

LIFT-OFF

Number 22

September/October 1985

Internal newspaper of Otis Elevator PLC (UK)

NOW IT'S THE SHOWPIECE OF READING

IN Spotlight on Reading (Lift-Off July/August 1985) we mentioned the branch's biggest current construction job.

This was at the Heelas department store (John Lewis Partnership) where eight escalators, two hydraulic wallclimbers, a goods lift and two service lifts were being installed.

The new escalator well is now completed and open to the public and is the showpiece of Reading.

A four-storey column of glittering lights, gleaming on the travertine stone facing, is a central feature.

'The Gazette', weekly magazine of the John Lewis Partnership, reports:

"Wallclimber lifts with glass sides give a dizzying ride and a startling view from the third floor right down to the basement where a polished dining table is thoughtfully set with china, silver, cutlery, crystal and flowers.

Flooring

"Framing the well, and flooring the area around the lifts and escalators on each storey, is a beautiful, polished, creamy stone known as travertine, which comes from an area east of Rome.

"It was formed when calcium carbonate was precipitated from hot spring water a few million years ago."

Mr Gary Brooker, a partner in R. D. Cook Partnership, the architects who designed the new Heelas building, went to Rome especially to choose the stone he wanted.

As 'The Gazette' says: "Travertine has been used in beautiful buildings for thousands of years.

"It was good enough for the Coliseum in Rome, and it is good enough for the fine new Heelas."

CHANGE OF ADDRESS

DUBLIN branch are now in new premises at Trinity House, 31-33 Ranelagh Road, Dublin 6. Telephone Dublin 974200 and telex 90763.



Above, happy construction crew who have good reason to be proud of themselves. Terry Seawert (chargehand), Mick Dyer, Brian Calder, John Summerill, Terry Deller (adjuster) and Ray Hughes at completion of work in the Heelas department store in Reading.

Right, a central feature of the escalator well is a four-storey column of glittering lights illuminating the escalators and the two wallclimbers.



Hope you enjoyed your ride on our escalator, ma'am!



The Queen and the Duke of Edinburgh went to Scotland to inspect several newly-completed prestige construction projects. One of them was the Waverley Market in Edinburgh and the Queen got a splendid view of this fine development as she rode down on one of our escalators. The unit is a 506 escalator and is maintained by Otis.

Business is brisk at the London service centre

THE London field workshop have been steadily picking up business.

They are now established in the supply of guards, division screens, general fabrication and repair work to the service and construction sectors.

And they have just completed their first car — a goods lift for Wadsworth Becker.

To expand their operation the workshop have acquired a 100-ton press brake (3m width), a guillotine, a 50-ton capacity hydraulic press and additional sheet metal equipment.

This will allow the workshop

to extend their services to cover architraves, transoms, top beams, facias and other lift refurbishment needs.

Why not take advantage of these new facilities?

The warehouse have now settled into their new premises alongside the workshop, as reported in the last issue of Lift-Off.

A new computerised stock system is being installed to improve service to you — the customer.

The number to ring for the warehouse is 01-903 9255.

Pete and Bernie fix it for Bergerac

JIM Bergerac, the TV detective who operates in Jersey, always gets the better of the villain in the end.

In an episode of the series provisionally scheduled for showing on 19 October, a villain jumps over Bergerac (played by actor John Nettles) and gets his come-uppance by falling down an empty lift shaft.

The scene was shot at Belvedere House, a luxury block of flats, and for the lift expertise the director very naturally called in the experts — Otis men Peter



Bernie McKenna, John Nettles (TV's Bergerac) and Peter Cope.

Cope and Bernie McKenna in Jersey.

The TV men said this stunt had never been done on TV before — only in the movies —

and it involved meticulous timing and the services of a stuntman and wireman.

The episode is titled 'What Dreams'. Look out for it.

ON THE MOVE

Who's been promoted? Who's changed location? Check with this space every issue

NAME	FROM	TO
Bamber J.	Fitter, Brighton	Fitter, Reading
Barker P.	Advanced Fitter, London South	Senior Fitter, London South
Beatty J.	Mate, Liverpool	Improver I, Liverpool
Boteler R.	Senior Fitter, London West	Senior Fitter, London South
Burr R.	Trained Fitter, London South	Advanced Fitter, London South
Butcher D.	Senior Fitter, LSR 24	Senior Fitter, Cavendish Square
Cassells M.	Staff Adjuster 2, City	Staff Adjuster 3, City
Chapman P.	Fitter, Brighton	Field Support Engineer, ETO
Chapman R.	Mate, Brighton	Improver I, Brighton
Cole M.	Advanced Fitter, Bristol	Senior Fitter, Bristol
Cousins A.	Mate, London West	Improver I, London West
Crooks R.	Fitter, Brighton	Field Support Engineer, ETO
Crowhurst P.	Advanced Fitter, LRT	Senior Fitter, LRT
Deasy J.	Improver 2, Reading	Trained Fitter, Reading
Edwards G.	Advanced Fitter, Cardiff	Senior Fitter, Cardiff
Elford S.	Warehouse Manager	Service Centre Manager, Alperion
Ellard M.	Mate, London City	Improver, London City
Elson M.	Improver 2, Reading	Trained Fitter, Reading
Farge G.	Sales Rep, London South	Senior Service Sales Rep
Flatman M.	Trainee Estimator	Estimator
Francois D.	Zone Service Stores	Stationery/Post Room Asst
Funnel J.	Staff Adjuster 2	Staff Adjuster 3
Gilley K.	Supervisor, Liverpool	Branch Manager, Leeds
Greenburgh P.	Asst Credit Manager, Accounts	Service Billings Supervisor
Grist M.	Apprentice, Newcastle	Trained Fitter, Newcastle
Gristwood L.	Trained Fitter, London City	Advanced Fitter, London City
Hackett C.	Trained Fitter, LRT	Advanced Fitter, LRT
Holland A.	Advanced Fitter, London South	Senior Fitter, London South
Hosier R.	Salaries & Pensions Officer	Customer Accounting Manager
Keen D.	Apprentice, Glasgow	Trained Fitter, Glasgow
Keenan J.	Trained Fitter, Glasgow	Advanced Fitter, Glasgow
Kilgallon J.	Estimator	Trainee New Sales Rep, London South
Killeen N.	Mate, London City	Improve I, London City
Layzell S.	Asst to Zone Management Accountant	Construction Accountant
Malleed S.	Mate, London City	Improver I, London City
Matthews P.	Trained Fitter, Brighton	Advanced Fitter, Brighton
McAleer M.	Apprentice, Belfast	Trained Fitter, Belfast
McNally C.	Trained Fitter, Cardiff	Advanced Fitter, Cardiff
McNeil G.	Apprentice, Edinburgh	Trained Fitter, Edinburgh
McPherson M.	Asst to Payroll Officer	Salaries Supervisor Accounts
Melloy E.	Advanced Fitter, London South	Senior Fitter, London South
Miller B.	Mate, London Service West	Improver I, London West
Morrish R.	Improver I, London West	Trained Fitter, London West
Murray I.	Trained Fitter, Aberdeen	Advanced Fitter, Aberdeen
Murray P.	Asst. Accountant	Financial Accountant
Newton G.	Apprentice, Southampton	Apprentice, Bournemouth
O'Brien T.	Advanced fitter, London City	Senior Fitter, London City
O'Donoghue R.		Branch Manager, Dublin
Paginton D.	Mate, Cardiff	Improver I, Cardiff
Parker E.	Advanced Fitter, Bournemouth	Advanced Fitter, Southampton
Patel A.	Senior Fitter, Luton	Trainee Adjuster, Luton
Patterson J.	Branch Manager, Leeds	Key Account Co-ordinator, Marks & Spencer
Pavey T.	Trainee Estimator	Estimator
Ravenscroft H.	ETO Secretary	Secretary to B. Harden/W. Evans
Reynolds S.	Billings Clerk, Accounts	Acting 'O' Billings Supervisor
Scantori J.	Section Leader	Service Spares Promoter
Scott T.	Trained Fitter, London South	Advanced Fitter, London South
Smith J.	Trained Fitter, London South	Advanced Fitter, London South
Snowling G.	Improver I, London West	Trained Fitter, London West
Stevens J.	Advanced Fitter, London South	Senior Fitter, London South
Stone E.	Contract Processing Supervisor, Service Admin	Order Processing Supervisor
Taylor-Lowen T.	Estimator, Contract Admin	Salesman, Cardiff
Thorp P.	Commercial Controller	Branch Manager, Manchester
Travis K.	Apprentice, Liverpool	Trained Fitter, Liverpool
Walsh J.	Trainee Secretary	Secretary to L. Harvey, ETO
Waltho J.	New Sales Billings Supervisor	Construction Billings Supervisor
Walton R.	Mate, Liverpool	Improver I, Liverpool
Wheller P.	Mate, Reading	Improver I, Reading
Whyte J.	Trained Fitter, Glasgow	Advanced Fitter, Glasgow
Willett H.	Advanced Fitter, London	Advanced Fitter, Reading
Williams R.	Payroll Supervisor	Payroll Officer Accounts
Wingrove P.	Senior fitter, London	Senior Fitter, Luton
Wright S.	Advanced Fitter, London West	Senior Fitter, London West

NEW CONTRACTS

Thirteen lifts for new Ramada hotel in Brighton

TOP of the new sales contracts list is an order secured by Andy Twynam in London South for the Ramada Hotel, Brighton.

This is for 13 passenger lifts including a 3-car Elevonic 301 group.

Competition from other companies was tough but we were helped by our success with this rapidly expanding hotel chain in installing the lifts in the first UK Ramada at Reading.

Estimator, Kieran Gosh; draughtsman, Frank Ludditt; architect, Michael Lyell; consultants, YRM Engineers.

ALAN WHILEY at Reading has sold four hydraulic units — two HF models, one traditional freight and one passenger lift — for a new Plymouth & South Devon Co-op superstore.

Estimator, Steve Marsh; consultants, Helix & Multiprofessional Services.

ALEC GATER at Southampton has sold four vandal resistant 8-person lifts for local authority housing in Plymouth.

IN London Mike Beecroft has sold five hydraulic passenger lifts for a block of luxury flats in Bessborough Gardens.

Estimator, Bert Hackett; draughtsman, Fred Beck; architect, Chapman Taylor & Partners.

Mike has also sold seven units to St Davids Link, Cardiff — four 10-person vandal resistant lifts, one goods lift and two service lifts.

Estimator, Howard Heyd; draughtsman, Fred Beck.

Service, S and Bex contracts

CITY division have secured two renegotiations on service contracts.

Steve Ellis has successfully negotiated with Jones Lang Wootton, leading managing agents, to encompass most of their business portfolio into one five-year contract. The contract is flexible so that additional units may be added.

John Disney has completed negotiations with Prudential Portfolio Managers for a service contract to cover another five years.

ROY STANDEN and his team at Cavendish Square, London West, have renegotiated for a further period the service contract at the Royal Free Hospital, Hampstead.

DON CLEMENTS at Plymouth has secured a bulk service contract with the Borough of Torbay.

SOVEREIGN HOUSE, featured in Lift-Off last Christmas, has now been renamed Stockley House, and Tony Peace in London South has secured a comprehensive contract for all six units including the three wallclimbers.

A NEW bulk contract has been added to the portfolio of London branch 26 for units of the Waltham Forest Health Authority and for Lambeth Council.

GEORGE INGRAM, recently transferred from City division to Manchester branch, has secured a new bulk contract from Manchester Health Authority.

IN addition to the three Bex units reported in the last issue, ten units are being modernised to 401M in Plantation House, Fenchurch Street, London.

The contract was obtained by Chris Lane in City division.

TWO Trusthouse Forte modernisations have been secured.

One is at the Cumberland Hotel in the West End of London (Barry Rains, West London) and the other is at the Post House Hotel, Gatwick (Steve Cordery, Brighton branch).

The first job is to modernise three gearless passenger lifts with 260 control plus the installation of REM units on all three lifts. West London is one of the REM pilot branches.

The latter is for the modernisation of two existing lifts to Gamma drive, plus the installation of a third lift, also with Gamma drive.

JOHN BAILSILLIE at Aberdeen/Dundee branches has sold two BEX units (hydraulic bed/passenger lifts) to Woodend Hospital, Aberdeen.

CATHY'S COLUMN

THE Summer, such as it was, is now over. Bad weather has dashed everybody's hopes for a fantastic sun-tan.

The lucky ones are those who managed to go abroad this year to hotter and sunnier climates.

Despite so many people traditionally being on holiday during August we have once again got a bumper eight-page issue of Lift-Off.

Many thanks to all those who have contacted me about their own activities and those of their colleagues.

I hope all those Otis people who have been on holiday will have brought back lots of entries for our Holiday Photo Contest. The rules and prizes have been announced in the last two issues of Lift-Off and the final closing date is 1 October — only a few days after this issue is printed.

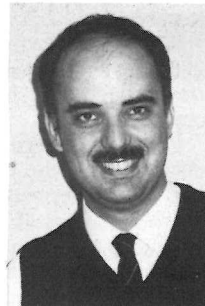
The first, second and third prize-winners will appear in full colour in the Christmas issue.

Congratulations to Tony McCreary of Reading branch for being a member of the local jogger's team which ran for charity from John O'Groats to Reading.

Also to Malcolm Orkney from Newcastle for running 10,000m in the Bradford FC Fire Disaster Run. He's got a certificate, too, signed by Brendan Foster to prove he did it. Otis gave donations for both these charity runs.

Only 77 shopping days till Christmas! — Cathy Foster

John Anderson



FOR CONSTRUCTION SUPPORT

JOHN ANDERSON joined the company on 1 August as construction support manager and reports directly to executive director Roy Markham.

He will be responsible for providing functional support to the Otis UK field activities to ensure the continued improvement in field operations efficiency.

Reporting directly to John Anderson will be Jon Patterson, Marks & Spencer key account co-ordinator.

To ensure an effective hand-over those people reporting to Gordon Pestell will continue to do so until 1 October 1985 when John Anderson will assume full responsibility for the construction support department. Gordon will be reassigned from this date.

Before joining Otis, John Anderson was with Sasol in South Africa as engineering services manager responsible for installation, commissioning and maintenance of oil and petrochemical plants.

He began his career in 1969 as a technical apprentice with ICI Mond Division and subsequently worked on the design and commissioning of pilot chemical plants.

John holds an honours degree in mechanical engineering from the University of Salford.

This is how the public sees Otis in France



A brother-in-law of Steve Michael in Brighton office shot this Otis van while on holiday in the South of France. Steve says: "It is interesting to see how a sister company presents itself to the public."

They have completed their first year



The apprentices in our picture are from London and Southern region who have completed their first year of off-the-job training.

All are now assigned to construction departments to learn the nuts and bolts of the job.

Phillip Bergamo (fourth from left in front row) won the annual Otis Award from Woolwich College for the most improved electrical apprentice in his year — an electrical diagnosis kit.

Front row: Bill Borg, Liam Flegg, Clive Jackson, Phillip Bergamo, Greg Newton, Kevin Lockwood.

Back row: Tom Crisp, Mark Colvin (Evans Lifts), Frank Harwood, Clayton Bennett, Les Ball, Neil Loverdige.



The Otis team. Cathy Foster, Eugene Egan and Terry Scott with Jackie Allen at back.

A caring job at Stoke Mandeville

OTIS continued their involvement with the Stoke Mandeville International Games this year by producing the daily news-sheet for competitors.

Thirty-seven nations took part in 11 events held during one of the wettest and windiest weeks in July/August.

But this made little difference to the competitors, many of whom broke national and world records or achieved personal

'bests' in this world-famous athletics meeting.

Princess Diana was the attraction of the opening ceremony. Luckily the rain slowed down for a bit for her visit before she was whisked away by helicopter for her next engagement.

The Otis team at Stoke Mandeville were Terry Scott, Jackie Allen, Eugene Egan and Cathy Foster.



Stamina test for Diane Lowe of machines workshop and (below) Tom Woods checks his weight with members of the health bus staff.

Photos by Tom Penney

Liverpool people book for their computer fitness check

WHEN Alan Blackburn arranged for a mobile health bus to visit Liverpool works 390 people booked appointments to undergo a fitness test.

The bus was equipped with physical fitness testing equipment plus a computerised question and answer programme.

On completion of the check each person received a print-out giving comment and advice.



Bill Sutherland and Phil Allen in Wales.

Otis success in 14 Peaks Race

THE company sponsored Phil Allen and Bill Sutherland from I & S at Liverpool works in the 14 Peaks Race in Snowdonia.

This 15-mile course takes in all the 3000ft Welsh peaks, including the highest, Snowdon, and finishes close to the North Wales coast.

Bill maintained the lead until the end and broke a Mountain Club record with a time of 9 hours 25 minutes.

Phil was second, just three minutes outside the then record, with 9 hours 38 minutes.

Out of the 13 starters, only five finished the course.

Bill says: "We started at 8.30am and had agreed that we would be independent. If we both happened to be travelling at the same speed (as was likely) we

would stick together and help each other. If not, we would split.

"As it happened, Phil had a bit of bad luck and took a slight wrong turning in the mist."

Phil reports: "A chance meeting with a walker revealed that Bill was ahead. I recognised the description — "another lunatic in a blue anorak and shorts."

Congratulations to both Bill and Phil on a superb performance.

And Phil's final comment: "I'm enthusiastic about a suggested cycling trip down the Andes. Now, if I can convince the wife — will Otis agree?"

That's not up to Lift-Off to say, Phil, but maybe we'll see you in South America.

LORD MAYOR'S SHOW

OTIS will have a float in the London Lord Mayor's Show to be held on Saturday 9 November.

A limited number of tickets will be available for Otis employees and their immediate families for one of the grandstands overlooking the procession through the City of London.

Please write to Mark Shenker at Clapham Road with details of employee name, branch, names of family wishing to attend plus relationship to yourself (wife, son, daughter) and ages of those under 15 years old.

If the tickets are oversubscribed a draw may be held. Every effort to ensure fair distribution of tickets will be made.

All ticket requests must be received by Mark Shenker before Friday 25 October.

Pot black in London divisions

STAFF in the service sections of the three London divisions have been meeting for snooker.

In the first match London West beat London City to a very close victory, but in the second match London West were beaten decisively by London South.

But what about the field men? The Sports & Social Club would like each division to pick a team of six men from the field and elect captains.

If the captains will then contact Les Guest at Cavendish Square on 01-493 1747 matches can be arranged.

Venue is the Lucania Riley Snooker Hall at the Elephant & Castle, London SE1. There is a bar and snacks can be obtained.

If the response is good enough there are plans to expand the competition to all the branches and divisions next year.

Getting it right at London University

IN June 1984 an idea launched by Otis Corporate was discussed at an ETO meeting in Paris.

The aim was to set up a series of 'Otis Care' projects throughout ETO.

Each project would involve picking a site and upgrading its quality in every respect.

The end result hopefully would be a better customer

relationship, more reliable feedback, a reduced call-back rate and a higher field quality rating for the units on site.

How these ambitions were to be achieved was up to each country, but the idea was to try a variety of different approaches and then report back at European level so that everyone could learn from the project.

London University was chosen as the UK project site. Norman Davis in City division had already earmarked the route for extra attention, so this fitted in well with the project's aims.

There are 74 units on the London University route which had a higher than average call-back rate. This combined with a less than satisfactory quality

audit rating led to customer dissatisfaction.

From March 1985 a whole new approach was adopted. Monthly meetings were begun with the university where faults and call-back figures were compared.

These were analysed and a number were found to involve indicator lamps. Rubber door-

edge safety shoes were also a problem.

Many of the lamps were replaced with L0424R1 lamps and one of the units had electronic door detectors installed.

At the same time an intensive programme of 'good, basic lift maintenance' was carried out and surveys were also done to

check the ages of all the units on the route at London University.

The result? A year later the quality audit figure was 74.2 and the call-back rate has been reduced by more than half.

The customer is happy and so are Otis. Well done, City division, and carry on showing that "Otis Care".

The true meaning of quality

— OR GET IT RIGHT FIRST TIME, ON TIME

PEOPLE are talking a lot about quality these days. Not just at Otis, but generally in industry and in the media.

Quality is in the air. But what exactly does it mean?

For Otis the definition is simple. We have to conform to customer requirements. Or, more simply still, we have to do it right first time.

So why the emphasis? Haven't we always aimed at doing just that?

Yes, of course. But now we need to reduce the errors, the corrective work and the hassle we sometimes find we are working to disentangle.

In today's environment we have to control costs and at the same time give our customer the service, defect-free, that he expects from Otis.

So it is in all our interests, the customer's and the company's, that we get it right first time, on time.

It is essential that we do this to keep our reputation as the leading lift company. It is also essential if we are to have the growth and job security we all want.

Francois Jaulin, chief executive of Otis Corporate, has made quality the leading objective for Otis worldwide.

Working on the task of improving quality in Otis UK is a team led by John Critch from the factory and including executive

directors Tony Allen, Roy Markham, John Miller, Alan Mainwaring and quality director Paul Hewlett.

This team's studies will have a major influence on the way we all work together to give the customer what he has a right to expect.

We will be hearing more about quality in future issues of Lift-Off.

THE REJECTS

IN 1914 the German kaiser referred to the original British Expeditionary Force that went to France as 'that contemptible little army'.

The BEF adopted it as a proud badge and for ever afterwards were known as the Old Contemptibles.

An Otis group of runners have the same attitude. Turned down for the 1985 London Marathon they call themselves The Rejects — and continue to run.

They are Rob Spetch (Southend branch manager), Terry Pavey, Dave Waterman, Duncan Jones and Chris Edwards. Their last outing was on the North Downs Run.

Terry says: "This course is described as a scenic route of 30km using established tracks and lanes over the beautiful North Downs.



Rob Spetch, Terry Pavey, Duncan Jones, Dave Waterman, Tony Jones (Duncan's brother, not Otis), Barry Murphy (not Otis).

"In fact it was more like a commando assault course over fields, marshes and thick forest with steep inclines and rapid

descents once again. "Tired, aching but successful, last reserves of energy were found to drag ourselves to the

bar to sink a well-deserved and hard-earned pint." Well, what do they think it's all supposed to be. Fun?

You won't believe it, but those two are still climbing!

ON page 3 of this issue we report on the success of the Dauntless Duo — Bill Sutherland and Phil Allen of I & S at Liverpool works — in their record-breaking 14 Peaks Race.

A week later they were on the climb again. This time the idea was to scale the highest peaks in Scotland, England and Wales — Ben Nevis (4,406ft), Scafell Pike (3,210ft) and Snowdon (3,559ft) in less than 24 hours.

Phil Allen tells it like this: We opted to do it the week after the 14 Peaks as Bill was off to the French Alps immediately after and any further delay would restrict the daylight available.

Another team member was needed to do the driving, no small part, as 450 miles separates the peaks.

We had the ideal man in mind, Tony Bailey of I & S Liverpool. He dabbles in motor sport, has a fast car, and likes a challenge. He didn't need much persuading, so we planned our route starting with Ben Nevis.

We left after work on Friday afternoon and headed for Ben Nevis, which we reached by 20.15 hours. It was pouring with rain and cloud down to the loch.

No point in wearing lots of warm clothes as they weigh a ton when wet (waterproofs are like a mobile sauna when running).

So it's shorts, vest, running shoes and cagoule and pray you don't break a leg, as snow lies on Ben Nevis in July, and exposure is guaranteed if you can't keep moving.

The cloud cleared two-thirds of the way up and we had superb views looking down on cloud tinged with the red of a setting sun.

The descent has to be fast to maintain a good time and we both had a serious attempt at flying on the way down and have the scars to prove it.

Driving through the night was really exhilarating followed by the early dawn as we went through the Lake District. A clear sky and the black silhouettes of the mountains, really tremendous.

QUICKLY

Your body needs a bit of convincing at 4.00 o'clock in the morning that it's having fun climbing this peak. I needed all of Bill's encouragement to keep going but the top came surprisingly quickly.

Coming down is terrifically hard on the knees and quad's and we both suffered. Once down we knew that nothing on Snowdon would stop us and it didn't. In all it took 15 hours 54 minutes with the last three miles down Snowdon probably the fastest three I have run.

We crossed into the car park shaking hands, exhausted but very happy, having shared an unforgettable experience.

Poor Tony still had over 200 miles of driving to do because he lives in Wolverhampton.

In all he drove 1,100 miles in a little over 24 hours. Thanks, Tony.

— another way of getting to the top of Snowdon

IS there no limit to the agony good Otis people will endure to help a worthy cause?

Apparently not. This summer four strong men from the information and systems department at Liverpool works completed a sponsored wheel chair push with a difference.

As part of a team they pushed four disabled friends in wheel chairs to the top of Snowdon — the highest peak in England and Wales. It took them 3½ hours of extremely hard labour, but they made it.

The reward was £310 raised towards the building of a holiday home for the disabled in Southport, and many thanks to the Otis people who generously supported them with pledges.

The four strong men were John Radcliffe, Tim Beggs, Graham Parker and Eugene Egan.

Their comment on the climb. "It was absolute hell." But spare a thought for their friends in the wheel chairs. It must have been even worse for them.

IT'S THE CALL OF THE SEA

THE Sea Cadet Corps is the main leisure interest of Roy Standen, general manager of London West division, and Otis sponsor its West Kent district.

This summer the district held its annual athletics meeting at the Garrison Sports Stadium in Gillingham.

Many people at Otis are members of the Sea Cadet Association and give valuable support to the Sea Cadets in their work of training young people to be good citizens.

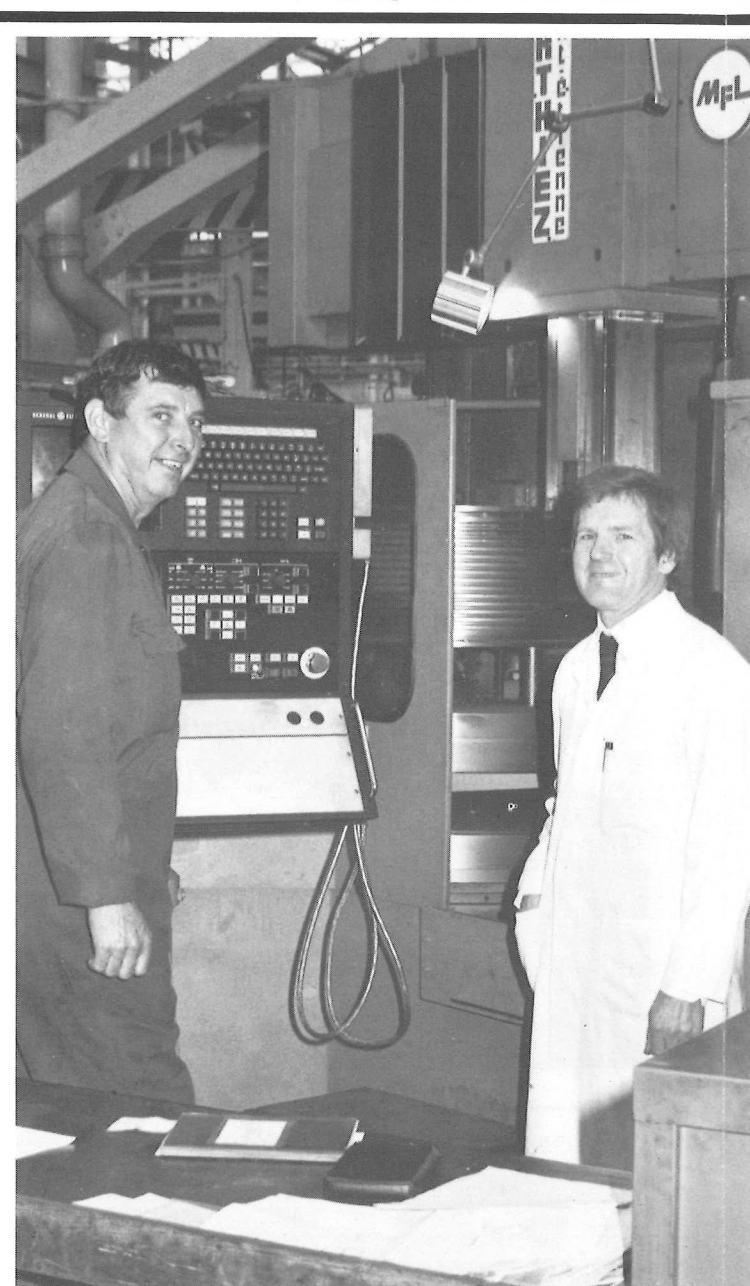
Anybody interested in joining should contact Roy Standen at Cavendish Square.

75-YEAR-OLD CLIFF LIFT

BACK in 1910 R. Waygood & Co built and installed the lift at Broadstairs, Kent, which takes holidaymakers from the beach to the top of the steep cliffs.

This summer it has celebrated its 75th season. It is virtually unchanged and during a summer will move about 25,000 people.

Thank you to Jack Green, retired from Liverpool works and living in Birchington, Kent, for news of this veteran unit.



Bob Schofield, CNC Berthiez setter/operator with Bill Fitzgerald, tool programming engineer.



Bill Buckley, CNC machine setter/operator.

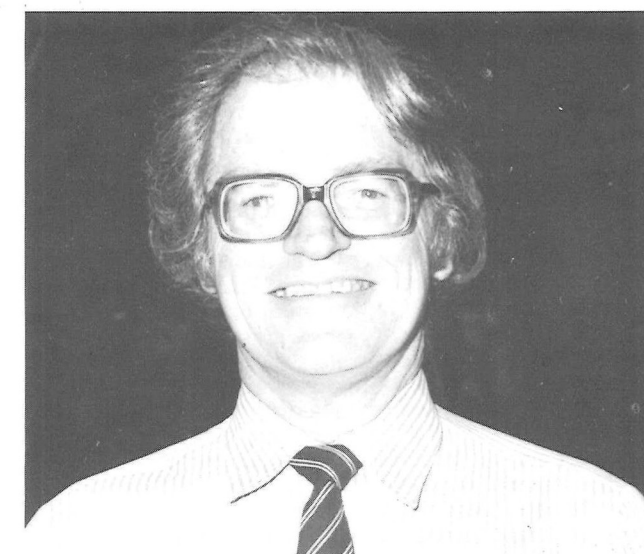


John Timson, stacker driver; Paul Scarth and Jimmy Good, storekeepers.

THE FOCUSED WORKSHOPS AT LIVERPOOL — 4

Machines Workshop

Workshop manager Joe Power. A Liverpool man, he joined Otis 24 years ago.



machines, generators and motors since 1920.

This wealth of experience, together with the successful introduction of new manufacturing techniques and controls, has made Liverpool's Machines Workshop the Otis world leader for price and quality in the heavy-gear and gearless marketplace.

The men on the shop floor wear distinctive green overalls. Very much green for Go!

THE Machines Workshop have a truly remarkable export record. Some 95 per cent of their product is exported through intercompany sales.

And 90 per cent of exports go to countries outside Europe — the United States, Pacific Area, Africa and Japan. They are particularly proud of selling to Japan and rightly so.

The present range of products is:

Gearless Machines. 131HT, 139HT, 155HT, 219HT.

Geared Machines. 27BT, 38BT, 43BT, 50BEC, 17CT.

Generators. L65GA, L71GA, L82GA, 95GB, 3BMG.

Motors. 65G, 77G, 89F, 98G, 112G, 139G.

Under the focused workshop system, and with Joe Power as manager, a team has been put together which is capable of responding immediately to the needs of the business.

The team consists of manufacturing, production and inventory control, and technical support. Manufacturing areas are the heavy machine department, the light machine department and the main product line.

At the moment there are 60 productive workers and 17 non-productive.

To support manufacturing there are Ray Ball, production

superintendent; Doug Christie, assembly supervisor; Don Batterbee, heavy machine shop supervisor; Mo Jepson, light machine shop supervisor; Joe Kenny and Paul Scarth, storekeepers; Eddie O'Brien and Alf Parker, general service operators; John Timpson and Jim Good, storekeeper and stacker-truck drivers.

In production and inventory control there are David Bailey, supervisor; Eric Spencer, stock clerk; Diane Lowe, time clerk.

In technical support there are Tom Eaves, supervisor; John Griffin, industrial engineer; Bill Fitzgerald and Terry Gouldbourne, tool engineers.

Recent investment has brought into the workshop the very latest NC machine tools which have helped improve product quality and cost and have reduced the area needed to 39,550 square feet.

Introduction of on-line computerised stock control and production control systems has improved stock turnover by 30 per cent, reduced lead times by 20 per cent and maintained the workshop's proud record of a 100 per cent delivery performance.

Since the closure of the Yonkers factory the lack of

machine manufacturing facilities in the United States has given Liverpool a great opportunity to enter the US service market and good progress is being made.

Also, as an interesting addition, last year the Machines Workshop sold 1½ million feet of selector toothtape to the United States.

In Joe Power the workshop have a manager with considerable Otis experience. He started in the structural steel department 24 years ago as a layout fitter.

After spending a training period in industrial engineering he was made superintendent of the structural steel department at a time when pre-site assembly of CAP and entrances was being introduced into the factory.

With the introduction of the 10 and 15ATL machines into Liverpool he was transferred to the machine assembly department as superintendent, and later took over both machine shops.

With the transfer of the light machines to Milan, and the company emphasis on service, he spent four years as service centre manager. The setting up of the focused workshops saw him coming back as machines manager.

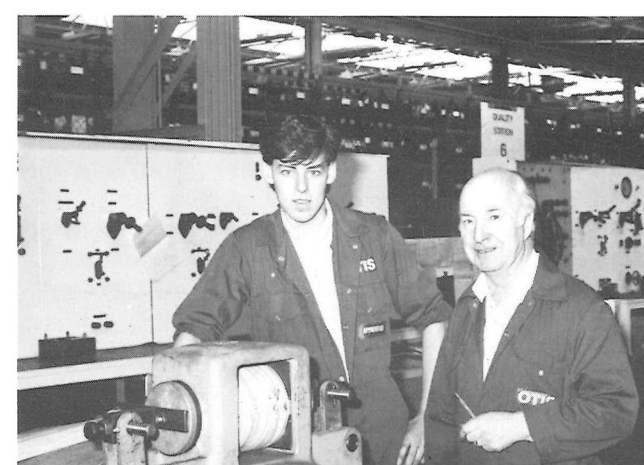
Otis UK have been designing, type testing and manufacturing special purpose elevator



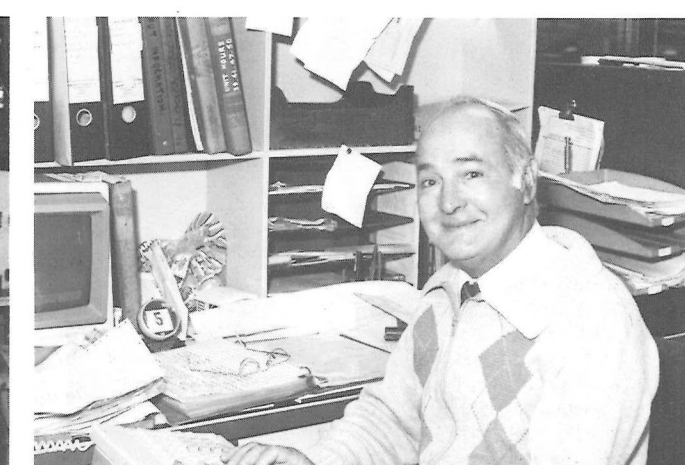
Coil winders Elizabeth Quayle and Josephine Harrison.



Tommy Noland, CNC Heid setter/operator and Terence Gouldbourne, tool programmer.



Apprentice Ian Norfolk and tester James Hennigan.



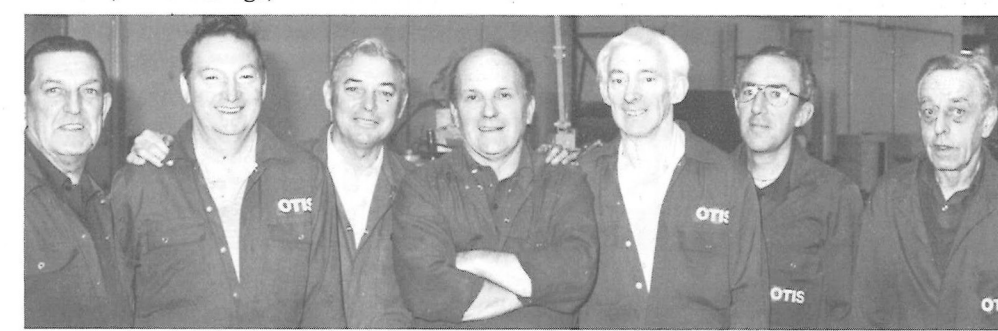
John Griffin, industrial engineer.



The assembly team. Jimmy Disley, Tony Hennigan, Jimmy Bowers, Wally Bowles, Stan Blackhurst, Joe Rooney, Dan Lindsay, Roger Asplin, John Kirby, Doug Christie.



The armatures team. Len Danify, John Williams, Ron Roe, Tom Woods, David Stoneham, Ray Clarkson, Mike Cranage, Dick Seddon.



The light machine shop. Ted Carney, Stan Hughes, Fred Gagen, Ron Sutton, Norman Clark, Kevin Galvin, Terry Metcalf.



Doug Christie, supervisor; Don Batterbee, supervisor; Joe Power; David Bailey, materials co-ordinator; Diane Lowe, office clerk; Ray Ball, production superintendent; Eric Spencer, materials clerk.

NEWS AND PHOTOS FOR THE NEXT ISSUE OF LIFT-OFF — OUT AT THE END OF NOVEMBER — SHOULD BE WITH CATHY FOSTER AT CLAPHAM ROAD NOT LATER THAN TUESDAY 29 OCTOBER

Belfast lead field in 1985 corporate audit

IN the 1985 corporate field audit top position went to Belfast branch with an average rating of 71.0.

They just edged out London South who returned 70.3. Well done, Belfast, but you had better watch out for London South in 1986.

The audit covered 206 units in 11 branches and resulted in an average rating of 67.0 out of a possible 100.

This is 0.4 up on the 1984 figure. The national target for 1984 was 70 and it was hoped that the 70 mark would be exceeded for 1985.

This is how the top six branches scored: Belfast 71.0, London South 70.3, Liverpool 69.8, Dublin 68.8, Southampton 67.2, Edinburgh 67.1.

The audit was carried out by Chuck Ruzkowski from West Palm Springs, Florida, visiting the UK as corporate auditor for the third year in succession.

He was accompanied by Mike Hayes, UK field quality manager, Harry Godsall, field quality manager for the London service region, and supported by Dave Sundborg, Southern division, Bill Williams, Northern division and Norman

Casement, Irish division.

Chuck was pleased to meet once again many of the line managers and service field personnel he knew from previous visits. He now admits to being much more at home with the British way of life — but says he would never risk his neck driving in the busy streets of London!

In the panel on this page are listed the top-scoring installations for 1985, and once again Belfast comes out as No 1.

Congratulations to all involved, and keep that quality flag flying for 1986.

TOP INSTALLATIONS FOR 1985

RATING	SITE	OWNER	MECHANIC	SUPERVISOR	BRANCH
78.5	Belmont House 2 Adelaide Street	N. Ireland Housing Development	A. Meredith	R. Mulholland	Belfast
75.7	T.G.W.U. Building	T.G.W.U.	C. Hunt	G. Roberts	Liverpool
75.5	University of London Malet Street, WC	University of London	P. Dodd	T. Houghton	London City
75.0	Daisey Hill Hospital County Down	Southern Health and Social Services Board	W. Christie	R. Mulholland	Belfast
74.6	Baden Powell House Scouts Centre	Scouts Association	L. Cleveland	J. Hartwell	London South
74.0	Royal Liver Building	Royal Liver Insurance	D. Bower	K. Griffith	Liverpool
74.0	Hogarth House, George Street	Knight Frank & Rutley	R. Munsey	R. Irvine	Edinburgh
73.9	Osprey House	Clan Court Dev.	W. Sculley	S. Doherty	Dublin
73.5	7-15 Lansdowne Rd	J.L.W. Estates	D. Cox	T. Grove	London South
73.5	Gloucester Hotel	Management Services Rank Hotels	L. Cleveland	J. Hartwell	London South
73.0	Windsor House, Bedford Street	McConnell and Martin	S. Shivers	R. Mulholland	Belfast
72.5	Northwick Park Hospital	Brent & Harrow Health Authority	C. Whithear	T. Viccars	London West
72.5	10 Buckingham Gate S.W.1	Duchy of Cornwall	B. Horsted	D. King	London South

Game, set and match to canteen staff



Catering girls Martine, Rose, Lorna, Pearl, Lyn, Micheal, Sylvie, Julie and Gill. Not in photo — Mary.

TO celebrate the great tennis event the Gardner Merchant catering team at Clapham Road had a Wimbledon Day special menu served by their own tennis stars.

The buffet offered Lawn Tennis Soup with Tennis Ball croutons, a choice of starters, cold meats, trout and a chafroid decorated gammon — a first and very successful attempt by the chef.

All the salads were named after the countries and players at Wimbledon.

Strawberries are always a big feature at Wimbledon and at Clapham Road there was a Strawberry Fayre served from a home-made market stall. Luckily it just survived the day.

There was a raffle with first prize of a tennis court cake and a lot of money was raised for the Cancer Research Campaign and for Help A London Child.

Congratulations to the Gardner Merchant team. A lot of planning and hard work brought great enjoyment.

B'ham tops in 5-a-side football

IN Midlands 5-a-side football Otis Birmingham branch have won the Lift Man's Shield for the second year running.

Sixteen teams entered from most of the major lift and associated companies in the Midlands — Schindler, Express, Wadsworth Becker, Kone Maryatt & Scott, Evans, Eurolift and Bernards.

Jeff Scott (new sales), Doug Ross (senior fitter) and Lee Lockyer (apprentice) were the goal scorers while Lee's father, Gil (service supervisor) was the man of the match in goal. He did a great job saving penalties.

Birmingham branch are hoping for a hat trick next year.

Zoe and Jamie made Jim run



Jim McMullin and son Jamie after the run.

THE first West Derby Family Fun Run raised a remarkable £15,000 for local charities in the Liverpool area.

Jim McMullin in APW at Liverpool works knows because his two children — Zoe (12) and Jamie (9) — talked him into running with them.

Jim's friends in APW did their bit by sponsoring Zoe and Jamie and the money was presented to the Alderley Children's Hospital Scanner Appeal.

Zoe completed the 2.8 mile course in 24 minutes and Jim and Jamie — strong men that they are — romped home in 19 minutes.

Awards and presentations



Ted Treadgold (left), with a service route covering the London EC1 area, received his 25-year award from Tony Allen.



Fred Norris (right), modernisation fitter in City division, received his 25-year award from City general manager Trevor Perry.



After a lunch in Newcastle Phil Adams (right), currently working on service at Eldon Square, received his 25-year award from Newcastle branch manager David Coe.



Mike Hayes (right), UK service field quality manager, has gone to the USA to be a corporate field auditor based in West Palm Springs, Florida, where his wife, June, will join him in January. He received a presentation from Tony Allen.



After 34 years' service with the company Victor Jullien, fitter's mate in West London, received his leaving presentation from Ken Paige. In the photo are Bob Hamilton, group director of personnel, Ken Paige, Victor Jullien, Terry Paton, Graham Brightwell and John James.



Lift-Off's apologies to John Ludlow, senior fitter in London Construction, for taking so long to report the 25-year award he received from Roy Standen. In the group are Ted Wood, J. Wood, M. Joyce, Eddie Beecroft, E. Edwards, H. Dunley (now retired), Dick Gaywood (now retired), John Ludlow, L. Brett (now retired), Bob Jones and Roy Standen.

Your user-friendly ROSS team

MEET THE NICE PEOPLE WHO ARE INVOLVED ON THE SYSTEM

FOR SOME time we have been able to report the on-going story of ROSS in the pages of Lift-Off.

ROSS is an information system with terminals (now personal computers) in every branch office which are connected to the IBM mainframe computer in Liverpool.

The aim is to support the local branches in their day-to-day business by having the information available at the touch of a key through the very large memory of the Liverpool computer.

Reports on the progress of the system have always been signed 'the friendly ROSS team'. But who are they? And are they really user-friendly, to drop a bit of computer jargon?

Lift-Off went to see Barry Harden and Jean Gorman. Barry is the user project manager and Jean the information and systems project manager for ROSS.

Barry is assisted by Rosemary

along with Kevin Carroll, while others like Graham Harrison, Phil Righton and Peter Moore worked on various stages of the project.

But ROSS has been such a large project for the department that many others have worked with it. Most of them are pictured here on this page and their valuable contribution is gratefully acknowledged.

Then the project had to be taken to the branches.

The first thing was to calm people's fears of using computer terminals and then get them accustomed to using on-line systems.

A dedicated ROSS training team led by Rose and Sue went out to all the branches from London, Birmingham and Liverpool to get the T-invoicing system into use.

Then came maintenance planning for supervisors, and the setting up of a market enquiry service, for by now ROSS was beginning to build an

information broken down at the branch manager's request, materials costing which will allow a supervisor to order materials directly on his screen without raising an order, an on-line customer account enquiry system which will show the account on the branch screen, and a facility which will allow branches to amend technical details of new contracts.

Then ROSS will have reached the goal which everybody wants — the facility for branches to have almost unlimited information, and further breakdowns of that information, at the touch of a keyboard.

It will also enable the company to assess costings and profitability with far greater accuracy.

And, yes, the ROSS team — all of them — really are user-friendly. If you have a problem, give them a call. They just want to make life easier for you.



In London, Rosemary Green, ROSS user project manager Barry Harden and Helen Ravenscroft.



In Liverpool, Joe Hill, Bill McLean, Peter Embley, Eugene Egan, Sue Clarke and Richard Wandzel.

Green and Helen Ravenscroft in London and Sue Haggart in Birmingham — sorry we weren't able to photograph you, Sue. Jean's staff are all located in Liverpool.

Barry and Jean's job is to decide what the company and the branches need from ROSS. To draw an initial picture, if you like. This picture is then turned into an information system by the ROSS team.

The story of ROSS goes back to December 1982 when Barry Harden, Jean Gorman, Jack Roy and John Baker met IBM specialists for a session which went on for four weeks.

At the end of it ROSS was born in a document which spelled out exactly what was going to be done, what the problems and solutions were, and what would be the costs and benefits.

The first use of ROSS was for the invoicing of T-business. The savings were so considerable that they paid for the cost of setting up the network.

The information and systems department at Liverpool pulled together to get the system underway.

Bill Heafield was and is responsible for programming

information base.

Barry says: "Our friendly approach was working. More and more branches were getting a warm feeling about ROSS. The involvement of people from all over the company in the design stages was starting to pay off."

Next step was the redesign, in a manner suitable for ROSS, of the field men's payment and report forms.

This was done in co-operation with Manchester branch, who have been patient guinea pigs for much ROSS research.

The system recently went live in Manchester. The paysheet details are entered by the branch on their screen and then transmitted direct to Liverpool.

When the details arrive by Tuesday lunchtime the men can be paid on the Friday, reducing the payment lag from 13 days to seven days.

Later, the same process will be used for dealing with the booking sheets and call-back and repair reports.

The newest additions to the system are electronic mail and word processing which will be extended to the local PC terminals.

There is still more to come.

Like on-line screening of



In Liverpool, information and systems manager Jean Gorman.



Right, in Liverpool, Peter Moore, Graham Harrison, Phil Righton, Kevin Carroll and Tim Beggs.

LIFT-OFF

SPOTLIGHT ON PLYMOUTH

Working in Drake's city

BACK in 1955, Plymouth branch, then managed by Bill Noon senior, put a passenger lift into the castle at the top of St. Michael's Mount off the coast of Cornwall opposite Marazion (Lift-Off, March/April 1985).

Bill will be happy to know that the lift is functioning well and also that it now has a companion.

Lord and Lady St. Levan, who ordered the original lift, still use part of the castle, but the site has been acquired by the National Trust and a restaurant has been added along with a new service lift.

Plymouth is still one of the loveliest cities in the UK. It was badly damaged by bombing in World War Two, but the new buildings which subsequently went up blend with the old in a manner which has not been achieved so successfully in some other cities.

The lure of the West Country is probably the reason that the Otis branch manager, Don Clements, and the construction/service supervisor, Ken Rose, were originally from London, as were a surprising number of the field men.

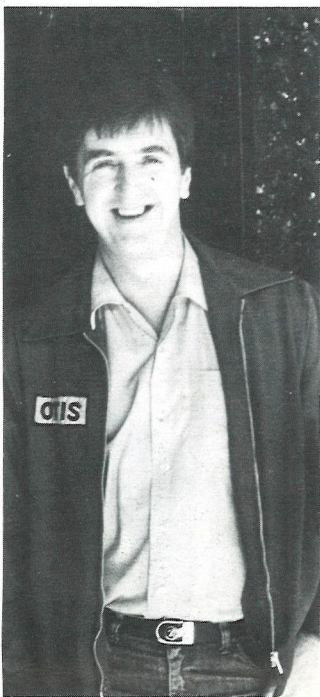
FIELD

Service men in the field are Bob Hickey, David Beanland, Ken Challis, Brian Gillespie, Tom Telford, Geoff Cleveland, Eric Nutley, Fred Goldsmith and Gary Donaldson.

Service repair men are Syd Ayres and Colin Light.

Construction in the field is carried out by Roy Crudgington, Trevor Ayres (son of Syd Ayres), John Elliott, Peter Saunders and Bill Paton.

Almost a founder member of the branch staff, of course, is Christine Hutchings, who arrived at the age of 15 in 1945.



Serviceman Tom Telford.

The office was a private house at the time before a move to the old Prudential building.

While this was being rebuilt, because it had been so badly damaged in the blitz, the Otis office transferred to an army Nissen hut in York Street.

Then it was back to the third floor of the new Prudential building in 1954. Otis Plymouth branch were the first tenants and have been there ever since.

The branch covers the whole of Devon and Cornwall for service, with Ken Rose looking after construction for Cornwall. Construction in Devon is handled by Peter Savage in Southampton but sharing the same labour force.

There has been a slight boundary change in the new sales area. Don Clements sells in all of Cornwall and also Devon up to the west side of Exeter and

then along a line from Newton Abbot to Bude. New sales in North Devon are looked after by Tim Bowman in Bristol office.

In the West Country holiday area, hotels, both big and small, are a major source of service business. And also for construction work, because so many smaller hotels, under the pressure of competition, have had to modernise and introduce lifts.

FUTURE

Although Plymouth is an obvious tourist attraction, with big hotels like the Holiday Inn and the Mayflower packed with American visitors during the summer months, the City Fathers see the city's real future as a commercial and financial centre.

An example of this has been the construction of the Moneycentre, a major office development for Western Trust



Branch manager Don Clements in his office in the Prudential building.

and Savings of Philadelphia, a finance company, where there are Otis units.

Another major development has been the Plymouth Polytechnic, with Otis units, and which it is hoped before long will achieve university status.

Continuing and valued customers for Plymouth branch are Dingles department store (House of Fraser), Debenhams, Trusthouse Forte, Rank International, British Home Stores, the Department of the Environment and the local health authorities.

There are also the naval dockyards at Devonport, the privately owned Falmouth

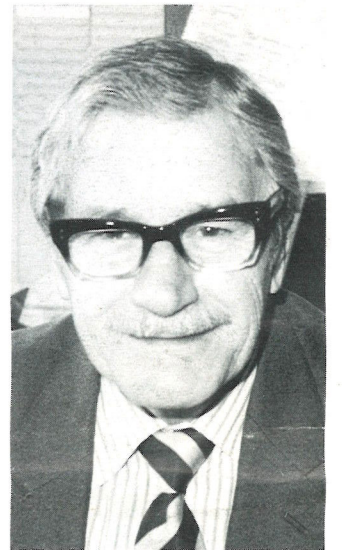
Group dockyard and the Appledore shipyard in North Devon.

About 18 months ago Southern division acquired the small business of Avon Lifts in Bristol which is now under the Otis Group umbrella.

This firm, managed by Bernard Egan, has its own workshops, and Plymouth branch make good use of the facility. "It is like having a local service workshop," Don Clements says.

Don joined Otis in 1952 in London and transferred to Plymouth in 1965 as a fitter, subsequently going on to testing and supervising before becoming branch manager in 1976.

Ken Rose started with the company in London in 1949 as a construction mate and became a fitter in 1951. He was a tester and supervisor in South London and came to Plymouth in 1974.



Ken Rose

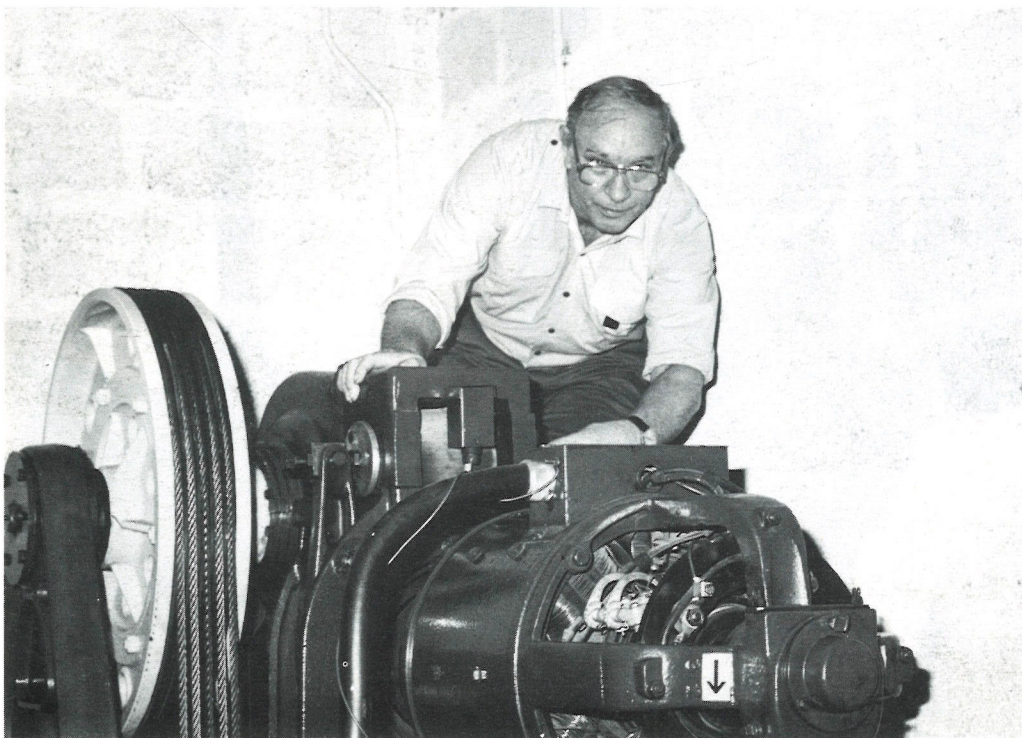
VIEW

In the evening Lift-Off went to the top of the Holiday Inn (Otis lifts, naturally) and looked down on Plymouth as the lights came on. With the hills all around, and boats moving in the harbour, the city was almost Mediterranean in appeal.

But this is also a working city, and Otis Plymouth branch, while enjoying their superb environment, are working hard there with it.



Above, an old-established and valued customer is Dingle's department store. Below left, serviceman Ken Challis in the motor room at the Moneycentre and (below right) part of the exterior of the Moneycentre, a major development in Plymouth.



Signed log card for Barry

BEFORE the UK launch of Remote Elevator Monitoring (REM) at Brighton in June there was a world-wide launch at Eastbourne a few days before.

Crucial to the presentation was the machine room at the Grand Hotel, Eastbourne, on the route of service engineer Barry Thwaites.

All the delegates at Eastbourne signed a log card for Barry which was presented to him by Brighton branch manager Les Bennett as a personal memento of the effort he put into the extremely well-presented machine room at the Grand.