

Vision

The house magazine of Rank Xerox Mitcheldean

We win Europe's top Quality Award

EIGHT YEARS after starting 'the race without a finish', Rank Xerox has won Europe's premier trophy for quality.

On 15 October, 1992, managing director Bernard Fournier accepted the European Quality Award from King Juan Carlos of Spain, at an event organised by the European Foundation for Quality Management.

Said Bernard in his acceptance speech: "It's recognition of the hard work and support of 28,000 people who have used quality to increase customer satisfaction and regain market share. My sincere thanks to them all."

How we applied

Rank Xerox has been on its quality journey since 1984, when the Leadership Through Quality programme was introduced. Since then, the company has made great strides towards becoming a 'total quality' company with its focus on customer satisfaction as the first of its four business priorities.

In September 1991, Bernard Fournier agreed with his senior team to have Rank Xerox apply for the European Quality Award.

Quality director Rafael Florez put together a small team of people with a mission to write an application that told the quality story of the company.

Containing 75 pages and covering nine key business areas, the application was developed by tapping the knowledge and expertise of many people throughout the company.

As Rafael comments, "People from every department in every country across Europe gave their stories to the team, summarising how Rank Xerox uses quality to run its business every day."

Writing the document

The application document was written to give the EFQM a clear

picture of our approach to the nine key business areas. Once this was in place the approach was illustrated with examples.

"Every operating unit within Rank Xerox was keen to participate," says Florez. "They provided the team with examples of excellence in the way we conduct our business — one of the hardest tasks was deciding which ones to exclude!"

The application was submitted in April. It was passed to external assessors, who marked it by comparing the approach and examples with their own guidelines.

All the assessors marking the various companies' applications were themselves senior line managers from all business areas. The applications with the highest score went forward to the next stage of the application process: site visits.

Preparing for a site visit

Preparation work continued during May and June as category interview teams (CITs) were established in all operating units to prepare for questions that external assessors would be likely

to ask. The teams were helped by their recent experiences on the Business Excellence Certification programme — the Rank Xerox internal assessment tool.

"In all of our 24 European operating units, people studied the application carefully, and organised material as extra evidence," says Florez.

The effort was worthwhile. At the end of June, the company was told which of its European operating units were to be visited by EFQM assessors: International Headquarters, Marlow; Rank Xerox, Belgium; and the Rank Xerox Manufacturing Operations in Venray, the Netherlands.

These three sites and their CITs practised answering questions from their colleagues and the award team. It came as a surprise to many people that practice was needed. Says Brendan Rogers, who led the application team: "Most had initial difficulties because they were so modest!"

Checking pervasiveness

In addition to asking detailed questions, the assessors did a pervasiveness check, talking to

Bernard Fournier, managing director of Rank Xerox, shakes hands with King Juan Carlos of Spain after receiving certification of the European Quality Award.



The European Quality Award measures 17 in. across and consists of 24 'Corian' advanced-engineering plastic and silver-plated elements, with a base constructed of acrylate, wood and metal, creating an illusion that it hangs in mid-air. The award will be permanently on display at Marlow IHQ.

individuals and groups to see if the total quality approach extended right through the organisation.

The jury decides

The EFQM jury met at the end of September to decide which of the finalist companies were to receive prizes, and which one was to receive the 1992 European Quality Award.

They told Bernard Fournier that Rank Xerox had won one of four major prizes and had been nominated for the prestigious European Quality Award.

"It is recognition for all the work and commitment shown by our people", he said in a company-wide communication. "Everyone should be proud of this achievement, as it clearly tells us that we are a total quality company."

Then we had to wait.

The award ceremony

On 15 and 16 October, Fournier and Florez attended the EFQM Forum in Madrid to take part in the two-day workshops, and to witness the announcement of the European Quality Award winner for 1992. Representatives

Enterprise award

IN RECOGNITION of our contribution to the 'Managing into the '90s' programme, sponsored by the Department of Trade and Industry, Rank Xerox Mitcheldean has received an 'Inside UK Enterprise' award.

Phil King, business quality & strategy manager, accepted the plaque on our behalf at a presentation on 16 September last from a representative of the Department.

"Feedback from the presentation day indicated that Rank Xerox Mitcheldean was seen as the best large company for commitment to total quality management throughout the organisation," said Phil.

'Inside UK Enterprise' was formed to enable best practices to be shared among companies throughout the United Kingdom by means of demonstration visits to each other's sites.

We have now hosted three such visits to Mitcheldean and Phil extends thanks to all who participated, thereby contributing to this successful start.

Quality award (continued)

of the Belgium and Venray teams were also present.

And we won! Rank Xerox was named the winner of the European Quality Award.

Accepting the award, Fournier said: "Quality is the way we run our business, the way we lead our people, the way we set direction. It's part of everything we do.

"From Switzerland to Spain, from Norway to the Netherlands: in logistics, manufacturing, marketing and service.

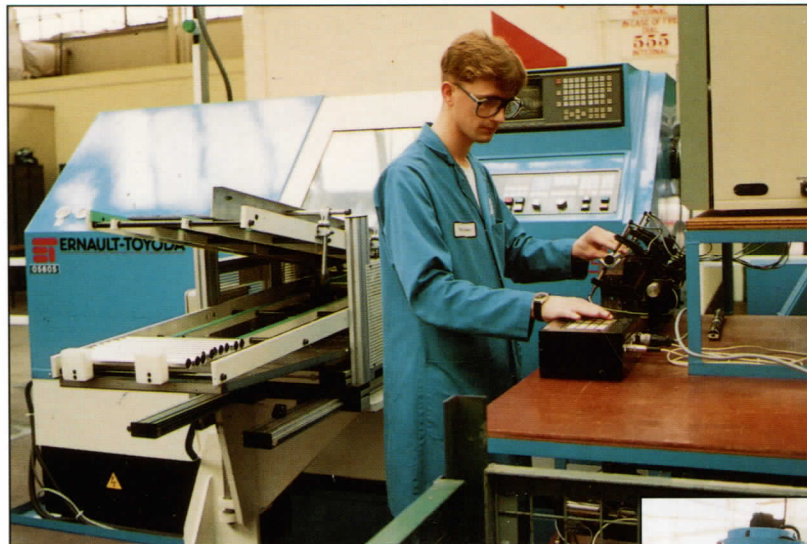
Everywhere, we apply quality. The results speak for themselves.

"I thank our suppliers who have worked so closely with us to improve our shared processes; our customers, who encourage us with their openness and honesty; and all employees who have worked so hard to bring us this far on the quality journey."

Among other representatives of the company who were present at the EFQM Forum was Mitcheldean's **Simon Davies** — see his report on pages 4/5.

Top Team '92

AS WE went to press we heard that the quality improvement team Console Cost Savings, led by Ken Miles, had been selected as Mitcheldean's Top Team for 1992, and was going forward for possible selection as one of the RXMO candidates for a Corporate Team Excellence Award.



An aluminium roll machined on the Toyota lathe is checked by setter-operator Nigel Holder on the 'Network' system.

Fuser roll cell almost complete

WITH THE arrival this summer of a new lathe and a universal punch, all major items of equipment purchased for the low mass fuser roll cell are now in place.

While the Koyo centreless grinder handles the steel rolls, the new Renault-Toyoda lathe, made in France, is specifically for machining thin-wall aluminium tubes.

Turning of these rolls was formerly done by Swedturns. "We had to do them in two cuts and use a mandrel," said engineer Chris Barnard.

The Toyoda, which is fully automated, does them in one cut, and there's no need for special tooling. This reduces cost, time and labour since it frees up the operator to do other work such as loading up the buffers of other machines.

"It's already paying dividends," says Chris.

Universal punch

Punching slots at either end of

the rolls so they can be fitted into our machines is the final stage in the whole process for all low mass rolls.

The new, fully automatic, double-ended punch can handle all current and proposed low mass rolls, whether steel or aluminium.

It is called 'universal' because, as engineer Roger Bailey explains, "We can tool up for any length of roll and do a quick change between jobs so there is more flexibility.

"Whereas our former dedicated machines had to handle rolls about three times, the universal does this all in one operation."

Again, this gives significantly reduced cycle times.

Rolls are fed in automatically from the loading buffer, which can take some 60 of them. A pick-and-place unit positions these as instructed by the programme (there are currently seven different ones in use), rotates them as required and places them between the two punch-heads.



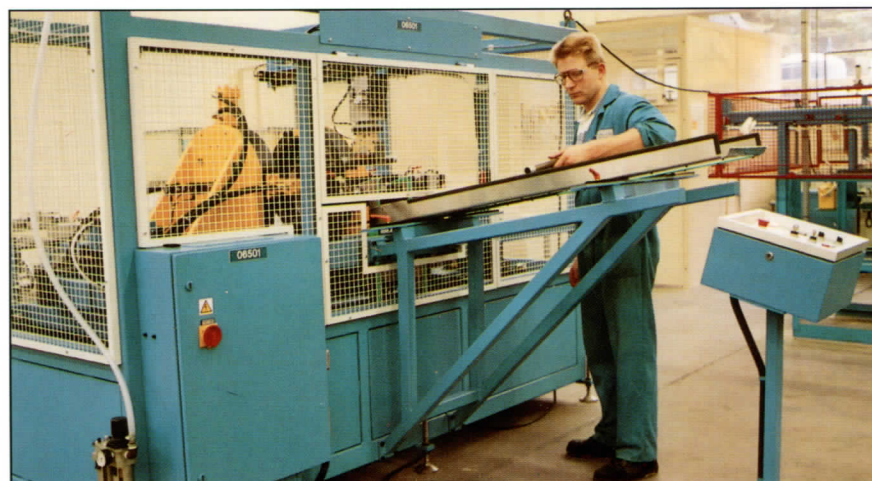
Swarf from the lathe lends a seasonal tinsel look to the fuser roll cell. About to remove it is service marshaller Dennis Martin.

After punching is complete, the unit then lowers each tube on to the output buffer which moves forward to receive it, whereupon it rolls gently down to join the other finished rolls.

'Cleaner' washing

The final acquisition in the low mass fuser roll cell will be an aqueous wash plant, which is environmentally friendly, to replace the current solvent degreaser (rolls are degreased after polishing and before being re-baked).

In fact, all such degreasers in parts manufacturing will shortly be replaced and "we're looking at the opportunities for recycling the wash effluent," says technical manager Chris Clarke.



Setter-operator Martyn Gunter loads the universal punch with rolls.



Setter-operator Stuart Powell (left) and production engineer Adrian Page study a Xerox 4030 PWBA processed on the new SMT production line.



Noting process settings on the monitor are (left) Carl Evans, production support engineer, and setter-operator Liam Jackson.

EMC invest 1.6 million dollars in surface mount technology

THE NEW streamlined SMT (surface mount technology) production line is the first item of equipment that catches the eye of a visitor to the shop floor in our electronics manufacturing centre.

It has been placed strategically alongside the main gangway and looks very handsome in its EMC livery. Bought for capacity reasons, it represents an investment of a cool \$1.6 million.

"It's faster, more efficient, and leaves us well placed for future technological advances," says Neil Price, auto assembly & JIT lines manager.

Adrian Page engineered the line, from specifying the requirements, based on current and future products, to negotiating training packages from the manufacturers, and he told us: "My aim was to find the very best equipment available with respect to cost, technology, compatibility, convergence and support."

The fifth SMT line to be sited in the EMC, it performs the same task as the other four in that it automatically assembles printed wiring boards. But it differs from them in several respects.

To begin with, it contains improved technology. It consists of several inter-communicating modules of equipment linked up to form a line 23½ metres long.

First there's the screen printer, made by the English company DEK. This accurately prints solder paste through a metal 'stencil' on to the corresponding component pad of each board — it's a critical part of the whole process and operates to an accuracy of +/- 1 thou."

After printing, the boards move along a covered conveyor to a Panasonic MV2. Using a high precision recognition camera this identifies and verifies the components, fed in on reels, before placing them in the relevant positions on each board, as programmed, at a rate of up to 20,000 components per hour.

Another covered conveyor then carries the boards to the Panasonic MPA III, a second placement machine with a super-powerful visual recognition system. This is capable of high-speed, high-precision placement of a wide variety of SM devices and is specially suited for fine-pitched components requiring high accuracy.

It can handle trays of components as well as reels and can be adapted to handle sticks of components if required.

The last, and longest, item of machinery is particularly interesting. It's a hot-air, convectional re-flow oven, manufactured in the UK by Vitronics.

Unlike the conventional infra-red

ovens where settings have to be fine-tuned, it maintains an even temperature, the hot air re-flowing solder on the boards to make a firm solder joint.

Like food in a fan-assisted oven, the boards get evenly heated through convection and components are less affected by thermal shock.

"It means that you can process some of the really complex boards," explained Neil. "You get more repeatability, the diagnostics are better, and less manual intervention is needed."

There's another big plus with the new oven — it is capable of being converted to nitrogen. This would enable boards to be re-flowed in an inert atmosphere that reduces risk of

contamination.

The operators themselves have been surprised to discover how much is achievable on this new line.

Some components, such as connectors, still have to be added after the SMT operation. But with technology moving away from 'through-hole' and towards more surface mount assemblies, an increasing number of SM components are becoming available.

Says Dave Wood, electronics & interconnects business centre manager: "Technology and processes continue to improve; as in the past we will continue to invest in state-of-the-art equipment and thus continue our progress towards world class status in electronics manufacturing."

Good news from Reuters



Quality assurance & productivity services manager Mel Alder receives the certificate from Christopher Tovey of Reuters (centre). With them are (far left) Geoff Ludlow, auto equipment maintenance manager, Richard Beacon, manager programmes, planning & control, and (far right) quality systems specialist Russell Williams.

ON 30 SEPTEMBER, Mitcheldean's electronics manufacturing centre was presented with a 'certificate of delegated release' (equivalent to our 'certified supplier status') by Reuters for the supply of their 'Colour Switch' PWBA.

EMC has produced this complex assembly since 1989 and each batch has required the visit of a Reuters inspector for approval before shipment.

Based on EMC gaining BS5750 part 2 accreditation, satisfactory systems audits and confirmed good

field performance, EMC has now been given the authority by Reuters to ship the product direct.

Auditing of our process will be carried out once per year by Reuters quality staff.

It was an honour, and very satisfying, to receive such an award. The certificate reflects the contribution made by the assembly and support staff in EMC.

This milestone marks a major step forward in our approach to continuous quality improvement and is directly in

line with our EMC quality improvement strategy, developed in the later part of 1990.

In many ways this strategy and our plans are the same as Reuters and, indeed, that of many other companies when we compare results from benchmarking studies.

This shows how important it is to strengthen our commitment to total quality, and to remain competitive in what is a very dynamic sector of manufacturing business.

Mel Alder

'At home' in September

MORE PICTURES of pensioners and their partners, this time on 2 September when the second 'At home' was held at Mitcheldean.

The group of around 35 enjoyed a chat and an excellent buffet, and they were delighted

to have the opportunity to meet Barbara Keech, secretary of the RX Pensioners' Association; she is seen in a picture below with Jack Bonney (left), RXPA tax consultant, and Stan Wheeler, west region co-ordinator.



Integration review



H. KATOH, associate director, Ebina plant, together with other members of Fuji Xerox management, recently undertook a two-week tour in Europe of RXMO plants and Mitcheldean suppliers for the new programmes. A review of European Integration was very much on the agenda during the

two days they spent at Mitcheldean on 8 and 9 October at the conclusion of their tour. Our picture shows them with Des Halliday, manager Interconnects assembly, looking round the harness centre facility in building 6, prior to the move to 3/2 which is now nearing completion.

Our man in Madrid

Simon Davies, assembly manager for the newly-launched Xerox 5320/22 product, tells of his trip to Spain to represent Mitcheldean at the EFQM Forum.

ON MONDAY, 12 October, I was asked if I had a current passport, so I knew something was up!

Then Danny Haines told me I had been selected to attend the EFQM conference in Madrid.

Having asked section manager Dave Williams to take over the reins in my absence (he did a super job), by 4.30pm on the Wednesday I was sitting in an Iberian Airways Airbus at Heathrow awaiting take-off.

On arrival at the Madrid hotel I met other RX delegates from Bridge House and the quality office at Marlow.

We were all very keyed up — a lot of hard work had gone into preparing the application for this prestigious award and all we knew at that stage was that RX was among the finalists.

The Forum, held at the Palacio de Congresos, commenced next day with a series of workshops.

Ours was concerned with an analysis of the criteria for the European Quality Award — we heard how it had been established and why, how the assessments were carried out and how it compared with other national awards.

The workshop, which was chaired by Matthijs Vermaas (Philips' corporate quality director and chairman of EFQM's steering group), was conducted mostly in English. We had headphones for translations where necessary, and we had an opportunity to ask questions.

Around 4pm we joined several hundred people in the main auditorium, where the EFQM organising committee were already on stage.

Then the lights went down and we all stood and applauded as King Juan Carlos and Queen Sofia arrived to take their place centre stage. They were very natural and likeable people and the King enlivened things with some witty comments.

Now came the moment for which we had been waiting.

There were four categories of

continued opposite

IT'S CERTAINLY been a red letter year for Simon, too.

Coming from the Mumbles area, on the Gower peninsula, and educated in Swansea, Simon originally intended to pursue a career in chemical engineering, having read the subject at the University of Birmingham.

It was as a chemical engineer that he took up his first post with a refractory company in Hartlepool on the north-east coast.

In the course of interviewing people, editors pick up some fascinating facts. For example, from Simon we learned that Hartlepool people are nicknamed 'monkey-hangers'. It seems that when, during the Napoleonic wars, a French warship ran aground there, the locals regarded the crew's pet monkey as a French spy and hanged it!

This European incident is commemorated in Hartlepool RFC's logo.

It was in Hartlepool that Simon rose to dizzy heights — literally. Once a month he had to climb to the top of a 350ft chimney-stack to take samples of industrial emission for health and safety purposes.

"It was all right on a summer day, but you had to hang on for dear life in windy weather. I began to feel that maybe I didn't want to be a chemical engineer after all — I would rather work in a nice warm factory somewhere."

Looking to move into production management, he succeeded in getting a job as a shift manager with a firm in Stevenage, Herts., which was one of the first companies to produce



Simon Davies

toothpaste tubes made of plastic.

From being one of three shift managers, Simon progressed to being production manager of the department.

A desire to move closer to his roots led, in 1986, to his coming to Mitcheldean — "which was as close as I could get.

"Rank Xerox was just starting a graduate recruitment programme so I applied and was taken on.

"Having sold my house in Welwyn in a rush, I duly arrived at Mitcheldean one Monday and was told that I was going back to Welwyn to work in the pilot plant on the Xerox 5046!

"The atmosphere in the pilot plant was tremendous. It was a most enjoyable experience and very

awards. An award for 'Media' went to the BBC for their Radio 4 programme 'In Business'; after which there were two awards for a 'Thesis on total quality management', one of which went to a British student.

Then came the four European Quality prizes — to British Oxygen (one of our suppliers), Milliken, Ubisa and, of course, Rank Xerox.

We waited with bated breath for the final announcement — no one had the slightest idea which of the four finalists would take the top prize.

It was a very proud moment for all of us there when Emilio Ybarra, chairman of the 1992 Forum, announced that the European Quality Award had been won by Rank Xerox.

Bernard Fournier, our MD, stepped forward to receive the certification of the award from the King and he made a speech in acknowledgement entitled 'Learning from experience'.

Senior executives from many major manufacturing companies — including IBM and Kodak — were among those attending, and being publicly recognised as the most successful exponent of total quality management in Western Europe was a tremendous accolade.

After their Majesties had left, the gathering was addressed by Mr Ybarra, the EFQM president Raymond Lévy — who spoke on

'Europe at the beginning of the new century' — and J. Ignacio Lopez Arriortua, executive vice president of General Motors, whose subject was 'The third industrial revolution: challenges and opportunities for Europe'.

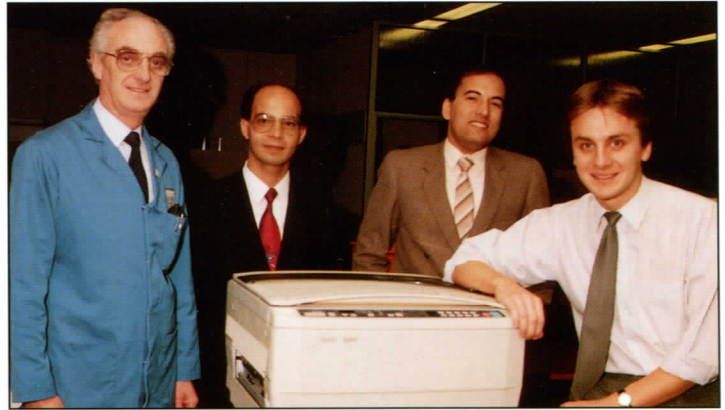
The following morning, the workshops continued. I stayed on for an extra day to look round Madrid as it was my first visit to mainland Spain. Unfortunately it poured with rain on the Friday so I felt quite at home — the Spaniards looked as miserable in the rain as we do!

I managed to get to see some of the tourist 'musts' — the Royal Palace and the Prado museum with its wonderful paintings by Spanish and other European masters. I noticed lots of Rank Xerox signs around the city — we have quite a presence there.

It was a point made by the speakers at the Forum that this had been a fantastic year for Spain — and Rank Xerox — with the XXV Olympiad and Expo '92, in both of which we played a significant part. All this came to a wonderful climax for both Spain and Rank Xerox with the EFQM event and our success in the inaugural European Quality Award.

This latter event was great for me personally — it brought home to me how much a part of Europe we are, and I felt honoured to be chosen to represent Mitcheldean.

Egyptian project



In the training department — Bill Smith with Shaban Abd. El Rahman Mohamed and Essam El Sheikh of Xerox Egypt, and Julian Priest.

TWO ENGINEERS from Xerox Egypt have been spending several weeks in our training department, gaining experience in the assembly of the Xerox 5317 under the guidance of Bill Smith.

The low-volume copier, launched in the UK earlier this year, is to be built as a licensing project by the Egyptian company. Mitcheldean has given valuable technical and material assistance in order to enable the start-up, with parts being initially sourced from this site.

The two engineers returned in November and by the time this

issue appears, Julian Priest, a member of the 5317 technical team in building 1, will have joined them to help in the setting up of the line at 6 October City outside Cairo, where Xerox Egypt have their manufacturing facility.

As we went to press it was announced that Adel Noureldin, director of manufacturing at 6 October City, is joining the Mitcheldean team as part of a one-year assignment; Mike Cooper, works engineering manager, will go to Egypt to take over as the plant general manager for that year commencing in January next.

constructive," said Simon.

Returning to base with the mid-volume copier, he led a team consisting of Mark Christopher, Pete Robins and Dave Williams who set up the whole sub-assembly area — some 50 per cent of the floor — in building 3/1.

He subsequently worked in every other 5046 assembly area then, in August 1988, moved into production stores where he was responsible for receiving and issuing all materials on site. Maurice Prout, with whom he worked, says: "Simon was the best apprentice I ever had!"

He became heavily involved in M2000 from the stores aspect and, in early 1990, oversaw the clearing of the stores area to make way for the 5012/14 showcase.

Following this he moved to ridge building 13 to oversee the transfer of the dev. housing operations from Welwyn while also running the spares packing activity.

In July 1990, after four years with us, Simon decided to leave to pursue other business interests, but returned to the fold the following year as operations support manager in building 1.

At the end of that year he was appointed to his present post as assembly manager of the 5320/22, the start-up of which is featured in our centre pages.

Simon lives in Hereford. He enjoys cricket and plays rugby with the Luctonians, a team based just outside Leominster, frequently adding his Welsh baritone to après rugby sing-songs!

Firemen called out for awards



The be-medalled firemen — Bill Smith, Colin Lewis, Bob Young, Mark Christopher, Roger Smith, Ashley Hornchurch, Steve Zimmermann — with (far left) human resources manager Robin Fyffe and (far right) retiring fireman Phil Tomkins and John Spratley, safety & security operations manager.

OUR FIRE crew are hoping that this Christmas holiday they won't have to be called into the plant six times in one day to help cope with burst pipes, as happened one year — but they'll be ready to do so if necessary.

In all types of emergency — from floods to fire — their assistance is essential, both inside and outside working hours.

"You put in a considerable amount of your own time, and the work you do doesn't get a lot of public recognition," said human resources manager Robin Fyffe.

So a get-together in the clubhouse on Monday,

2 November, when he presented British Fire Services Association awards for long service to some of our 14 volunteer firemen, provided the company with an opportunity to show their appreciation.

Working together for so many years, under the expert guidance of fire officer Bob Young, has enabled the building up of good teamwork, so important when responding to an emergency.

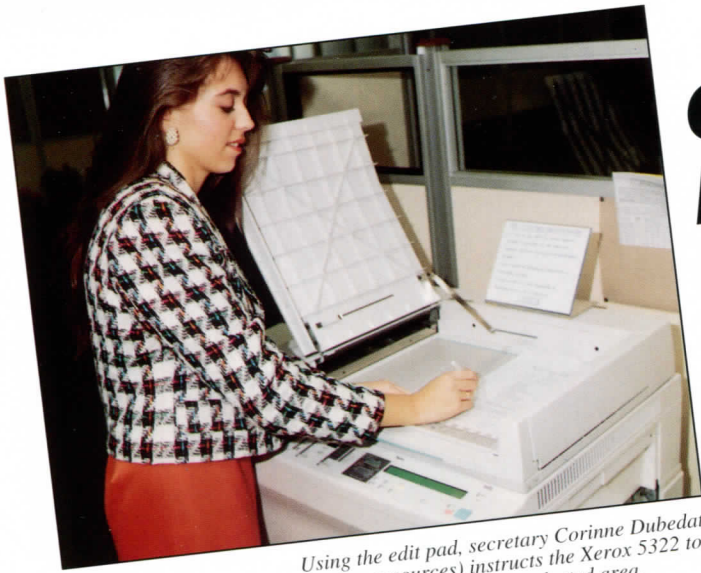
"I know that people who watch from the side-lines tend to treat the subject with some humour," said Robin.

"But, at the end of the day, it is absolutely critical that you are a well-rehearsed professional

unit that does everything possible to ensure there is no loss of life in the event of a fire, and that the assets of the site are protected, until such time as further outside help is available."

Seven members of the fire crew received long-service awards: Bill Smith (30 years), Colin Lewis (25), Bob Young (20), Mark Christopher, Ashley Hornchurch, Roger Smith and Steve Zimmermann (10 each).

And there was a special award for Phil Tomkins who recently retired from the fire team after eight years' service — a tankard which came from his colleagues.



Using the edit pad, secretary Corinne Dubedat (human resources) instructs the Xerox 5322 to add colour highlight to a selected area.

OUR MOST FEATURES-RICH FAMILY OF COPIERS

From left: Martin Stock, launch manager, office document products, and Dave Williams, customer service operations, with 5320/22 MRT manager Keith Marfell and assembly manager Simon Davies, showing samples of what the new copier can produce.



THIS NOVEMBER saw the launch in the UK of two powerful new desktop copiers — the Xerox 5320 and the Xerox 5322 — our second low volume launch in less than six months.

Describing the 5320/22 copiers presents problems, there's so much to tell.

The two versions, which use the same base engine, are each produced in three configurations.

And the options available with those three configurations total over 100!

It all adds up to "the most features-rich low volume family of copiers ever marketed by Rank Xerox," says MRT manager Keith Marfell.

These features include the following:

Push-button colour (there's a choice of four colours — red, blue, green and brown) plus black, so the user can have a print all black, all one colour, or a mix of both.

The latter is made possible by **full editing features**, so you can highlight certain areas, something not previously available on our low volume copiers.

For example, you can indicate a heading or a panel to be in colour, simply by identifying these with an edit pen and pressing the right buttons, and out comes your two-colour print in a single pass.

Then there's automatic duplex up to A3 plus alphanumeric display in dual language, automatic feed, stapling, zoom facilities from 50 per cent to 200 per cent, a ten-bin sorter, and a 50 account auditor.

Other automatic features that increase productivity include tray switching 'on the run', sorter selection and automatic start after warm-up. Should there be a paper jam, there is also automatic recovery so that only one sheet is lost, not the whole job.

Some of the above-mentioned features — like the colour kits, the edit pad, the sorter (from Japan but soon to be made at Lille) and the stapler — are optional accessories fitted in the field.

Both the 5320 and the 5322 produce 20 copies per minute and have A3 input and output.

Designed by Fuji Xerox, they will replace the 5018 model; average monthly copy volume is in the 4 to 6,000 copy range, depending on the configuration of the machine, MRT manager Keith Marfell told us.

"During the early stages of the programme we built up a good relationship with the launch manager, Martin Stock (a former Mitcheldeaner), and he ran a series of quality launch meetings at Marlow."

The first launch was in EFTA countries in June of this year (non-EC countries Austria, Switzerland, Sweden, Norway and Finland).

This was carried out with machines supplied by Fuji Xerox which were then preconfigured and tested at Mitcheldean in the MEWS while production was starting up in building 1. "We produced 1,600 machines over four months," said Simon Davies, product assembly manager for the new family of copiers.

The second launch was in September in all Region A OpCos, with the exception of the UK and Greece, where the third launch took place this November.

"We also built 180 pre-production machines for training service personnel, all of which gave



Checking parts in the pre-assembly area are (from left) material analyst Gene Lewis, pre-assembly operator Peter Thomas and Bill Dobbs, material analyst.

us valuable experience," said Simon.

"When we came into building 1 in January this year there were only just the marks on the floor where the line was to go. Along with the works engineering team, led by Martin Exell, and the MED team, we set up the line and formed training teams — and with such complex configurations a great deal of intensive training was required. Everybody concerned has worked very hard to make it a success.

"We build the machines as efficiently as we can to help control the cost, cutting out waste and non-value added work.

"For example, the upper frames section staff put a lot of effort into relaying out the area, doing a Kaizen job in re-positioning fixtures, modifying the build dolly and ensuring that every piece of equipment, including the back-up items, is in working order so as to ensure there is no hold-up at any time.

"The programme has consistently hit schedule and achieved quality targets and we are quite proud of what we have achieved."

There has been considerable support, too, from Fuji Xerox.

John Overbury, technical manager for low volume copiers, told us: "We had two FX manufacturing engineers — Yamada-san and Mori-san — with us for three weeks in the summer to observe our build methods and verify that our processes aligned with those used in Japan.

"After they left to go on to Webster, Naganuma-san, the FX manufacturing engineering manager for this product, spent a month over here to provide further assistance. We much appreciated the help they gave us."

Production at Webster follows that at Mitcheldean and "we have shared some of our processes with them via the IAP link-up," he added.

The Xerox 5320 comes in:

- a junior version with a platen cover;
- as above, but preconfigured with a two-tray module and stand;
- preconfigured with a duplex automatic document feeder (DAF) (from Toronto but also soon to be made in Lille), two-tray module and stand.

The Xerox 5322 comes with:

- auto duplex processor with DADF, duplex tray (TDM) and stand;
- the same configuration but with a high capacity feeder (HCF) instead of a stand;
- (about to be introduced as we went to press) an auto duplex processor with platen cover, duplex tray and stand.

QA inspector Andrew Hutchence (left) discusses quality improvement on the TTM/TDM section with engineer Steve Carter. Seen carrying out the first op. on the line is Ralph Macey.



At the beginning of the main line — operator Tony Parsons; at the end — section manager Richard Wood in discussion with operator Mark Jackson.



From left: Gerald Brain (FR&T), section manager Roger Preece and engineer Alan Clark talk copy quality.



Operator Libby Morris checks lead edge skew on the HCF, watched by section manager Dave Williams and (right) engineer Des Ellway.

Building it right

The production facility in building 1 consists of two grids; there's also a separate section beyond the pack line where the 50/60Hz HCF (being built for world-wide distribution) and stand are assembled.

About half the first grid is taken up by pre-assembly, hardly surprising since so many parts are involved.

"We have a quick turnover, with the majority of parts on the floor less than a week," said Gene Lewis (production control). "There are several really large parts which shift very quickly, and the JIT stores have been very much part of our success."

As PCD section manager Charlie Carr confirmed, given the large volume of parts, space is at a premium.

The other half of this grid comprises the TTM/TDM section where the two-tray module and the tray/duplex module are assembled.

The completed HCF and/or stand are wheeled round to this section and the appropriate module is placed on top.

Then it's on to the end of the main line in the adjacent grid where the requisite processor is hoisted on top before the copier goes into FR&T.

There's a daily lay plan setting out what versions/configurations are to be built. But with such complex configurations (some of the ops have four or five different parts to select from), operators have to make sure they get it right.

So, in addition to the serial plate pack placed on the frame at the start of the line, a reminder also goes on top, and "We haven't got it wrong yet," says Simon.

ACCORDING TO reports we have received from the field and OpCos, Xerox 5320/22 copiers are considered to be excellent machines in terms of performance, features and reliability.

Major EI challenge



From left: EI engineer Colin Burbridge, FPP manager Bob Liddington, FX procurement manager Mitsuo Furukawa, Esmée Halford, configuration control section manager, and Mark Ingram, FX buyer in commodity operations.

THE XEROX 5320/22 programme presented our European Integration team with a considerable challenge.

By comparison with the Xerox 5317 it was more complex, involving 300 parts — twice as many as the earlier programme.

"Added to that was the fact that we were working to a large extent in parallel with Fuji Xerox, so we encountered for the first time the problems of experiencing engineering changes," said Peter Street, new product procurement manager.

"Mitsuo Furukawa, FX procurement manager, helped us with materials supply through the start-up period for the parts of the machines supplied by Fuji Xerox, working closely with Noko

Atherton, our liaison manager.

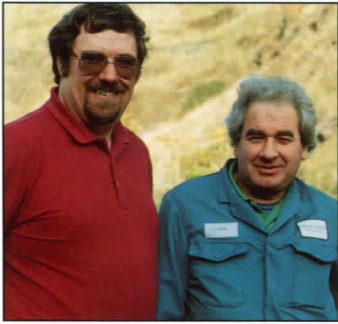
"He has been here for three months and has greatly enhanced our daily relations with Ebina on these parts. We really missed him when he returned to Japan.

"Altogether it has been a terrific effort, and we particularly congratulate Bob Liddington, FPP manager, and his team, and also Pat Shaw and his technical team."

The 5320/22 machines have over 50 per cent European-sourced content by value, and of the suppliers in the EC, 15 are new UK suppliers, enabling the site to have JIT ability for the 1990s.

The product has now been transferred to the current products team with Alan Lynes.

Service awards



Peter Skelton and Phil Brown.

30 years

Phil Brown is one of five brothers who have worked on site, all but one being long-servers.

He has yet to catch up with his eldest brother Basil, who achieved almost 35 years' service before joining Expedite in the MEWS.

John retired earlier this year from transport after 29 years with us to set up his own business refurbishing pallets; Charlie left after 28 years to join Hygiene Services, a former MEWS tenant.

The youngest, Brian, who works in recycling assembly, has four years to go to reach his 20th milestone.

After starting in 914 assembly, Phil spent the next 20 years or so in the machine shop, becoming a setter operator. He returned to assembly, and today does subs and spares for all building 1 models and also the 5047.

Having contracted polio as a child, Phil's opportunities to take part in sports have been limited, but he enjoys watching rugby.

"I go to all the big internationals," he told us, and at the time of our chat was looking forward to seeing England play South Africa.

Pete Skelton spent most of his earlier years in the press & sheet metal shop, both at Mitcheldean and Cinderford, becoming a setter and leading hand.

When the section closed down in 1983 he transferred to the supply centre warehouse, doing a spell in Squirrel stores, followed by short periods in recycling and low volume copier new build.

In 1987 he joined the quality function as an inspector — first on knock-down kits for licensing projects and, now, on the 4235 assembly line.

Pete's father Ernie worked at

Mitcheldean, and he has a quality colleague in his brother-in-law Jim Pearce of tool inspection.

He and his wife Lin, who celebrate their 20th wedding anniversary in January, have a 17-year-old son. "He works in Iceland — the frozen food centre in Gloucester, that is!" said Pete.

25 years

One of the apprentices taken on in September 1967, **Mike Bendall** first joined design engineering and worked on a range of models, undertaking two assignments in the USA.

When in 1985 Leadership Through Quality was introduced on site, Mike moved into a quality specialist role, becoming QA engineering manager the following year.

He later became production control manager accountable for new product production control, a role subsequently expanded to embrace materials operations including production stores.

This was followed in 1991 by a project in which Mike, as materials logistics manager, was responsible for the implementation of sub-contractors' services.

Last April he took over management of the ridge focussed factory with its diverse operations — low volume/engineering products recycling, customisation, spares, dev. housing and the 5317 two-tray stand assembly.

His leisure-time interests are equally diverse. Sport (non-participative!), music, architecture, and 'serious walking' in which his wife Helen joins him.

Their home is an old cottage which he renovated ("I did everything except the plastering") and he's extended it twice to accommodate the family.

They have three daughters: Claire (18) is doing A-levels, while twins Karen and Angela (15) — born in the States — are also studying hard for their GCSEs.

Ian Hale loves to travel, and his career has certainly catered for that.

Another member of the September 1967 intake of apprentices, he too joined design department, working on medium volume machines, and recalls how, in the early '70s, "we were located in



Christine Horlick, Mike Bendall, Ian Hale, Roger Imm and Brian Cooke, all 25-year people.

Terrapin offices set up in central car park."

In 1979 he married social worker Hilary and they spent the next two years in Webster along with the resident team, which provided an opportunity to see Hawaii, Mexico and many of the States.

Back on site, his involvement with low volume products led to a visit to Japan on tool tryout. Two more years were spent abroad in Lille where Ian was a 'methods engineer' working on the Memorywriter electronic typewriters — and his eldest son Joshua (now 9) became fluent in French. He and Hilary also have an adopted son, Daniel, aged 3½.

After returning to Mitcheldean as a section manager in CBA recycling operations, he took up his present post as PQA manager and has seen the number of staff rise from 15 to 26.

The work has involved much interplant travel and "I've sent auditors to places like Mexico, Brazil, India and Egypt. It tends sometimes to seem like a travel department!" he says.

Ian's leisure-time pursuits keep him on the move too. His main hobby is rowing (he belongs to Ross Rowing Club) and he enjoys running. He gained his first London Marathon medal in 1990 and hopes to gain another next year.

After completing his technical apprenticeship, **Roger Imm** pursued a different course from Mike and Ian by joining components planning.

This was later absorbed into parts manufacturing, where he has made his career.

It has taken him on various visits to other RX plants (he went to Venray to assist with the successful transfer of the 1045 pressure roll to this site), and to the USA — where he made several trips to a supplier in 1990 in connection with purchase of an inertia welder.

More recently he went to Fuji Xerox "to pick up the technology for

the department's new low mass roll section".

This autumn his 15-year-old daughter Kelly joined the technical team — for work experience. "Engineering is one of her options," he told us.

Roger's main hobby is DIY and woodwork (especially cabinet-making) and Kelly sometimes joins him in his home workshop to do some wood-turning.

He and his wife Alison have another daughter, 11-year-old Rachel, who has just started at Whitecross School where Kelly is a pupil, and she's hoping to have the opportunity to use the CDT equipment which the school acquired with RX sponsorship this year.

Christine Horlick has been a member of the LSA committee for three years — "It involves a lot of hard work, but I enjoy it," she told us.

Having started in the cleaning department when it was company-run, she joined new build operations in the press section of 660 assembly (our first small copier), and moved with it to the Lydney satellite plant.

A short time in spares assembly followed before she became one of the first six women to work on the 9200.

When CBA operations came to an end, she switched to recycling and today she is located in building 13/2 doing spares, and also line work for small copiers on the ridge.

Christine has taken part in interdepartmental skittles over the years, and has played every week in the Rose in Hand (Drybrook) ladies team "for longer than I care to remember!"

Keeping fit is important to her — she goes swimming in Ross-on-Wye and does aerobics at Woodside Leisure Centre. She also enjoys walking the two springer spaniels "which we rescued from unhappy circumstances", and gets more exercise herself in the process.

Brian Cooke is keen on competitions, and wild about the West! When he won a prize trip to

Continued opposite

20 years

Recently qualifying for 20-year service awards were (from left) Rob Butler (recycling materials), Peggy Sharpe (spares packing), Robbie Allen (ridge recycling), Brian Chelu (payment operations), Hugh Cromie and Rob Lambert (building 1 assembly) and Robin Fyffe (human resources). Also qualifying were Harold Ennis and Rob Coleman (building 1 assembly), Fred Sheers (paint shop), Robin Richardson (fuser rolls) and Dave Tyler (customisation).



Any news for Vision?

If you have, then please — mail it to me in bld. 5/2, or leave it at main reception for collection by me, or post it to me at Tree Tops, Plumpton Hill, Mitcheldean GL17 0EU, or ring me — ext.566 or Dean 542415.

Myrtle Fowler, editor

Gardening competition now open to all

OUR GARDENING Association held their annual competition on Saturday, 5 September. The eighth such event, it was this year thrown open to outsiders for the first time.

This resulted in a better response than last year, with 20 exhibitors and over 150 entries for the 36 classes.

Site director Gerry Lane, who is president of the association, came along with his wife Chris to present

the awards, and he congratulated the winners and all participants on the excellent display which, he felt, was worthy of a larger attendance.

The David Stokes perpetual trophy for the most outstanding exhibit in sections 1, 2 and 3 went to Tina Coopey for her fine maranta, a pot plant with green and red foliage.

Although no new records were set, secretary Harold Moore

produced the heaviest onions and pumpkin, Andy Gardiner the weightiest marrow, and Don Cinderey the longest runner bean and cucumber in section 1.

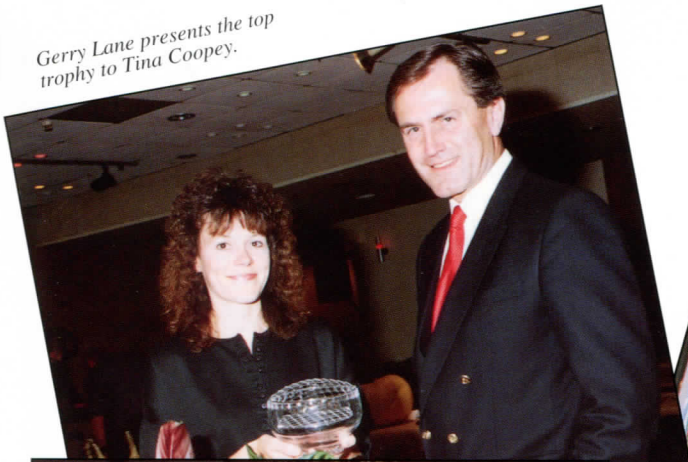
The winners of first prizes for classes in the other six sections were as follows:

Section 2: Harold Moore, Vere & Phyllis Christopher, Mick Manns, Andy Gardiner. *Section 3:* Colin Gray, Harold Moore, Tina Coopey, Bob Smith. *Section 4:* Harold Moore, Mr & Mrs John Smith, Joan Tranter. *Section 5:* Pauline Moore. *Section 6 (homecraft):* Mr & Mrs John Smith, Mrs Cinderey, Val Gardiner, Pauline Moore, Tina Coopey. *Section 7 (photography):* Mavis Duggan, Rob Coopey.



Vere Christopher and Bob Smith lift a pumpkin while Harold Moore takes note of the weight.

Gerry Lane presents the top trophy to Tina Coopey.



Gerry's wife Chris receives a beautiful bouquet from chairman Phyllis Christopher.



Don Cinderey points out a likely winner in the wine section.



Geoff and Mavis Duggan admire the dahlia display.

Arizona for two in 1990, the trip fired his enthusiasm further.

He and his wife Maureen spent a second holiday there last year and this last October they went again. They viewed the fantastic Grand Canyon from above by helicopter, and penetrated deep down into it, riding on mules.

They also visited Monument Valley, an Indian settlement, and went over the border into Mexico. "There's so much to see — there's plenty of scope for more holidays there," says Brian.

Coming into the machine shop as a setter operator on drills, he was the first setter to be appointed when cell technology was introduced in the 1980s.

His only trip abroad for the company was to Venray in connection with the 1045 pressure roll transfer, and he's worked in the fuser roll centre ever since, mostly on the Duap-Dubied machine.

Ahead of him in the long service league is his brother Gerald in commodity operations; his son David also works on site, in stock control.

Membership goes on rising

FIGURES ON the LSA front continue to rise. Current membership is 708, including 287 retired members, with 110 new members expected in 1993, it was reported by secretary Janet Hart at the annual general meeting held on 16 September.

Next year 75 members will be eligible for the 25-year award, compared with 37 in 1992.

As we reported earlier, the Chase Hotel, Ross-on-Wye, just managed to accommodate the 300 or so members and guests at this year's annual dinner.

With more expected to attend next year's event — the 40th — on 7 May, the LSA committee are considering hiring a marquee to augment the accommodation at the Chase,

with a video screen so that people can view the evening's proceedings within the main hotel building.

The level of other LSA activities during the year has remained at the traditional level.

The annual summer outing for retired members to Swansea, which attracted 104, was a great success and the majority voted for Weymouth to be the venue for 1993.

The autumn social evening last year went well and this year's event on 21 November looked to be equally popular. The second Sixties Night was attended by 112 — no further such nights are planned at present.

The association's financial position remains healthy, and it

was agreed to increase payment made to members on their leaving the company to £10 for each year of LSA membership.

Chairman Kevin Horrobin warmly thanked the committee, and in particular Janet, for their support and assistance over the past year and we reckon all members will want to second that vote of thanks.

Officers and committee for the current year remain unchanged: *Chairman* Kevin Horrobin, *vice chairman* John Gurney, *secretary* Janet Hart, *treasurer* Dave Morris, *publicity secretary* June Knight, *committee members* Christine Aston, Graham Beavan, Ken Buffin, Colin Butler, Christine Horlick, John Spratley, Pete Waugh and Jane Whitlock.

Interplant Cup escapes us

THE ANNUAL pilgrimage in search of the Haggett Interplant Cup took the Mitcheldean 'A' and 'B' sides north to Hesketh Golf Club in Lancashire on Monday, 24 August.

Both sides had travelled on the Sunday morning to enable a practice round in the afternoon, this being seen as this year's strategy to bring the cup back to Mitcheldean, and much was expected after the first experience of this renowned open qualifying course.

The expectations were still alive following the opening round on competition day, which was completed in glorious sunshine; despite a stiff breeze, Mitcheldean's 'B' and 'A' sides were in 3rd and 4th places respectively at this stage.

Although the wind reduced in force, tired legs carried most players through the final 18 holes, which eventually found both Mitcheldean sides falling short of the winning score.

The hosts of this year's competition were St Helens, who were locked in battle with the Xerox Engineering Systems group as their only main rivals.

St Helens eventually won the day and retained the Haggett Cup with a total stableford points score of 253.

XES were runners-up with a creditable 245 and Mitcheldean's 'A' and 'B' teams were 3rd and 4th, with 235 and 234 points respectively.

The scores were as follows: 'A' team: Mark Barnard 27/37, Kevin Hardwick 24/24, Andy Cosgrove 33/26, Phil Mitchell 27/30, Tim Beale 20/29, Sid Cooper 26/24. 'B' team: Joe Graham 36/29, Wilf Jones 31/26, Dave James 23/NR, Keith Laken 19/19, Hugh Colby 29/28, Jeremy Barnard 25/30.

Individual prizes were awarded to ex-Mitcheldean assignee Graham Lewis (5046 PDT) for the best morning score of 39 pts and best overall score of 72 pts, representing the WGC 'B' side.

Mark Barnard achieved the best afternoon score with 37 pts while Golf Society vice captain Joe Graham just missed out on a prize, finishing 3rd equal for the day with 65 pts.

M.A.B.



Enjoying a joke with the side's top-hatted Fool are (from left) Pete Symonds, Tim Humphries, Tom Mockford and Dave Evans.

RX Morris men in a ring

MITCHELDEAN VILLAGE suffered an invasion on Sunday, 23 August. But although the visitors were in a uniform of sorts, there wasn't an assault rifle to be seen.

Rather, they were dressed in clothing of many colours, had bells strapped to their legs and cavorted to the sound of accordion, fiddle, pipe and tabor.

The Morris men had arrived, and in strength — over 150 of them!

The reason for their mass descent on the area was to celebrate one of their Ring meetings, the first event of its kind to be held in the Forest.

Ring meetings are occasions when different Morris sides gather from all parts of the country. For this Mitcheldean meet, sides came from as far afield as Derby, St Albans, Taunton and Thaxted.

Notable among the participants were the local host side, the Forest of Dean Morris men, looking very distinctive in their bright, multi-coloured rag jackets — a costume which is unique to Ruardean and is said to symbolise the many colours of the Forest.

And among those raggedy dancers the keen-eyed will have spotted four RX men: Dave Evans (IM), Tim Humphries (IM), Tom Mockford (EV maintenance) and Pete Symonds (recycling).

We asked what the attraction is for them in Morris dancing.

Side founder-member Pete Symonds was emphatic: "It's the music. You can't get music like that anywhere else. For me, the dancing comes second."

Dave Evans, the side's stickman and archivist, said that he likes "to help keep alive the old traditions of the Morris dance. Plus, I get to travel with the side —

sometimes abroad."

Indeed, this year, the side visited Germany as guests of Waldbronn in the Black Forest — the twin town of Monmouth — to celebrate the 700th anniversary of its founding.

Tim Humphries, who became a non-dancing member of the side in 1969 — which qualifies him almost as a founder member — admits that he "dithered on the edge" for about 18 years before joining in the dancing five years ago. He has been the side's bagman and secretary for three years.



Is your name Rudolph?

Tom Mockford is also a long-server having started with the Mitcheldean side (revived in 1978 for the Queen's jubilee), then joining the Forest of Dean Morris men in 1979.

The Ring meeting itself lasted the whole weekend with, on the Saturday, different sides travelling around the area to display their dancing skills at various venues.

Their revels always seemed to be in the vicinity of pubs; but, as Dave pointed out, "It's a thirst-making activity. We need the beer

to keep the legs supple!"

The Sunday celebrations included a grand procession from Dene Magna school to Mitcheldean Church, where a service was conducted and the side from Thaxted performed a dance.

Then to the massed display in the George Inn car park, officiated over by Squire of the Ring Mike Chandler from the Whitchurch side.

Every side had the opportunity to dance and the FOD men celebrated the occasion by performing a traditional one from Ruardean — 'Soldier's Joy.'

The Ring meeting was a marvellously colourful event with dancers dressed in smocks, vivid waistcoats and a variety of headgear from straw hats decorated with ribbons, flowers or badges to grey toppers and bowlers.

To entertain the large audience between the dances, other Morris men, dressed as Fools and animals, capered among the crowd.

"It was an honour for our side to be invited to act as hosts," said Dave. "We decided to stage the event at Mitcheldean because of the facilities — the main one being the availability of the gym at Dene Magna school where the visitors were able to camp.

"We were responsible for organising the revels, the publicity and everything else. Gloucester TA did the catering for us and we're also very grateful to Rank Xerox for their assistance."

Dancing, however, is not the only activity indulged in by the sides. Morris has close links with the mumming tradition and this Christmas the FOD men will be raising cash for charity by going mumming in the area with a local play collected in Newnham.

Tom's picture takes first prize

TOM CLARKE (bld.12/1, customisation) has emerged as the proud winner of the first prize in the RXMP Camera Club's 1992 photo competition.

Announced in Vision 213, the contest was the first general photo competition to be sponsored by the club and it resulted in over 67 entries.



Rob Lambert earned second prize for his difficult-to-take night shot of the Ross carnival.

Says club chairman Terry Darrington: "The overall standard was very good — the judges had quite a task in shortlisting and then finding the winners!"

Tom Clarke's win, announced at the first club meeting of the 1992-93 season on September 21, was — surprisingly, perhaps — a black-and-white picture.

His success is all the greater considering that the majority of entries were colour prints and these tended to catch the judges' eyes first.

"I prefer black-and-white," says Tom, "because, since I do my own film processing and printing, I feel I can control the effect I want through every stage of the process."

Tom's interest in photography started when he was 17 and a student at the Royal Forest of Dean College. The pupils in his year were encouraged to broaden their interests and a two-hour slot in the weekly timetable could be used to pursue an activity of their choice.

Tom chose photography and, under the guidance of the college's chemistry teacher — Rosemary Steer — learned about black-and-white film developing, printing and enlarging.

An interest in photography, in fact, may be said to run in his family since his mother used to work in a professional photo lab and his father undertook film

processing during his army days.

As his technique has improved, so have the cameras he uses. "I started with my mother's Chinon, then progressed to a Pentax ME Super which was given to me as a Christmas present," says Tom.

Now he's graduated to a Canon EOS 650, the camera with which, this year, he took the winning picture during a holiday in Scotland.

At home Tom commandeers the family's utility room to use as a darkroom ("not ideal, but it works," he says), the centrepiece of which is a secondhand enlarger he bought from Rosemary.

With the £25 cash award which is part of his first prize, Tom now plans to buy a tripod or flashgun.

Also, as part of his win, Tom qualifies for free membership of the Camera Club for one year. "We look forward very much to seeing more of his work in the future," comments Terry.

Second prize-winner Rob Lambert (bld.1, assembly) is already a club member. His night-time shot of the fair at 1992 Ross-on-Wye carnival earned him high marks for the way it seemed to capture the atmosphere of the event.

"It must also have been a difficult photograph to get right," says Terry.

Rob took three pictures of the carnival on his Praktika camera



Tom Clarke's first-prize winner — a 'moody' reminder of a visit to Scotland.

and modestly admits that he was surprised that the one he entered for the competition had come out so well.

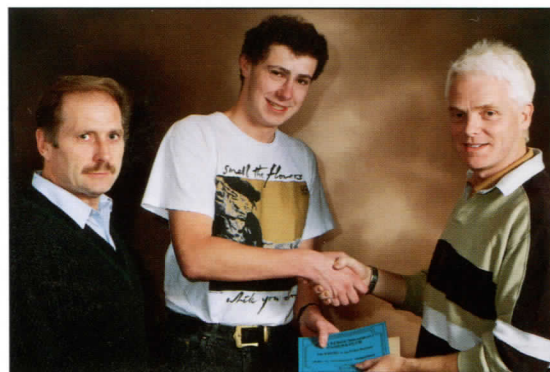
The main prize-winners received their awards at the opening night of the new club season held at the clubhouse. Additional attractions to the event were a display of members' photographs and a studio set which

members and visitors were invited to use.

The winners

1st prize: Tom Clarke; *2nd prize:* Rob Lambert; *runners-up:* Trevor Bullock, Paul Dummett, Ian Vaughan, Larry Williams; *highly commended:* Graham Beavan, John Deane, Haydn Jones, Tony Wood.

From left: Rob Lambert and Tom Clarke at the Camera Club's award ceremony — Terry Darrington does the honours.



Captain's Day

THE FINAL golf outing of 1992 was to the Rolls of Monmouth GC on Monday, 7 September, where the Summer and Team Cups and Captain's Prizes were on offer.

Bright skies with a fresh breeze prevailed, with the course in good condition and 33 avid golfers ready for the challenge, some opting for motorised caddy cars to cope with the 36 holes that lay ahead.

First impressions of the course and the morning scores suggested that generally everyone found the going tough, with only two players matching par or better.

Graham Beach returned a solid nett 71 versus the par of 72, with captain Steve Cooper just one shot behind.

Following a quick lunch and a pint, it was back to the course to try and avoid mistakes made in the morning round.

The Rolls is a tiring course, and those who were 'buggyless' would

certainly have been disadvantaged coming down the back six.

Generally though, scores were better for the afternoon round, in particular those of vice captain Joe Graham, Dave James (5047) and Dave James (EMC) — no, that's not a typing error! — who returned excellent scores of 68, 69 and 70 respectively.

A shower refreshed the tired feet of all, including those who had to keep climbing up and down from their buggy, and after a good meal the prizes were presented.

The Summer Cup for best individual nett score was won by Graham Beach with 144, just edging out Joe Graham on 145.

The Team Cup — best two cards of three, morning and afternoon — was won by Steve Cooper, Graham Beach and Brian Prosser with a score of 295. Mark Barnard, Colin Price and Dave James (5047) were runners-up with 301.

The Captain's Prizes were awarded to the following:

Best morning score — Keith Laken. *Best afternoon score* — Dave

James (5047), both receiving crystal brandy glasses. *Best overall day score* — Joe Graham, crystal fruit bowl. *Longest drive on 17th hole* — Mark Barnard, golf video. *Nearest pin on 18th hole* — Mike Hinton, golf book. *Best dressed golfer* — Dave James (EMC), golf socks.

M.A.B.

Forest Hills laid low

FOLLOWING AN invitation to stage a match, 16 Golf Society members met at the recently opened Forest Hills GC on Saturday, 19 September. After several last minute arrangements in team selection, our side performed exceedingly well against the unknown Forest Hills team, winning 7½ matches to ½. This result followed a very generous concession of an 8ft putt by Dave Tyler!

The match could possibly become an annual event, but we can rest assured that, should it be played next year, Forest Hills will be looking for revenge.

Top 'Pub Sportsters' are Gil's Bodgers

NINETEEN GAMES of snooker, 57 games of darts and pool, 171 legs of skittles and 570 questions!

That added up to a great deal of fun for the 20 teams who entered for the third Pub Sports challenge KO competition.

This reached its final on Saturday, 24 October, with Gil's Bodgers (ridge recycling) and the Trotters (building 1) fighting it out.

Gil's Bodgers did really well, winning 9-4 against their opponents who up to that point had been the favourites.

MOC manager Phil King came along to present the prizes, accompanied by his wife Pat, who was presented with a bouquet of flowers.

"We didn't run the competition in 1991," said Dave Lea, who organised it with the help of "Taffy" Williams and Pete Griffiths, "but it was revived this year in response to popular demand." And people really enjoyed the skittling, darts, pool and quiz, plus the socialising that went with it.

One highlight during the

The Trotters, captained by Sid Grant, were runners-up. Phil King joined them for this picture.



The victorious Gil's Bodgers, captained by Chris Davis.

competition was the achievement of Chris Davis, the Trotters' captain, when he scored 180 (three treble 20s) in the first round of the darts.

Another, notable for a rather different reason, came during the quiz which consisted of team questions on general knowledge, then individual and team questions with a choice of subjects (general knowledge, music or sport).

A certain competitor (we don't know who) was asked the name of

Dick Turpin's horse and came up with a beauty — he said it was 'Trigger'!

Team members were as follows:

Gil's Bodgers: Chris Davis (captain), Alan Baldwin, John Wilce, Warren Wayne, Ian Hill, Clive Jones, Ken Drew, Jerry Parker.

Trotters: Sid Grant (captain), Carl Goddard, Dave Sterry, Phil Harris, Gary Davies, Maurice Prout, Simon Davies, Steve Whitby.



Don Meek (far left), Ken Ellway (centre) and Trevor Jones (far right) with Gardner Merchant directors Peter Howell and Nick Drabble after being presented with their runners-up prizes — crystal wine decanters.



Clubhouse staff who opted to take a basic food hygiene course achieved a 100 per cent pass in the final exam. On 11 November, Roger Garbett, divisional environmental health officer, who heads the food safety team of the FOD district council, presented certificates to the successful candidates. "You did exceptionally well," he told them. Pictured here with Ann Marie Higgins, their tutor, and Roger are (from left) Dot Manns, Vivienne Williams, Gill Matthews, Chris Davies, Rene Histed and Joan Painter (Tanya Painter was unable to attend).

They just missed Portugal

THE THREE golfers representing RXMP — team captain Ken Ellway, Trevor Jones and Don Meek — finished runners-up in the Wales and South Western regional final of the Gardner Merchant Business Team Golf Championship at St Pierre Hotel & Country Club last August.

Their combined stableford score of 88 points was only one behind the winning team, Arjo Wiggins from Cardiff, who qualified for the

national finals at Penina, Portugal.

This was the second of the nine regional finals in the championship, which attracted 1,800 team entries. A total of 156 teams played in the Wales and South Western region and the RXMP team was one of 14 which qualified for the regional final at St Pierre.

Gardner Merchant have donated £5,000 from the entry fees to the Golf Foundation to help with the development of junior golf.

Obituaries

WE REPORT with regret the following deaths:

Les Davies on 6 September aged 80. He came to Mitcheldean in 1946 and became manager of the works laboratory, one of the chief activities of which was the control of effluent treatment processes. He took over as chairman of the plant finishing committee in 1971 and was closely involved in safety procedures, becoming chairman of the main safety committee in 1970. He retired in 1975 after nearly 30 years' service. At one time Les was captain of Ross Bowling Club, and a trustee of Drybrook RFC. His

younger son Bob is an engineer member of our European Integration team.

Eric Higgins, also 80, on 25 September. He joined us in 1947 to work on the assembly of Bell & Howell projectors and two years later was appointed supervisor. He spent the latter half of his 26 years' service in the stores environment, retiring in 1973. His wife Ruth, who predeceased him, retired a year earlier after 18 years' service, having worked in goods inwards inspection.

Victor Morrell on 10 October aged 68. He worked in external transport for over 21 years; his wife Cynthia was also employed in stock control for some time.