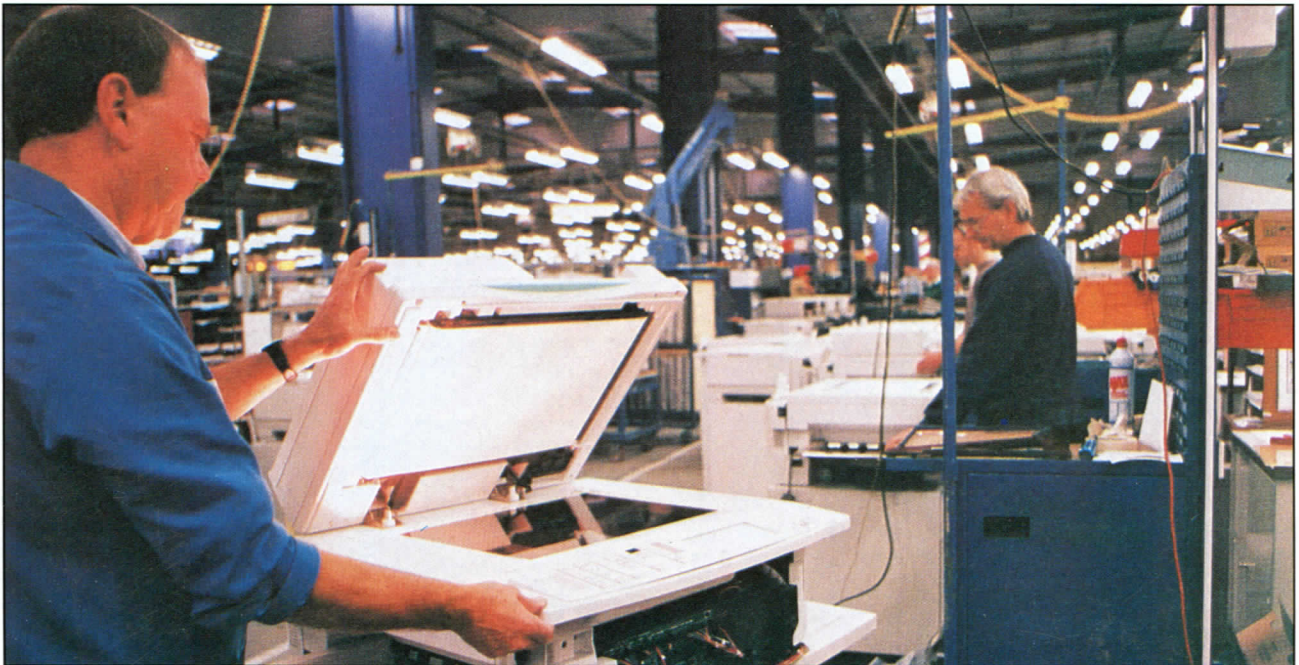


Vision

Working together to satisfy the customer



John Hale, FRT operator 5334 line.

Meeting customer requirements is what the Customer Supply Assurance, or CSA, team is all about. So when the I.N.G. Bank in Holland requested a hundred and seventy-seven 5317s and sixty-one 5334s with less than two weeks lead time, the CSA team responded by negotiating with the customer to establish a phased installation programme, and by ensuring that everyone involved at Mitcheldean was in position to meet the production demands.

"It was a case of Materials and Production working together to meet our customer's needs," explained CSA demand planner, Jeremy Phelps. "They put in a tremendous effort to respond to our customer's requirements in such a short time."

Another impressive 'rush' job was when CSA was given three days' notice to supply 200 machines - a mix of 5334s and 5328s - to South Africa. The short timescale involved led to the decision to ship the

machines directly to the customer from Mitcheldean, rather than the usual practice of sending them to the European Logistics Centre in Venray for shipment. This, in turn, meant that some of the machines required special packaging. "The order coincided with the end of Quarter 3, which was an extremely busy period for everyone. Both production and the export department had to work flat out to ensure that we successfully met the deadline," said

Jeremy.

Reacting to rush jobs is just one side of the CSA team's work, but Peter Whiles, CSA operations manager, says that it is these sorts of incidents that demonstrate the reason why we set up the Customer Supply Assurance department. "We're here to get closer to the customer, and find solutions to their problems," he told us.

Most bulk deals, that is an order for a large number of machines from one customer, involve careful

THE DOCUMENT COMPANY

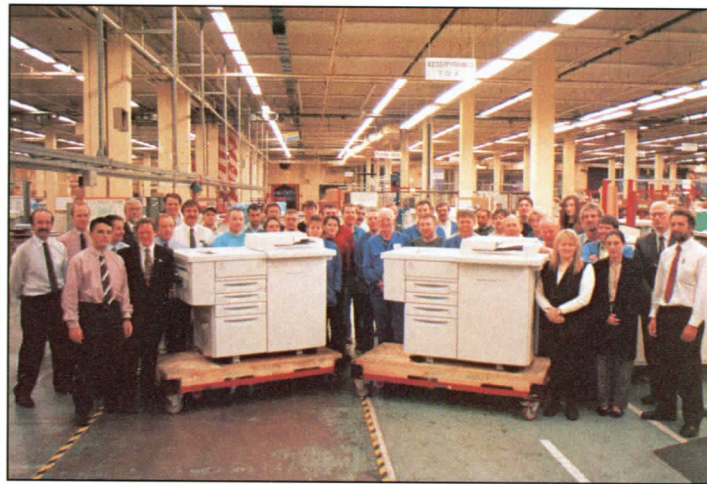
RANK XEROX

planning ahead to make sure we are ready to respond when an order finally arrives at Mitcheldean. One deal presently under negotiation is for anything between 5,000 and 7,000 machines for a large French organisation. If the negotiations are successful, CSA needs to have everything in position to respond quickly to the increased production demand.

Regular reports from the various Operating Companies keep the CSA team up-to-date with the bulk deals currently under negotiation, and allow them to plan ahead and predict which deals are likely to come in. "We have to work on the assumption that we will win an order," Peter Whiles continued. "We need to ensure that we have the materials and the capacity to fulfil the order if we are successful. We don't want to be in a position where we are incurring premium freight costs, and so on, in order to get the additional materials we need at the last minute. We call it 'planning for success'."

One recent successful bulk deal that required careful forward planning was when the Greek authorities ordered three hundred and fifty 5314s for use in schools. "Different machines have unique accessories for the countries they are going to be used in. Greece usually has around 40 machines a month, so an additional 350 machines in one month obviously took a great deal of forward planning to ensure that there were enough nationalisation kits to fulfil the order," explains Jeremy.

Some bulk deals also require a wide range of machine configurations, and CSA respond in the same way, ensuring that all the operations involved are informed about what is going on. "The key element in successfully meeting our customer requirements is good communications, so that everyone knows what is happening. Good communication and accuracy of information are vital," commented Peter Whiles. "Customers these days are looking for flexibility. When they see us responding quickly and efficiently to their requests, it can only attract more business to Mitcheldean."



Mitcheldean's DCS35 team from Printing Systems.

the beginning of a new era for Xerox." Don Wood, Manufacturing Resource Team (MRT) manager told us. "DCS35 is one of the first in the family of digital office systems that Xerox will announce over time. The design and manufacture of the system is very complex, and everyone involved at Mitcheldean, together with the supporting team from Welwyn Garden

Building a new business for Xerox Document Centre System 35 launched

"We believe that Xerox Document Centre Systems will change the way people in the office think about their documents, and change the way people in the office think about Xerox." So said Paul Allaire, Xerox chairman and CEO, at the official New York launch of the new Document Centre System 35.

And he was right. The reaction to the announcement of the new Document Centre product class has been overwhelming. The US stock market reacted with a one-day increase of three per cent, which translates to roughly a \$500M appreciation in outstanding stock. Numerous press and analyst articles have been generated since, all very favourable to the products and to the future of Xerox.

Launched together with a smaller version, the Document Centre System 20, the Document Centre Systems represent the first device for the office that seamlessly integrates the entire document cycle: input - when the document is created or scanned into the system; management - the process of filing, retrieving and combining documents; and output - when the document is distributed electronically, printed or viewed.

Designed as both a network system and a walk-up device, this new multi-functional product offers standard document features, such as printing, finishing, copying and faxing, as well as an array of advanced document services.

Paul Allaire went on to say that the expectations for Document Centre are as high as those for the DocuTech Publisher, which was introduced in 1990 and today

accounts for more than \$1 billion in yearly revenues for Xerox.

"This initiative is to make a market for a new category of networked document systems and build a new business for Xerox that will expand our present franchise in the office," said Paul Allaire.

Using Xerox CentreWare Solution, the Document Centre is a digital office system that is managed from the desktop and built to simultaneously and interactively deliver the document services required in an office. By harnessing digital technology, Document Centre Systems will deliver greater productivity, better quality and higher reliability.

"Until now, offices have been networked, but documents have not," said Paul Allaire. "Our desktops have been connected electronically through networks. With Xerox networked document

systems, the vision is to connect our ideas through documents."

Design and development of the Document Centre System 35 (DCS35) was managed by Xerox in Rochester, with the Image Output Terminal (IOT) being designed at Welwyn Garden City. Printing Systems Focused Factory at Mitcheldean are building the machines destined for the European market as well as manufacturing the IOTs for systems which are integrated in Webster.

"The Document Centre is

City, should be extremely proud of the part they have played."

Product manager, Brian Reeves agrees. "Teamwork and flexibility have been key ingredients for start-up at Mitcheldean - all DCS35 (including the first pilot units) have been built on the 4235 assembly line managed by Steve Pomeroy," he told us. "The team has needed to work closely with the USA, Lille and Welwyn Garden City to accommodate changes to the five major modules that we assemble to the base IOT to make up a full system. A considerable number of upgrades to these modules have been achieved in the



The Document Centre System 35 is one of the first in the family of digital office systems.

production environment at each block build in our attempt to deliver performance improvements as early as possible for systems testing."

Brian continued, "Utilising the same production line facility, Steve Pomeroy's production team has continued to deliver 4235 with zero DPHM in PET testing, at the same time as developing and improving DCS35 quality and reliability - an achievement of which the whole team should feel proud. The full significance of this and the complexity/features of the

product will be fully appreciated as the machines are connected to the networks and the full array of customer options becomes available in 1996."

Congratulations were also due from Greg Sosinski, product manager, Document Centre System 35, Xerox Office Document Products Divisions: "You should take great pride in the accomplishments represented by the announcement of the Document Centre System 35."

"Within two years, we implemented an entirely new product concept with breakthrough technology, and with a very small team. This accomplishment and initial market reaction are more significant than anything I have seen in my 17 years at Xerox you should all relish in your achievements. Your dedication, support and patience gave birth to the Document Centre."

The Document Centre System 35

While both Document Centre System models are targeted at general office work group applications, Document Centre System 35 is intended for larger work groups, with as many as 50 users on a network.

The System 35 features an output speed of up to 35 pages per minute and resolutions up to 600 by 2,400 dpi (dots per inch). Among its features are:

- Document printing – unlike conventional laser printers, it processes and prints document files as a single entity, freeing the network and pc to move on to new tasks. The output is then collated and delivered as document sets, which can be duplexed and stapled on the System 35.
- Local area network-based finishing – with the ability to collate and staple sets as directed at the user's desktop.
- Digital copying – using a 'scan – once, print – many' principle that allows scanning of hard copy originals. Since the System has a tray-less duplex design, two-sided copies are imaged at one-sided speed. The paper is inverted in a 'K-shaped' loop in the paper path instead of being sent to a separate tray for re-feeding of the non-imaged side.
- The Document Centre System 35 offers a 3,350 – sheet paper capacity in four trays.

Enthusiastic reception for DCS 35

America's most influential business reporters joined selected international journalists and business consultants gathered for the launch of the Document Centre. Here is what they went on to say:

"..... The powerful and very cost-effective Document Centre family unveiled yesterday looks like a big winner the capabilities outstrip anything currently available

from other players in the network printer market"
**Industry analysts,
Cowen & Co**

"..... The Document Centre could be a \$1 billion product in three years if all goes well"

**Industry analysts,
Morgan Stanley**

"..... We believe Xerox has at least an 18-month lead in this arena, and it should help Xerox gain significant

momentum and market share. The only product in the market today that is moderately comparable is the Canon GPSS, which is on its third generation ... this has become a hot seller for Canon over the last six months. However, we believe this product pales in comparison with Xerox's offerings."

**Industry analysts,
Prudential Securities**

Responding to our customers' requirements

"I'd like to do everything from my desk, and I'd like to know the status of my job at all times."

This is what one customer said in market research developed by Xerox.

Office workers are quick to acknowledge the benefits brought by computers and software. However, most workers would quickly agree that they could be more productive if they could manage their full document cycle from their desktops.

Unfortunately, some of today's office technology does not allow simple control of documents. In

most cases, networked PC users today are depending on a mix of devices and user interfaces. Some devices – copiers, fax machines and scanners – aren't even on the network. This creates extra work.

For example, users get satisfactory results when printing documents of just a few pages on a laser printer, but when it comes to printing multiple sets of documents, most laser printers are too slow, and after the pages are printed, the user often has to walk to a copier to make the number of sets needed for distribution. Ideally,

organisations would provide their people with methods to allow them to perform their work and manage their documents through the full cycle from their desktops, allowing them to reach new levels of productivity.

Xerox solved a similar set of problems in the production environment with DocuTech Publisher series. With the new Document Centre Systems 20 and 35, Xerox is bringing the same technology to the world's office networks. The System will satisfy the market demand created by today's work processes by providing services that will eliminate unproductive tasks, and maximise office workers' ability to do high level, value added work.

The future is now

The Rank Xerox Research Centre (RXRC) is committed to inventing and designing document technologies that business both needs and wants. In this issue of Vision, we share two specific applications of the RXRC's work which are changing the way in which organisations are working with documents and adding value to their businesses.

The RXRC Cambridge Lab has developed a tool called Ariel which harnesses the processing power of a computer with the flexibility of pen and paper. Ariel is designed to help allow engineers working at their drawing boards to use sophisticated computing techniques to dynamically amend and update their familiar blueprints.

In a large engineering

project, making sure that engineering drawings are up-to-date, with annotations and design tweaks, and available to all those who need them can be a major headache. Ariel captures all types of change elements (hand-written, spoken or video-based) electronically, and allows them to be viewed or heard whilst working on the paper-based drawing.

Informal annotations such as photographs, sketches or hand-written notes can be captured, copied and circulated with working drawings to relevant sites within an engineering project.

Co-operative working of the sort made possible by Ariel will become a basic technology of the future, and will have a significant impact on the IT market.

Bi-lingual access to Internet

RXRC Grenoble is helping to digitise the library of the Institute of Applied Mathematics of Grenoble (IMAG), and will provide bi-lingual access on the Internet to some of the most important historical computer science research in France through translation tools developed at RXRC.

The tools can also perform bi-lingual search and retrieval operation, for example, searching for the words 'network' or 'reseau' gives the same result.

Herve Gallaire, director of the RXRC, says, "By bringing together the three technologies of XDOD, the Internet gateway and automated translation software, we have built a system which could form the model for the digital libraries of tomorrow."

£6 million investment in Viton plant at Mitcheldean

“I view this investment as a real vote of confidence in Mitcheldean following substantial progress made by everyone here in increasing productivity. This progress has led directly to this new project.” So said site director, Gerry Lane about Rank Xerox’s decision to invest £6 million in the new Viton flow coating facility at Mitcheldean.

This major investment is part of a project which also involves a similar facility being established in the Xerox Webster manufacturing plant in New York, USA.

The new 20,000 sq ft facility, which will be installed within the Building 5 Parts Manufacturing Focussed Factory, is a high technology flow coating process which

The investment in flow coating at Mitcheldean requires clean room conditions and automated assembly methods for manufacturing; the finished rolls are made to

investment running by November 1996. At present the impact on employment will not be large, but it should lead to the creation of around 20 highly skilled engineering and production jobs in the next year when production is well under way. It is our intention to design a ‘state of the art’ manufacturing unit to meet the very best standards of environmental performance, and we will be allocating around 15 per cent (£1 million) of the investment to provide environmental protection and monitoring to exceed EC standards.”

‘A real vote of confidence in Mitcheldean’

Gerry Lane

applies Viton, a resistant elastomer coating, to the precision heater rolls used in large high speed printers and photocopiers operating at up to 150 A4 pages per minute.

exacting standards of accuracy with a surface profile within a tolerance of 10 microns.

Chris Clarke, Parts Manufacturing manager, said “We hope to have this new

What is Viton flow coating ?



Viton is a rubber compound which is used to apply a soft coating to 5090 fuser rolls, and offers an alternative copy quality compared with other hard coating options.

When a fuser roll enters the Viton flow coating facility, it is firstly washed, grit-blasted and washed again. It then has a primer coat applied, followed by several top coats of Viton. The fuser roll then moves along to a mechanised buffer before entering an oven where it is ‘cooked’. Once cool, it moves through a grinding and finishing process before being sent to inspection and final pack. The entire process takes around 50 hours to complete for each batch of fuser rolls.

A highly automated process, the new facility will work continuously, 24 hours a day, five days a week, producing a finished fuser roll every four minutes.

Viton production

The project management of the new Viton flow coating facility can be divided into three phases - clearing the area in Building 5 to make room for the new equipment, preparing the area ready to be installed, and, finally, installing and testing all the new plant.

The first phase is already well under way and is expected to be completed in January. “The relocation of all the processes and equipment, notably the Paint Shop, was a major task in itself,” explains project manager, Ferruccio Marangon. “We’re now just about ready to start preparing the area.”

This is no mean task in itself, involving a new floor, and new electricity, gas and compressed air distribution equipment, plus water recycling plant and materials handling equipment. The new process will also require its own

The best possible care from OHD

Donna Harris, from Spares Packaging in building 12/1, has her blood pressure checked by occupational health nurse Brenda McKenna.



Pregnant women need to take special care of themselves, and a new service from the Occupational Health Department makes sure they receive the best possible care at work as well as at home.

“New legislation requires employees to inform us as soon as a pregnancy is confirmed by their GP,” says the Occupational Health Department’s Jackie Shaw. “This allows us to take every possible care at work to ensure that they have a trouble-free and happy pregnancy.”

The new Health & Safety Act asks every woman who is pregnant, breast feeding, or who has been pregnant in the last six months, to inform their employer. This information is, of course, treated in the strictest confidence.

“As soon as a pregnancy is confirmed, we’d ask an employee to contact us so that we can carry out a confidential interview with them. We’d also ask their permission to inform their section manager together with the Human Resources department, or Manpower if they are a contract employee. We will then carry out regular workplace assessments,” Jackie continues.

If, with the agreement of her General Practitioner, a woman chooses to work beyond the 34th week of pregnancy, the OHD will also carry out weekly blood pressure and weight monitoring. This service complements the regular check-ups carried out by their GP and midwife.

“And don’t forget, we’re also on hand to give help and advice on all aspects of pregnancy, including physiotherapy for back problems.”

Xerox the Olympian

The Viton project team; Ferruccio Marangon and Roger Imm seen here with Keith Grant and Chris Clarke.



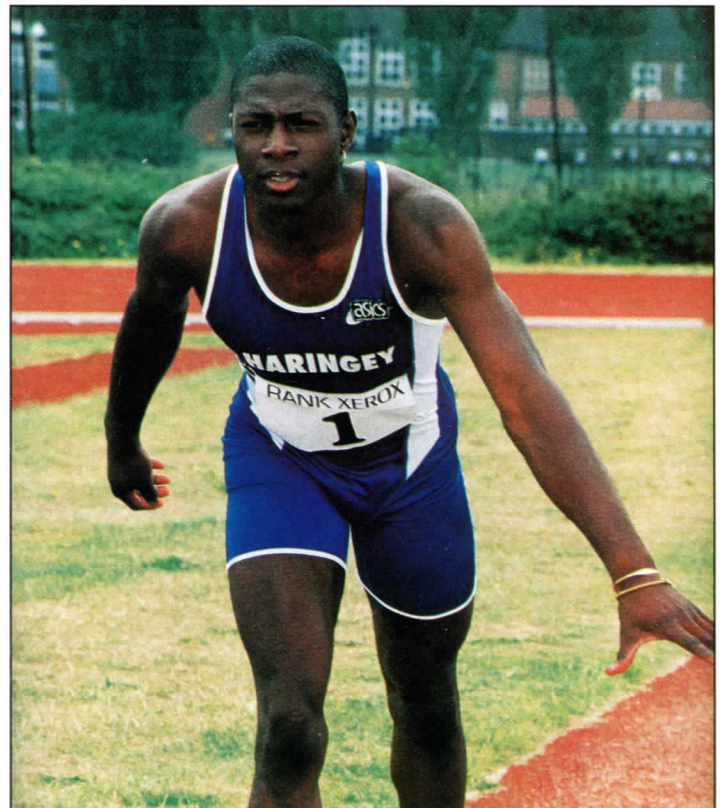
Xerox has signed on with the International Olympic Committees as a 'TOP III Sponsor', the most exclusive sponsorship status. Xerox's expertise and equipment will help the Olympic organisations to manage their day-to-day document processing requirements, and Xerox people will help to organise and distribute the mountains of information necessary to stage the Games.

Xerox first became involved in the Olympics

customers satisfied, whatever the application.

The Olympics' results service has come on a long way, even since 1984, when the results were copied and placed by hand in the thousands of pigeon holes at each Olympic venue by 2,000 volunteers!

Xerox technology put an end to this time-consuming and potentially confusing system. At the Barcelona Games, the many thousands of people requiring rapid access to printed results got them



Aiming to be number 1.

in 1964, and, over the years, the Olympic movement has harnessed Xerox technology to make its operations as smooth and efficient as is appropriate for the world's largest sporting event.

The Games provide the perfect opportunity to demonstrate Xerox's unique ability in document management and processing product lines, and to emphasise the research and development which make these products possible. The high visibility of the Games and Xerox's role in supporting them will dramatically demonstrate just how the company keeps its

from Xerox Information Points, and results were available in printed form instantly at all the sites.

The Atlanta Olympics will again be supported with a number of Xerox products, including DocuTechs, multifunctional copiers, printers and facsimile devices. The company has also implemented a large-scale automated laser printing process, thus both eliminating the manual set-up, copy and distribution process and substantially reducing the chance of error.

tion by November 1996

steam generation boilers.

A new exhaust stack will also have to be built which incorporates a thermal oxidiser unit to clean the exhaust air and remove any potentially harmful emissions.

"Since Viton is a special process, it demands a closely controlled environment, with temperature, humidity and air movement all carefully monitored," Ferruccio continued. "This, in turn, means that a large amount of air handling equipment and distribution duct work has to be installed."

As well as creating the right type of environment for the new plant, the project management team are also busy identifying and specifying the equipment required.

"The equipment has to be specially built to our specification and, in some cases, is being developed just for the Viton project," Ferruccio told us. "In many

instances Mitcheldean has had a direct input into the design process, particularly the design of the mechanised buffer."

The equipment will be supplied from both America and Europe, including the UK, Switzerland and Sweden.

With a parallel operation being set up in Webster, the project team is also liaising closely with colleagues on the other side of the Atlantic. "We are treating the two facilities as one project, placing orders for two sets of identical equipment at once. All the equipment will be installed and tested simultaneously here and in the States," said Ferruccio. "We intend to have everything in place by the summer shutdown of 1996, when we will be carrying out 'wet' runs, with full production starting in November."

Improving customer focus

As part of Convenience Copiers' drive to improve customer focus Keith Bradley, Brian Jannetta and Richard Vernon recently attended quality workshops to understand how we can solve our customers' problems.

Quality and technical manager, Keith Bradley travelled to Milan to join representatives from the Southern Entity in a workshop where the objectives were to identify the causes of install quality problems and develop action plans for improvement.

"It was an extremely useful experience to have face-to-face communication with our customers, who are closest to the end-users who actually purchase and use our products. We learned more about their problems and they, in turn, had the opportunity to learn more about manufacturing operations," Keith told us.

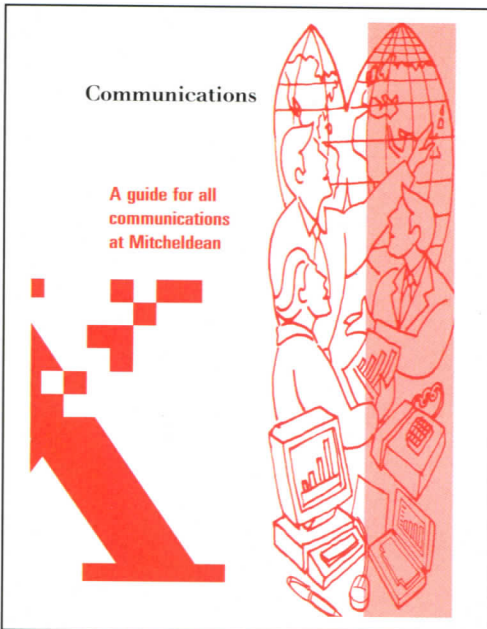
Operations support manager, Brian Jannetta, and customer focus

engineer, Richard Vernon, joined the national technical specialists' seminar in Venray, attended by the top service engineers from all the European Entities and representatives from the Rank Xerox Technical Centre and all the manufacturing plants. The objective was to understand the field quality problems seen by the Entities.

"We drew up a 'top problem set' of the key problems for each of our products, and then decided on what action was to be taken. For instance, if it is something we can influence by adjusting the manufacturing process, we can make sure we put the right controls in place to ensure we eliminate the problem," Brian Jannetta said.

Brian and Richard again found the process extremely worthwhile. "The national technical specialists talk to end-users all the time and can provide the feedback to ensure we are on the right track to meet our customers' requirements," Brian concluded.

Talk, Talk MAKES WORK WORK



A new guide to help everyone at Mitcheldean towards better communications will be available next year.

We all do it – every day – we communicate! Today, the best businesses communicate with everyone in every team – because it plays a major role in quality improvement, in people development, in improving satisfaction and stability.

It is now a priority for everyone to know where the business is going ... what are our priorities? ... what are our daily, weekly, monthly and yearly goals? ... how close are

we to our targets? ... how much new business have we got? ... and what part do I play in the business? This new emphasis on communications is designed to help everyone achieve more, and be happier and more informed about the workplace – and to underline the fact that the only way we can achieve stability is by us all working together to keep Mitcheldean ahead in really tough world markets.

Robin Fyffe says, “This is not only a priority for managers, but also for all staff. If you don’t know enough, ask! If you have only got half the story, ask again.” Everyone at Mitcheldean will get many opportunities throughout the year to hear managers talk about the business, team achievements and individual performance.

To make sure we create the right climate for everyone working together, we will introduce a Communications Charter in 1996.

This will make sure that everyone in the business has the opportunity to hear about the business, to respond by making suggestions ... to listen – AND to question – AND to have their questions answered. This is the purpose of Mitcheldean’s Communications Charter, to be introduced in January 1996. It sets out what everyone can expect in terms of communications. Many of you will say, ‘we do it already’ – but we have to do it even better in 1996! “Communications,” says Robin Fyffe, “play a vital role in both employee satisfaction and managerial efficiency.”

“Everyone in the business,” says Gerry Lane, “must be involved and recognise the vital

Rank Xerox has a Fact File already available to everyone – and a plain speaking guide is under way.

Paul Allaire identified communications as one of the Top 10 prime focus areas for management, but at Mitcheldean this must extend to everyone if we are to keep our position.

The Communications Charter is designed to make sure that everyone knows who says what, and when, and that communication is a two-way process. It gives everyone a chance to hear about what the company expects. It gives you the chance to tell the company what you expect. Take the chance to speak up. Take the

‘Communications play a vital role in both employee satisfaction and managerial efficiency’

Robin Fyffe

need to communicate well. We must make sure everyone knows what it is to be The Document Company, and the part each and every person plays in its success.”

opportunity to find out. Find out about where we are going, what we are doing, and how we are going to do it. All our futures may depend on it.

More new customisation programmes



Geoff Boughton with one of the new Sun Sparc Stations.

The product array in customisation is constantly growing, and several new programmes have been introduced in recent months.

One new programme is the 6155, a variant of the DocuTech 155 with a Sun Sparc station replacing the traditional electronics

sub-system or ESS. This gives the customer increased flexibility as the Sun Sparc station uses the same digital information as the computer which created the document in the first place, allowing documents to be sent to the 6155 from anywhere on a computer network. “It means, for instance, that a company

can send a document for copying from one office to another, regardless of where they are,” explains Neil Howell.

Pentium PCs with CD-ROMs will be introduced to the server business for the first time in early 1996. The network server, which is a tower PC, provides the necessary electronic interface to enable the processing and submission of jobs to DocuTech from a customer’s own network. “The introduction of CD-ROMs into the network server means that rather than having 12 or more manuals for reference, a customer can now use one CD-ROM disc which will provide all the back-up information they require. It’s what our customers want, and it will also considerably reduce our costs,” concluded Neil.

‘It means that a company can send a document for copying from one office to another regardless of where they are’

Neil Howell

Convenience Copiers make the most of NVQ

Convenience Copiers are finding National Vocational Qualifications very convenient!

The National Vocational Qualification (NVQ) is designed to allow the student to follow a course of study within their own time and at their own pace. This is probably why it is proving so popular within manufacturing environments, as employees and trainers can fit their study schedule around production requirements.

Convenience Copiers introduced NVQs this year, and already six operators have received NVQ certificates for achieving Level 1 in Engineering Assembly. Of these six, two are currently training as NVQ assessors. As part of the requirement for becoming an assessor, each trainee assessor must help three employees receive an NVQ Level 1.

Mike Mould, training officer for Convenience Copiers Focussed Factory, and the Engineering Lead Body – ENTRA – are responsible for NVQ development and training delivery in Building 1. Mike says, "Mitcheldean had to look at the national



Sharon Roberts and Cheryl Smith seen here with Mike Mould, their NVQ project folders and those prized certificates.

competence units that ENTRA had set for attaining an NVQ 1 in Engineering Assembly and apply them to Convenience Copiers' business needs."

Sharon Roberts and Cheryl Smith, operators in Building 1,

are among six employees who recently received an NVQ in Engineering Assembly. Sharon says that, "it makes my job more interesting, and has helped me to gain a qualification in my own time,

and I didn't need to sit a written exam. I now have a good qualification that is recognised by employers and means something – I would advise anyone to do it."

All NVQ candidates must present physical evidence, in the form of a portfolio, to assessors to demonstrate that they are competent. Mike agrees that this helps employees studying for an NVQ to learn, not just about their own particular job, but also about how the whole site operates.

Danny Haines, business area manager for Convenience Copiers, having viewed the portfolios of some of the NVQ candidates, comments, "I am very impressed by the portfolios put together by the successful students, and I am very keen to support the creation of an assessor network in CCFF to enable a much wider achievement of workplace-based qualifications."

The successful introduction of NVQs into Building 1 is motivating other employees to sign up for a course. Furthermore, it is a clear indication of Mitcheldean's commitment to ongoing training and development for employees.

NEBSM Diplomas awarded

Sixteen Mitcheldean employees have been awarded a National Examination Board for Supervisory Management (NEBSM) diploma.

The diploma scheme, which runs in conjunction with the Mitcheldean Manager Development Programme, is designed to provide managers with the skills and information that enables them to operate effectively, and relates specifically to the managing of products and services, human resources and financial resources and information.

The programme takes around 18 months to complete, and of this year's attendees, recipients of diplomas were Keith Burry, Andy Cosgrove, Eric Cramer (not in picture), Nick Farr, Tony Gattuso (not in picture), Garry Greenwood, Martin Haines, Andy Holder, Mark Hoole-Jackson, Malcolm Norris (not in picture), Nick Pearson (not in picture), Andy Portlock, John Rawsthorne, Dave



This year's recipients of the NEBSM Diploma with Gerry Lane (top left), Pat Drinkall (centre right) and Bob Price (top right).

Tingle, Linda Wallbank and Dave Williams. They were presented with their diplomas by site director, Gerry Lane, in the presence of NEBSM regional assessor, Bob Price, members of the Mitcheldean

management team, and programme manager, Pat Drinkall of HRD.

"The diploma consists of 15 modules of the Mitcheldean Manager Development

Programme, each relating to a particular function on site, together with a work-related project and an in-depth interview with a panel comprising Bob Price, Gloscat tutor Malcolm Taylor, and me," explains Pat Drinkall, who was responsible for co-ordinating the entire course. "We were all very impressed with the quality and range of projects submitted."

The projects ranged from flexible assembly lines, and customer service improvements to a new product cost and data control process, and the elimination of packaging.

"Today's market place is very competitive, and we need new ideas to allow us to compete more effectively," said Gerry Lane at the diploma presentation. "It is very pleasing to see the range of projects undertaken, all of which are beneficial to the company. Training is very important for our future success, and I would encourage others to become involved in the NEBSM diploma - it's good for them as individuals, and it's good for our business."



Skills for Life participants getting to grips with computer skills. Right to left: Bob Harris, Jill Moss, Edna Husbands, John Williams, Sheila Priest, Rex Tabb, Bill Smith and Gwen Wilson.

Getting to grips with personal skills

Good communications is vital in every aspect of our day-to-day life, and we can provide a wide range of help and support – from improved

writing skills to computer literacy,” says Jill Moss from the Skills for Life Centre in Building 7/5. “All our courses are flexible and can be tailored to individual needs,

and they are designed to be relevant to both home and the workplace.”

The Centre offers the City and Guilds Certificate in Communication Skills (Wordpower), which includes everything from using and creating reference systems to completing forms, producing written reports, memos and letters, addressing team meetings, information gathering, effective persuasion and exchanging information and

opinions. “There’s no time limit imposed, and individuals can choose at which level they’d like to start. The course is based on continuous assessment which also means there are no exams,” Jill explained.

The Centre also offers an RSA Computer Literacy and Information Technology (CLAIT) course. “We have had a tremendous response, with around 150 people visiting the Centre each week to use computers,” said tutor Sheila Priest. “The course covers basic word processing, databases, and spreadsheets using Microsoft Works, and we are also planning to offer the NVQ Level 2 in Information Technology for those who would like to pursue it further.”

The Skills for Life Centre is now into its third year, and so far over 250 people have benefited from Jill and Sheila’s help and advice. The Centre’s success has recently been recognised by the award of a Quality Mark from the Basic Skills Agency – a prestigious award which has only been awarded to one other company, Ford Cars. The Centre is open to all Mitcheldean employees and their families. Contact Jill or Sheila on Extension 2762 or call into the Centre in Building 7/5 for a chat.

We want your ideas now!

Never Accept or Pass On Poor Quality Work!

X

Managing for Results

Understand how Your Team Improves Performance

X

Managing for Results

Two of the 1995 Managing for Results posters.

You’ve all seen the posters, motorbikes with square wheels, mountain goats and climbers, and we hope you laughed and got the point.

The posters were designed by Kevin White, a graphic artist Forest born and bred ... and a bandsman! The aim of the posters was to get our essential messages across, to be eye-catching – and they were. Some of the posters were even taken home ... though what those baffled partners made of them, we would dearly like to know.

The ideas for 1996 are on the table now, but we think there must be some better ideas out there – where we are striving for quality every day. When you are relaxing after a well earned Christmas meal, we want your thoughts on posters for the

coming year.

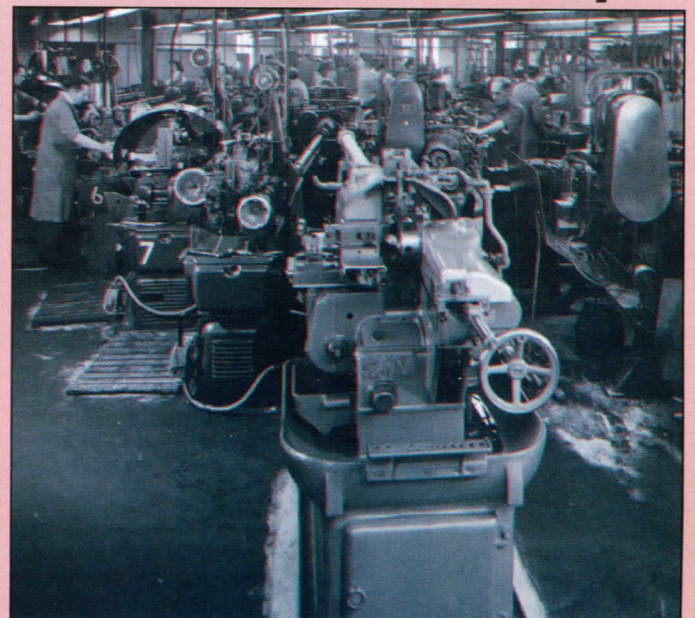
Your ideas are needed for next year’s Managing for Results poster campaign, and Phil King has kindly agreed to give a £100 prize for any design chosen.

The designs, like the posters used this year, need to be eye-catching and humorous, and should be related to one of our corporate priorities – customer satisfaction, employee motivation and satisfaction, return-on-assets, or productivity.

Four posters will be required during the next twelve months, and any winning designs will be professionally drawn-up and printed using Kevin’s skills.

Designs, on A5 or A4 paper, should be submitted to Phil King in Building 8/2 no later than 5th January 1996. The results will be announced in the New Year.

Those were the days?



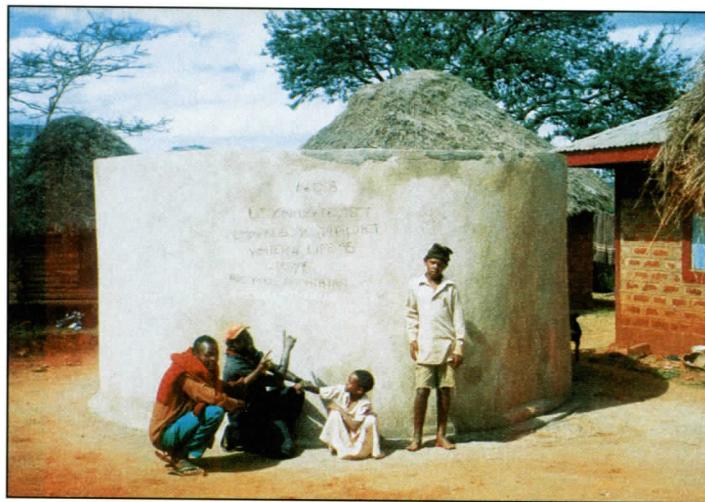
Next year we celebrate 40 years of Rank Xerox. Already, enthusiasts are burrowing through old records to find archive material relating to Mitcheldean. This photograph shows how it was in the 1950s, with capstan lathes turning out millions of precision turned parts (now mostly plastic, but still high precision).

It’s good to see that working conditions have really improved over the years.

Call Nicola on Extension 1496 if you have any old photographs, other records or memories of work in the ‘golden days of yesteryear’.

THEY'VE NEVER seen a copier in Kola, Kenya. But the villagers there are very familiar with the name Rank Xerox. It appears 'set in concrete', along with other sponsors' names, on new dams and tanks that are improving their water supply and enhancing their quality of life.

Simon Maddrell, metals commodity manager, spent all of his summer holiday this year working with a group of young people from the East End of London, and with local self-help groups, on a 'Water 4 Life' project organised by the



Villagers point to the inscription 'Rank Xerox Mitcheldean' on a completed water tank.

themselves and every family had to pay up to 20 per cent of the tank cost, either in money or by working for the project.

"They had to collect the sand, stones and even the water to build the 30,000 litre tanks beside the houses. The latter had to be properly built ones of clay, bricks or stone, not just mud huts. We also constructed six roofs (a further nine have since been completed).

"You wouldn't believe how hard the people work there. They had to look after their shambas (farms) which provide their livelihood before coming to help with the project, only to return later to finish their farm work."

After their exhausting three-week efforts, the team deserved a break, and they spent their final week on safari, travelling through Tsavo National Park, to the East African coast resort of Watamu.

Back in Nairobi they dined at the British High Commissioner's house (he had earlier come out to Kola to see the work in progress), then they said their goodbyes and flew back on 18 August.

Simon reports that "The local projects are now setting priorities for the future and we will be using the money left over to

They've never seen a copier in Kola

Emmanuel Youth Project.

The aim was to ensure a year round supply of clean water in this drought-ridden area by building water tanks – to store water draining from corrugated iron roofs in the rainy season – and also sub-surface dams.

"The riverbed behind the dam eventually fills up with sand and this filters the water which can be collected from a pipe at the front of the dam," Simon explained.

"The water retained in the sand raises the water table, thus helping the whole ecology of the area – fruit, vegetable and tree nurseries can be grown near the dam with grass and water also provided for livestock."

Simon was assistant leader and, having been on two earlier such projects, had a pretty good

idea of what was involved. Last Easter he had gone out with a reconnaissance team to set things up and, using his procurement expertise, had discovered a much cheaper way of buying iron sheets!

Grants, donations and sponsored events helped to raise the cash needed to cover the costs. Simon, for instance, did a sponsored slim, losing 2 stone and gaining £600, which was doubled by RXHQ giving another £600, while RX Middle East and Africa (part of RX International) donated £1,000.

RXMP contributed £200 and helped with costs by printing promotion leaflets and the final report as well as paying for postage.

Thanks to procurement manager Alan Lynes and his

contacts, two vehicles were donated by Land Rover and these proved a godsend. RX Kenya, too, provided transport for supplies and equipment from Nairobi to the villages.

Altogether the sum raised came to £49,000, well over the target of £32,750.

Reported Simon: "We built two dams in different areas; also a barrage – a smaller dam which helps protect the main dam from the force of flooding water in the wet season. We used 1,200 bags of cement (mixed manually!) to build them, and had some 150 people helping, all singing while they worked. It was a lesson in teamwork.

"Building a tank was a four-day process – we built 26 altogether. The idea was to encourage the locals to help

Appeal brings an avalanche

ADOZEN trolleys laden with food, 300lb of baby and medical goods, 150 bin bags of clothes – this was the generous response to a recent two-week appeal to help refugee families in Bosnia and Albania.

Every year, EDS (who handle our information management operations) have a 'Global Volunteer Day' when they help charitable organisations.

This year they were supporting the 'Feed the Children' charity who organise the delivery of such supplies, and the Mitcheldean EDS office, along with the offices at RX Marlow, Welwyn Garden City and Uxbridge, were keen to make their contribution.

RXMP was happy to help and collection points were set up throughout the site while EDS allocated their base case testing room for storage. "We were not prepared for such an avalanche



A novel use for the base case testing room: gifts for the charity were taken from here to the MEW's for storage, and then loaded on to an RX trailer by the EDS/IM volunteers.

and we had to ask RXMP to give us extra storage space and also to provide transport," said Bob Fuller, EDS account manager, Mitcheldean. "Their reaction was superb and we would like to thank all who helped in any way."

Building 1, for example, collected £70 and spent it all on items at the chemist's. And it was

not only Mitcheldean people who contributed – vendors were very generous too. One firm gave crayons, so RXMP printed colouring books to go with them.

At the end of the fortnight, the collection was loaded into a 40ft RX trailer by a team of EDS/IM staff, and the next day, Saturday, 28

October, Bob drove Maggie Williams, Anita Meek and James Williamson to the 'Feed the Children' depot in Reading where they all spent the day packing goods for onward shipment.

Here, too, expectations were exceeded. They had been asked to pack 150 family, children and baby boxes between them, but they managed to pack 285!

Wash and blow dry for parts



Paula Tyrrell – as you would expect from a name like Tyrrell, wearing a suitable hat, and Sara Eddy, are seen here with new washing and cleaning equipment, installed in Building 13/1, which has eliminated movement of recovered material across the site.

Four new Autofin machines are used to wash and dry over 500 different components – at present mostly from dismantled 5334 and 5018/28 machines, but the equipment will clean components from the full range of Rank Xerox machines.

Bob Haste, section manager, Asset Management, feels this is a real step forward. "The new machines have eliminated the cross-site transfer for the cleaning process, and we can now deliver components like transformers in first class condition for the next stage of repair or rework in 13/1."

Service awards

30
YEARS

ALL THIS issue's 30-year award people joined us as RX technical apprentices in 1965.

Dave Hart joined not only the company but the family too, for his brother John was in his final year of apprenticeship, and his father Len was in charge of the apprentice training school.

Dave went into the tool room, moving with the department when it was merged with small batch, and he has made his career there. "We make jigs and fixtures, in metal and plastic, and are occasionally called in on small batch and experimental work," he told us.

He's been involved in some interesting projects, such as the introduction of the first Molex multiple wiring assembly machine (when the harness shop was located in building 5) and some scary-sounding work on the gripper jaws of the robotic handler in the low mass cell line. "Our current hot project is making some big fixtures for the 5334 sub-frame which will be handled by the robotic weld cell."

Dave's son Colin, too, is following family tradition - he's an apprentice at a local tooling company.

Three years ago Dave wed Janet Ruck, who carries out secretarial duties for CSA and Kevin Horrobin, European asset recycling manager (on assignment to Venray). She has also served the Mitcheldean LSA as secretary for many years.

Dave used to be a keen

fisherman but he says he's more into gardening and DIY these days.

Allan Edwards belongs to the 'water-jet set' in parts manufacturing, and was all set to go to Grand Rapids, a ski resort in Michigan, when we talked. Not to ski, however, but in connection with the installation of the new robotic water-jet machine for stripping the coatings off used fuser rolls prior to remanufacture.

Having been a production



A 30-year service group (from the left) Dave Hart, Allan Edwards, Steve Carpenter and Stuart Meek.

trainee in parts manufacturing operations, Allan decided to make industrial engineering his career. Particular highlights in his 30 years have been his visit to Venray for the transfer of the 1045 pressure roll to this site; working with Dave Hart and Ian Fishburn on the first Molex machine; and his trip to Leesburg with other members of the Unified Job Evaluation team in 1989 to receive a Xerox corporate

excellence award.

A former cricketer, rugby player and referee, he now confines his ruggie activities to acting as a referee assessor for the South West.

Allan has long been active in union matters and since 1986 has been chairman of the MSF (Manufacturing, Science & Finance) trades union.

He and his wife Eileen have a daughter, Joanne, who is studying for a degree in communications and media at Nottingham Trent University.

site. As senior refurbishing engineer, he was involved with electronic printers, from the big 9700 to the smallest, the 4060.

Stuart has travelled widely in Europe and has made several visits to the USA in connection with the DocuTech. Today he is the sole engineer in customisation department where the range has recently been considerably extended with DocuPrint 6155 and the 4635/4635MX plus electronic sub systems.

Stuart enjoys playing darts with Mitcheldean's Lamb Inn team, but "the family now takes up more and more of my time," he says - he and his wife Heather have two children, daughter Kimberley (10) and Thomas (7).

Steve Carpenter spent his first 16 years in facilities planning; (this became part of works engineering, the department where his father Harold used to work). Here he was involved in various production layouts, not only for Mitcheldean but also locations abroad.

While on secondment in Venray he was one of the team who prepared the overall factory layout for the Modi Xerox Rampur plant, his last task before moving into PQA some ten years ago.

This change of direction led to his visiting Egypt on two occasions, the second time in 1988 to assist the Xerox Egypt PQA section. Today he is mostly involved in carrying out the production evaluation test on the new Document Centre System 35, and he's recently added an HNC in electronics to his qualifications.

His wife, Karen, is a nurse and they have a son, Mathew, who will be 11 this Christmas, and a nine-year-old daughter, Katharine.

25 years

The first four of our 25-year award people, too, began their careers with us as technical apprentices.

From his initial posting to the PED electronics workshop, Keith Marfell moved on to manufacturing in low volume assembly operations.

He paid the first of several visits to Japan when starting up the 1058 model, and progressed to section manager on 1025/38 production. He was subsequently part of the team that started up the 5018/28, and was promoted to product assembly operations manager before moving into an MRT role on the 5320/22 and 5312/14 - "I really enjoyed that experience," he says, "working with Xerox and Fuji Xerox."

Prior to taking up his current production responsibility for those models, he spent a year or so managing low volume remanufacture and the upgrade of the 1025 to the 5025.

The Marfells are dedicated to sports and to football in particular. Keith has spent many years playing for local teams and is currently physiotherapist for Cinderford Town. "I've undertaken various courses and

has applied for a residential course at Lilleshall National Sports Centre."

His elder son Ian (15) plays both football and cricket for the Gloucestershire under-15s while Andrew (13) plays for Southampton FC and attends their Centre of Excellence at Bath, his goal being to become a professional. Keith's wife Christine shares the driving - her own sport is netball. Keith also plays cricket occasionally for Ruardean Hill CC - "in fact, we all three play."

Vance Hopkins went into facilities planning/works engineering and until 1985 was involved in planning production and office layouts. He moved into industrial engineering, initially dealing with standard times (MTM); then, with the arrival of the focussed factory, he became responsible for all CCFF facility layouts, manpower planning and standard times.

Two major projects have been highlights - the setting up of the fully computerised facility in what is now building 4, which eventually proved insufficiently flexible to meet demand changes, and the 'Big Wave' in building 1 which was designed to give that flexibility - "I went to both the USA and Japan on the latter project," said Vance.

He dedicates all his leisure time to the James Hopkins Trust for special children which he and his wife Heather founded in memory of their son James. He is trustee and treasurer and deals with applications while she acts as family co-ordinator. Their daughter Sophie (11) gives a hand too.

The Trust's main purpose is to provide domiciliary nurses to give respite to families of severely affected children and they aim to have their own purpose-built facility. "The 'Winter Wonderland' show on 22 December which the S&SC have organised will help to boost the fund," says Vance.

Graham Cooper joined PED, on the electrical side in harness assembly, after which he followed Vance into facilities planning/works engineering, dealing with the electrical aspect of layouts.

Since 1985 he has been involved in audit work and it's led to considerable travel to the Americas. During his nine years in PQA he went to Resende in Brazil to train the auditors on the 5046 sorter and managed a visit to Rio de Janeiro. The 5046 also led to an exchange visit to Webster. Two years later he was off to Aguascalientes in Mexico, initially for two weeks, "but I eventually spent four months there,



Lloyd Hornchurch was on the night-shift but our photograph caught him when he returned to days.

becoming temporary audit supervisor, and made a couple of weekend trips to some gorgeous Pacific coast resorts."

Los Angeles and El Segundo in California were other places he was able to visit.

In July last he joined the CCFF technical team where he has responsibility for administering the Quality System Manual.

He and his wife Wendy have two daughters, Sarah (12) and Melanie (11). Graham has played

1995 Business Excellence Award



From left: Vance Hopkins, Graham Cooper, Keith Marfell, Roger Niblett and Charlie Leighton, all with 25 years service.

badminton at Lydney for some years and he takes part in the Wydean league.

Lloyd Hornchurch has made his career in QA, initially as an inspector in the Cinderford machine shop and then on the Burkhardt & Weber machining centres.

He came into assembly in the mid '80s, and is currently an inspector on the 5316/17 and 5621 models. Two years ago he went with a team to observe the installation of 5316/17 machines in Glasgow and he appreciated meeting the UK Co. engineers and customers.

Lloyd has 'loads of hobbies', his main one being the restoration and riding of classic and modern motorcycles; he has also built a kit car. "I've done the Mk 2 MG Midget 1966 for my wife Linda - we show the cars and bikes at steam fairs and rallies."

The repair and restoration of antique clocks and watches is another interest, along with the collecting of cigarette cards and videos of Buster Keaton and other old movies.

He and Linda have a daughter, Carolyn, who works in insurance. Lloyd's younger brother Ashley is an electrician in the 5090 family section and is coming up to his 20-year milestone.

Apprenticed at Dowty's, Roger Niblett has spent all his quarter century in small batch. "It was started up again with new equipment in 1970 so all those mills, lathes, etc., I work with have served as long as I have."

Both he and his brother Fred (tool inspection) have a long record of voluntary service in the Army Cadet Force. Roger has been connected with the Cinderford HQ for 36 years, chiefly as instructor, though today he is involved mostly with administration. (Former RX apprentice Richard Wood who works alongside Roger is an ex-cadet sergeant.)

Two years ago we featured Roger when he assisted the 'Tools for Self-Reliance' project organising the collection and refurbishing within small batch of all kinds of tools for Third World countries, with help from Richard and others.

His wife Jennifer is a signing assistant at the unit for hard-of-hearing youngsters in Gloucester, and in her spare time she runs

Drybrook Brownies. She has help from their 19-year-old daughter Clare, who works at Leeway Packaging Services and is planning to marry next year. Their son Ian (16) is a motor mechanic trainee who is into trials riding.

The old plating shop building, pulled down when the MEWs was being established,



Paul Mason, the only one with 20 years service in the period covered this time round.

was where Charlie Leighton spent his first years with us, along with Phil Davis and his team. Here they dipped jigs carrying parts of different metals into steaming baths as these went through the nickel, chrome and anodised aluminium processes.

Later Charlie went on to assemble machines of the 4000 and the 9000 families, becoming a mechanical copy quality adjuster when he was engaged on the 5046/5047s. For a few years he was one of the small team who built the last 8700/9700 processors for the USA, then in June this year he switched to the 5018/28 remanufacture line.

Charlie's wife Christine also once worked in the plating shop, as a time clerk, but before he joined us. They have two sons - Andrew who works in the same building as Charlie and is one of the Douglund dunnage recycling team ("He's very much into road running"), and David who is a quality control engineer with Dowty's.



Following the Business Excellence examination earlier this year, when Mitcheldean was re-certified at Level 5, Shrawan Singh, director & vice president of the Rank Xerox manufacturing & supply chain, presented site director, Gerry Lane with the 1995 Business Excellence Award on 1st November 1995.

Firefighters score medals



Retained firemen: Geoff Duggan and (right) Terry Morgan.

WORKS ENGINEERING tradesmen Geoff Duggan and Terry Morgan are on call 24 hours a day seven days a week.

The calls that come to them during working hours via their pagers are for urgent jobs on site; but those they receive at home can call them to an emergency anywhere within a 30-mile radius.

For both are retained fire officers with the Gloucestershire Fire & Rescue Service - Geoff at Newent fire station and Terry at Ross-on-Wye.

And both were recently presented with medals for 20 years' service and good conduct by the Lords Lieutenant of their respective counties.

Electrician Geoff has been in charge of the Newent fire station for nearly 12 years and says: "I wish I'd joined even earlier than I did."

His worst moment was when fighting a fire in a shed

where fuel was kept for mowers and the explosion blew off his helmet - but he kept his head!

He occasionally meets up with leading fire-fighter Terry (who works in the mechanical section) when attending at the scene of motorway traffic accidents which can sometimes be very harrowing.

Fire outbreaks on site are the responsibility of our works fire brigade. But earlier this year Terry and workmate Mike Williams just happened to be on the spot when a dust extraction unit in building 5 caught fire, and they promptly trained a hose on it. It earned them an RX World Rugby Cup tie apiece as a token of appreciation from works engineering manager Mike Cooper.

Asked what advice they would like to offer readers, Geoff and Terry both said: "Get a smoke detector - they cost only a few pounds and they really do save lives."

George Cresswell

Our pan European man

EVERYTHING ABOUT George Cresswell seems to be on a big scale. To begin with, he's over 6ft and when he's standing on a platform to carry out his job as a mechanical copy quality adjuster on the 5090 family, he rises to over 7ft.

His record of service to the company, to the trade union movement, and to the community at large, is impressive.

This year he completes 30 years with RXMP, and he's recently taken on a further role - as the elected Mitcheldean representative on the newly formed pan European communications forum called 'the Rank Xerox Forum'. Announced last April, its purpose is to allow employee representatives from all Rank Xerox European countries to meet senior RX European management to share information about the company, its performance and prospects, and also to exchange views on matters of common interest to employees across Europe.

The position of representative was open to all RX employees up to and including level 2, with a minimum of two years' service. The ideal candidate, went the announcement, "will be knowledgeable about the company, a good communicator, willing to contribute positively to the committee and committed to the success of the initiative."

With his long record of service and experience as an employee representative, George amply fills these requirements.

Before the initiative was launched, he was a member of the European Union Committee, a role which took him to Denmark and Italy for meetings. "This was something new to see introduced, so I'm very pleased - I can only see good come out of it."

He recently attended the first meeting, held at Marlow. "There were 22 of us there, representing up to 16 different countries, so we had to have headphones to tune into the different languages.

"Rank Xerox MD Bernard Fournier gave us an address as did

Ralph Orrico, group resources director, and we worked on the finalisation of the Forum framework."

After further deliberation back on site, George has now signed the formal agreement on the Forum framework on behalf of Mitcheldean employees and he will represent us initially for a term of four years.

The first formal meeting will take place early in 1996. There will be at least one meeting a year "but the role of representative is not expected to take up more than five working days each year," George told us. "I will be expected to contribute to discussions and participate in the development of new company-wide projects."

When he joined us he was engaged on the assembly of our earliest copier, the 914, moving on to the big 2400/3600 models and later the even bigger 9000 family. "I did work on small copiers once - the first of the 10 Series - but it was only for about six months."

George has served the union movement for a quarter of a century. He became a GMWU shop steward in the 2400 era, and was later made a senior steward, a post he held for a decade.

At one time he held a multiplicity of posts - he was a Forest of Dean District Councillor, a member of Cinderford Town Council, and vice president of the Soldiers & Sailors Club in Cinderford, as well as being a representative in the West Midlands region of the GMBU and the South West division of the Labour Party.

"I never had a minute to myself," he recalls, "and I decided to give up union work on site for a few years."

Now, following the changeover from the GMWU to the GMBU, he is back as senior steward for the latter, and he still chairs the Cinderford branch.

A former trade union safety co-ordinator, he is currently safety co-ordinator for all shop floor staff - a job he particularly enjoys. "I carry out all the audits throughout the

factory and if people have safety problems they are unable to resolve, I'm the chap they can come to."

Employee/company relations have made great strides in the 30 years and "They are definitely better today, largely because communications are so much better. But there's always room for



George Cresswell, 30 years with RXMP.

improvement," adds George.

A strong voice is a useful attribute when you're making a point, or fighting a corner, and George has considerable lung power - no doubt inherited from his musical roots. His father, also named George, was a singer, and there is a George Cresswell Cup to be competed for at the Bailey Lane End Music Festival each year.

His sister, Margaret Burford, conducts the Drybrook Ladies Choir (she works in the Drybrook surgery). "In fact, all my family have been in Drybrook choirs," he told us. "At one time there were four of my uncles as well as my father singing in the Male Voice Choir while my mother, sister and three aunts sang in the Ladies Choir."

"There's been considerable pressure on me to follow the family tradition, but I've resisted it so far - I have so many other things on the go." But he enjoys a singsong and his bass voice has been heard to good effect at the Nag's Head in

Cinderford.

He loves classical music too and every night before going to sleep he listens for 15 minutes to Classic FM. Card games, particularly crib, are popular with George and he's recently taken up a new hobby - stamp collecting. "Once I told people they started giving me stamps and I'm gradually building up a collection but I'm only a learner as yet."

George's wife Louise works at the Co-operative 'Handy Bank' in Cinderford; their younger daughter Helen is employed in our paint shop, and their eldest, Beverley, also worked at Mitcheldean for about four years.

Youngest of the Cresswell family is son Duncan, a ground worker for a Cinderford construction company, and there are four grandsons ranging from 4 to 11 years.

George's knowledge of company activities comes in handy not only in his Forum role. Three years ago he joined the LSA committee, and in the lunch break, along with LSA secretary Janet Ruck and others, he helps with identifying and categorising old photos, and sorting cuttings and other memorabilia in the association's archives. It's no easy task but it brings memories flooding back.

And there's one distinction which George can claim - he's the only committee member ever to win a prize in the LSA Christmas Draw!



Clare Marfell (secretary, materials management) was married to Shaun Price on 2 September at St John the Baptist Church, Ruardean.

Obituaries

WE REGRET to report the deaths of the following pensioners:

William Merrett (64 years) on 1 September; Kenneth Hickman (74) also on 1 September; Donald Brain (61) on 24 September; Cyril Johnson (70) on 25 September; William O'Keefe (81) also on 25 September; Stan Cherry (72) on 29 September; Hilda Baldwin (75) on 7 October.

Watkins the wizard in Wales

THIRTY-THREE golfers engaged in competition for the America Cup (best 18-hole stableford score) at the final Golf Society outing of the season which took place at Monmouth GC on Friday, 15 September.

The weather was dry but cool, the course in excellent condition, and the only excuse for poor scoring was individual form.

Organiser Steve Cooper had added a team competition to the day which had assisted in attracting the large field and also added a little 'spice' to the occasion.

After everyone had finished, the last two or three three-balls in a very poor light, scores were totted up over a pie and a pint. In the end the result was very close.

Steve Watkins secured victory in the America Cup with 40 pts - a good win for Steve, narrowly beating Mark Barnard, also with 40 pts having returned a one under par gross 68. Third place went to a new society player, Andy George from EMC, with a creditable 38 pts.

In the team event scores were equally tight. All three cards from each team of three counted towards

the team score and the 'EMC 1' team of Colin Goodrum, Dave Bufton and Paul Gaylard just scratched victory with 105 pts, pushing the 'HR' team of Mark Barnard, Mike Cooper and Neil Buffry into second place with the same score on the back nine countback.

Third place went to the materials side of Moggysy Morgan, Steve Watkins and Dave Carter with 99 pts.

A good day was had by all and let's hope that all the new people who came to Monmouth support the society again in 1996. M.A.B.

Any news for Vision?

If you have, then please -

- mail it to me in The Mews,
- or leave it at main reception for collection by me,
- or ring me - ext. 1496 or Dean 544314.

Nicola Jones