

Vision

HOUSE MAGAZINE OF XEROX MITCHELDEAN

New Year 2002 No. 267

Education success for Xerox people - see Page 4

Inside:

New skills	Page 2
Listening to the customer	Page 3
Sustainable energy	Page 4
The perfect image	Page 5
Goal is zero	
A sympathetic ear	
Union Learning	Page 6/7
1,200 learners	Page 9
Service awards	Page 10
Double Decathlon	Page 11
Never enough time	Page 12



New quality standard award

- see Page 8



THE DOCUMENT COMPANY
XEROX

New skills for the future

2001 was a year of achievement for everyone connected with training at Mitcheldean. The joint projects run by Xerox and the Royal Forest of Dean College (RFDC), Skills for Life and thelearningcentre@mitcheldean received national recognition as leading developments.

Now that they are combined in Building 7, with Empower, Capita, Employment Services and Prospect Training, they provide a valuable resource for everyone at Xerox Mitcheldean to enhance their career prospects, win employment opportunities and gain skills and qualifications to improve their value in today's competitive job markets.

Some IT skills are necessary for almost any type of employment nowadays, and the facilities at Mitcheldean allow anyone to progress from basic skills of computer literacy right up to the complexities of website management and network operations. The facilities available don't stop there, they also cover topics such as health & safety, First Aid, interview techniques, business management, customer relations, languages, marketing and many other skills. Through the RFDC the whole field of personal development, crafts and practical skills can be

accessed to develop competencies to suit your current work environment, personal interests or preferred future career.

There will still be some limited on-site opportunities, as Xerox will be retaining a number of key operations at Mitcheldean, including the Fuser Delivery Unit, Asset Recycling Centre (formerly LRRS), and Xerox Business Services. However, many staff members will be looking for new jobs as operations are progressively transferred throughout the year to bring total employment levels to below 500 on site.

A positive side of this is that all the facilities are now in place on site to help everyone work towards new jobs, new skills and new careers to reshape their lifestyles and meet the new challenges of 2002. This is supported by the Government's Rapid Response Fund, and by Xerox, Manpower, and RFDC.

All this support enables people to identify new job opportunities, prepare new career plans, or capitalise on their skills developed at Xerox to work towards qualifications and obtain specialised training to give them the skills they need to build a new future.

Today there are more than 500 courses available through thelearningcentre@mitcheldean, which includes Skills for Life, Learn Direct and the specialist Xerox Virtual Learning Environment (XVLE). You can study at your own pace, in your own time, to suit your own personal objectives, with full support from the Government.

Xerox recognises that many in the local community may be affected by the changes at Mitcheldean as the business reorganises for the future, and this is why a key feature of the facilities in Building 7 is open access areas where anyone from the local community can join Xerox staff in taking advantage of the latest learning technologies.

Talk to the learning team to make sure you can make the most of these opportunities. Call Xerox on 01594 542421 and speak to Christine Francis on Ext. 2544 for more information about Xerox training courses, Lisa Taylor on Ext. 2598 to hear more about Learn Direct, Sheila Priest on Ext. 2577 for help with computer literacy, or Denise Townley on Ext. 2595 for access to careers guidance. You won't have a better chance to acquire new skills for the future, so take action today!



■ Skills for Life in thelearningcentre@mitcheldean.

Listening to the customer



■ New panels being fitted by Alison Morgan, Refurb Cell operator.

When Mahrie McLean, of Customer Supply Assurance (CSA), carried out a customer satisfaction survey on behalf of Asset Recycling Centre (ARC) formerly LRRS at Mitcheldean, the only significant area of dissatisfaction was the surface appearance of the product's plastic panels. "End customers, especially in the Scandinavian countries, are exceptionally demanding in terms of visual appearance of the office environment," says Mahrie, "and even minor panel discoloration is a significant dissatisfier. So the results of the survey prompted a re-evaluation of the strip, clean and remanufacture process."

"Naturally our customers in Xerox Europe, particularly those in Portugal

and the Nordic region, want to provide remanufactured products that that are not only 'as new', but also look new," says ARC manager Bob Haste. "When we took a very close look at the panels, we found that the material is high grade polycarbonate/ABS, which has a high recycling value, provided that it is not painted. [In the past panels for our remanufactured products were usually painted as part of the process.] So we now replace all exterior panels with new self-colour panels. The painting process has already been discontinued, and we no longer have to clean the panels in the remanufacturing process.

"This has resulted in very little additional total cost, allows high grade plastic material to be recycled,

and improves the appearance of our remanufactured DC 420 series units so that they are visually indistinguishable from new products. The customers are very pleased with this change, and we anticipate a growing volume of remanufactured products in 2002 as a result.

"Of course, all our other processes have to reach 'as new' standards. Now that we have introduced a combination of air blast and ultrasonic cleaning for every remanufactured product as an integral part of the flow line process, there is a high standard to both the interior and exterior of the units."

This standard has to be matched by ARC in terms of mechanics and electronics. For instance, all wearing parts, such as feed rollers, retard pads and critical components in the fuser assemblies and other parts of the paper train are replaced. The Final Run & Test (FRT) team has very stringent procedures in place.

"Our quality is continuing to improve," says Bob, "and our output standards in terms of copy quality are completely comparable to those of new units produced before 'new build' production finished last year."

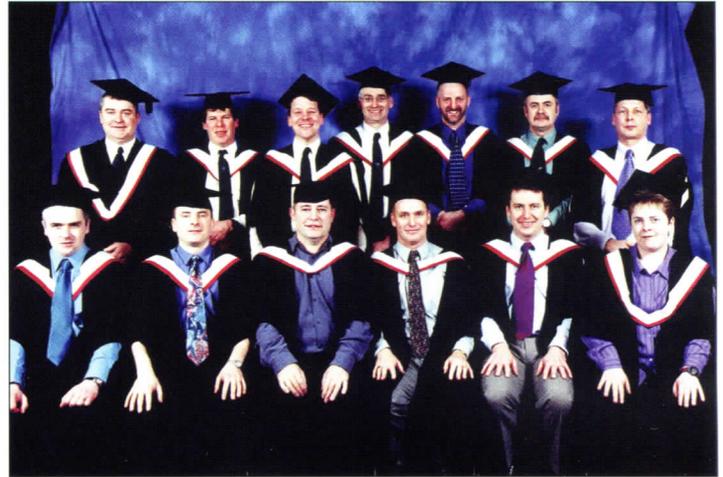
"Since all our products have to meet the Xerox quality promise," adds DC 420 engineer John Lewis, "we are particularly careful with motors and power supplies. We have a very efficient process for establishing motor and power supply condition. Our remanufacture process now includes upgrading all motors and power supply units to the most recent 'new build' specifications."

The ARC team is already remanufacturing sub-assemblies for the DC 452/440 to 'new build' standards and supplying the main assembly operations. "We see a good opportunity for continuing work in this area as the products move towards the end of their new build cycles," says Bob. "Our complete capability in remanufacture at Mitcheldean is leading to an increase in customer interest. We hope to translate this into more production volume as we move through 2002."

Education success for Xerox people



■ *HNC Electronics Awards December 2001 - back row (left to right) Steve Bromage, Richard Carruthers, Neville Davies, Nicholas Haines, Barrie Turley, Daniel Beard and Robert Brace, front row (left to right) Paul Mason, Robert Burford, Lee Johnson and Sarah Cullen.*



■ *City & Guilds Licentiate Awards December 2001 - back row (left to right) Pete Robins, Trevor Hogg, Adrian John, Geoff Boughton, Graham Kibble, Ian Robinson and Ashley Hornchurch, front row (left to right) David Falwasser-Taylor, Steve Whitby, Bruce Bowdler, Philip Probert, Steve Powell and Louise Palmer.*

The Awards Evening held in December at the Royal Forest of Dean College (RFDC) was notable for the 13 Xerox students who successfully completed their City & Guilds Licentiate in Electronics and the 11 who completed their HNC in Electronics.

David Falwasser-Taylor not only gained his City & Guilds Licentiate in Electronics, but was also joint winner, with Matthew Morgan, of the Travers Metal Product Cup, awarded for the best student on a part-time electronics course.

In addition, Pam Heathcote, who worked at Mitcheldean until last

September, received the Adult Learner Prize, awarded for outstanding personal achievement in a community education class. Pam started with Skills for Life and progressed through the basic courses to qualify for a place studying for a Counselling Diploma. She hopes to specialise as an eating disorder counsellor when the Diploma course is complete.

Xerox Cup

Catherine Frost received The Document Company Xerox Cup, awarded to the most promising student on the BTEC National Diploma in Electronics course. As a mature student with family responsibilities, her award for

her first year's work was well deserved.



■ *Catherine Frost.*

Sustainable energy from The MEWs

The Severn Wye Energy Agency (SWEA) has moved to The MEWs. Established in 1999 to continue the work of the Forest of Dean Energy Team which started in 1997, SWEA works to promote energy efficiency and renewable energy in an area covering Gloucestershire, Wiltshire and adjacent areas.

Led by director Catrin Maby, SWEA works to reduce the environmental impact of energy use, to address the problems of fuel poverty and contribute to sustainable regeneration

of energy resources. The SWEA's team of six, including two home energy advisors, also provides energy advice, and training on energy efficiency and renewable energy, and supports national projects including 'Warm and Well' and the 'Renewable Energy Development Initiative'.

Warm & Well, run on behalf of a consortium of Gloucestershire local authorities, tackles the problems of cold-related illnesses by encouraging the use of energy efficiency measures. SWEA provides advice to help home

users obtain comfortable levels of warmth at minimum cost.

The Renewable Energy Development Initiative stimulates the development of community-based renewable energy projects. SWEA is a partner in an EC-funded project, Renewable Energy in Schools, and has developed adult 'Core Skills' education materials. Other SWEA projects include the Gloucestershire Energy Advice Centre. Contact Catrin Maby on 01594 545360 for more information.

Quality delivers the perfect image



■ Some of the fusers team. (left to right) Martyn Gunter Engineer - Operational Quality; Tony McNally, Operations Manager; James Bennett, Setter; Dennis Pick, (also in lower picture) Setter - now retired; Rob Parkinson, Operations Support Manager; Roger Childs, Setter; and Gary Dade, Engineer - Systems.

Today more than 99.5 per cent of people still use paper in the office, and that paper carries information. This information appears as images on the paper, and its quality depends on high precision electromechanical components and the controlled supply of toner or ink.

Fuser Delivery Unit (FDU) and its European organisation at Mitcheldean supply the essential components, notably the fuser rolls, that help produce the images. Many components wear with every print that's made and with every particle of toner delivered to the paper. So although OEM (original equipment manufacture) delivers a very robust assembly, replacement of some components is still necessary several times in the lifetime of the printer.

Fuser Business Centre manager Chris Clarke says, "80 per cent of our business is spares, and 90 per cent of our production is exported. This has prompted a complete re-evaluation of our business centre over the last two years, especially our role in overall customer satisfaction. As a result our fuser business is now part of the new global Supplies Delivery Unit (SDU). This was prompted by the realisation that our contribution to all the end users is one of essential maintenance - providing the spares rapidly to minimise product downtime in the office.

"Today no customer wants, or can afford, long periods of downtime. Our

response has to be rapid, whether it is in the UK, Africa or Moscow. Essentially we are a spares organisation, and rapid response, just-in-time, high quality standards and recycling of valuable raw material are all part of providing excellent value to our customers."

Supply/Demand Planning analyst Kerrie Jenkins, says, "We have a difficult balance to strike. Our products still use metal, and it takes time to machine and process to a very high standard of smoothness. Then we coat the metal with a sophisticated polymer to obtain the 'perfect surface'. This plant is costly, the process time is many hours, and to minimise our costs we must run batches of thousands at least. If we are recycling used rolls we

still have substantial cycle times, and need a regular supply of used rolls. At the same time fuser rolls are costly; on DocuTech they may be worth hundreds of pounds, and we can't afford to maintain huge stocks."

All this means that production planning is a complex, difficult and crucial task. Over 40 types of roll are made at Mitcheldean, and this looks set to climb.

"This means a total change of the way we work," says Chris. "A step change is essential if we are to maintain and improve customer satisfaction. 2002 will bring a new focus on managing the business, new ways of working and, of course, many changes designed to achieve more productivity."

While spares are vital, new products are also essential, and FDU has played a major role in the latest new Xerox products. A Mitcheldean team, working with the FDU team worldwide and the development team at Welwyn, has played a significant part in product development of the latest Xerox system. The Mitcheldean team is responsible for all project management, including outsourced fusers, module assembly and production of key components.

"Our business world is changing," says Chris. "There are new technologies such as fuser belts rather than rolls, all requiring sophisticated coating and precision mechanical components, and our expertise here at Mitcheldean is recognised worldwide."



■ Final visual inspection.

The only goal is Zero

"There is only one goal when it comes to safety at work," says Environmental, Health & Safety (EHS) manager Dave Bufton, "and that is zero injuries. Mitcheldean has had an enviable record over the years, but good can always be better, and where personal safety at work is concerned, this has to have the highest priority throughout the business."

"This is the bottom line for everyone, and Xerox operations worldwide are taking action to raise the already good standards in a quest to reach 'zero injuries'. This means that at all Xerox locations there has to be a process in place to ensure that our culture is 'zero injury' orientated. We must plan well to identify possible risks, set targets, observe the law and define business and personal responsibility.

"We can't do this without control of hazards, training, communication and keeping records. Of course, we have to be ready for emergencies, but our aim must always be to avoid emergency situations."

The recording of incidents is important. Though it may seem an added burden at the time of an accident, it is vital to learn from such situations and help prevent other similar incidents. Already a PC-based news reporting procedure has been introduced by European Systems Integration Centre (ESIC) teams, which will provide the basis for safety analysis and the avoidance of human error which can lead to accidents.

Every individual has to participate in safety measures. It's no good having plans and

procedures if people aren't involved. This is one of the crucial tasks of our site safety teams, to make people aware of safety issues, and to encourage them to report potential hazards, and wherever necessary to take action to ensure their own safety and that of their work colleagues.

Over the next 12 months safety teams at Mitcheldean will be working to ensure that every part of the site is self-assessed in terms of the zero injury process. "It is crucial," says Dave, "that empowerment works for everybody, so that we can truly develop an

excellent safety culture. Whatever we do, we can't impose safety. It comes from our day-to-day attitudes, right from respecting on-site speed limits to using the correct procedure for lifting heavy loads or observing the safe management of hazardous or flammable fuels or chemicals.

"I can't emphasise enough that safety affects us all. Every safety idea is worth telling someone, every hazard, however small, is worth reporting. By looking after ourselves we look after our colleagues, and no-one should ever take a chance with safety."



■ The Mitcheldean site safety team (December 2001).

Lending a sympathetic ear

Teens in Crisis, the youth support charity based at The MEWs, is fast becoming one of the county's largest youth counselling organisations. In the coming year the Christian-funded charity hopes to extend its counselling services by 50 per cent, and aims to help more than 400 young people during 2002.

Teens in Crisis offers support, help lines and counselling services to teenagers and their families through the crises that everyone can face between childhood and the demands of adult life. Founded in 1994 by Nathan Jones, the service now employs a staff of seven to help and support young people across the Forest.

As part of its Action for Youth activities, Teens in Crisis opened a youth café in Mitcheldean in 1997. Based at Mitcheldean Community Centre, the café opens between 6.45 and 8.45 pm on Thursdays, and is visited by an average 45 youngsters each week. In early January the charity opened a second youth café in Lydbrook, which, like Mitcheldean, will offer a range of activities, including sports, as well as general advice and personal support. New café clubs are planned for Flaxley, Longhope and Newnham in due course.

Counselling services to students through their schools help them to prepare for and cope with any problems or crises, and plan for the inevitable challenges of adulthood. As well as working with schools, advice and information is also available through the website at www.akjy81.care4free.net, and through the charity's helpline on 01594 541048, where young people, parents and professionals can get information from Teens in Crisis staff on three afternoons a week. Family counselling is also available, including a home visiting service, through the Family Support Service.

Working with churches and Church Link, as well as voluntary, professional and local authority bodies, means that Teens in Crisis can provide information about the Action for Youth programme and services, helping to reach as many young people as possible.

"Living in a rural environment like the Forest," says Nathan, "makes it difficult for young people to access the facilities available in larger towns, and can leave them feeling isolated and lonely. With the cafés and other services, such as working with local schools and churches, we aim to reduce this isolation and provide help and support in dealing with the sort of crisis that can occur to any young person. Problems

can range from bullying or abuse to family problems or homelessness, all of which can quite easily feel overwhelming and insurmountable. A sympathetic ear is often all that's needed to ease the burden, and with all our resources we can then offer specific help and support to help overcome the problem."

Today, perhaps more than at any time before, young people face a huge amount of change, challenge and temptation. Teens in Crisis can fill a gap for many of these young people, helping them to handle and overcome crises of all sorts and face the future with confidence.



■ The teenage years are difficult for everyone.

Union Learning online achievement



■ The Union Learning representatives were presented with personal organisers by Helen Cole of the South West TUC.

All the achievements of the Union Learning team were celebrated when the Union Learning representatives were recognised at a special ceremony held at Mitcheldean in December.

A team of more than 20 representatives now have their own 'hot desk' facility in the Building 7 learning centre, where they help any Mitcheldean staff member to get the best from online learning. Today the team helps everyone with core IT skills, such as MS Word and MS Excel. The courses available also extend to subjects such as negotiation, counselling, health & safety, and personal development topics including languages, woodwork, sports and fitness, vehicle mechanics and many others to help people at work and at home.

The Union Learning Scheme at Mitcheldean is supported by the TUC, Xerox, the Royal Forest of Dean College (RFDC), the Learning Skills Council and other public organisations. It is co-ordinated by Graham Grindle, who works with Christine Francis, Mitcheldean Learning Co-ordinator for Xerox, and Lisa Taylor, of RFDC.

The union initiative is supported by all the unions on site at Mitcheldean. In partnership with all the other facilities in place at Mitcheldean, it provides everyone with the opportunity to acquire key business skills. As part of the national Union Learning Initiative it provides a route for all to develop to the best of their ability. Various entry points

are available, whether people wish to develop their basic skills, improve their existing skills or qualify at the highest level, based on their highly developed skills already acquired through apprenticeship or workplace experience.

At December's presentation Mitcheldean MSF representative Steve Venner said, "Naturally, every opportunity we have to develop our skill base at Mitcheldean and in the wider community helps to improve all our prospects. There is no doubt that one of the key factors in attracting new employment to the Forest is the ability and qualifications of the whole community. The more people are involved, both from Xerox and beyond, the better chance we have of

creating more jobs to benefit everyone in the locality."

Contact your local Union Learning representative for more information. They are, in Building 1: Nick Brain, Joanne Lewis, Andrew Billingham, Kevin Kear and Steve Wilce, in Building 2: James Ellsmore, in Building 3: Graham Grindle, Chris Evans, Mike Barnard, Robin Hale, Lee Watson, Steve Venner and Billy Malsom, in Building 4: Helen Stewart, Nancy Jones, Eileen Hayward, Adrian Jones and Lynn Gomery, in Building 5: Graham Morgan, Roger Childs and James Bennett, in Building 6: Tony Pickthall, and Peter Weaving in Transport.



■ Some of the Union Learning representatives in the learning centre: James Ellsmore, Nick Brain, Robin Hale, Chris Evans, Nancy Jones and Gray Grindle (seated).

New quality standard award



Quality award presentation by James Azim of BSI (second from the left); the others are (from left to right) Chris Clarke, (James Azim), John Evans, Barry Klein (who retired at Christmas), and Alan Knowlton.

The official presentation of the new ISO 9001/2000 award certificate in December marked a major achievement by the Quality team at Mitcheldean.

The new standard is a vital element of the continuing work of the Fuser Centre and Asset Recycling Centre, formerly Logistics, Returns & Recycle Services teams on site, and provides the foundation for their work in the future as UK, European and global service suppliers and manufacturing facilities.

While the existing standard ISO 9001/2/3 will continue to be applicable until 2003, the award of the new standard demonstrates that the Xerox facilities at Mitcheldean continue to reach the highest standards of manufacturing quality.

The work at Xerox was completed well ahead of schedule and now Quality Management Systems (QMS) are established in all key business centres to ensure that all the requirements of the new standard are met as part of the daily commitment to quality throughout the business.

The new standard represents a completely different approach to the way in which quality is assessed, and depends on the business being able to demonstrate that all processes provide for continuous

improvement and relate to measures of customer satisfaction. This is implicit in the new Xerox quality concept now being applied throughout the business.

A key feature of the new concept is a five-part Performance Excellence Plan, which builds on the Managing for Results structure to ensure better focus and alignment of local business and individual objectives. Xerox still aims to deliver quality and excellence in everything we do, building on the 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.

Mitcheldean was the first Xerox site to achieve certification to the new standard. Previously, only LRRS in Venray and PSG in Dundalk had received certification.

The Mitcheldean Transition team, including Brian Jordan / Martyn Hale (ESIC), Richard Pudge (LRRS) and Chris Browning (EDC-E) worked to a very tight schedule to meet the requirements of the new standard.

The presentation was Quality manager Barry Klein's last official function for Xerox Mitcheldean, before he retired in December. Barry paid tribute to all the hard work of the Transition team, and noted that everyone in the business area had given their wholehearted support to the project, giving him a really good send-off by achieving such an excellent result for Xerox. Barry said, "Every business will find it a major challenge to meet this new standard, and everyone at Mitcheldean should be congratulated on their achievement."

We wish Barry a long and happy retirement.

1,200 learners at Mitcheldean



■ Adrian Tauney (left) and Diana Organ MP.

Diana Organ, MP for the Forest of Dean, officially opened thelearningcentre@mitcheldean on 7th December. Less than nine months after starting, the centre, which occupies the second floor of Building 7 on the Xerox Business Park, has enrolled over 1,200 students.

In addition, a large number of Xerox people are now using these combined facilities of Xerox and the Royal Forest of Dean College (RFDC) to improve their basic skills and IT skills to gain qualifications and knowledge which will help them throughout their careers.

Lisa Taylor, who manages the centre, said, "We have already surpassed our best expectations. Our 1,200 students are using the full range of learning options, from online learning through LearnDirect, and basic skills through our Skills for Life facility, to business management through distance learning, and practical class-based courses extending from First Aid to social skills and CAD/CAM. We also offer leisure-based courses for those who have an interest or hobby and wish to share it with others. Colour on the Computer was a good example of this, with people sharing their experiences and helping each other with problems. We have also programmed some specialist interest Internet courses, such as Internet shopping, banking, travel and music.

"Our big strength," says Lisa, "is our flexible approach. Our students have

access to education from 9.00 am to 8.00 pm Mondays to Thursdays, 9.00 am to 5.00 pm Fridays, and 10.00 am to 4.00 pm on Saturdays, and they can access our LearnDirect courses through their home computer or business computer at any time of the day or night."



■ Diana Organ presses the button to officially inaugurate thelearningcentre@mitcheldean.

The business-based courses, especially topics such as CAD/CAM, are very popular, and two full courses, both fully subscribed, are running as daytime and evening courses. Registration for the European Computer Driving Licence (ECDL) has also been very popular.

As well as daytime courses provided by the Xerox team, led by Christine Francis, Debbie Woodward and Teresa Powell, a series of evening courses is being run on Thursdays. Saturday courses also started in January, to include CLAIT and ECDL.

thelearningcentre@mitcheldean has been designed from the outset as a community resource. It offers everyone in the Forest of Dean and

the surrounding area the opportunity to develop their personal skills in many different ways, all using the latest information technology, supported by classroom courses and distance learning methods.

The online centre operates with a joint management team from the RFDC and Xerox, an infrastructure provided by Xerox, and £486,000 of Government funding from the ICT Learning Centre Initiative and the New Opportunities Fund. This funding enabled the provision of the latest computers, network technology and colour printers.

thelearningcentre@mitcheldean combines the resources of the RFDC Business Unit, the Xerox Education & Learning team (The Skills Partnership), the RFDC/Xerox 'Skills for Life' facility and the ICT (Information & Computer Technology) programme. It now operates in conjunction with LearnDirect and UK Online to provide a full range of 'online' learning resources, supported by professional and volunteer staff to give maximum encouragement to students returning to education, sometimes many years after their formal education ended.

The centre provides supported outreach learning to those who would normally be unable to access conventional methods of learning, for whatever reason. Using these methods enables people to learn from home or their working environment. This gives real advantages to groups such as the unemployed, those returning to work, people with young families, the disabled and those employed in small businesses.



■ Some of the learning team, (left to right) Christine Francis, Hazel Fleming and Lisa Taylor.

35 YEAR Service Award

CHRIS GURNEY keeps his eye on the ball - he's bowled and batted for Aston Ingham for the past 20 years and he's just as dedicated to watching the game. "I've been fortunate in that over the past three years I've been to Australia, South Africa and Sri Lanka to watch test cricket," says Chris, and as we went to print Chris was off to join a party

to see the one-day internationals in New Zealand.

Although a long-time follower of Hereford United (he reckons to have visited nearly all football league grounds throughout England), he has also followed non-league football and he's a loyal supporter of Cinderford FC.

Chris has spent all his working life at Mitcheldean. Since he started in 2400/3600 assembly, he's been involved in the building of mid, high and low volume machines. After eight years on the 5046/5047 line he shifted to the materials team in Building 1 where he helps the product lines achieve their goals.



■ Chris Gurney

25 YEAR Service Awards

MIKE (Merlin) BARNARD leads a double life. Out of working hours he's the magician/illusionist of 'Spellbound'. A member of the Magic Circle, he's appeared on TV, entertained at holiday camps, parties, etc., and holds a gold card of the International Magicians Society for services to magic. Currently he's writing a 'Beginners' Guide to Magic'.

His latest illusion involves 'levitating' his assistant Jane over a light rod - an electrifying sight! Having survived being cut in half and locked in a dagger cabinet, his wife Angie leads a less risky business life in Ross-on-Wye!

Their 10-year-old son David, however, is becoming a skilful juggler ("I can't do it," admits Mike) and has already appeared in various shows.

Mike did a 'spell' in teardown and 10 Series production before taking up a job repairing power supplies and boards for the 9600. He has worked on the 5047 and 5815 models, on DocuTechs and Spirit & Destiny, and currently is one of the Silverstone team in ARC.

There's another dimension to his career too - he's been a JBUNC shop steward for some seven years and is currently secretary to the AEEU at Xerox.

KIM DAVIES started off building subs for our first copier, the 914, before switching to main stores. The greater part of his 25 years has been spent in the paint shop, but for the past year or so he's been engaged on Hodaka subs.

His main leisure pursuit is rough shooting which he's done since he was 15, and his son Greg has taken it up. Now 17, Greg is a technical apprentice with Messier-Dowty and, like a true European, is studying the French language.

Kim's wife Sherry used to work on site in stock records and well remembers the introduction of the SUE system. She and Kim also have a daughter of 19, Marie, who works in the office of a Drybrook garage.

After some years in parts manufacture, GARETH CLOWES moved on to large and small models, both new build and refurbishing, becoming a stand-in. He carried out tests on FRT, then on products in PET, after which he transferred to the 4235 printer and follow-on digital products - he was one of the DCS 35 Customer Line of Sight team who attended the Team Excellence event at Leesburg in 1997.

After some months EME testing in Asset Recovery and the building of our first colour copier, the 5750, Gareth travelled the UK as a field service engineer, achieving Customer Hero status. Today he is Lynx team leader in Building 1.

As a first-aider, he's served 14 years with the Gloucestershire Fire & Rescue Service ("That led to another trip to the USA on an exchange visit."). But his most dangerous moment was when, as a North Glos. League referee, he was chased off the field by a posse of angry footballers!

This year sees him celebrate another 25th anniversary - that of his wedding to Jill with whom he has three teenage daughters, Emma, Lucy and Sophie.

After initially 'tearing down' 4000 machines, PAUL WEAVER began building up the 9200, moving on to small copiers of the 10 Series and later Spirit & Destiny, as a full technician. Work on Hodaka was followed by a spell in the ROS laser facility, after which he joined Building 1 to work on the Silverstone family.

A Customer Hero like Gareth, he too varied his assembly experience with getting around the UK as a field service engineer.

Paul cycles to work "which helps me keep fit" - and doubtless meets with the approval of his wife Jenny, one of our OHD nurses. They have a daughter, Katie, studying for a psychology degree, and a son, Lee, in his last GCSE year at Heywood School.

A former rugby player, Paul enjoys helping to train youngsters in Cinderford RFDC.

SEAN WHITE followed much the same path as Paul, though not tearing down but building the 4000, and moved like him on to the 10 Series. He later worked on the 5046 and the 5600 before switching to the building of Hodaka machines, and is now located in ARC.

But whereas Paul got around the UK, Sean went further afield, going to Paris to install some machines, spending a week in Jersey as a service engineer, and visiting Venray with an X Team. More recently he went to Newcastle to help set up a line for a firm manufacturing the HCF.

A Brummie, he enjoys swimming and biking "to keep fit - nothing competitive," he points out. He and his wife Jean have a son, James, at Exeter University studying science and biology and a daughter, Victoria, in the sixth form at Bournside School, Cheltenham.

BRIAN BROWN is the youngest of the 'famous five' brothers - along with Charlie, Basil, John and Phil, all of whom have

worked at Mitcheldean. He came as a temporary cleaner, but stayed on to be a marshaller. He worked on major subs on the 9000 series until new build finished, then went on to refurbish the machines. Today he's one of the team who make boxes and pack spares in Building 5/1 for despatch all over the world.

He's an 'angel' too - he plays skittles for the Angel Inn, Ruardean, and enjoys walking in the Forest and the Wye Valley with his wife Pam. Their son Lee is training to be a tree surgeon and he's given them a grandchild, while daughter Julie works in London as manageress for a group of solicitors.



■ From left: (seated) Brian Brown, Paul Weaver and Mike Barnard; (standing) Sean White, Kim Davies and Gareth Clowes.

ROGER PAYNE also worked on subs for the 9000 series, both new build and refurbished models, then switched from the big workhorses to the much smaller 1025, becoming a stand-in. He returned to refurbishing the 9500 before joining 5046/47 production. More recently he moved to Recycling and today works on Silverstone machines in ARC, making them "as good as new".

Roger insists he has no time for hobbies, but he does help out at Drybrook RFC where his son Marc, the youngest of his four children, plays for the under-17s.

Double Decathlon achievement

Early last autumn, in an event that would stagger most of us, Nick Walker, Final Test, EMC, took part in the World Double Decathlon Championship at Hexham. Not only that, but he also raised £302 in the process, to add to the total sponsorship fund of £7,200.

The event took place over a two-day period, and included: 100m, long jump, 200m hurdles, shot putt, 5 km, (one-hour break), 800m, high jump, 400m, hammer throw and 5km steeple chase, just on the first day! The second day included 110m hurdles, discus, 200m, pole vault, 5km, (one-hour break) 400m hurdles, javelin throw, 1500m, triple jump and 10km. Both days started at 9.50 am and the last event took place on the Sunday evening at 8.50 pm. To finish the evening there was a 4 x 100m relay. Nick finished in an admirable eighth place.

"It was exhausting," says Nick, "and it was difficult for my knee joints, having only recently got over my second injury two years ago. I normally compete in the

Decathlon, but due to a lack of competitions I opted for this challenge.

"I would like to thank everyone who sponsored me to take part, to raise money for a waterpump for my people in a Ugandan village. Hopefully it will make a difference to their lives."



■ Nick Walker takes the Decathlon long jump.

Obituaries

We regret to report the deaths of the following pensioners:

Harry Bleach
(76) 14th August

John Antcliff
(80) 15th August

Ronald Bullock
(83) 20th August

Jim Maskill
(78) 24th August

Ernest Howells
(83) 1st September

Annie Carter
(68) 3rd September

Clifford Popejoy
(75) 5th September

William Lee
(81) 7th September

Fred Gwatkin
(84) 18th September

Andrew Ramsay
(83) 30th September

Elizabeth Ward
(67) 2nd October

Michael Hope
(66) 12th October

George Payne
(77) 11th October

Frank Cinderey
(84) 16th October

Clifford Reed
(90) 17th October

Ron Teague
(77) 18th October

Henry Halliday
(90) 24th October

Ronald Taylor
(74) 12th November

Winston Creed
(85) 22nd November

Barbara Cursley
(56) 6th December

Leslie Harper
(67) 24th December

Wilfred Jones
(68) 31st December

Dawn Williams
(67) 3rd January 2002

Peggy Herbert
(74) 6th January

Never enough time



■ Vance Hopkins (centre) and James Hopkins Trust staff members Alison Lusty and Karen Morgan on the land bought for the new Nursing Respite Centre (Photo: courtesy The Citizen).

In October 2000 Vance Hopkins, from European Systems Integration Centre (ESIC) sent a note to his manager John Evans, saying that he had reverted to a 38-hour working week. He said 'reverted' with feeling. Every week in the previous 12 months had extended well beyond normal working hours for Vance, when Xerox management had granted him leave under the social services programme to support the work of the James Hopkins Trust, on a two-day-a-week basis for a year.

Vance used his time well. In the last year the Trust has purchased a site for a new Nursing Respite Centre, designed the centre, obtained planning permission and, through Friends of the Trust, completed fundraising for £600,000 towards Phase I of the building costs. Vance personally raised £48,000 during that year.

"Naturally," said Vance, "I am totally committed to the Trust, which my wife Heather and I founded following the death of our son James in 1989. However, it takes an enormous effort to support what is now a considerable operation, providing respite care to 40 families in Gloucestershire every month. Of course, we are really pleased to see the growing strength of the Trust, because it is a badly needed service. Few people have had the experience or can understand the

strain of caring for young disabled children, not to mention the provision of special equipment and the heavy costs of visits to specialist hospitals - often hundreds of miles from the family home."

Today the Trust covers all these key items for Gloucestershire families with disabled children up to the age of six. This requires a high level of professional support, and in his time with the Trust last year Vance also raised £17,000 towards the salary of a manager for the new centre and employed a new fundraiser. He also took on and trained a new office administrator and a new nursing and family service manager, both to replace existing staff who had moved on.

The fundraising task to support daily operations at the current level is a demanding one. The Trust spends over £100,000 a year on 8,400 hours of respite care alone, equivalent to around four full time specialist nurses.

Vance says, "We are running a substantial campaign to raise funds to cover these costs, and in addition we run two trading companies, James Hopkins Nurses Ltd and James Hopkins Trading Ltd, which provide additional income. Last year, for instance, we sold around 80,000 Christmas cards to generate income."

The core of the Trust's activity will always be the provision of respite care. The benefit to parents from even an additional four hours' cover is huge when parents may only be getting 2-5 hours of uninterrupted sleep every night, month after month, or when they long to give others in the family a little extra attention.

"So far the Trust has done very well," says Vance. "We have a dedicated team helping a large number of Gloucestershire families, and our new centre is due to be completed within a year. However, like all other small charities, we still need help from volunteers, especially for fundraising. If anyone has the time and energy, or an idea to support the Trust, they can be sure that hundreds of children will benefit, and parents at the full extreme of stress, and sometimes despair, will be eternally grateful."

The James Hopkins Trust can be contacted on 01452 826944.

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.