to have all the notes written on the back of his eyelids!"

He and his wife Elaine, a former cornettist with the band, have three sons: Rhys aged 11, eight-year-old Karl and Marcus, just 4. Any hope of forming a Turner quintet, however, has not been realised - the two older boys are heavily into tennis, he says.

MIKE MOULD would seem to be made in the same mould (!) as his uncles Brian (former night shift manager) and John (machine shop) who clocked up over 70 years' service between them.

An electrical apprentice, Mike took up work on the 2500 line at Lydney as an electrician. Having returned to Mitcheldean, he spent the next ten years on the build of various small copiers, acquiring an HNC in electronics in the early 1990s.

Seeking new challenges after a period on loan to engineering, he joined the training department which involved him in NVQs, for which he was an assessor, in Building 1. He too gained a qualification - a Certificate in Management Studies, following promotion to section manager on 5512/14 section, later moving on to digital colour machines.

Today he manages the SITCO section where he carries out more of an operational support role within ESIC - "It's a development move," he explained.



■ All 25-year servers (from left) Mike Feetham, Les Meek, Phil Turner, John Evans and Mike Mould.

Mike received his 25-year award on 12th July which was also the 21st anniversary of his marriage to Lorraine. She is a faculty secretary at the RFDC and they have two daughters - Melissa, 17, who is doing A levels at Monmouth Comprehensive, and Katie, 14, who attends Lakers School.

Mike has been hooked on coarse fishing for some 50 years. He's been a member of numerous clubs and teams and has a couple of cupboards full of trophies. "I go all over the place to fish in any water, from lakes to puddles!" he says, and those who know him well can tell many a tale of his fishing exploits. However, having recently bought a new house, he says that DIY now takes precedence.

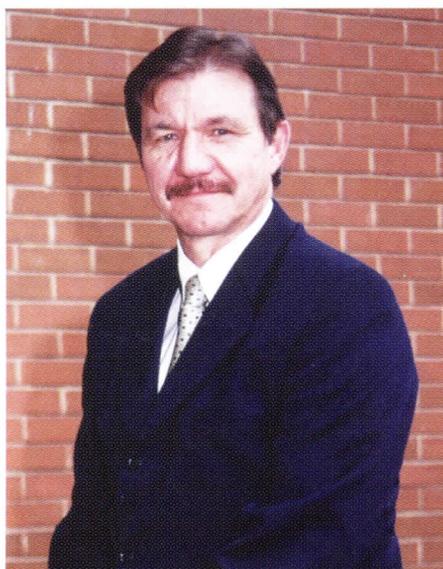
Yet another of the 1976 intake of apprentices, LES MEEK also opted for an electrical course. He spent his early years as an assembly operator on low volume machines, initially at Lydney, then returning to Mitcheldean. But when the opportunity came along for an electrician in 5018/28 assembly he took it, and stayed with that model and its derivatives for some 13 years - until in fact the last 5830 came off the line in May this year.

He then transferred to Asset Management and is now based in Building 5, the department having been absorbed into the Logistics, Returns & Recycle Services (LRRS) centre.

His father, George, a foreman in the machine shop based at Mitcheldean and also at Cinderford, was a long-server too with over 20 years' service.

Les has been a motorcycle enthusiast since he was 16, and has owned many bikes. His passion for speed took him to the drag strip in the mid to late 80s where he raced in the streetbike and the superstreet classes over the quarter mile.

Nowadays he enjoys the thrills of watching road racing on TV; in his spare time he likes using computers and exercises his skills repairing video recorders. He is also a real ale fan and goes to beer festivals; "The British beer festival at Olympia is the best - over 500 beers!"



■ Steve Dolton (LRRS). Another who has completed 20 years' service is Richard Plester (Xerox Europe IM), now transferred to Slough.

Obituaries

We regret to report the deaths of the following pensioners:

Leonard Harper
(66) 9th May

Glanmore Green
(67) 19th May

Margaret Kibble
(63) 29th May

Thomas Rose
(79) 8th June

Ellen Cruickshank
(79) 25th June

Reginald Hoskins
(66) 7th July

Jack Davies
(85) 9th July

Maurice Harris
(88) 21st July

Howard Roberts
(81) 23rd July

Arthur Davies
(80) 25th July

John Rees
(77) 28th July

Malcolm Pearce
(61) 3rd August

John Keal
(76) 5th August

Gordon Holder
(67) 7th August

Good support for LSA events

The various activities organised by Mitcheldean's Long Service Association have been well supported - and well organised by the committee team. At the annual general meeting held on 21st June, chairman Charlie Walker thanked them for their enthusiasm which, he said, would see the LSA through a difficult period.

The events included a three-night stay in Ostend in September last year - and, at the time of going to press, 60 seats had already been booked for a trip to Brussels this autumn.

To mark the year 2000 a special 'Millennium Event' was held in the Sports & Social Club on 28th October with an Abba Fever group, a disco, buffet and free draw which attracted 180 members and guests.

In addition to ten monthly prizes, a variety of 55 prizes were won in the Christmas Draw. A '2001 Dance' took place last March with an attendance of 157, and another dance is to take place on 27th October next.

Although the annual dinner was cancelled for last May, the LSA committee have already provisionally booked the Chase Hotel, Ross-on-Wye, for 10th May, 2002.

Current membership stood at 849, of which 476 were retired members, reported secretary Sally Meek, whose valuable support earned her a special vote of thanks.

In his report, treasurer Gordon Cruickshank noted that the year 2000 saw expenditure exceed income by £7,120, a figure related to the early retirement of members. There was

also a decline in the income, which fell to £14,845 due to diminishing membership subscriptions. He pointed out that they were currently still in a buoyant situation; but should the membership fall below a certain figure; contingency plans would need to be considered.

Brian Powell and Kenny Buffin, due for re-election, had decided to step down from the committee, and they were thanked for their support over the years. Officers remain unchanged with Robin Fyffe as president, Charlie Walker chairman, Alan Bridges vice-chairman, Gordon Cruickshank treasurer, Sally Meek secretary and Nora Powell publicity secretary. Steve Boseley, Graham Grindle, Graham Morgan, Tina Nelmes, Rob Partridge and Steve Venner complete the committee.

Profile - Sue Kimber

The Occupational Health Department put their hearts into it - or rather hearts cut out of red card - to create arresting displays on notice boards around the plant last July.

All part of their Healthy Heart promotion, the displays advised people to 'keep active, watch your weight, choose food wisely, be smoke free and go easy on the alcohol'.

Nurse Sue Kimber ("Just call me Sue") explained: "Heart disease is now our biggest killer, but it can be prevented. That's what occupational health is focussed on - keeping people healthy at work. It's good for the individual and it's good for the business."

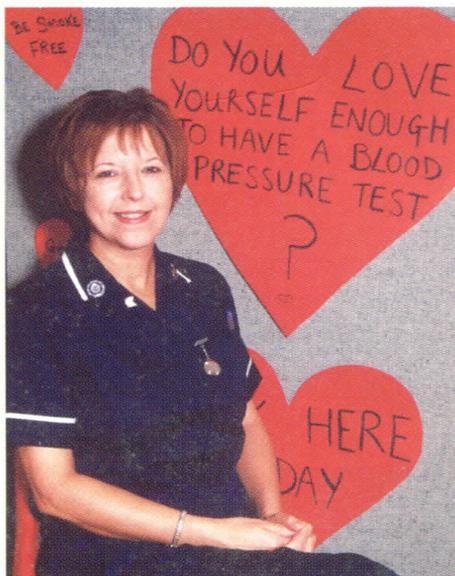
Other promotional themes fixed for the rest of the year - backs, the menopause (male as well as female), lumps and bumps, drugs and alcohol (beware of Christmas binges) - are all being underlined in Top Copy, along with reminders that blood pressure checks are available daily in OHD.

They have a rich supply of easily digestible literature in the department. However, "We don't want people to become hypochondriacs; our aim is simply to make them aware of the risks, and the ways in which they can avoid ill health," Sue points out.

Having joined us in December last year, she says she is greatly enjoying being at Mitcheldean. "I always wanted to do nursing" and she has had a very varied experience, both at home and abroad, in her 18 years as a qualified nurse.

Hailing from Nottingham, where she gained her state-registered nurse qualification, she has held the position of staff nurse or matron at a number of hospitals and nursing homes in the UK.

Her first occupational health appointment was in the early-90s at British Aerospace, Stevenage, Herts (appropriately, for her husband Chris



■ Sue Kimber

is in the RAF). Here she was one of a team of nurses caring for 2000 employees, carrying out everything from health promotion and education, vaccinations and treatments, to counselling "and it took off from there".

She left to gain experience in the accident and emergency department of Lister Hospital, Stevenage, then her career was put on hold for two years when she moved to Norway where her husband had been posted. While there, she and her daughter Michelle (now 16) took the opportunity to learn to ski.

It was after returning to this country that she worked as occupational health officer at Campbells Grocery Products. "They sponsored me to take a diploma in occupational health nursing at Suffolk University. The firm had 500 employees and I was in sole charge of the OHD." Sometimes she was also asked to sample a new product and give a personal, rather than a medical, opinion!

Once again her husband's job in administration meant a move overseas in 1997, and she spent three years living in Zagreb, Croatia, where she held the position of Embassy nurse at the British Embassy, her duties being largely similar to those in OHD, plus liaising between local GPs and hospitals, and attending hospital visits with employees.

Since English is not widely spoken, Sue had language training prior to going to Croatia - "They used to speak Serbo-Croat but they don't use

Serbian in their language any longer." The troubled times were now fortunately over and she enjoyed her time there. She did some nursing work on loan to Sarajevo Embassy in Bosnia too, and took the opportunity to visit picturesque Dubrovnik on the Croatian coast, now largely rebuilt after its hammering, and neighbouring Italy.

During the last ten months of her stay in Croatia she also worked in the visa section of the British Embassy as entry clearance officer.

Returning to this country, she rejoined a nursing agency through which she first came to Mitcheldean, and shortly afterwards was asked to take charge of OHD when Jacquie Shaw left.

Sue's husband is currently based at Innsworth where they live in married quarters with a Croatian cat called Macka, and a mongrel dog called Kimber - which must lead to some confusing situations!

A similar confusion sometimes occurs in OHD, for Sue's team of qualified nurses includes another Sue, wife of Steve Venner (LRRS), as well as Jenny Weaver, whose husband Paul works in ESIC, and Marlene McAleer. Sue insists that being in the nursing profession doesn't mean she constantly watches for signs of ill-health in her own family - "Quite the opposite," she laughs.

But she strongly believes in the importance of maintaining a healthy lifestyle, and she keeps active by working out at the gym in Innsworth, walking the dog and swimming whenever possible.

As for mental relaxation, Sue says: "I like to go off into a dream world, escape from reality, by reading science or fantasy fiction!"

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.