

# Vision

HOUSE MAGAZINE OF XEROX MITCHELDEAN

Summer 2002 No. 268

## Inside:

Challenging times	Page 2
New owners	Page 3
President's award	Page 4
Well people	Page 5
GO for it	Page 8
Club AGM	Page 9
Awards	Page 10/11
Profile	Page 12

**Fusers move forward** - see Page 6



**Successful ECDL students**

- see Page 7



THE DOCUMENT COMPANY

XEROX

# Challenging times

*Vision interviewed XEM&SC director & vice president Wim Appelo and Group Resources manager Robin Fyffe about the developments of 2001 and the prospects for 2002. Both Wim and Robin acknowledged the magnitude of the changes facing Mitcheldean as Xerox continues to make substantial reductions in manufacturing capacity worldwide, resulting in the transfer of the majority of Xerox's office product manufacturing activities to Flextronics and the cessation of electronics production and product assembly here at Mitcheldean.*

## **What were the achievements of XEM&SC in 2001?**

"There is no denying that 2001 was a difficult and, for many of us, ultimately a really disappointing year due to the tough decisions that had to be made," said Wim. "Nevertheless everyone in the XEM&SC locations at Mitcheldean, Venray and Dundalk made a great contribution to the efforts of Xerox to achieve the crucial objectives of the Turnaround strategy.

"Every member of our Manufacturing & Supply Chain (M&SC) team has to be applauded for that contribution, especially since their efforts continued long after we had to make the painful but necessary decision to outsource and sell parts of our manufacturing operations to refocus the Corporation on its core competencies.

"The key performance achievements were the radical reductions in the inventory and in the M&SC operating costs. This made a substantial contribution to operating results. Despite all the uncertainties, the teams

continued to achieve excellent results in terms of delivery, productivity and cost control. There is no doubt that everyone's efforts made a real difference to the company's recovery."

## **Is the transition to Flextronics going to plan?**

"The announcement in October 2001 of the worldwide agreement with Flextronics outlined the proposed transfer of office product assembly, remanufacturing, and CRU (Customer Replaceable Unit) manufacturing, together with staff and facilities in Venray. The transfer was successfully completed in January of this year, with over 1,000 people transferring to Flextronics.

"At Mitcheldean the agreement resulted in the outsourcing of electronics, followed by the discontinuation of product assembly.

"In April Electronics production at Mitcheldean was successfully transferred to Flextronics, with product assembly currently forecast to be discontinued around the middle of October."

## **What are our key objectives for 2002?**

Wim continued, "It is crucial for Xerox to achieve the transition smoothly and to maintain continuity for the Asset Recycling Centre (ARC) and Fuser Delivery Unit (FDU), which will both continue at Mitcheldean."

"There is also a massive task with redeployment, outplacement and associated retraining of more than 1,250 Xerox and Manpower staff," Robin commented. "Xerox has made a major contribution to this work. We

acknowledge the efforts of all our people over the years, and we owe it to them to give them the best possible chance of investing in a new future."

## **How do you see the development of ARC and FDU at Mitcheldean?**

"These two operations are important elements of Xerox's manufacturing strategy for the foreseeable future," said Wim. "There is a manufacturing requirement for fuser rolls worldwide. The Xerox products in customers' offices will continue to need consumable spares, such as fuser rolls and associated sub-assemblies. Furthermore, this Unit has the responsibility for the design and assembly of the fuser for a brand new Xerox product."

"Much the same applies to recycling activities," added Robin. "In the original announcement we outlined that we would look for continuing opportunities to work with the UK OpCo. Many office products, especially the first and second generation of digital products, are designed for lives exceeding 10 years, with provision for recycling, upgrading and refurbishment. There is already a growing demand for the recycled version of our products in the UK.

"Our aim," he continued, "is to establish the right manufacturing and cost base at Mitcheldean to take advantage of opportunities for fusers and recycled products. With the right cost base both these operations should be well positioned to service our customers into the future."

## **What changes do you expect to see at Mitcheldean in 2002?**

"The changes announced in 2001 have obviously created much surplus space on the Mitcheldean site," said Wim. "The proposed development plans should make the site very attractive to other businesses, and it is anticipated that this will involve refurbishment and upgrading of many of the buildings to provide a high standard of business accommodation suitable for all sizes of business operations".

"One of the key reasons for working with BMJ," said Robin, "is their commitment to a manufacturing future for Mitcheldean. The plans for upgrading the site facilities are well under way and will be unveiled by BMJ as the Xerox manufacturing activities reduce and space is freed for redevelopment."



■ Robin Fyffe (left) and Wim Appelo.

# New owners for the Business Park site

*BMJ International is the new owner of the Mitcheldean site. The deal covers the whole of the Business Park, including The MEWs and related buildings on the site, and all site services. Xerox will be the largest tenant on the site, with space in Buildings 7, 8 and 9, Building 5 (FDU) and Building 3 (ARC).*

Brian Bennett, chairman of BMJ International, foresees a continuing leading role for the site in the local Forest and Gloucestershire economy. "We have great faith in the local expertise and workplace skills of Mitcheldean and Forest people, and a number of plans are well advanced to refurbish and rebuild some of the buildings to provide an attractive employment facility for local, national and global businesses."

Already, BMJ is in the final stages of preparing plans for submission to local planners to replace around 100,000 sq. ft. of existing buildings with new, high quality facilities. These will be specially designed to suit medium and

small-sized industrial and commercial businesses.

"We intend to provide excellent facilities for new start-ups too," said Brian. "We plan to complete the first phase of the redevelopment by the end of 2002 and, all being well, we hope to incorporate special features, such as an on-site children's nursery for working parents, to help provide additional attraction for prospective tenants and help employees on the site.

**"Of course, we are pleased to be the new owners of the site. Our highest priority is to create a high quality environment to attract new employment to Mitcheldean."**

*Brian Bennett*

"At the same time we expect Buildings 8 and 9 to be refurbished throughout, to provide around 16,000 sq. ft. of high quality, air-conditioned

office facilities suitable for call centres, data handling and business recovery centres, as well as small, flexible, prestige short-let serviced offices.

"There is already a lot of interest, and we at BMJ are working hard to attract new businesses to Mitcheldean., which we hope to turn into solid employment over the next five years.

"Of course, we are pleased to be the new owners of the site. Our highest priority is to create a high quality environment to attract new employment to Mitcheldean. Negotiations are already well advanced with a number of potential new tenants, but while good progress is being made, this will inevitably take some time to complete.

"Everybody recognises the quality and commitment of the local workforce. Our plans for the Business Park are designed to provide new employment opportunities, as we build on the substantial skills and resources developed by Xerox at Mitcheldean over the years."

## RFDC plan moves to Mitcheldean

One of the first organisations to see the potential of the changes to the Mitcheldean site is the Royal Forest of Dean College (RFDC). Already associated with Xerox and Mitcheldean through the joint Xerox/RFDC Skills for Life initiative and the new learning centre in Building 7, RFDC has identified Building 6 as the future home for many business related education and training activities.

"The high quality buildings and work space provide us with an excellent opportunity to house our Enterprise Training Services," says RFDC principal Gill Young.

If all the plans are approved, RFDC expects to be on site by September, ready for the new academic year. Planned courses on site cover a variety of business

and technology related subjects, including welding, plumbing, construction, and mechanical and electronic engineering. There will also be an expansion of the management & supervision skills, information technology and health & safety programmes. It is hoped that the Mitcheldean Centre will play an active part in the Federation of Gloucestershire Colleges 'High Level' IT Training consortium. RFDC links with Xerox and the Mitcheldean site have already proved to be a success; thelearningcentre@mitcheldean has attracted over 1,700 students in its first ten months of operation.

"We see this as an ideal opportunity to work closely with many businesses already on the Mitcheldean site," continued Gill. "Our young people will bring an injection of youthful energy, while the business experience on the site will help our team with industrial placements, and assist our education team to tailor our training services to the business needs. RFDC plans to operate at times to suit business, and give everyone a full opportunity to continue lifelong learning and acquire vital workplace skills."



■ Left to right: Kevan Spencer, BMJ International, with Alison Thorpe and Gill Young of the Royal Forest of Dean College planning the new facilities.

# Inventory performance wins President's Award

*The last two years have been tough ones for Xerox. However, the turnaround strategies implemented in 2000 have delivered many successes including a welcome return to operational profit in Qtr. 4 2001 and a big improvement in the company's current cash position. Whilst much of this was due to asset sales and disposals, a major contribution in Europe was made by the CSCO team. As well as significant cost reductions the CSCO team helped achieve a massive reduction in inventory (equipment, modules, manufacturing materials, parts and consumables).*

"Inventory is a major cash drain," says John Guyver, European Customer Supply Assurance manager. "It represents products, modules and components for which Xerox has paid, but from which income has not yet been generated from our end-users. In the Xerox European Manufacturing & Supply Chain (XEM&SC) our inventory at the end of 2000 was valued at \$424 million. By the end of 2001 we had brought it down to \$241 million, a gain to the business of over \$185 million. This is not to mention interest charges, the cost of space to house stock, and the operational efficiencies gained by simply having less storage work to do."

Customer Supply Assurance (CSA) plays a leading role in inventory management, but inventory starts with materials purchase, continuing through production and the sales organisation, up to the point when a finished product is installed in an end-user's premises. "This means," says John, "that communication, working together and careful planning must act throughout the supply chain with high levels of commitment from everyone."

The massive reduction in equipment and manufacturing materials inventory was the result of establishing the vital few key initiatives. In 2000/2001 the CSA team set five key initiatives:

- (1) OSG Fast Track Product Process
- (2) PSG Vanilla Strategy
- (3) Entity Inventory Management
- (4) Slow Moving Inventory Process
- (5) Outlooking and Forecast Accuracy

Underpinning these initiatives and absolutely key to success was improving communications and building a 'we're in this thing together' team and attitude along the Supply Chain. Strengthening relationships was key.

"The crucial initiative," says John, "was forecasting. If we got the demand right,



■ The President's Award winning team (left to right): Joy Joyce, John Guyver, Cindy Gazzard, Audrey Lynch, Charlie Carr, Ken Salmon, Sarah Prince, Eric Cramer, Sue Moore, Jim Loftus, Dave Powell, Chris Rawlings, Jackie Beard, Mike Feetham and Jackie Meek.

or nearly right this meant that we made no more supply than was required.

"There were 5 key enablers which helped Eric Cramer, Sarah Neale and Audrey Lynch to improve forecasts by 10% YOY. These were closer relationships with both the PSG and OSG Business Divisions and sharing market intelligence, input from the operating companies via weekly conference calls and improved usage of the DRP (Distribution Resource Planning) system to analyse demand trends at country level.

"So this meant that Xerox was making production volumes which matched the market needs, and surplus stocks were radically reduced. At the same time manufacturing facilities were establishing much reduced lead times, e.g. . via the OSG Fast Track Product Process which also meant that buffer stocks of components and modules were reduced and at the same time reducing order to install times."

Of course, this didn't solve all the problems; if demand for a specific configuration was falling, this led to surplus stocks of slow-moving lines. CSA's Cindy Gazzard and Sarah Prince introduced a new data analysis process which gave early warning of demand reductions at part number level. This gave the option of reducing manufacturing build / buy levels, or introducing customer incentives with our Business Division colleagues to speed up sale of slow moving stocks - another gain in terms of inventory control.

With the large and costly items, such as DocuTech family products, the introduction and establishment of the Vanilla strategy by Dundalk again enabled a significant reduction in 'build-to-order' processes. This helped reduce the need for pre-ordering by the OpCos, reducing field inventory accordingly, not to mention helping to smooth manufacturing production phasing.

"Communication was the key to all this improvement in performance," continued John. "We at CSA set targets/goals and enabled OpCos to redistribute their inventory to match market needs. We published a regular league table of performance and, with all our colleagues, worked to share Best Practices at regular meetings and conference calls, with our people visiting OpCos where practical to support them in identifying corrective actions and implement Best Practice methods.

"Communication and improved relationships provided the spur to performance, and everyone gained that vital winning spirit. We all saw that effective cash management was vital, and that inventory management was a key contributor.

"The challenge to improve remains, and we still have a major hill to climb during 2002. The actions established in 2000 / 2001 continue with Qtr. 1 2002 being the sixth quarter in a row where inventory has reduced. However, there's no denying that the joint actions of everyone in the inventory management project cut inventory levels by 50 per cent, to help Xerox improve the cash position and help place the business in a position to return to profit in 2002."

# Keeping on top of it all

*Since the Occupational Health Department (OHD) introduced a Well Person Clinic in February there has been a massive response from Mitcheldean people keen to maintain their health and take steps to ensure a healthy future.*

OHD staff were surprised by the size of the response. By mid-March they were booked solid with appointments running at four or five every day of each week. "Many people are concerned about heart disease," said OHD's Sue Kimber, "and especially about their cholesterol levels. OHD has a very quick method of checking cholesterol, and it only involves giving a tiny drop of blood. It's all over in less than two minutes and virtually painless as well."

The whole point about the Well Person Clinic is that many health risks and indicators are virtually symptom-free in daily life. High blood pressure is rarely consciously felt, but it contributes to heart and kidney disorders and is a major causative factor in strokes. Similarly, lung function can decline without any obvious symptoms, and while high levels of cholesterol may be present in your blood, you certainly can't feel them.

The full Well Person Clinic appointment involves several tests, but usually takes no longer than 30 minutes. Tests include a check on body mass index to determine whether you are overweight, a urine test to measure protein, blood and sugar levels, indications of urinary tract problems or diabetes, a blood test to assess cholesterol levels, and a vitalograph lung function test to check for respiratory problems.

Every Clinic appointment results in a report, which you may be advised to

take to your doctor, including an impressive graph covering your ventilatory function. You also receive a full set of health education materials, including 'How to manage cholesterol', 'Cancer: how to reduce your risks', 'Healthy Living for Men', AEEU 'Guide to Healthy Living' and 'The Health Guide - for men & women', altogether 50 pages, which cover all aspects of healthy living.

Well Person Clinic appointments can be made by calling OHD on Ext. 1129.



■ OHD team members (left to right) Marlene McAleer, Jenny Weaver and Sue Kimber.

## Well done Pam!

*Just in case you didn't see it in the papers, Pam Heathcote was honoured, along with other lifetime learners and achievers, at a breakfast with the Prime Minister at Downing Street recently. Pam spent 11 years with Xerox and was one of Xerox Mitcheldean's pioneers in the Skills for Life programme. Pam started her IT training in Skills for Life, where she was diagnosed with dyslexia, but she gained the confidence to learn and worked hard to successfully complete her CLAIT courses. She has overcome her dyslexia difficulties to win all the qualifications needed to launch a new career as a therapeutic counsellor.*



## Congratulations

Congratulations to Daniel Beard, Steve Bromage and Lee Johnson (shown below) and Rob Burford (now working for a new employer in Tewkesbury),

who have completed their Modern Apprenticeships, and were presented with their certificates on 28th March.



# Fusers moving forward at Mitcheldean



■ Automated test of new fuser module, with Matthew Whittington.

*The last operation in most printing and copying processes is fusing the toner to the paper. This is the final delivery of quality to the end-user, and a vital competency for Xerox.*

Today's Fuser Delivery Unit (FDU) at Mitcheldean is part of a worldwide core competency, and still right at the heart of Xerox's customer satisfaction. Over the years, and especially during the last five, Xerox has invested substantially in fuser production and the advanced coatings technology that have such an influence on image quality and performance standards.

FDU at Mitcheldean has taken on a completely new role, as the business has shifted from being a mere component supplier to a total service supplier. "Our critical role now," says FDU Mitcheldean manager Chris Clarke, "is module management. We take the complete fuser system from original prototype design, created by FDU in the United States, to a quality-engineered unit. The finished unit must be capable of being produced in hundreds of thousands and meeting assembly and in-service conditions, to give its projected life while maintaining a fault-free performance."

New Products manager Kim Toombs adds, "The latest designs

we're working on must not only meet our life and fault-free standards, but must also operate day after day, producing significantly more prints per minute from a unit similar to our last mainline product, DC 420. We are under great pressure to raise all our quality and durability standards dramatically."

These challenges are considerable, especially when you consider that the latest designs for office printers and copiers call for the complete fuser assembly to be customer replaceable units (CRUs). This means that the design and production engineering have to ensure easy handling, and extreme durability to withstand any transport or delivery system and all aspects of personal user safety.



■ Keith Burford checking automated plant set-up.

To meet these new challenges FDU at Mitcheldean is continuing to change and evolve. "Now, once FDU Design in Webster have signed it off, we have total responsibility for all aspects of the fuser module production, delivery, and support to the field for life within Europe. With our latest new project the fuser system has been reduced to a single, compact unit that can be carried in one hand. We are taking this product right up the product curve, ensuring that all the right suppliers and contractors are in place, and that our processes and those of our suppliers are robust and consistent

to a completely new set of performance standards. This means that all customers and end-users worldwide can get a fuser CRU on time, to give totally reliable easy change and subsequent high performance.

"This new role has made us look very closely at the total package. It is no longer enough to manufacture at the lowest cost. We have to re-engineer all our activity to minimise the 'total cost of ownership', and this means quality throughout the total lifetime of the unit."

This approach has driven investment in all parts of FDU, with new processes in production of rolls, new testing procedures for prototypes and production units, and the customer service to go with them.

"Mitcheldean has a global 'core competency' in fuser production today," says Chris Clarke. "The new products currently being engineered lead the technology of CRU fuser modules, and have driven new processes and business approaches throughout the operation. Our 100-strong team is highly skilled and very capable. The business is there for us, and we intend to stay ahead of the game."



■ John Murrell checking dimensions on complete fuser modules.

# ECDL - the route to IT skills



■ Successful ECDL students (left to right) Cathryn Ellsmore, Karen Lockwood, Gary Worgan, Lynn Douglas, Teresa Powell, Tracy Morgan, Gordon Grey, Debbie Woodward and Roger Woodman, and (seated at front) Debbie Jones.

***In the last five months more than 100 Mitcheldean people have won a new qualification, the European Computer Driving Licence (ECDL). ECDL gives everyone a clear route to computer skills qualifications, and enables those who have acquired skills at their job to achieve an IT qualification which is recognised throughout Europe.***

At Mitcheldean the ECDL course, which is available at the new learning centre, is open to everyone, including those in the local community. This includes people who have started their learning with Skills for Life, as well as those who have progressed to CLAIT (Computer Learning and Information Technology) and are ready to extend their qualifications, and others who have used computers for some time in the course of their daily working lives.

Two types of flexible course are available. One is a 40-hour course that takes beginners right through the details of Microsoft Word, PowerPoint, Excel and Access, together with an overview of e-mail, the internet and other aspects of IT technology.

“Most of us think we know how to work with a computer,” says Christine Francis, learning manager at Xerox Mitcheldean, “but it isn’t until we undertake a formal course that we start to realise the gaps in our competence. The ECDL course fills in all the gaps of our self-acquired knowledge, and often introduces us to areas of IT not covered in our everyday working experience. Our courses provide full support in areas not familiar to our students.”

Many of the students who have taken the course already had good knowledge of Word and Excel, which are commonly used at work, but they often had to work harder in other areas in order to meet the required standards. This applied especially to database skills using Access, and presentation techniques with PowerPoint. Now they have completed the course they can be far more confident of a good all-round knowledge of working with computers.

Courses are run by Xerox team members Christine Francis and Debbie Woodward, and Teresa Powell, who formerly worked with Xerox, but now works with the Royal Forest of Dean College (RFDC). Courses have been

running during the day as well as one or two evenings per week, and on Saturday mornings, since January.

People keen to achieve the ECDL qualification now have a number of options. The ‘Intensive’ course gives 40 hours’ tuition on weekdays, evenings or Saturdays, to move from basic to comprehensive computer knowledge. A ‘fast track’ route runs on weekdays or evenings to help existing users of applications such as Word, Excel or PowerPoint to acquire the qualification after ‘brushing up’ their skills and reinforcing their skills and understanding.

Of course, there are some skilled computer users who are good enough to sit the ECDL examination straight away, although however good you are, there is always a better way, so training support can help you to improve efficiency even further.

A programme is under way to continue the course availability at the Mitcheldean learning centre right through until 2005. Contact Christine or Debbie on Ext. 2596, or Lisa Taylor on 01594 544858 for more details, times and locations of future ECDL courses.

# Visit of Rachel Lomax



■ Rachel Lomax (left) and Ann Brew, her assistant at the Department of Work & Pensions.

*Rachel Lomax, the Permanent Secretary at the Department of Work & Pensions, visited Mitcheldean on 8th March to see the outplacement operation in action. Mrs Lomax leads the civil service team with Work & Pensions, and is responsible to the Secretary of State, Alistair Darling, for the operation of the national service.*

One of the special areas of interest for Mrs Lomax and her team was the site's efficient take-up of training services under the Government's Rapid Response Fund. Mitcheldean people have access to a full range of training and retraining services through the Job Centre Plus team on site.

Since the announcement in October 2001 that assembly and electronics activity at

Mitcheldean would cease by the end of 2002, all those affected have been considering their future. Xerox organised a massive support operation, by employing outplacement teams from Capita and Empower to help those affected to find new jobs.

The Government, in the shape of Job Centre Plus and Prospect Training, led the support operation. This was supported by the Rapid Response initiative and the Skills Partnership, including Skills for Life, Xerox training and the new learning centre, who helped Mitcheldean people with on-site, off-site and distance learning, including ECDL training, as featured on page 7.

By April more than 900 had visited the outplacement team to help plan their

future, and look for jobs on the World Wide Web and Internet or through specialist agencies, a daily library of newspapers and dedicated Web access. Help and training has been given to aid people with job searches, applications forms, interviews and other aspects of job hunting.

Many people have taken the first steps to a new career, in such areas as social work, care services, IT, interior decorating, garden design and a host of other fields. Generally Xerox people were seen to be well trained, capable and efficient, and many potential employers visited the January Jobs Fair (with another scheduled for July). By April more than 500 people had received training, or booked on full or part-time courses.

"No-one," says Steve Whiting of Job Centre Plus, "should underestimate the task of finding new suitable employment, but generally all Xerox people should have a positive view of the future. They are recognised as excellent potential employees, with many skills that are valuable to other businesses, and they are capable and efficient. Gloucestershire and the surrounding areas are still under-supplied in terms of good quality people, and we expect most who want new employment to find it in the next six months."

To find out more about the help available in planning your future, contact Steve or Denise on Ext. 2595.

## GO for it!

*'Making a change' is something everybody talks about from time to time, but actually doing it is a different matter. "Often," says Joanne Lewis, who is one of the information advice workers for 'GO', the Gloucestershire Information, Advice and Guidance Partnership, "it's only when a major occurrence, such as illness, unemployment or other life events like divorce, happens that people stop and think seriously about their life, career and future."*

Joanne provides friendly and informative support to help people evaluate their potential, find the right personal career path, and identify and obtain the relevant training or education for the future.

Through Joanne, people in the local community can open up opportunities in any occupation or career. "It's all about developing skills and interests," continues Joanne. "For instance, if you like working

with people you don't have to be an HR manager or a receptionist or salesperson. There are numerous other possibilities, such as a care assistant, market researcher or home help."

Joanne's own route to her new future started in Xerox. She worked at Mitcheldean for 11 years, first as a 'twilight shift' worker, then moving to assembly work on DC 420, before making the transition to assembly training. The more Joanne did in training, the more she became interested in career guidance, and she was one of the original Union Learning representatives' team. When she saw a vacancy with GO, she knew there was only one thing to do - go for it.

"The biggest barrier I faced," says Joanne, "was the interview. It had been years since I had faced a really serious interview procedure. Yes, I'd had a little bit of practice, but I found it a real challenge. If you get the chance, it's worth taking an

'interview training' course." Joanne says that if you want a change, it may be a change in your priorities is required, or more training, or a re-evaluation of your career. "It's worth thinking about carefully, and getting all the best advice before you decide what to do. We can help you to decide what's best for you, and when you have made that decision, we can help you put all the actions in place to achieve a satisfying and rewarding future. You will be working for many years, so make sure you enjoy it and do something which suits your personality, lifestyle, skills and potential."

You can contact Joanne on 01452 425925 for a friendly chat to link you to all the help and support available from the Gloucestershire Information, Advice & Guidance partnership. She is also at Mitcheldean regularly. You can make an appointment with Joanne at Mitcheldean by calling 01594 544858. So give her a call today and start moulding your own future.

# Business as usual

*Whilst there were still uncertainties over the future of the Mitcheldean site at the time of the Sports & Social Club AGM on 25th April, chairman John Gurney reassured members that "we have a viable business and believe that we should continue to operate as we have for the last ten years or so."*

He reminded them that, although there could be a new landlord, the club's rights are protected by a lease agreement of 999 years, of which 970-plus still remain.

During the past year they had upgraded the function room, from which the club derived its biggest income, and with a reduction in lunchtime trade anticipated, the intention was to make this room more profitable, hiring it out more during the week than hitherto.

As reported in previous years, skittles, snooker and cribbage still thrived, and once again pool and darts teams were asked to come forward to make use of the excellent facilities.

John gave a "huge vote of thanks to Chris Davies who has tackled her new

responsibilities with such success". Thanks also went to other members of staff, committee members and the company who had again given valued support.

The year's finances were better than treasurer Dave Lea had expected, considering the transactions that had taken place and that business all round was down on the year 2000.

£50,000 had been invested into a savings bond on a fixed interest rate of 6.12 per cent; this expired last August and it was decided to reinvest the £50,000 plus interest into another bond for 12 months at 4.87 per cent interest. In April last year £20,000 was transferred from the current to the deposit account.

The improvements to the function room had been carried out at a cost of £16,000 of which £12,000 had been met from the current account and "at the end of the year we still made a useful profit of £15,115," said Dave.

With membership numbers declining, it was necessary to find ways of ensuring the future of the club, secretary Nora Powell pointed out, and

she clarified the rules concerning membership for those members who have left the company. "If a member who has served ten years with the company and has been a member of the club over this time is retiring or taking early retirement, and is over the age of 50, the club will grant honorary membership. This has to be applied for - it doesn't happen automatically."

Any other employee may join the club as an ex-employee member, the annual subscription for which is £5.20 (or pro rata according to the time of joining). Fully paid-up members of the club may also join the Bonanza draw.

Life membership was awarded to Bernie Gibbs and Tony Harris, in recognition of their support.

All the officers were re-elected - with John Gurney as chairman, John Howls vice chairman, Nora Powell secretary and Dave Lea treasurer. John, Richard Morgan and Graham Whitaker are the three trustees. Together with a committee comprising Bernie Gibbs, Robin Hale, Billy Malsom, Graham Morgan, John Phelps and Steve Venner, they are geared up to face the challenges of the club's future.

## Dinner with a difference

*No speeches, no formal presentations - the 2002 dinner of the Mitcheldean Long Service Association, held on 10th May at the Chase Hotel, Ross-on-Wye, was rather different from previous ones.*

It was purely a fun evening for the 280 or so people attending and Charlie Walker did his usual expert job as MC, keeping the programme on course. An excellent dinner was complemented by entertainment provided by professional comedian Mike King and Julian Gwilliam (not working to a script!), with a disco to finish.

There was a big hand-out of bubbly to 35-year servers Chris Gurney and Ian Hale, and over 50 people with 30 and 25 years' service, plus numerous prizes to winners of the draw.

Graham Grindle expressed everyone's appreciation to the organisers,

especially Sally Meek, Nora Powell and Charlie, for making the dinner such a success.

This must be the last such large-scale LSA event, but if some kind of regular reunion can be arranged in the future, it seems there'll be no lack of support from long-servers.



Here's to the LSA! Sharing the toast: Steve Powell, Dave Spencer, Rob Stevens and Lyndon Michael.

# 35 YEAR Service Award

*First-aiding has long been one of ALBERT DRURY's main interests - he was one of our first-aiders for some 20 years.*

Formerly a member of the Gloucestershire Ambulance Service Cliff Rescue team, then of Taurean Ambulance which covered events from motocross to mountain biking, he is currently involved with Taurean Medical Services. "It's Health & Safety Executive-approved to instruct in first aid, right up to pre-hospital trauma life-support level," he told us.

Albert started work at Mitcheldean in what was called 'reconditioning' and, by way of assembly operations and short spells in the supply centre and spares packing, he returned to the asset recovery scene some 22 years ago as a member of the dismantle & clean team.

When this activity ceased last year, he moved into Export Pack, preparing kits to send to customers all over the world.

His wife Anna also does first aid - for Waitrose in Monmouth where she works. And now their middle son, Leigh aged 15, is following in the family tradition. Currently studying for GCSE at Whitecross School, he wants to go into the Ambulance Service. "He already holds first aid and AED (automated external defibrillator) certificates," says Albert, "and he sometimes accompanies me."

Eldest son Scott (18) is at Gloscat taking a City & Guilds course in catering, while Craig (12) attends Oakdene School.

Albert used to take part in martial arts; now he prefers the more relaxing practice of T'ai Chi - "which is meditative rather than martial."



■ Albert Drury

# 25 YEAR Service Awards

*RICHARD PASSEY's career with us has centred on materials management. From print operator in PED and progress chaser in 4000 assembly, he moved into the automated stores serving the 10 Series in what is now Building 4. He spent six months at Welwyn Garden City as materials analyst during the 5046 development and the start-up of production at Mitcheldean. In 1987 he was promoted to section manager in the IDC, where he met his wife Helen (now a senior buyer with Cooper Menvier in Building 11).*

Richard then moved into Spares Pack and Export Pack, before joining Asset Recovery where he looked after various areas, from Lydney stores to parts receiving.

Last year the operations underwent major changes and Richard was relocated in what is now the Asset Recycling Centre in Building 5/1. Here he is responsible for UK-serviced equipment and a preparation area, plus a new area - carcass clean and screen, providing working components for the UK Opcos and Venray.

Before moving house to Ruardean Woodside, Richard was very active in the Mitcheldean community, serving on the Parish Council and helping organise the annual carnival as well as being chairman of the Community Centre and of Mitcheldean FC "which is still going strong".



■ Richard Passey

He used to help train the youngsters, including son Graham (15) who is at Dene Magna School doing GCSE. Having 'defected' to rugby, Graham plays for Drybrook RFC and is having trials for the Forest Schools.

Richard is a "manic supporter" of Gloucester RFC and he and Graham have attended most of their away games, at home and abroad.

Daughter Claire, aged 17, is doing A levels at the RFDC and is working with senior citizens to gain a Duke of Edinburgh gold award.

When not engaged in DIY and watching rugby Richard, together with his wife and two friends, have gone into the production of pickles, chutneys and jams and plan to extend their range.

Coming to work at Mitcheldean enabled IAN ROBINSON to realise an ambition. After a start in 4000 teardown, followed by the build of 9500 machines and their refurbishment, Ian became a stand-in on the 10 Series. He moved up to snagger on the 25 Series and in the early '90s joined FR&T on the 50 Series. That was when he rented a unit in the MEWS and set up

Vision Pottery (no connection with this publication!) as a hobby.

This then merged with Dean Magna Ceramics to run a pottery teaching scheme for all ages. Ian and his partner later started another pottery in Oporto, Portugal, to give deprived children vocational training. "A number of charities were involved and the scheme expanded until there were 120 students coming each week," Ian told us.

His wife Chris (formerly with CSA, now with Cooper Menvier) also went to Oporto to help start classes "and it's still running, though we're no longer involved."

Here on site work on various Xerox products followed as Ian trained to become an electrician and as such he's been one of the Silverstone team.

In his leisure time he enjoys building up computers and trying out different programmes, with some mountain bike riding as a change from high tech.

Son Mark is also into computing; he works for Hatfield University and is studying for a PhD. Daughter Sian has a sociology degree and she's off to Camp America this summer on a photographic project prior to embarking on a teaching career.

PHIL TOMKINS joined teardown the same day as Ian and has been in assembly operations ever since. The models he's worked on have ranged from the 9000 family to the 10 Series, during which time he became a stand-in (now known as product support officer).

He moved on to the 4255 and our first colour copier, the DocuColor 5750, before joining ESIC in Building 1 four years ago.

Today he customises digital colour machines incorporating a variety of add-ons to customer requirements. "These go

direct to the customer so we have personal responsibility for quality."

Phil's wife Rita, who worked on site before leaving to raise their family, is medical secretary with the special care baby unit at Gloucestershire Royal Hospital. Daughter Rachel works in a day nursery at Corse Lawn while her twin brother Lyndon, a former Xerox commercial apprentice and buyer, is with the Dowty group in Cheltenham.

Lyndon is captain of Cinderford Town FC so the club gets the support of the Tomkins family. Phil also takes an active part in a different ball game - skittles, playing for Mitcheldean Horses at the Lamb Inn.

Both Phil and Ian are former first-aiders and used to be members of the works fire brigade.

Another who joined along with Ian and Phil was STEVE PAGE. Like them, he has made his career in assembly operations, working on the 9000 family and successive products and becoming a stand-in in the process. For the past 15 years he has been a technician and is currently one of the Silverstone team in ESIC.

Outside work, Steve likes to get his hands inside rather more rugged machines. A motorsport enthusiast since he was 16, Steve was a qualified mechanic before coming to Mitcheldean and has "always been mad about motoring".

He's a member of Cwmdy Car Club, based in Ewyas Harold, Herefordshire, and builds his own vehicles from scrap, racing them all over the country. At the time of our chat he was in the process of building a single-seater autograss racing car with a souped-up engine. "Landing upside-down from time to time is all part of the thrill."

Both his sons go along to cheer him on together with Vicki, his wife. She's a playschool supervisor and also a special needs teacher at Bridstow Primary School. Both boys - Stephen aged 11 and Ryan, 6 -

attend the school although Stephen will soon be leaving to start senior schooling.

Having helped to construct Buildings 1, 7/8 and the main gatehouse, PHIL RAYNE gave up building work and joined Mitcheldean's cleaning staff. He moved on to marshalling in refurbishing and progressed to a snagger, initially on the 10 Series. Four years ago he took the opportunity to become a concentric machinist on the low mass roll line in the Fuser & Frames Business Centre and from time to time he also helps out in the VITON area.

He's an active member of Berry Hill FC - but he gets his kicks out of "taking the money off the punters at the gate!" and watching the game. "I haven't missed a first team 'at home' on a Saturday since 1981," he told us.

Phil has two children: Carl used to work on the twilight shift in Building 1 but he's recently gained a driving licence along with a new job with Manpower, whilst Jessica has just started at the RFDC doing art studies.

COLIN MORGAN began as a marshaller in refurbishing and has been in the materials department ever since; today he works in ESIC helping to keep the production lines supplied.

His wife Helen also works on site, in Xerox Business Services, and they have a daughter, Samantha Rose, aged just 21 months.

Skittles is Colin's main leisuretime activity; he played for the Doubtfuls (a refurb. team) for a couple of years, then for Worrall Hill for 20 years until they disbanded. For the past three years he's been one of the Xerox team in the Forest League and some weekends he also plays for the Cydwinders.

A keen photographer - "I've won a few awards at shows" - he also enjoys collecting memorabilia such as old photographs of the Forest of Dean railways and old postcards, playing badminton and joining in the thrills of the racecourse.



From left: Ian Robinson, Phil Rayne, Steve Page, Phil Tomkins and Colin Morgan.

## Obituaries

We regret to report the deaths of the following pensioners:

**Raymond Jones**  
(77) 6th January

**Darrell Brewer**  
(80) 11th January

**Derek Griffiths**  
(78) 14th January

**Lyndon Stephens**  
(74) 24th January

**Gunter Matthes**  
(82) 27th January

**Margaret Meek**  
(82) 30th January

**Raymond Carter**  
(76) 31st January

**Cliff Sterry**  
(55) 16th February

**George Cresswell**  
(60) 20th February

**Jim Blake**  
(76) 27th February

**Tom Maith**  
(81) 27th February

**Dennis Ede**  
(72) 2nd March

**Gordon (Bob) Jenkins**  
(70) 12th March

**Harold Walker**  
(81) 28th March

**David Thomas**  
(84) 30th March

**David Newman**  
(82) 4th April

# Profile: Colin Blowers

*Blowers, as dedicated bikers will tell you, is another term for superchargers.*

Colin Blowers - a biker - strikes us as a supercharger himself, judging by the way he has made headway in the fast moving world of electronics engineering and information technology.

"I'd always wanted to get into engineering," he told us, and he started 'where the rubber hits the road', serving his apprenticeship as a motor vehicle mechanic.

He's dabbled in car and motorcycle restoration and has served as a Silverstone marshal (on the race circuit, not our product lines!) through contact with a like-minded colleague, Jason Moses, based at Welwyn.

"There's a group of us bikers who have all worked at Xerox," Colin told us, "and we have T-shirts printed with a logo of a sheep on a motorcycle. We call ourselves the Suicide Sheep, and whenever we go to Silverstone we call it the Suicide Sheep Run!"

For a few years early on in his career he diverted into another branch of engineering - plumbing and heating - so he's able to do his own plumbing, vehicle maintenance and electrics.

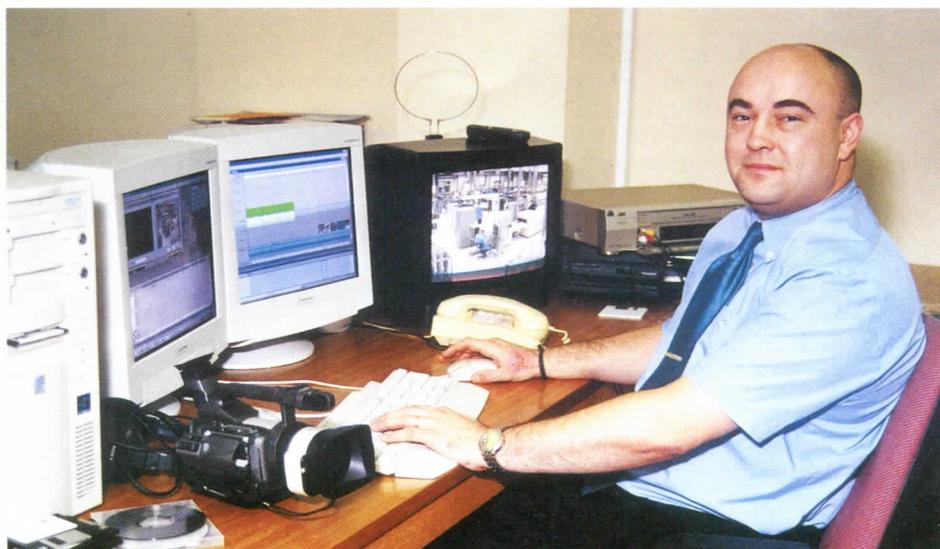
Today his work on site is concerned with the non-greasy type of engineering, dealing with document management solutions and the administration of software.

After spending seven years in Interconnects, becoming an auto wire-cutting machine setter/operator, he switched to quality inspection on the 5512/14 line, and it was then that he embarked on his first part-time studies, with Xerox sponsorship.

He took the GNVQ advanced mechanical & electrical engineering course at RFDC (covering 18 different units over three years) and won the Travers Metal Products Cup for becoming GNVQ Advanced Engineering Student of the Year in 1998.

"It was difficult going back as a mature student, but having had some experience of working life was certainly an advantage."

This course led to his becoming a full technician. The impact of computing on



■ Colin Blowers

the business was now increasing and, seizing the opportunity to get further qualifications, he accelerated into HND computer studies without a break - another three years' hard grind.

Topping up from his HND, taken at Gloscat, he is currently studying for a BSc Business Information Technology & Computing degree at the University of Gloucestershire, and is all set to graduate this coming June.

Until a year ago, Colin was providing IT and mechanical electrical support to the shopfloor, both as regards hardware and software. Then he applied successfully for a placement in what was then ESIC & New Technologies Support working for Keith Jones (Keith now works for his son in the latter's IT training company).

Colin's latest role covers a wider spectrum. Based in Building 6/2 with NPDT, he not only provides support for Systems Assembly & Remanufacturing - he supplies IT solutions for Xerox Corporation across Europe. This involves projects such as a multimedia presentation for management, created for Colin Court, which puts all the HR and learning materials that can help them in their everyday jobs on to a single CD-ROM.

"That means they now have some 1,500 documents in different formats available at their fingertips," he explained. It's a job that calls for good communications and presentational skills, including as it does demonstrating to visitors how Xerox solutions such as DocuShare, Scanning Services or other Xerox software tools operate in a real world environment and can be tailored to their specific needs.

Acquiring qualifications through part-time study and day release requires a high level of commitment - particularly when you have a family. Colin is married to Eve, personnel manager of

Wincanton Logistics, and between them they have four boys - Leon, Sean, Scott and Conor, aged from 15 to 8. "Only two actually live at home with us in Cinderford, but we have them all together every two weeks and then it's a riot!" laughs Colin.

He even cooks for the family since he gets home before Eve. "I'm a fan of Jamie Oliver, and I enjoy doing Indian and Chinese dishes."

With the current situation, Colin has had to think of his future, and he's making plans for emigration to western Australia - with the full agreement of his family. "I went to the Antipodes about six years ago and I liked it so much, particularly the opportunities for surfing, skiing and other sports," he told us.

Very much an outdoor person, he rides his Honda all year and comes to work on it, and he enjoys mountain biking with the family in the Forest.

Colin has further objectives lined up for when his current studies are finished. "I want to learn a second language - I tried Japanese but found it too difficult with the time available - so I'll probably settle for French. And I want to learn to play the saxophone."

He reckons Mitcheldean has "a first-rate learning centre with fantastic courses" - but sax studies are not listed among those available!

## 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.