

LIFT-OFF

Number 29

November/December 1986

Internal newspaper of Otis Elevator PLC (UK)

Have a very merry Christmas — but don't drink and drive. You know it makes sense

INTRODUCING EUROPA 2000

LAST YEAR Otis launched Custom 2000, a deeply-researched range of high-performance passenger lifts for the top end of the market — mainly big office blocks and large hotels.

Otis UK are making a considerable contribution to the European market with Custom 2000 and that success looks like spreading world-wide. We called it Tomorrow's Lift For Today — and it is.

But what about the medium and lower end of the market? What are we doing there?

On 2 December at the Royal Academy, London, the world-famous British architect, Richard Rogers, will introduce our customers to Europa 2000 — a range tailored specifically for the medium and lower end of the market.

Europa 2000 completes the work started with Custom 2000. Together they form Series 2000,

everything customers have ever wanted from a passenger lift in a vast variety of configurations.

There are over 25,000 possible decorative combinations for the cars and customers who come to the showroom will be able to make their choice assisted by computer graphics.

Europa 2000, like Custom 2000, derives from market research started over three years ago.

We went into the market place to find out just what our customers wanted to buy and not what we wanted them to have.

We identified the requirements of the market place not only directly, but indirectly, in terms of price, quick delivery and our ability to manufacture and install the product right first time and on time.

There were other considerations, too.

These days customers have a much greater awareness of style and decoration, modern building construction techniques demand quicker delivery to the site, there are changing contractual conditions, there is a change and increase in competition, and there is a definite move in the market towards hydraulic and AC servo.

A CHRISTMAS MESSAGE FROM THE CHIEF EXECUTIVE



People are our best asset

AS THE New Year approaches, it is time to reflect on our own performance through the year.

Someone once said, "How we perform as individuals will determine how we perform as a nation."

Similarly, within Otis, individual behaviour is the key to organisational performance. As we move into 1987, let's ask ourselves, *as individuals* —

- have we improved our skills?
- have we made each minute count?
- do we correct our mistakes and ensure they are not repeated?
- do we take pride in our work?

If the answer to all these questions is not 'yes', then let's make 1987 the year in which we can begin to answer 'yes'.

We must all aim high. Each one of us must achieve our potential, starting off by believing it is possible as the prelude to making it happen.

Above all, in a service business like Otis, people are potentially our best asset. So, let's each take a look at ourselves as individuals.

We each know where improvements can and need to be made. If we pull together in 1987 and make a New Year resolution to improve ourselves as individuals, it can only be of benefit to Otis as a company, its customers and its employees.

Let's all make 1987 'The Year of Individual Improvement'.

Thank you all for your efforts during the last year. I would like to wish every one of you, and your families, a very merry Christmas and a happy and peaceful New Year. — John Watkinson.

NEEDS

Series 2000 takes all these factors into account. It is a development based on customer needs in the widest sense.

We have come from prototypes in the shop to pilot tests in the field for both Custom 2000 and Europa 2000 and are in the market place with tried and tested products.

They are user-friendly, field-friendly, production-friendly and engineering-friendly.

We have supported them with MOSEL — a 'pre-engineering' concept where all elements are not only proven but fully interfaced with each other to ensure total system compatibility and performance to requirements.

For some months past there has been a programme of training for



Truly eye-catching interior of Eden car in the Europa 2000 Decor family. The customer has a choice of over 25,000 possible decorative combinations over the whole Europa 2000 range and can be assisted in his decision by computer graphics

the factory, for the field and for the sales force on Europa 2000.

After its first introduction to the customers on 2 December there will be a full campaign of promotion, advertising, road shows and sales support.

The year 1987 really will be the Year Of The Decade for Otis. With the introduction of Europa

2000 to complete Series 2000 we have revitalised the entire product range.

Let us now examine Europa 2000 in detail because it offers more options than any other lift range ever produced. Just consider:

- Car capacities from four to 13 persons in seven car sizes.

- Four electric geared speeds; two indirect hydraulic drive speeds.
- Eight machine room locations.
- AC servo systems from 0.40 to 1.60 mps.
- Six door sizes, two door types and four entrance facades.

CONTINUED ON BACK PAGE

Everything a customer has ever wanted

New Sales Winning In '87



Brian Johnson, Ray Norwood, Stan McCall, Barry O'Connor, Les Dickens, Alex Gater, Dudley Boakes, Frank Henry, Don Clements, Peter Kerrell, Eddie McGarry, Tim Bowman, Kieran Ghosh, Howard Heyd, Pat Gordon, Jerry Law, Alan Dorner, Thane Lowen, Alan Whaley, George Houston

In late October the first of a series of three-day new sales training programmes was held at the Ladbroke Hotel, Chester, and at Liverpool works, for people in the South and in Ireland. The theme was 'Winning in 1987' and there were presentations by Ken Durward, Peter Kerrell, Barry Wheeler, Pat Gordon, Tony Francis, Tony Cooney, Peter Goodin, John Anderson, Chris Knapp and John Hughes. Series 2000 featured very strongly, following the introduction of Europa 2000 at the European conference earlier this year, and there was also a session on Slimline escalators and wallclimbers.



Ken Durward opens the three-day session



Eddie McGarry and Brian Johnson



Kieran Ghosh, Howard Heyd and Barry Wheeler

ON THE MOVE

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

NAME	FROM	TO
Allen, F. G.	Improver, Belfast	Trained Fitter, Belfast
Anthony, R.	Trained Fitter, Service branch 24	Advanced Fitter, Service branch 24
Beharry, S.	General Ledger Supervisor	Senior Systems Analyst
Blacklaws, F.	Apprentice, Edinburgh	Trained Fitter, Edinburgh
Briggs, W.	Call Out, Head office	Call Out, London South
Button, G.	Apprentice, London	Trained Fitter, London
Callaghan, F.	Call Out, Head Office	Call Out, London West
Casey, G.	Estimator Minimum	Estimator 1
Cassidy, D.	Staff Adjuster, OGED	Staff Adjuster, London City
Chambers, C.	Apprentice, London	Trained Fitter, London
Chapman, S.	Apprentice, London	Trained Fitter, London
Clark, G.	Improver, London Construction	Trained Fitter, London Construction
Clarke, E.	Improver 2, Reading	Trained Fitter, Reading
Clayton, R.	Apprentice, London	Trained Fitter, London
Cook, T.	Apprentice, London	Trained Fitter, London
Cox, D.	Fitter, London	Service Supervisor, London City
Crooks, A.	Improver 1, London West	Improver 2, London West
Davidson, K.	Estimator 2	Estimator 3
Davis, J.	Apprentice, London	Trained Fitter, London
Decristofano, R.	Assistant Construction Accountant	Assistant Accountant, Processing
Eaton, D.	Mate, London City	Improver 1, London City
Edwards, C.	Estimator 2	Estimator 3
Frame, D.	Improver, Belfast	Trained Fitter, Belfast
Gibbons, M.	Apprentice	Undergraduate Trainee
Gurling, C.	Inter-Company Estimator, OGED	Estimator, New Sales Admin
Hester, J.	Apprentice, London	Trained Fitter, London
Hester, T.	Apprentice, London	Trained Fitter, London
Hollingsworth, M.	Apprentice, Leeds	Trained Fitter, Leeds
Horstead, A. P.	Advanced Fitter, London South	Senior Fitter, London South
Horton, D.	Improver, London City	Trained Fitter, London City
Joyce, P.	Mate, Service branch 24	Mate, Service branch 26
Juniper, D.	Trained Fitter, Brighton	Advanced Fitter, Brighton
Kelly, H. S.	Estimator, Minimum	Estimator 1
Lamper, P.	Apprentice, Brighton	Trained Fitter, Brighton
Lippett, T.	Apprentice, London	Trained Fitter, London
Lockyer, L.	Apprentice, Birmingham	Trained Fitter, Birmingham
McCormick, I.	Apprentice, Belfast	Trained Fitter, Belfast
McDonagh, D.	Apprentice, London	Trained Fitter, London
McGlashan, H. S.	Advanced Fitter, Edinburgh	Senior Fitter, Edinburgh
McKay, D.	Apprentice, Glasgow	Trained Fitter, Glasgow
McNamara, L. P. P.	Trained Fitter, London City	Advanced Fitter, London City
Mace, A.	Apprentice, Reading	Trained Fitter, Reading
Marsh, S.	Estimator 2	Estimator 3
Morrin, A. J.	Apprentice, Liverpool	Trained Fitter, Liverpool
Nicholls, J.	Supervisor, London West	Branch Manager, Middlesex
O'Hanlon, M.	Apprentice, Cardiff	Trained Fitter, Cardiff
Pavey, T.	Estimator 1	Estimator 2
Powell, D.	Apprentice, London	Trained Fitter, London
Rains, G.	Apprentice, London	Trained Fitter, London
Rawlinson, G.	Advanced Fitter, London City	Senior Fitter, London City
Rideout, I.	Apprentice, Bristol	Trained Fitter, Bristol
Robinson, S.	Apprentice, Newcastle	Trained Fitter, Newcastle
Saha, B.	Contract Processor Minimum	Contract Processor 1
Seaman, G.	Apprentice, Inverness	Trained Fitter, Inverness
Seamer, C.	Trained Fitter, Brighton	Advanced Fitter, Brighton
Stratham, B.	Mate, Service branch 24	Improver 1, Service branch 24
Thomas, P.	Apprentice, London	Trained Fitter, London
Thompson, P.	Mate, London West	Improver 1, London West
Todd, D.	Mate, London City	Improver 1, London City
Tomkins, S.	Apprentice, London	Trained Fitter, London
Tritton, A.	Apprentice, Newcastle	Trained Fitter, Newcastle
Waterman, D.	Estimator 2	Estimator 3
Webb, G.	Apprentice, London	Trained Fitter, London
Wheeler, O.	Progress Clerk	APR Clerk
Wheller, P. J.	Improver 1, Reading	Trained Fitter, Reading
Wilson, B.	Apprentice, London	Trained Fitter, London

YOU WRITE TO LIFT-OFF

Got something to say? Write to Jamie Ader, Communications Manager, Otis Elevator PLC, 43-59 Clapham Road, London SW9 0JZ

Sad day for Peter

Dear Jamie, resigning from Otis has been, for me, a very sad occasion. After almost 16 years with the Otis Group I have become very attached to the company and to the entire Otis/Evans/Becker teams.

However, an exciting opportunity has emerged in a non-competing industry, creating a new stimulus for my business career.

My feelings towards the entire Otis organisation will always remain very warm and I would like to wish all my Otis friends every success for the future. — **Peter Bailey, Evans Lifts Ltd.**

Football apprentice

Dear Jamie, My father, Barry Rains, has worked for Otis for 27 years and my older brother, Gary Rains, has just completed his apprenticeship.

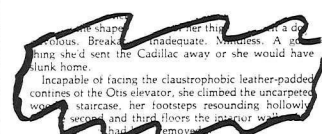
I have just joined Crystal Palace Football Club as an apprentice and wonder if you would be interested in sponsoring me?

The Otis name would appear in the home match magazine alongside mine and the club would also send you an autographed leather ball which you can raffle. — **Paul Rains, South Norwood.**

● *Otis will be sponsoring Paul and wish him every success in his football career.*

Europa 2000?

Dear Jamie, I have just come across the enclosed mention of Otis in a book I have been reading — *Too Much Too Soon* by Jacqueline Briskin. — **Jeanne at Dublin office.**



● *Leather padded? Yes, of course, if the customer wants it.*

Big catch

Dear Jamie, Just to let you know that in September I hooked the best pike of my angling career — it weighed 22lb 3oz and took 12 minutes to net at Winchester Lake.

Not a world record, but to me it felt just as good. — **Jerry Law, Southampton.**

AWARENESS DAY

LONDON Divisions & LRT Quality Improvement Team plan to hold an Awareness Day on Wednesday 14 January.
Contact **Paul Kirk-Browne** for further details.

Costas heads personnel departments

In mid-September Costas Johnson joined the company as group director of personnel, reporting directly to Dr John Watkinson.

He is responsible for the human resources activities of all the Otis UK Group companies.

Costas came to Otis from Thorn EMI Protech Ltd, where he was personnel director.

He has previously worked for British Ever Ready, Stone Platt



Industries, the Engineering Industry Training Board and Allen West, where he was an electrical apprentice and gained a BSc degree in electrical and electronic engineering.

He has gone Down Under

FAREWELL to Graham Saxby. A service salesman at Southampton branch for the last three years, he is emigrating to Australia.

Graham leaves us after successfully renewing the Southampton Corporation maintenance contract which includes 38 REM units.

Ian Campbell, Southampton branch manager, whispers to Lift-Off that Graham's interest in Australia is romance. Shortly after arriving he will

marry a Southampton girl who emigrated some months ago.

Every future happiness, Graham.

Graduate trainees

ON 15 September five new graduate trainees joined the company.

They are Elaine Murphy, Frederic Lucas, Richard Simons, Tim Hitchens and Paul Douglas.

They spent their first week learning how the company works at Clapham Road, on both a construction and maintenance site and at Brighton to see a branch operation.

First double-deck units in Europe secured by OGED

FOLLOWING in the wake of the Hong Kong Shanghai Bank contract, OGED have come up with another first for UK.

They have secured the first double-deck installations in Europe.

Double-deck units are still very rare and in Otis are almost exclusively located in the United States.

The only Otis double-deck installation outside the US is the Treasury Building in Singapore.

Working very closely with Zardoya-Otis in Spain, however, a second double-deck contract has been secured in Madrid by OGED and the units will be engineered and manufactured in Liverpool.

The main contract consists of

three groups of six gearless units, one of which in each group is a double-deck.

The contract site is Torre Picasso and in lift terms is the largest contract ever secured by Zardoya-Otis.

The OGED team worked very closely with the Zardoya-Otis team during the negotiation and special mention should go to David O'Brien and Bob Percy.

Visits to Madrid by Ian Millar and David O'Brien helped to finalise the deal and since then the OGED contract section with Sharon Hubbard to the fore and John Crockford's engineering team of Arthur and Bert Abbott have been closely involved in progressing contract data.

John Harris wins Max Stoker trophy

OTIS Golf Society (London) held their autumn meeting on 7 October at Sudbrook Park, home of Richmond Golf Club.

Main competition was a stableford for the Max Stoker trophy won by John Harris (42 points) with Roger Anthony second (38 points, last 9) and Alan Goodin third (38 points).

The afternoon competition was

also a stableford with Roy Mills first, Bill Day second and Ted Brough third.

In the evening prizes were presented by Tony Allen, chairman of the society, followed by a very satisfying dinner.

● Max Stoker was a former Otis finance director who died in the early 1970s.

Colin Sears, Tim Deasy and Jerome Six show the options available

Servicemen!

THIS IS THE NEW GEAR

SMART new working clothes are being introduced for servicemen on a replacement basis over the coming year.

There are two options.

The first is dark-blue trousers and dark-blue blouson with a detachable inner liner and white shirt.

The second is dark-blue trousers with a dark-blue V-neck sweater plus sleeveless body warmer and white shirt.

Also issued will be an Otis service quality tie but its wear will be optional.

Our thanks to Colin Sears, Tim Deasy and Jerome Six for giving the fashion show.



Body warmer with sweater, white shirt and tie



Blouson with detachable liner, white shirt and tie

The Grand is back in business

NOBODY needs to be reminded of the terrible bombing of the Grand Hotel, Brighton, when several members of the government were injured.

The hotel has now been completely refurbished and Otis have installed six new lifts — two passenger, three dumb waiter and one hydraulic goods lift, sold by Dudley Boakes.

An existing passenger lift was also refurbished.

The hotel was re-opened by Mrs Margaret Thatcher, the Prime Minister, and Brighton service engineer John Dixon was there on stand-by and shot this picture of the opening ceremony.



Colin McDonall (left), vice-president of Otis Australia, paid a visit to Liverpool works recently. In our picture Barry Jameson, general operations manager, shows him wallclimbers that are being built in the works. Photo by Tom Penney

OTIS AT THE ROYAL ACADEMY



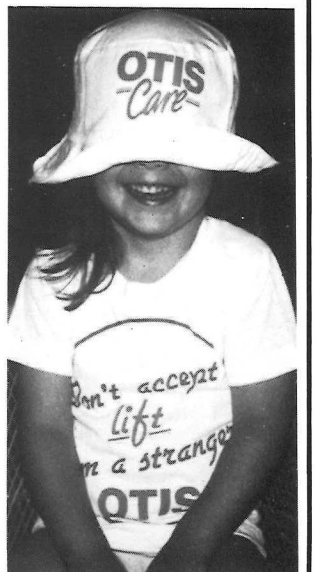
At the opening of the Otis-sponsored exhibition, 'The New Architecture: Foster, Rogers, Stirling', were Sue Evans, architect Richard Rogers, Jamie Ader, Otis executive director Roy Markham and Bill Evans. The exhibition continues until 21 December and on 2 December the Royal Academy will be the venue for the customer launch of Europa 2000



REM goes to the South Coast

In addition to our road shows REM has its own presentations for small groups of local customers. In late September REM was in Southampton, Bournemouth and Portsmouth, at customer seminars hosted by Southampton branch manager Ian Campbell. Our picture at Bournemouth shows Mrs C. Tomlin (Link House Publications), Alex Gater (Otis Southampton), Ian Campbell and Mr D. Shaw (Borough of Poole engineering department)

FULLY CORPORATE



Leanne Keene-East, age 3, daughter of Christine East in Clapham Road service marketing, proves that she is definitely an Otis girl

GOLF AT LEEDS

Bert Phillips wins national trophy for the third time in six years

THIS year the Otis national golf competition was held at Cleakheaton Golf Club near Leeds.

Bert Phillips from Leeds won the trophy with 84 points — it was the third time he has won in six years.

Second place went to Alan Beattie (76) and third place to Alan Winders (75).

There were 28 competitors taking part in a 36 hole stableford.

TOP SCORES

Leading scorers were H. Phillips (84), A. E. Beattie (76), A. Winders (75), R. Sutton (73), W. G. Humphreys (71), G. Johnson (71), D. Coe (70), R. Potts (69), D. M. Powell (68), A. McClelland (66).



Geoff Hollingsworth (left) presents Bert with his trophy as Otis National Golf Champion

GOLF AT LONDON CITY

A day out with our customers

ORGANISED by Tom Crisp and Norman Davis, London City division held a customers' golf day at Rochester & Cobham Golf Club on 16 October.

The Otis players were Tom Crisp, John Disney, Colin Pittman, Ernie Marnham, Graham Button, Stuart Rattle, Terry Lattimore and Mick Blackley.

First prize went to Mr J. Smith of Times Newspapers, second prize to Mr D. Briggs of Commercial Union, third prize to Mr R. Plummer of Goldman Sachs and fourth prize to Mr C. Rattle of the Gerald Honey Partnership.

Other customers attending this friendly event in perfect weather were Mr K. Gregory (Coutts & Co), Mr D. Matthews (Freemasons Hall), Mr J. Smith (London Borough of Newham), Mr B. Dicker (Drake & Scull), Mr M. Godfrey (Tarmac Cubitts), Mr T. J. de Graaf (de Graaf & Partners).

A month earlier London City



Relaxing at the end of the day: Mr Dennis Matthews (Freemasons Hall), John Disney and Mr John Smith (London Borough of Newham)

took a party of customers to Farnborough Air Show. They travelled by coach, enjoyed a picnic lunch, and again were lucky with very good weather for their trip.

Otis win Liftman's Shield

THE Liftman's Shield is a 5-a-side football event held annually in the Midlands since 1983.

Some 16 teams from lift companies compete in four leagues all the way up to the final.

Otis have completed a hat trick of wins for 1984-5-6, even though this year Kone Marryat Scott entered five teams in an attempt to halt the Otis run but were knocked out in the semi-final.

The final was an Otis UK Group event with Evans playing Otis and a final score of 4-3 to make the Otis hat trick for the third year running.

The event was organised by Phil Kearney at Birmingham office assisted by Gil Lockyer.



Although the tail end of Hurricane Charlie ruined Birmingham's first ever Super Prix motor race through the streets the previous practice day was sunny and on both days Otis families and friends were invited to view from the branch office alongside the pits area. Otis children entered into the carnival spirit.

Banging the drum for charity

PASSING through Trafalgar Square a few Sundays ago you would have heard the drums of Mick Lambert's son.

Mick is a fitter in London Construction and his son is the drummer with a talented group of

young musicians called Speakeasy.

They played in Trafalgar Square from noon to 5pm and raised over £500 by sponsorship and a collection for the British Heart Foundation.

NEW CONTRACTS

JUST a very brief round-up this issue of the major sales.

New Sales

Four goods units at Bee Mill, Oldham, sold by Frank Sinclair in Liverpool.

A total of ten units for Waitrose in Northwood, West Ealing and Milton Keynes sold by Barry Lane.

Five units at the Westbrook Centre, Cambridge, sold by Frank Henry.

Four new lifts for Camberley, Surrey, sold by John McQuillen and Alan Whaley at Reading branch.

Service

Net unit gains over the last two months have shown considerable improvement over previous periods. Notable contracts secured are:

At the Electricity Supply Board, Dublin, 19 units have been secured from competitors by Joe Doyle.

Irish Life Centre, Dublin, secured from FOS by Joe Doyle.

In Scotland, Ron Hood has secured a contract for 12 units at Frasers, Edinburgh.

And George McMahon is in the news again, securing from FOS service on four 506 escalators.

Export New Sales

One wallclimber for Court Store, Bridgetown, Barbados. Two passenger lifts for Mobil HQ building, Lagos.

First time and on time

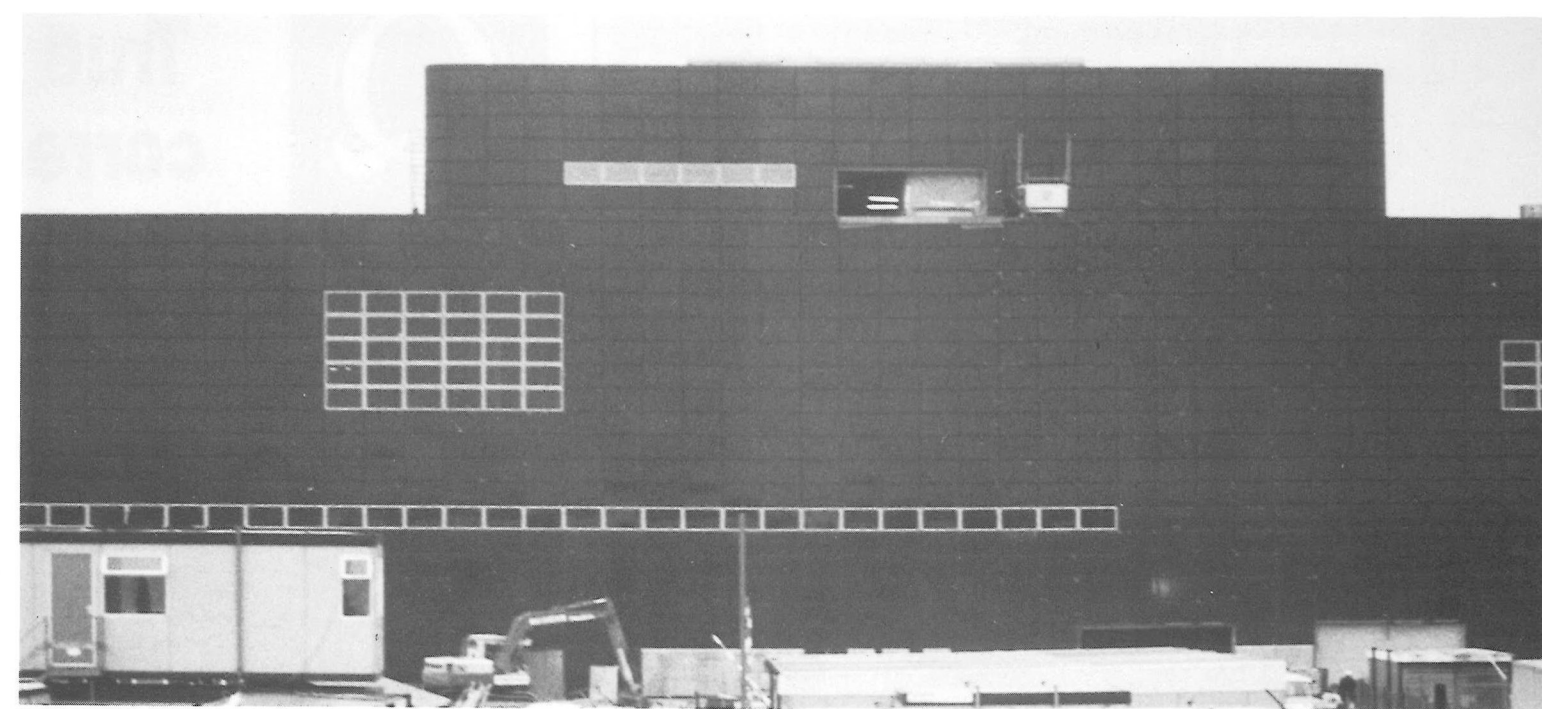
LIVERPOOL machines workshop have proved once again that they can produce first time and on time.

Having produced and shipped the first ever 219 AC gearless machine on time they have followed this success with their first 269 dynamometer.

This was for Nippon Otis. It sailed on the *Thames Mary* on 28 October to arrive in Japan on 27 November — the delivery date promised.

Well done.

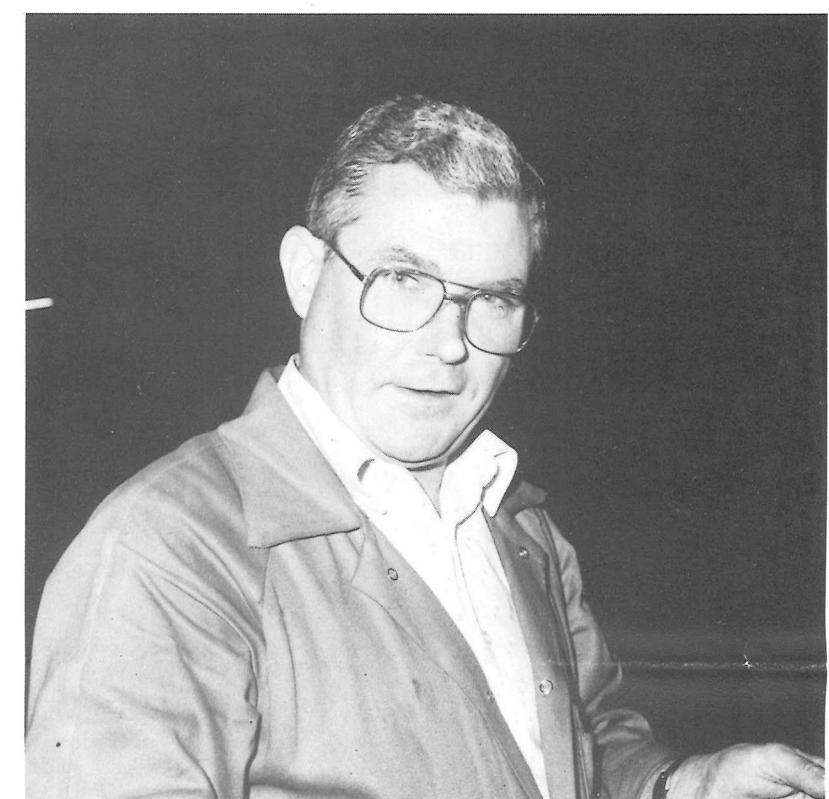
Getting it together at Gatwick Airport



Part of the massive North Terminal building under construction



Steve Edgcumbe, Mike Lydon, Tony Bowns, Norman Hudson, Brian Thompson, Lee Sullivan (Becker), Dave Juniper, Jack Filsell (chargehand), Dick Balmer, Bob Warner, Arthur Sullivan (Becker), Geoff Grayson, John Morgan



Jim Joyce

Gatwick Airport is being considerably extended by the addition of a new North Terminal building and pier. There are 31 Otis UK Group units being installed and initial work began in October 1985 on this very large and important contract in Southern division



Dick Balmer and Dave Juniper



Otis look out over the site



North Terminal pier stretching out from the main building



Jack Filsell, Peter Crowhurst and Clem Devot



John Williams, Eddie McGarry, John Marsden, Dr John Watkinson (standing), John Baker and Terry Mallard

Planning the way we are going in '87

In late October general managers of the operating divisions presented the strategies and objectives of their business plans for 1987 at a Clapham Road meeting. They then returned to confirm with their own managements the course that has been set under the theme of 'Otis People Winning in 1987'.



Tony Allen, Bill Budden, Trevor Perry, Roy Standen, Bill Evans and John Anderson



True meaning of corrective action

OUR determination to follow the Quality Improvement Process has taken us well down the road into Education.

Four hundred people have now followed QES courses which explain the individual's role in managing the process of change to Zero Defects.

They are now ready to implement new systems which will prevent future errors.

THE FIX

What about a mistake that has already been made? A bill not paid or a wrong part sent to site, for instance?

First, we 'fix' the problem. Some of us are very good at that and for a bad reason — because it has happened before.

Sometimes the fixing is exciting and makes a good story for Lift-Off. A team works all night, parts are rushed overseas, and all is well on the day. Phew! Then the bills come in.

Sometimes the story ended there. But in the Quality Improve-

ment Process that is the point at which it starts. Now we do this:

- define the problem fully;
- trace the root cause;
- remove the root cause;
- measure to be sure we have removed it for good.

Definition pinpoints the problem as a requirement which is not being met. This is in line with the definition of Quality as conformance to requirements.

For instance, one might well have a personal requirement to wake up bright if not early. Coming to work with a headache does not meet it.

My 'fix' might be a couple of aspirins. They may solve today's problem but certainly they don't help tomorrow's.

The Root Cause is that which, if removed, eliminates the problem for ever. The cause of a problem may be a mistake in a drawing or a need for training. In the case of the headache it may just be too many drinks the night before.

Corrective Action is usually clear once the root cause is found. Of course, we may not always take

the action we see to be necessary. So there is one more stage.

Measurement is the check that we really have found the cause and got rid of it for ever.

Counting the number of headaches after parties is bound to tell you something. It could just tell me that I have not got to the final root cause.

SOLVED

The headache could be caused by wondering what on earth to put in Lift-Off when all our problems are solved and all our errors prevented.

Think of the headlines . . .
"Still nothing wrong . . ."
"Liverpool ships it right on time every time . . ."

"Tester confesses: 'I'm only testing now' "

"Fitter asks: 'What's a call-back?'"

But more of this in 1987. In the meantime have a seasonal measure of whatever meets your requirements. — Paul Hewlett, group director of quality.

Answer to Roy's field quiz

IN OUR last issue London City tester Roy Fisher had a quiz for field men.

You are in a motor room where there are 100 wires, not numbered, and running from the motor room to the half-way point.

On your own, how do you number all the wires correctly by making only one journey to the half-way point and then back to the motor room?

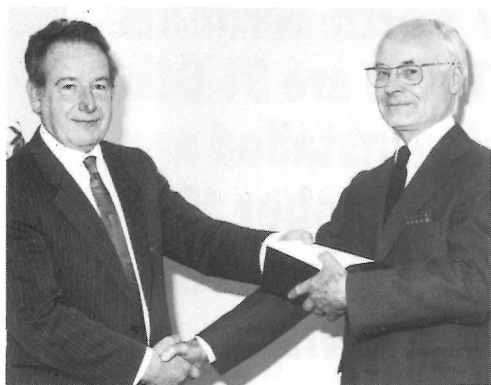
This is Roy's answer. Start at the motor room:

1. Take any two wires mark No 1-2.
2. Bare wires and twist in pairs.
3. Take wire No 1 put to earth (ie guide).
4. Go to H way point.

5. With bell or meter find wire No 1.
6. With bell or meter find any pair.
7. Mark first pair 3-4 5-6 7-8, etc.
8. One wire will remain, this is No 2.
9. Then join 4 to 5-6 to 7-8, etc (twist together).
10. Join wire No 2 to No 3.
11. Go to motor room.
12. Using No 2 and bell, find wire No 3 (untwist wires one pair at a time).
13. When you have found wire No 3, leave this pair untwisted.
14. The other wire is No 4.
15. Using wire No 4, find wire No 5, untwist this pair.
16. The other wire is No 6. And so on . . .

NEXT ISSUE

All news and photos for the next issue of Lift-Off should be with Jamie Ader at Clapham Road not later than Tuesday 30 December. You can telephone news to Jamie on 01-735 9131 or to John Mendes on 0787 281100.



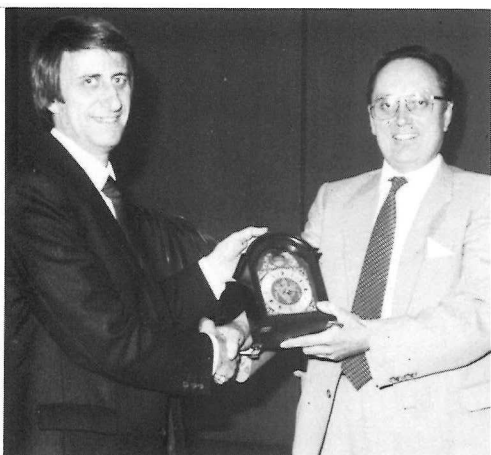
Peter Mitchell (right), senior design draughtsman, received his 25 year award from Alan Mainwaring



A 25 year award for John Moriarty (right), London City fitter, was presented by Trevor Perry



Roping chargehand Bill Showell and gears chargehand Terry Lattimore in London City received 25 year awards from Tom Crisp (left) and Norman Davis (right)



Robbie Nye (left), construction fitter in London West, received his 25 year award from Roy Standen



Harry Saville (right) currently construction chargehand on the London Bridge City contract, received his 25 year award from Paul Matthews



Peter Graham (right), service chargehand in London West, received his 25 year award from Roy Standen



Jim Giles (left), service supervisor in London West, received his 25 year award from Roy Standen

25 YEAR AWARDS

John Mendes meets a field quality auditor



EVERY maintenance fitter is familiar with the work of the field quality auditors. It is to assess maintenance quality against a standard check list and to give a rating score.

The job has always been to visit sites, make appraisals of units, develop an audit rating and report back to local branches for corrective action where necessary.

STOP MISTAKES

But since the coming of the Otis Quality Improvement Process there is an extended aim. This is to stop mistakes before they happen.

It means that the auditors are becoming more involved in diagnosis and preventive maintenance.

They will not just report defects but will have suggestions for servicing which will improve quality and reduce call-backs.

They will liaise with local groups to identify problems and will work individually with fitters to teach them new techniques.

There are two field quality auditors in Southern division — Dave Sundborg and Ron Powell — and between them they cover the whole of the south of England and South Wales including the Channel Islands but excluding the London conurbation.

Dave (left) with fitter Steve Rochford at the Victoria Circus Shopping Centre in Southend

I met Dave Sundborg early in the morning at Southend branch office — although not for the first time, because we knew each other previously from the days when he was service supervisor and then branch manager at Reading.

It is worth noting that a man does not become a field quality auditor without a great deal of all-round experience.

The previous day Dave had been



Checking some details with Bill Wren in the office

at the Victoria Circus Shopping Centre in Southend but needed to return to complete his audit.

There are 17 lifts and eight escalators in this complex and for service fitter Steve Rochford (12 years with Otis) it occupies a large part of his maintenance work.

Last year Southend branch won the Quality cup (1985 was its inception) for the best audit rating in Southern division and Steve Rochford definitely made his contribution to the team effort.

You could have eaten breakfast off his motor room floors and the equipment was polished and gleaming.

Dave said: "When you get motor rooms like this you can do an audit and hardly need to wash your hands afterwards."

Then off came his jacket and the painstaking job of working through the check list began.

Like all the UK auditors Dave does not make unaccompanied spot checks. This is not the object at all.

A WEEK

He spends the best part of a week at any one branch, decides the units he wants to see and visits the site with the fitter present when possible.

Usually, the service supervisor is also there, but Southend's Bill

A DAY IN THE LIFE OF DAVE SUNDBORG

Wren just could not make it that morning.

Dave also likes to have a word with the customer when possible and Steve Rochford made a good point when he told me: "Customers don't go down lift shafts but they do like to see clean cars and a tidy motor room."

The Victoria Circus Shopping Centre took Dave until lunchtime and then we had a problem.

PUT OFF

The afternoon should have been spent at Basildon, a few miles out of Southend, but for a number of reasons this visit had to be put off until the following morning.

However, the afternoon was not wasted. There were discussions with Southend branch manager Rob Spetch and with service supervisor Bill Wren — and then Dave particularly wanted to take a look at the first Elevonic 401 modernisation in Southern division, although not as part of his audit.

This installation is at the Southend Civic Centre, right opposite the branch office in Victoria Avenue.

Two lifts are operating and the other two will be ready early next year.

TESTING

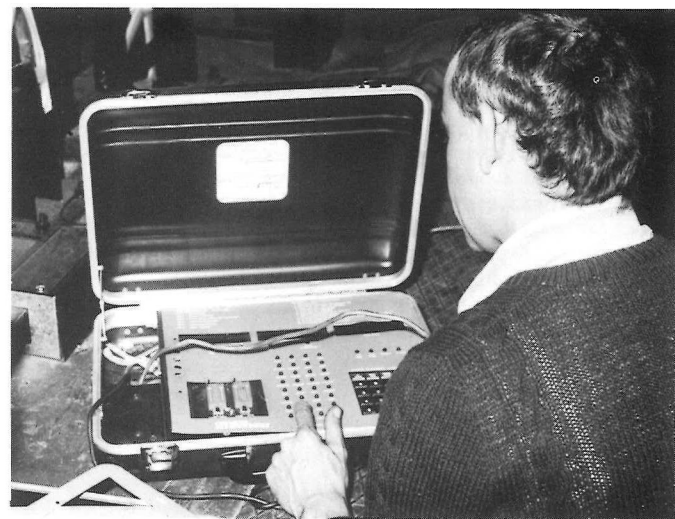
Steve, who has the Civic Centre on his route, showed us the use of the Elevonic 401 portable testing equipment.

It comes in a small carrying case and plugged into the controller will supply the fitter with a wealth of operating data, rather in the way REM can do, in fact.

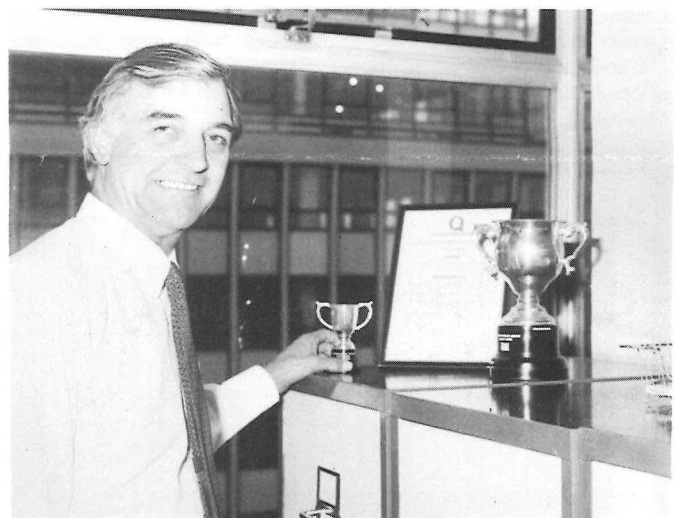
Back in the Southend branch office Dave Sundborg talked about the maintenance fitter's job.

"It is very largely house-keeping," he said, "and that applies to any industry where equipment has to be maintained."

"There must be thorough cleaning, and it is while cleaning that a fault or potential fault may be uncovered."



Steve Rochford using the Elevonic 401 testing equipment at the Civic Centre, Southend



Southern division Quality Cup, plus small replica, is proudly displayed by Bill Wren at Southend office

"Fixing that fault can prevent a call-out later on."

"Customers have told me that our fitters are great and always arrive quickly when called. They have no complaints about that. But then the customers ask why the fitters have to turn out so often."

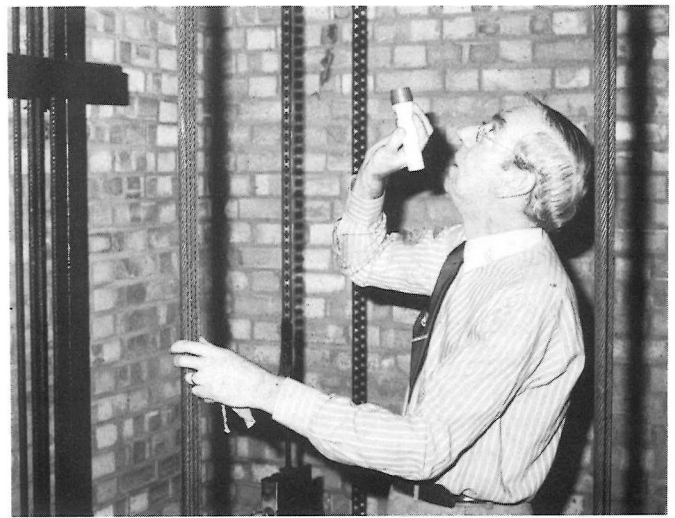
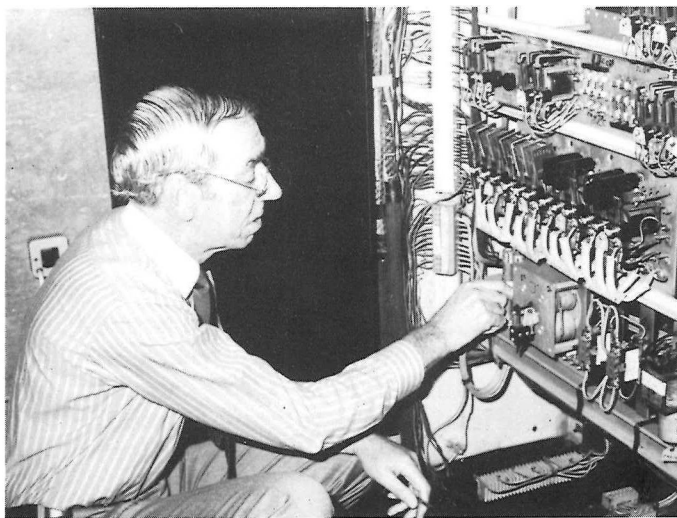
"It is only by good housekeeping and thorough cleaning that call-outs for minor faults can be prevented."

Dave Sundborg joined Otis in 1952 and had many years in west London as mate, fitter, night call-

out man and service supervisor.

He was resident engineer in Reading for a while, and became service supervisor when the branch was opened in 1969. He served as branch manager from late 1981 until he became a field quality auditor in June 1984.

Golf has always been his game and he has captained his local club. Unfortunately, the effects of a serious operation have temporarily curtailed his golf, although he is currently president of the club.



This is the way a quality audit is carried out. Every item on the audit check list has to be examined and assessed

LIFT-OFF

Lift-Off is edited by John Mendes

EUROPA 2000 *from page one*

- Six families of car design.
- Over 25,000 possible decorative combinations.

Microprocessor control covers all operational needs from single automatic push button to eight-car group control.

Two new systems have been developed for hydraulic drive. For low traffic requirements there is a solenoid valve system.

ADAPT

For higher traffic applications there is MACH-1 control. This is a sophisticated motorised valve with microprocessor control which can adapt to variations in oil viscosity, car load, ambient temperature or changing traffic demand.

The car interiors for the Europa 2000 range have been designed by IDEI, well-known for their work on aircraft interiors.

It is a progressive design concept. Throughout the range an extended choice of design features and finishes allows each customer to have his own individual car styling.

The six families of cars in the Europa 2000 range are called Classic, Consul, Decor, Style, Luxury and Exclusive.

Classic. The Classic interior offers durability and style from a number of finishes. Car interior

can be selected in a single colour or as a combination of two colours enhanced by a choice of coloured handrails.

Consul. This car offers decorative ceilings and lighting effects.

Decor. Further individualism with a selection of original contemporary designs called Eden, Sun and Safari. There are features like timber handrails, coloured car operating panels and themed carpets.

Style. Partially-lined cars in one of several timber effects in combination with various mirror arrangements. There is a choice of complementary ceilings and lighting designs.

Luxury. These cars extend the variety of mirror options and timber panelling.

FOUR

Exclusive. There are four car designs in this family. The Ambiance car has rounded corners and indirect vertical lighting. The Reflect car has mirror tiles, modular handrails and a level of design unusual in small lift cars. The Charleston car is reminiscent of 1920s art deco. Finally, the Orient car brings warmth and comfort with deep mahogany lattice timber and patterned stainless steel for facades and door panels.

Europa 2000 has entrance facades from small frame to the total facade supplied in prime coat or satin-finished stainless steel.

Door panels are supplied in prime coat or in four different stainless steel finishes. Openings are from 700 to 1100mm width and 2000 and 2100mm height.

Hall buttons and indicator fixtures are set in satin-finished, surface-mounted stainless steel plates and indicators and lantern arrows are in green display.

Vertical car operating panels have integral ventilation and a communicating unit for conventional function or for linking to REM.

Otis' aim is conformance to customer requirements. With the remarkable range of options offered by Europa 2000 we can satisfy those requirements over the widest possible choice.

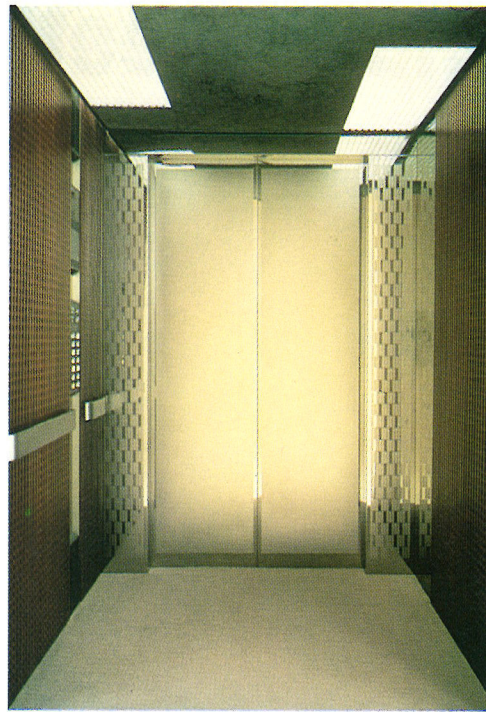
ALL TOGETHER

Series 2000 — the complete range of Custom 2000 and Europa 2000 — has really got it all together.

It is an integrated range with total flexibility, high performance based on new technology, and configurations resulting from deep research into customer requirements.

For Otis and Series 2000, 1987 will definitely be the Year Of The Decade.

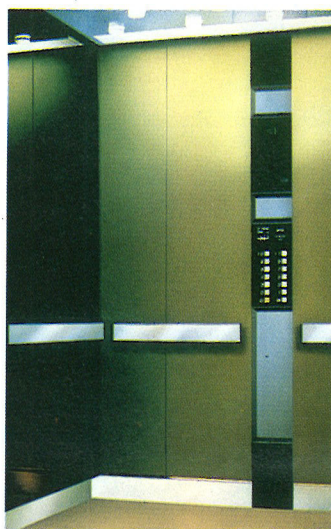
**Everything
customers
have ever
wanted from
a lift**



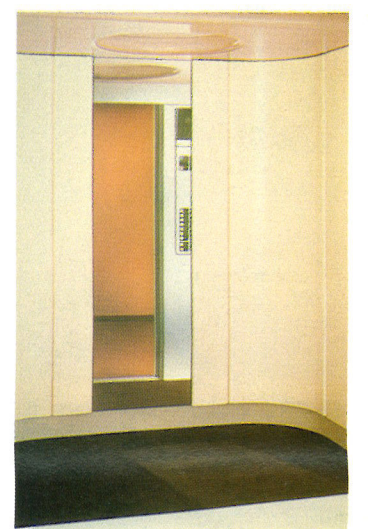
Orient car is in the Europa 2000 Exclusive family



Europa 2000 Consul car



Left, Modular car in Custom 2000 range



Right, Concept car in Custom 2000 range



FIRST PRIZE: £125 VOUCHER

'Formation dive over Bad Lippspringe' by Stuart Rattle, London City

1986 HOLIDAY PHOTO CONTEST WINNERS

Congratulations to three fine winners and this year the judges did not have to argue about the first prize. Stuart Rattle's aerial shot was taken over West Germany in July. He jumped with the team and while in free fall used an Olympus OM4 camera mounted on his crash helmet and activated by a remote lead to his left hand. Stuart, of course, is a keen parachutist, and the last we heard his father, Glen, now retired from Otis, was learning to fly to help his son.



SECOND PRIZE: £75 VOUCHER

'Tarn Hows' by Paul Mullin, APW, Liverpool works



THIRD PRIZE: £35 VOUCHER

'Too hot for the camel?' by Pat Gordon, MOSEL team