

# Going Up

The newspaper of the OTIS UK Group



Wadsworth sent to  
the Salt Mines

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## TRAINING

The Great Leap Forward  
Pages 4 & 5



Ted and Ian go  
to the Wall

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# MORE EVANS VANDAL-RESISTANT LIFTS FOR SHEFFIELD



## Jack Leingang appointed Managing Director

Jack Leingang has been appointed managing director of the Otis United Kingdom Group with effect from March 1. Jack will be based in London and will report to Pierre Fougeron, President ETO.

Jack joined NAO in 1977 at the Yonkers, New York plant as manager, operations planning. He later served as manager, production control, systems and planning at Yonkers and manager, operations administration, at NAO's Bloomington, Indiana plant before being named plant manager in Hamilton, Canada in 1982.

In 1983 he returned to Bloomington as director, manufacturing before being appointed vice president, manufacturing in 1985.

He joins ETO from his current position as vice president, operations for NAO.

Jack earned an undergraduate degree in physics from Williams College, and masters degrees in aeronautics and astronautics from Stanford University and business administration from Harvard.

He comes from an Otis family, his father having worked for the company for 35 years until his retirement in 1978.

Evans Becker Northern region staff will be consolidating their special relationship with Sheffield City Council this month when they hand over their latest batch of vandal-resistant lifts, bringing the total they have supplied to this customer to 60 during the last five years.

The first contract — for 16 units — had to be vandal resistant to a very high standard, and in accordance with a strict technical specification.

They were to serve 16/18 floor blocks of flats, two lifts per block and each lift serving alternate floors at operating speeds of 0.75 and 1.00 metres per second.

Both the engineering and sales departments had in-depth discussions with the client at the outset. These were to ensure that Evans was fully briefed on the clients' expectations.

Evans prides itself on conforming exactly to its customers' requirements, and always tries to make sure that all items are covered in the specifying data, thus avoiding unnecessary problems and wasted time on site.

The contract required for special attention to be given to the car construction, doors, architraves, car push stations, light fittings and car overload system.

### Tight programme

There also had to be modification to the progressive wedge safety gear, which needed to operate with 25 per cent overload at governor tripping speed, to bring the car to rest within the limit of the British Standard without making excessive marks on the guide rails.

That first order was placed in

June 1982 and had to be completed by the following March 31st.

The installation period was ten weeks. As part of this extremely tight programme Evans also had to organise the site work in such a way that only one lift of any one pair was out of commission.

So much was achieved on that first contract in terms of quality and customer satisfaction that a second contract for a further 42 lifts followed, and then a third for 12 lifts in the Spring of 1987.

Steve Fisher, mate (left), Chris Newman, chargehand (centre), and John Brady (erector), getting to grips with one of the lift motor rooms on the Sheffield contract.



The Evans Becker Sheffield task force, left to right: David Feeley (mate), Alex Sinclair (mate), Steve Fisher (mate), John Brady (erector), Chris Newman (chargehand), Tommy Campbell (mate), Alec McNamara (erector), Steve Lincoln (erector), Chris Boyd (mate) and John Price (erector).

As main contractors Evans Becker are also responsible for all builders work and this has to be tied in very closely with their own operations. They have established a close working relationship with a local building contractor, who responds very quickly to the requirements of the company's engineers.

The man responsible for organising the project is Northern Construction Manager Geoff McCann.



Chris Boyd (mate), and John Price (erector).



Erector Alec McNamara on top of his job in Sheffield.



# OTIS EXTRA – Just what we need say customers

OTIS UK is refining its attack on the service market by offering customers a package of service products based on their individual needs. Customer services co-ordinator CRAIG RUSSELL, who has been responsible for setting up the project, describes the thinking behind it.

"The Company offers a number of service options to customers," he says, "including for example high specification preventive maintenance, annual surveys, quality inspections, Health and Safety statutory requirements, remote monitoring and many others.

"The service market breaks down into five main areas — apartments, hospitals, hotels, offices and the retail industry. But we have discovered from market research that, because of the different nature of their activities the

same type of services do not suit them all.

"For example, the owner of an office building only needs his lift to be in operation from nine to five, and will be happy for servicing work to be done out of office hours.

"But a hotel proprietor will need his lifts to be in action 24 hours a day. And if service work is to be done he will want the men doing it to be smartly dressed and able to cope with a hotel environment.

"In addition one client might need a special invoicing feature while another will be

more interested in the performance of his equipment.

"Our research showed that it is no longer good enough to offer a customer a standard service contract with a take it or leave it attitude.

"So since July last year one branch in each division has been piloting a new more discreetly tailored package of service options to customers which we have called Otis Extra.

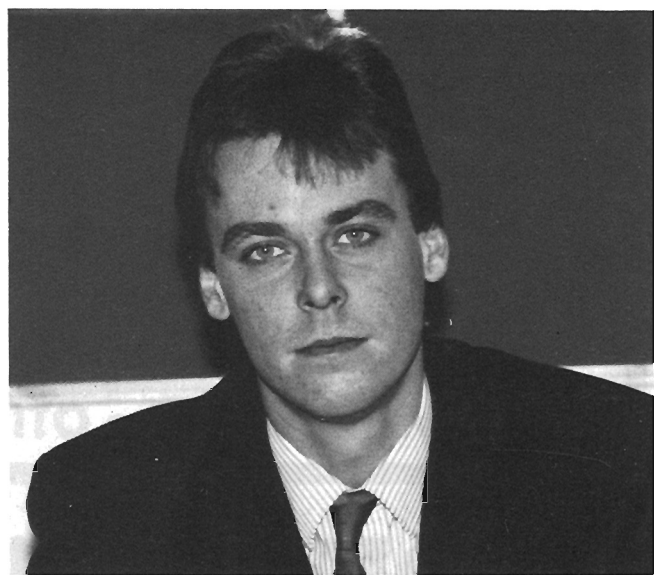
"They have carried out the promotion totally around the Otis Extra theme, and emphasising that we are now offering 'extra' services, 'extra' benefits, 'extra' care, 'extra' customer satisfaction and finally 'extra' value for money.

"The concept has been developed with one goal in

mind — to allow the customer to tailor what we can offer in terms of service options to suit the requirements not just of his own particular type of business, but of the particular needs and functions of individual buildings.

"The pilot branch in the Northern division was Liverpool, and the final format we have adopted for Otis Extra owes a lot to the extensive feedback they provided. For example they suggested revised pricing levels, and pointed out areas that had been missed out from the draft package."

Now the Northern Division as a whole will be adopting Otis Extra. On February 16th representatives from Liverpool, Manchester, Birmingham,



Craig Russell: "No longer good enough to offer customers a standard contract with a take it or leave it attitude."

ham, Newcastle, Leeds and Nottingham met at the Tickled Trout Hotel near Preston to be introduced to the Otis Extra philosophy, so that they could in turn fully brief all the Northern Division's branches.

Craig commented: "The results Liverpool branch have been getting because of their commitment to Otis Extra indi-

cates that response to this new option will be excellent.

"Customers are saying that they like the comprehensively tailored packages we are offering them, and that this is something the lift industry has needed for a long time. They also say they like the plain language and simple format of these packages."



Domestic Affairs Committee

## New Committee gets it straight from the horse's mouth

A new initiative has been taken at The Otis Building Clapham Road to maintain and improve conditions for those working there.

This will now be the responsibility of a Domestic Affairs Committee, set up by personnel director Costas Johnson. It began work in February and meets fortnightly.

The committee is made up of one representative from each floor together with a representative from the Office Services department, Cecilia Mathews.

It will give specific direction and input to Office Services to enable the department to fully serve the needs of its customers.

If employees do have complaints they will be able to express them through their floor representatives and suggest practicable improvements.

Areas already identified for attention include the staff restaurant, coffee machines, cleaning and environmental matters, fire and first aid facilities.

The resulting action programme will be posted up on notice boards around the building so that everyone can keep an eye on progress.

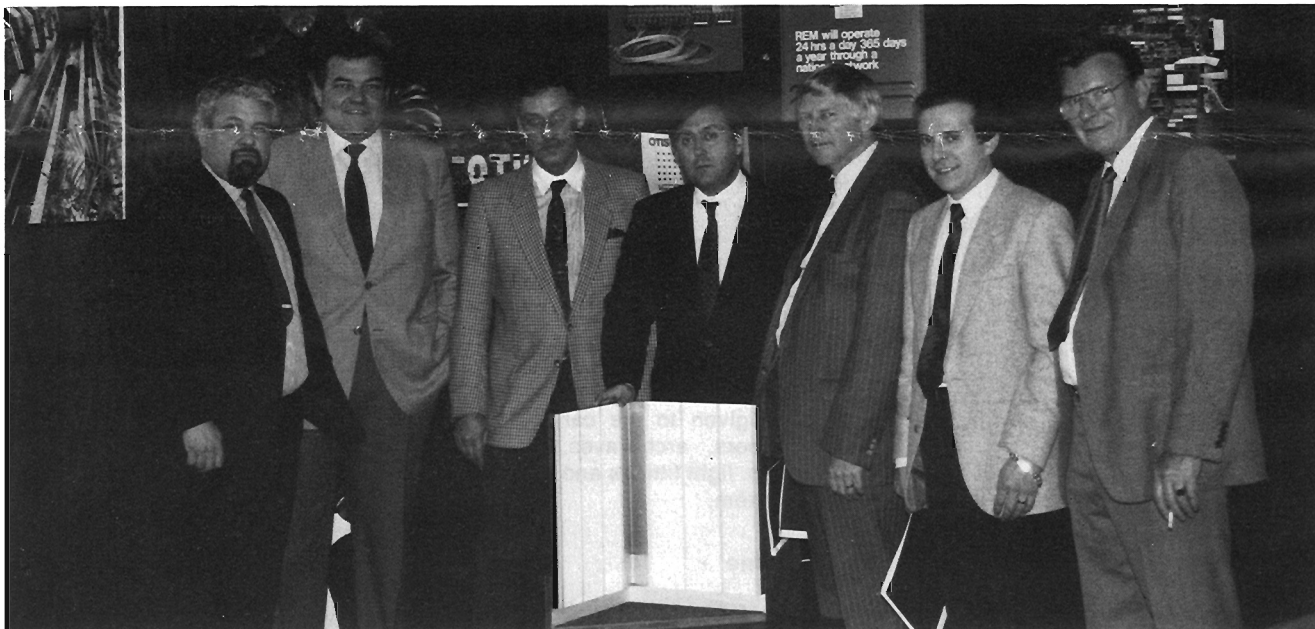
Offices Service supervisor Cecilia Mathews says: "The committee gives us the chance to discuss with departments jobs that need doing but that we have not been able to monitor.

"For example small maintenance jobs which we might have missed, but which emerge when you get together in a meeting.

"Another example is the staff restaurant. Through the committee we have discovered that people would like different sorts of food — a salad bar for example. We have never had the chance to discuss the menu with our customers before.

"I think it also gives members of the committee an insight into the range of services for which the Office Services department is responsible, which cover not only areas such as the post room, print room, telexes,

## LIFT PACKAGE GETS THUMBS UP FROM EUROPE



Getting the low down on the high class Otis lift package at the Clapham Road showroom are, from left to right, Tony Francis, Henri Le Metayer, Klaus Dahse, Regis Tissie, Michel Berck, Daniel Diaz and Harry Godsall.

THE Otis UK lift design package is creating interest in Europe. French and German colleagues crossed the channel earlier this year to take a closer look.

They were given presentations explaining the history of the package and its benefits, and a pictorial explanation of its installation. And at the

Clapham Road showroom they were also able to experience the installation of walls and a full length mirror at first hand.

Their hosts in London were Tony Francis and Harry Godsall, who report that the visitors were surprised at its ease of installation, the simplicity of its design and its pleas-

ing aesthetics.

These impressions were confirmed for them by a visit to the prestigious Dolphin Square apartment complex in London, where 22 lift cars have been refurbished with the package.

As a result of the visit Otis UK is assured of orders from Europe.

stationery, travel arrangements and company cars, but right through to such small but important items as towels and toilet rolls."

Cecilia is supported by Clare O'Brien, Office Services assistant, and maintenance engineer Don Crewe.

The youngest member of the committee is Caroline Hayes of the accounts department, who is the representative for the second floor. She says:

"The committee has achieved quite a lot so far. The major issues we have focussed on are first aid and fire safety and we're getting

things moving there.

"Being on the committee is quite an eye-opener. Normally my job doesn't give me the time or the opportunity to get involved with the work and conditions of other people in the building."

The committee is chaired by Chris Knapp, and has Mary Lawlor as its secretary. In addition to Costas Johnson and Cecilia Mathews its members are Lynne Hughes (ground floor), Jim Lloyd (first floor), Stella Leighton (first floor), Caroline Hayes (second floor), George Wickens (third floor) and Terry Scott (fourth floor).

## GOLFERS MAKE A DATE FOR '88

The Otis Group National Golf Tournament will be held on 4 October 1988 at Moor Hall Golf Club Sutton Coldfield near Birmingham. The probable format will be:

Morning: A Four-ball or Fourschills competition  
Afternoon: 18 holes Stableford Competition for the Otis Tankard.

This arrangement is dependent on the numbers entered on the day.

Anyone who is interested should inform either Bob Rayfield at Otis Bristol or Alan McNamee at Otis Liverpool factory. Further details will be announced as they become available.

*Message to ICI*

# Thanks for sending us to the salt mines!

A telephone call to Roy Coleman one November day in 1986 brought the final confirmation — a group of his Lancashire men were to be sent to the salt mines.

But the news of their 'banishment' brought smiles and cheers from the enthusiastic team of workers at Wadsworth Lifts in Bolton.

For it meant the company would be taking another giant technological leap for-

## Evans Lifts appoints Personnel & Training Officer



Evans Becker Lifts has appointed Mick Hargreaves as personnel and training officer. He took up his position at the beginning of March and will be permanently based at the company's Leicester production complex.

Mick's appointment is the result of Evans Becker's awareness that, as it moves forward into the 1990s it will need to be even more professional in its approach to terms and conditions, negotiations and communications within the company.

Mick will not only provide a proper personnel function, but will also bring together and plan for all future training needs. His appointment emphasises the importance the company places on structured training at all levels.

Mick has joined Evans Becker from Self Changing Gears Ltd, where he was personnel manager for 12 years.

His experience will provide the foundation for the establishment of this essential function.

ward, to install a unique type of lift 600 feet down the ICI salt mine in Winsford, Cheshire.

It was an unusual challenge of the type that Wadsworth Lifts revels in. First, the company boffins had to tackle all the questions that such a project posed. To begin with, could a goods/passenger lift with a capacity of 15 tonnes be installed to such a depth and do a better job than conventional winding gear?

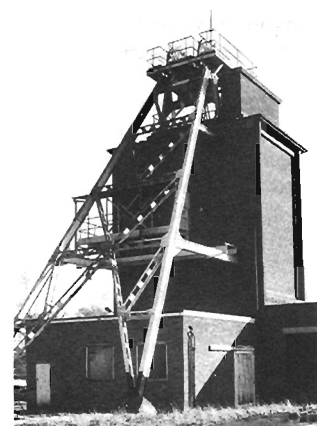
For instance, with the traditional system, a lorry had to be stripped right down, then taken below and reassembled at the pit bottom.

This was tediously slow and often meant that the lorry could not be made to work once it arrived. No such problems apply to the Wadsworth solution, which after months of negotiations, is being put into effect at the site.

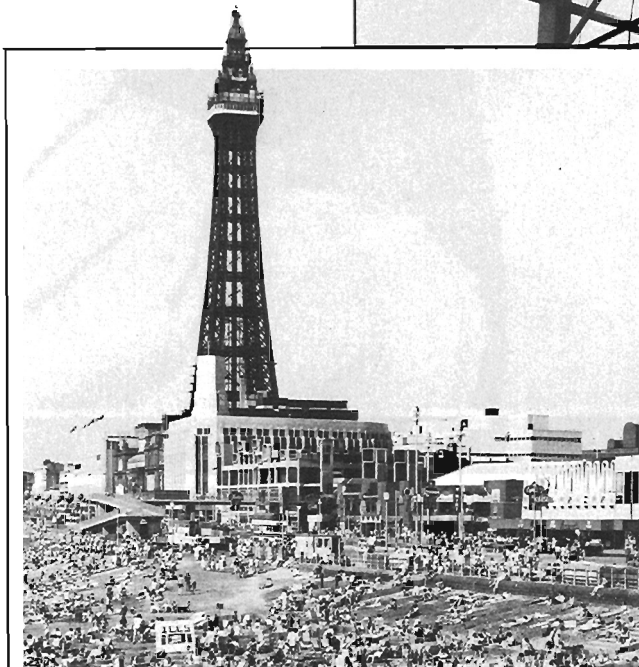
Roy Coleman, sales manager and co-ordinator, takes up the story of this quarter million pound contract.

'The capacity in itself presented no problems, but it was obvious that special attention would have to be paid to the design in respect of the travel of 600 feet. At Winsford, as at most mines in this country, technology has moved ahead. But it is still served by typical mine winding equipment. This usually consists of small lift cars in a common shaft, driven by a drum drive.

The introduction of such things as conveyors, trucks and cutting equipment presents a real problem because on many occasions large pieces of equipment have to be dismantled and



**Blackpool Tower would be swallowed whole by the Winsford mine shaft.**



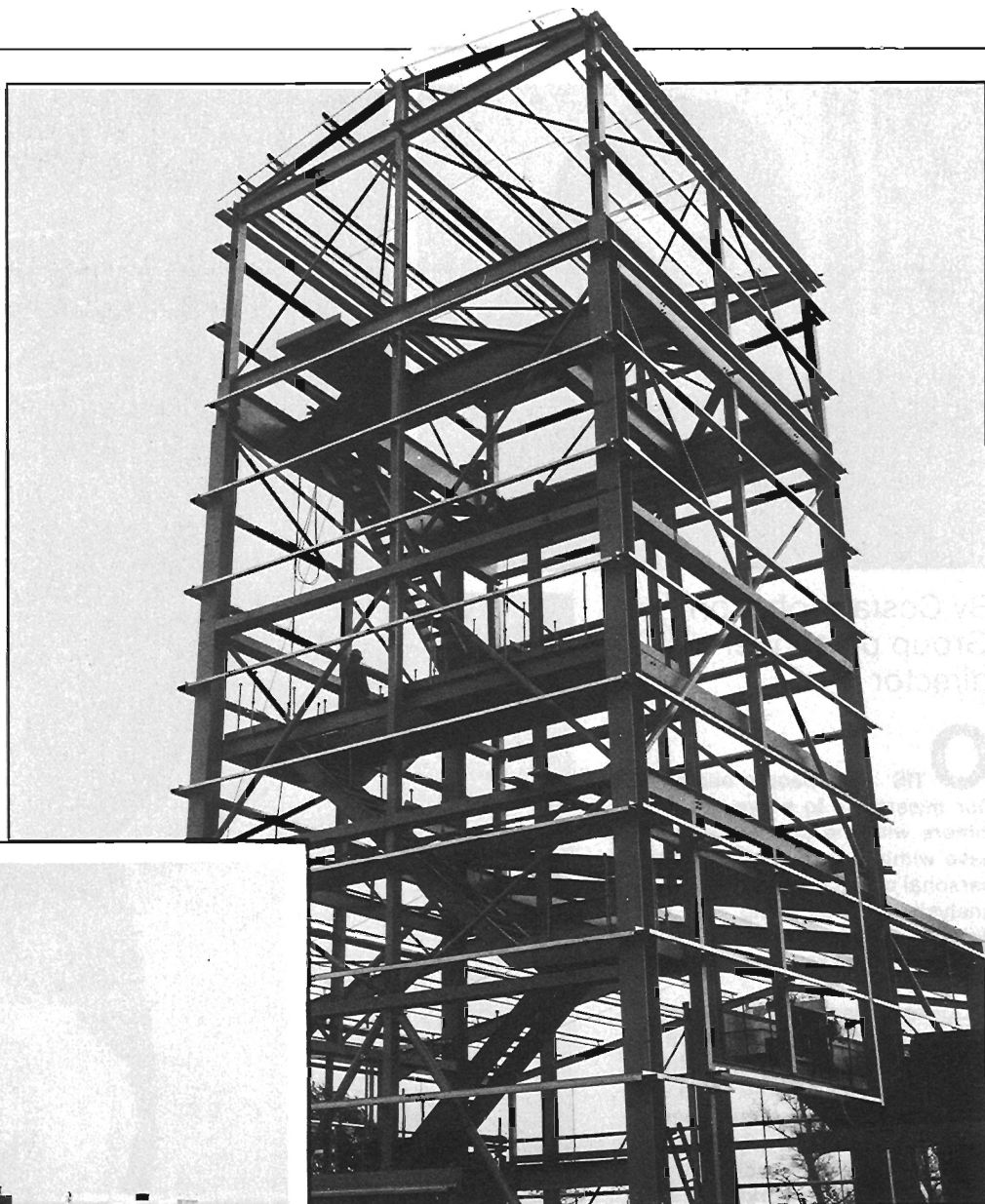
- *Depth from the surface to the mine bottom is 600 feet — 82 feet more than the height of the Blackpool Tower.*
- *Total weight of the lift ropes will be 12 tonnes — that's equivalent to a heavily-laden London Transport double-decker bus.*
- *Length of the lift ropes laid end to end will be more than 21,000 feet — or three-quarters of the way up Mount Everest.*
- *The mine produced 1.8 million tons of salt in 1986. If you poured that amount out of a giant salt cellar it would form a conical pile 70 feet higher than the Blackpool Tower.*

re-erected once under ground.

This is the situation at Number 4 shaft at Winsford, which is used for material handling; in addition, at the base of the shaft is a gigantic fan, which draws air down from the surface at 350,000 cubic feet a minute to ventilate the mine.

The shaft itself is formed from concrete and is 16 feet in diameter. About one third of the way down there are, for a distance of 50 feet, brine streams behind the concrete walls; these will require careful attention when drilling for fixings.

After my meeting with ICI and personnel from Winsford Mine, the lift was designed to have a 15-tonne capacity, travelling at 0.6 metres per second driven by two synchronised driving gears. It would have variable voltage control with the drive situated directly over the shaft, carried by a steel structure.



**The Winsford lift tower under construction. It will serve the heaviest conventional lift installed in a British mineshaft.**

The car, which will weight about 30 tons, consists of a cargo compartment 28-feet high, in the roof of which is a 15-tonne capacity hoist. On top of the cargo compartment is a lift car for up to 20 persons, around which a plat-

form will be formed. The platform will be used to inspect and work on the shaft walls and so on. The total height of the car will be about 45 feet.

In order to stop the mass of 45 tons (the weight of the car plus load) in an emergency, two Wadsworth heavy-duty serrated cam-type safety

gears using four guides will have to be fitted.

Another complication is the fact that Number 4 is an air shaft; no more than 60 per cent of the plan area of the shaft is to be obstructed by the lift equipment, otherwise the fan at the base of the shaft could stall, affecting the ventilation of the mine. Because of this, there will be a park position for the lift car above and below the terminal levels to assist air flow.

The temperature variation down the shaft between summer and winter has been estimated at -15°C to +30°C, which means that vertical steel would move 75-100mm; this again calls for special consideration in the design of guide fixings.

In order to reduce time spent on site, large pieces of equipment including the car, balance weight and motor room will be delivered prefabricated and craned into the lift shaft.

When completed in August, this will be the heaviest conventional lift to

BS5655 to be installed in a mine shaft in Britain. Because this is a departure from normal practice, legislation had to be passed in Parliament to allow work to go ahead.

The Coal Board is now aware of and very interested in this project and has asked to view the installation when completed.'

## The Bolton Seven

Roy Coleman  
Sales manager and co-ordinator  
Dave Nuttall  
Project engineer and co-ordinator  
Norman Elston  
Project and erection co-ordinator  
Peter Pike  
Engineering manager  
Dave Monk  
Project draughtsman  
Gordon Carefull  
Contracts supervisor  
Eddie Allcock  
Erection supervisor

## Your camera can win you £100

### 1988 HOLIDAY PHOTOGRAPHIC COMPETITION

Going-Up is offering prizes of £100, £75 and £50 for the three best photographs taken of holiday subjects between now and August.

The winning shots, together with others the judges think you might like to see, will be published in the October edition.

Prints or transparencies will be eligible in colour or black and white.

The entries will be judged for composition, content and quality by service marketing manager Bill Evans, editor of Going-Up John Pratt, executive editor Helen Ravenscroft

and independent designer Geoffrey Turberville-Smith.

If you're not planning to take a holiday this year then any kind of recreational shot taken during the period will be eligible.

Everyone is allowed up to three entries.

Transparencies should each be enclosed in a separate envelope with your name and home address on it, plus the name of your branch or other workplace. Black and white prints should carry the same information on the back. All photographs will be returned after the competition.

Entries should be sent to Helen Ravenscroft, The Otis Building, 43/59 Clapham Road, London SW9 0JZ.

They should reach her by not later than Wednesday August 31st.





By Costas Johnson  
Group personnel  
director

**O**TIS is a people business. Our mission is to serve our customers with the people skills we have within our company. It is my personal conviction that in the last analysis the one thing that can distinguish us from the competition is the skills and knowledge of each and every employee.

Our real assets are not "things" such as machinery, computers or buildings but the people we have working in applying their skills and satisfying customer requirements. The balance sheet of any company is a thermometer reading of the competence of its workforce. This is equally true of our company. That means the only way to strengthen our balance sheet on a long term basis is for all employees to be constantly developing their skills and knowledge.

Today's demands, whether technological or commercial, require us all to be constantly reviewing our own training requirements and to be prepared to take whatever action is necessary.

Gone are the days when it was only necessary to be trained at the beginning of our working lives and expect this training to see us through to retirement. Life is no longer like that. We now have to recognise the need to be constantly developing ourselves whether it be in skills or knowledge.

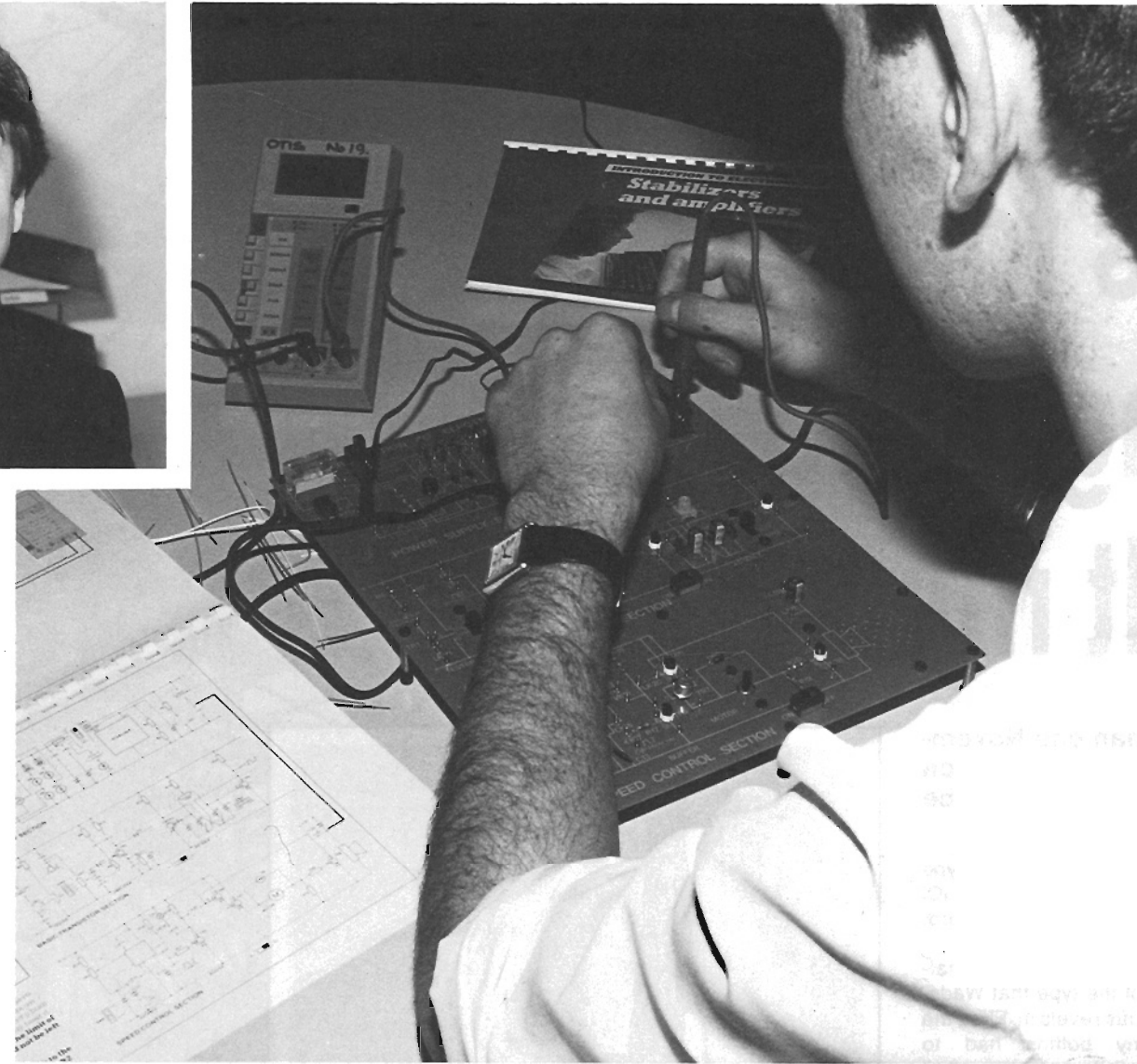
It is now commonly accepted that companies which are consistently successful make training a very high priority. They ensure that the skills of their people are being constantly developed and updated. Also they do not find themselves short of people with the necessary skills.

Hardly a month goes by when we do not hear about the problems of skill shortages within our nation or within specific companies. It has been proven time and again that the single most critical factor which holds back growth in companies is inadequate skills from management to shop floor.

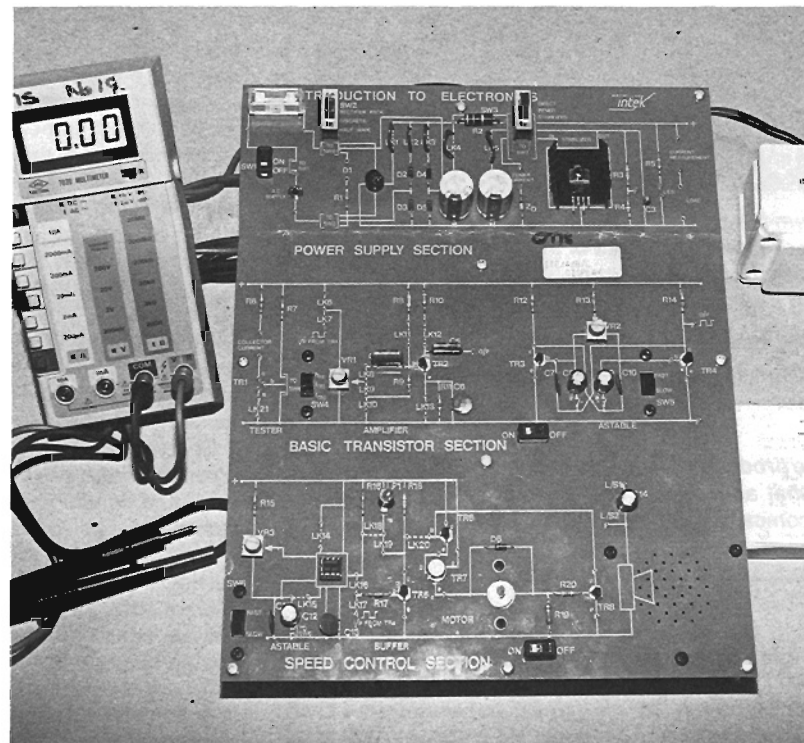
We must not think that Otis is immune from the problems I have mentioned earlier. We cannot afford to swim with the tide. If we want to be successful, and we most certainly do, then we have to respond to this challenge by doing something about it.

In deciding what we need to do, it is essential we recognise that the problem is not a 'company problem' but rather it is 'our problem'. Therefore we must work together, both company and employees, in finding a solution to this problem.

During the past few months a number of staff in the personnel and training department have been experimenting and developing a formula which will create the right environment for employees across the Otis UK Group to have the opportunity to develop themselves and therefore enhance their worth both to themselves and to the company.



Training Partnership is based on a network of increasingly advanced self-training modules. The first deals with electrical principles and requires thirty hours of study during a two month period.



The Group supplies the complete training package for each module. This includes a range of illustrated manuals, right, supplied by Macmillan Intek, an audio cassette and a simulator which is used in conjunction with the other material. This one has power supply, basic transistor and speed control sections.

The formula we had to come up with had to satisfy certain requirements. Firstly, we wanted the employee to become responsible for his or her own development. In most, if not in all cases, it is the employee who knows what are his own training requirements.

This means the employee should have ownership of his personal development and should no longer be exclusively a company responsibility. Is it not more the case that the employee has as much interest in his own development as the company has?

The ideal solution must therefore be a joint solution. We want to encourage an active involvement by all employees in their personal development. The company's commitment is to make it possible for self development to take place amongst all our employees.

Secondly, we want to make training meaningful and directly related to the individuals job requirements. For training to be effective it has to impact on the way we perform our tasks. For example, the training a construction fitter receives should

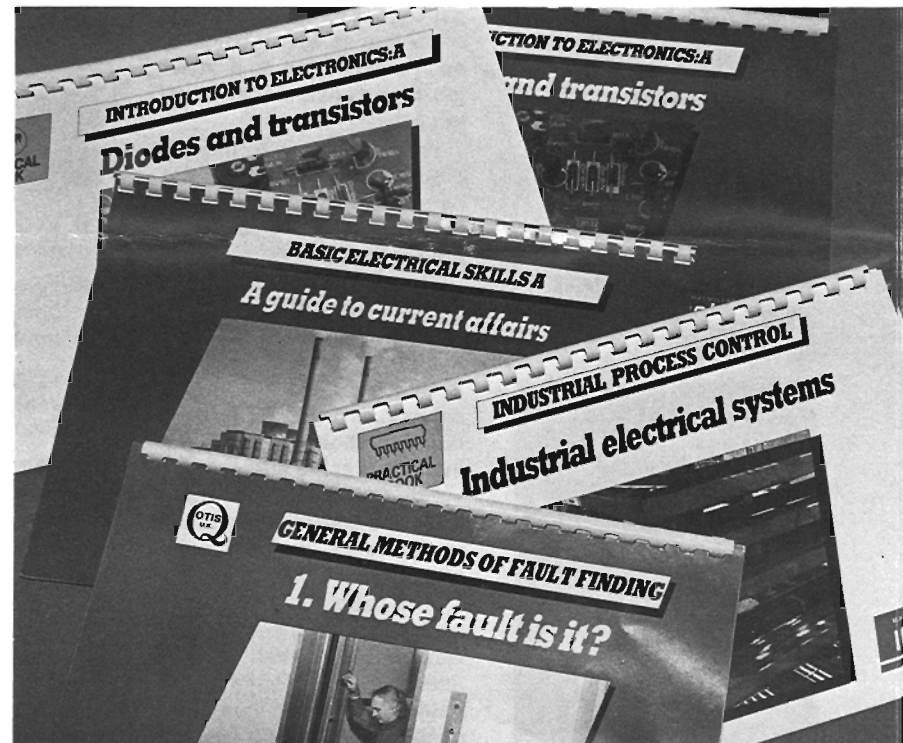
enable him to install and start up lifts more cost effectively and with an increased quality standard.

Likewise the service fitter should be able to achieve reduction in call backs and more efficient identification and resolution of faults as well as an improvement in quality. For our managers, whether they are first line managers (supervisors) or executive directors, we want them to have management skills, whether for example it is managing people or understanding finance, which enables them to harness and direct the company's resources more effectively.

The message is that we want to focus in the coming years on building up people's foundations of skills and knowledge. We want to concentrate on basics and that way making people better at their jobs.

Thirdly, we want to make self development a continuous process. We want to make it possible for employees to be constantly developing and up-dating their skills.

The concept we have developed has been called 'The Otis Training



Partnership — a continuous experience'. This symbolizes the joint responsibility between company and employees i.e. a Partnership and making training continuous. We want to make training highly enjoyable and self satisfying.

We are using 'distance learning' as part of our total training methods. Distance learning enables people to study at their own pace and at a convenient time. This makes home study possible and therefore we can make training more widely available because the overall cost of training is shared between the company and employees. In the future, training will take many different forms, including home study, classroom and on the job.

In starting a new venture like this it is very important we introduce it slowly and take great care that we, don't cut corners and put the entire initiative at risk. After all we want the concept of the Training Partnership to be woven into the Otis fabric. In recognising we cannot start up training programmes for all

groups of employees at the same time, the decision was taken to begin with our field employees and managers.

It is our objective to provide our field employees with the training they require to perform their jobs competently. Bearing in mind we need to start somewhere and then build from there, we decided to make available a series of distance learning modules in basic electrical skills and basic electronic skills.

Each module consists of a practical kit, a work book, a practical book and an audio cassette. The employee is able to work through it at his own pace and in the privacy of his home. That means he takes as long as he needs to fully understand the learning and not worry about having to work under pressure as could be the case if he was in a classroom with other fitters.

While he is working through the module, which takes approximately thirty hours spread over 6-8 weeks, he can call for help either on the phone, through a college or other Otis staff. When the module is

# TRAINING PARTNERSHIP - A Continuous Experience

The need for companies to enable the skills of its employees to be upgraded and constantly developed has become the greatest challenge for every industry. Those who require and respond to this need will survive and become the leaders. Otis UK Group have innovated a new concept which has been named **OTIS TRAINING PARTNERSHIP — A CONTINUOUS EXPERIENCE.** This is a major thrust to help make the Otis people significantly unique in the lift industry.

completed an assessment test is given, which is very practical based. If successful a certificate is awarded in recognition of his achievement.

Upon satisfactory completion he progresses to the next module. There are currently over twelve modules he can choose from depending on his job requirements and personal needs. The training is

totally voluntary and individuals can decide how much and when they want to participate.

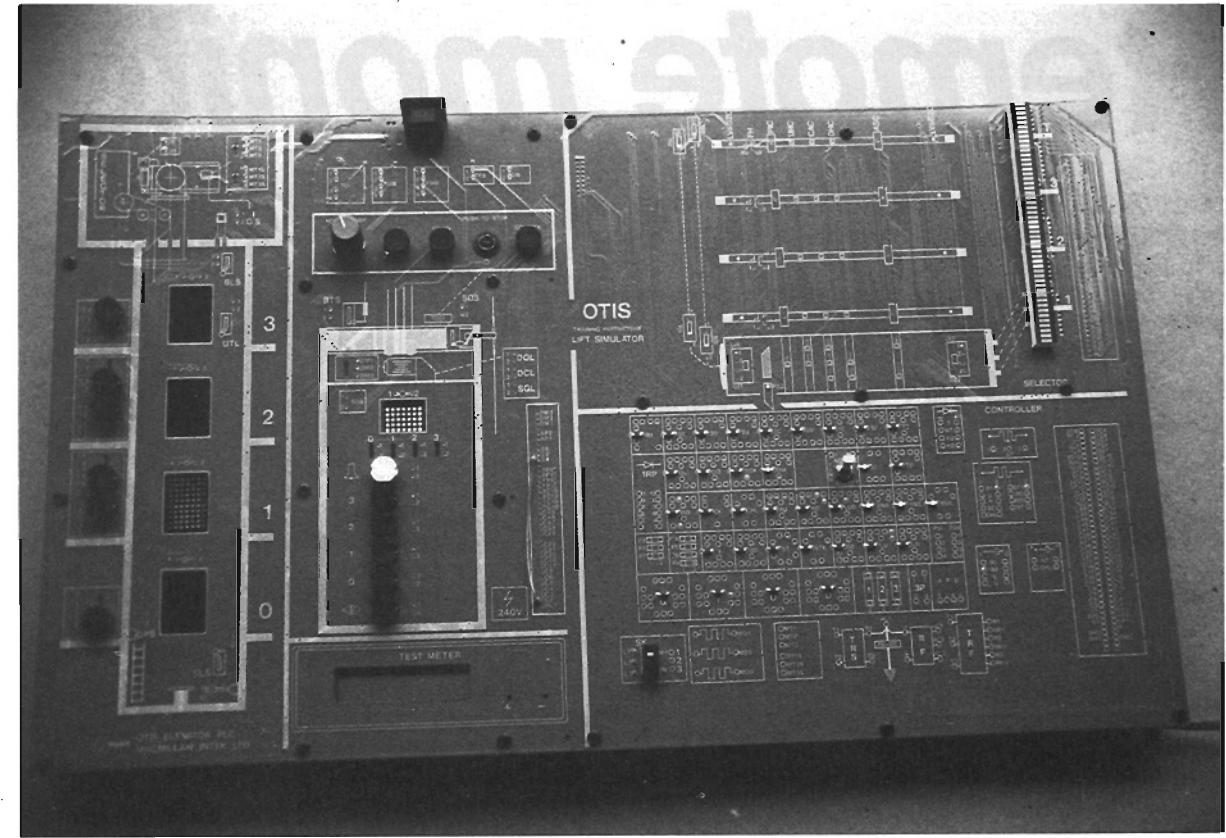
We are currently at the final stages of development of a Lift Simulator based on a two speed A.C. machine of which we shall have one hundred delivered during the next few months. Every field employee will have the opportunity to go through the module which will

teach reading straight line wiring diagrams, lift safety, fault finding skills and other basic lift knowledge.

We understand nothing like this exists in any other lift company and only Otis Group employees will be able to have this module. It has been designed both for construction and service employees and the staff involved in the development of

the module have been Don Oliver, Bob Rayfield and John James.

There are modules on electronics which field employees can choose. The objective is to enable field staff to fully understand the technology they are using and be confident in handling different technologies. A number of branches in Otis, Evans and Wadsworth have introduced this training and almost



A world first for Otis UK, which has produced this simulator for the study of basic lift electronics. This is a technological leap forward that will be very difficult for our competitors to match and help the market-place to recognise that the Otis UK Group is the most competent company in the European lift industry.



three hundred employees are involved so far. Gradually over the next year more and more Branches will become involved as the Training Partnership spreads.

In parallel with the existing distance learning modules for the field employees, training utilizing the Liverpool Training Centre (currently being refurbished by Colin Emmerson) will continue, as will on the job training by the supervisor.

In the future training will be a combination of distance learning, classroom based and on the job, depending which method is the most appropriate for the specific subject. The end result we are seeking to secure is to enable field employees to be fully competent in their jobs and to have job satisfaction, knowing that they are master of their skills and second to none in the industry.

For managers there is a series of modules including Effective Management, Finance, Marketing, Logistics, Production and additional new modules are being developed. Here again we are utilizing distance learning techniques and making this form of training available to all managers who wish to participate.

We hope very soon to make the Training Partnership available to the manufacturing and engineering part of our business. Also we shall be developing specific modules for sales and supervisory training. Training for other groups of employees will slowly emerge over the coming year or two.

The Otis Training Partnership is based on a vision. We believe that through effective and continuous training of all our employees this will make us unique in the lift industry. We want the market-place to recognise Otis UK Group as the most competent company in the industry because it employs people with skills unmatched by any other lift company.

We want our employees to have the satisfaction of knowing there is no other company in the industry which can provide them with the personal development opportunities which we are now providing. Our vision goes beyond the UK. We believe that if we can maintain the training impetus currently being created then we can become the No.1 company in ETO, measured by our field performance and most important by our profitability. I do not personally believe this is wishful thinking. We can achieve it if we persevere and continue to get the support from the line management and every participating employee.

Costas Johnson March 1988



Seen here are some of the 300 people engaged in the Training Partnership pilot project. They are I McGuire, J Kean, J McGuire, W Casey, M McDonald, T Collins, F McFarland, R Tonner, D Keen, J Harris, T McSherry, J Leggat, R Baker and W Kennedy. The exams at the end of each module are conducted by Slough College of Technology, which also awards the certificates.



# Remote monitoring is the name of the game

**BUILDING Systems Company-International is at the leading edge of remote monitoring technology. A worldwide organisation, with its roots in Farmington USA, its international division operates in 18 countries and helps the Otis Group and its customers stay ahead of the competition in the monitoring field.**

Remote monitoring is the name of the game in the lift technology of today, and BSCI — Building Systems Company International — is keeping the Otis Group of companies to the fore in this field.

Based in Farmington USA it is devoted to the development and supply of remote monitoring systems designed to meet the remote elevator monitoring (REM) and building monitoring system (BMS) requirements of Otis and Carrier companies worldwide.

The international division, which is based in Paris and also in Hayes,



Bill Hogg  
director UK operations

Middlesex, provides systems and customer support to all countries other than the USA and Canada. Its job is to translate cus-

tomers needs into marketing terms of reference, to direct engineering development, and for the field testing all products before sales release.

The complete breakdown of its responsibilities is as follows: system/modem PTT approvals, pilot testing, field training, assisting the marketing launch, supplying product requirements, supporting documentation, hardware and software product support and continuing the development of products to meet customers needs.

Its operations cover 18 countries, including Australia, Austria, Belgium, Denmark, France, Germany, Hong Kong, Italy, Japan, the Netherlands, Norway, Saudi Arabia, Spain, Sweden, Singapore, Switzerland, South Africa and the UK.

BSCI-1 also works at identifying other 'monitoring' market opportunities and, where possible, helping both the Otis and Carriers to satisfy those needs.

In the UK BSCI-1 has recently changed its contract with the company and its customers. From last September all REM and BMS system support has been covered by an SEE agreement under the terms of which it will:

- Maintain stock levels such that a normal delivery lead time of four weeks can be achieved.

- Assemble full kits to UK specification and deliver to Alperon for onward shipment to branch offices.

- Train personnel at branch level in installation, commissioning, operation and trouble shooting.

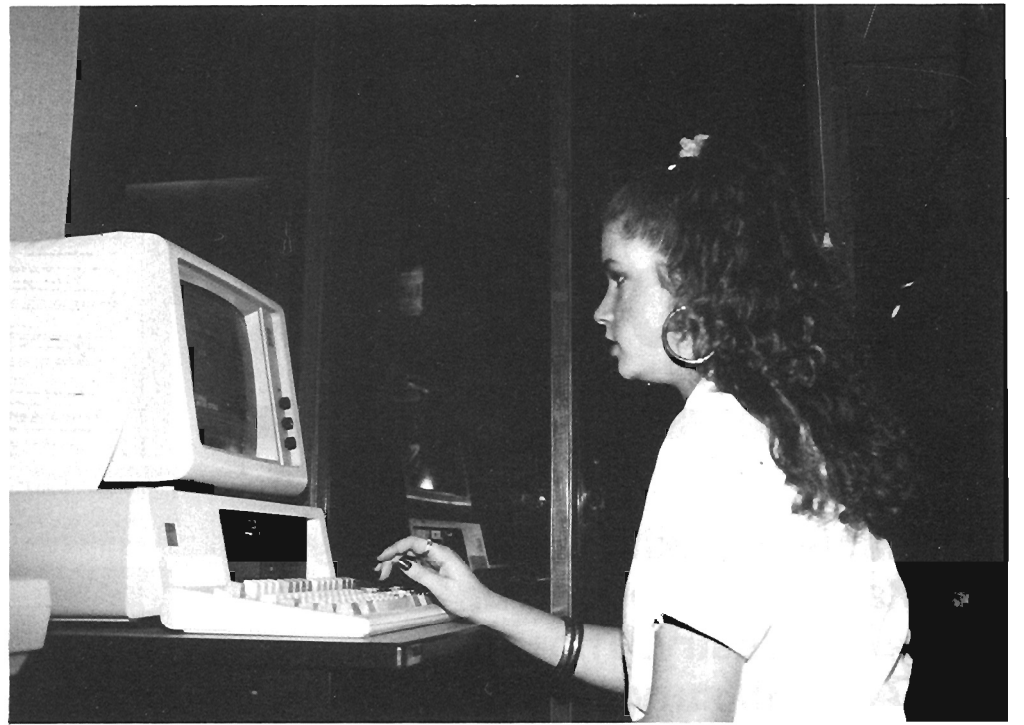
- Configure and install (but not supply) local computers in branch offices.

- Train local branch computer operators and periodically train new people as required.

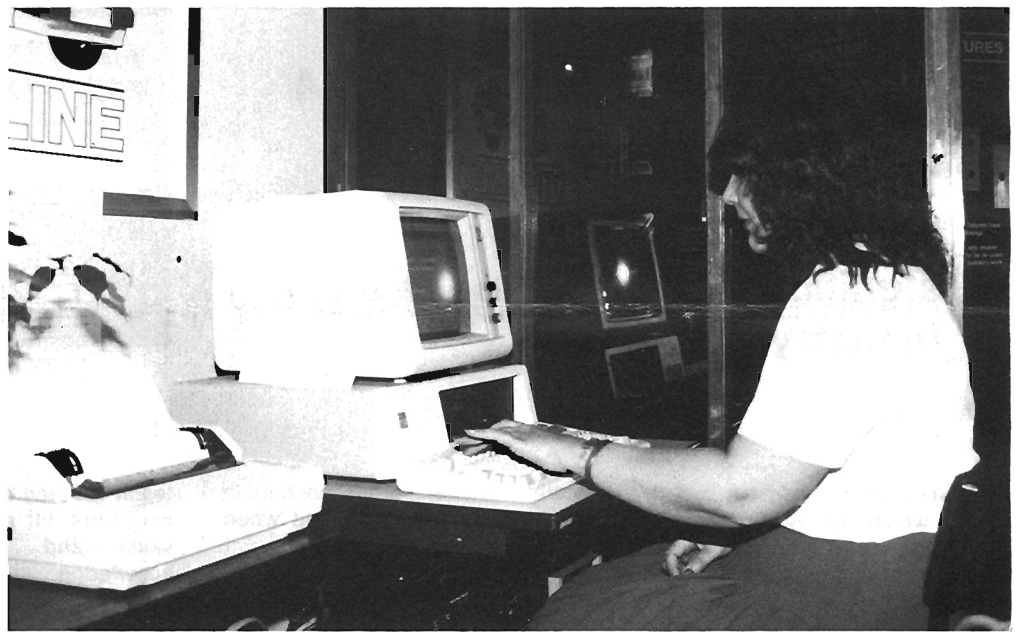
- Directly support branch offices in trouble shooting and repairing systems where the branch is unable to resolve such problems.

- Repair, or replace free of charge, any materials that fail for reasons other than misuse, within a one year warranty period. And after the warranty period at the expense of the company.

- Support Otis and Carrier marketing and sales efforts through system demonstrations at its Hayes office, and active involvement in specification analysis and negotiations if requested.



Tina Sharman, above, and Dorothy Powell.



On the 1st of March, the first BMS to be co-ordinated on a 24 hour basis throughout the UK went into operation in a joint venture between BSCI-1, Carrier and the Otis Group. Based at the Otis building in Clapham Road the operators responsible are Tina Sharman, Dorothy Powell, Janice Curtis and Cathy Tozer.

## WHO'S WHO IN BSCI-1

### PARIS OFFICE:

John D. McCarroll: vice president, International Division  
Jane Cowley: secretary

### HAYES OFFICE:

Bill Hogg: director UK operations  
Roger Savage: BMS product manager  
Mike Pidgeon: field application engineer (BMS)  
Graham Blackmun: field application engineer (BMS)  
Robin Crooks: systems and product support engineer  
Peter Chapman: REM field manager (with special responsibility for Otis UK)  
Martin Fuller: field application engineer (REM-UK)  
Steve Nash: software development and support engineer  
Eric Owen: communications manager (technical)  
Frank Koduah: materials co-ordinator  
Raj Kullar: accountant  
Glenys Prendegast: secretary  
Lynn Norman: clerk/typist

### COUNTRY SUPPORT RESPONSIBILITIES

Eric Owen: All countries — PTT approvals and REM introduction  
Robin Crooks: Germany, Australia, Switzerland, Belgium, Spain, Far East  
Peter Chapman: UK, Netherlands, Scandinavia, Italy, South Africa, Austria  
Martin Fuller: UK  
Steve Nash: Japan, France  
Mike Pidgeon: Europe and Middle East  
Graham Blackmun: Far East



John Carr (Melton) Ltd, the Melton Mowbray based manufacturers of flush doors, need no convincing of the benefits of lifttables. Since 1968 they have brought six into use on their production line.

Now Otis Handling has installed a large 8000 kg capacity lifttable in the loading bay to assist in unloading timber components and board material from container lorries. With a platform measuring 4m x 2.6m and with a travel of 2m, the new unit replaces a ramp-based loading system which had caused an unacceptable level of fork-lift truck wear and tear and brought attendant safety worries.

## THEY COULDN'T BELIEVE THEIR EYES

Following a heart attack at the end of last year, Dick Hartley of Southend's service department took his doctor's advice and retired.

He and his wife Mary were invited to the office for tea on his last day with the company and they were surprised to find all his old colleagues

there to give him a special send-off.

Such is the regard in which Dick is held that even some fitters from the 'opposition' came along to wish him well.

He was presented with a cheque, an Edinburgh crystal decanter — with contents — 6 matching glasses and a gallery tray.

Dick and Mary Hartley



Reg Hinton

## Reg will be missed

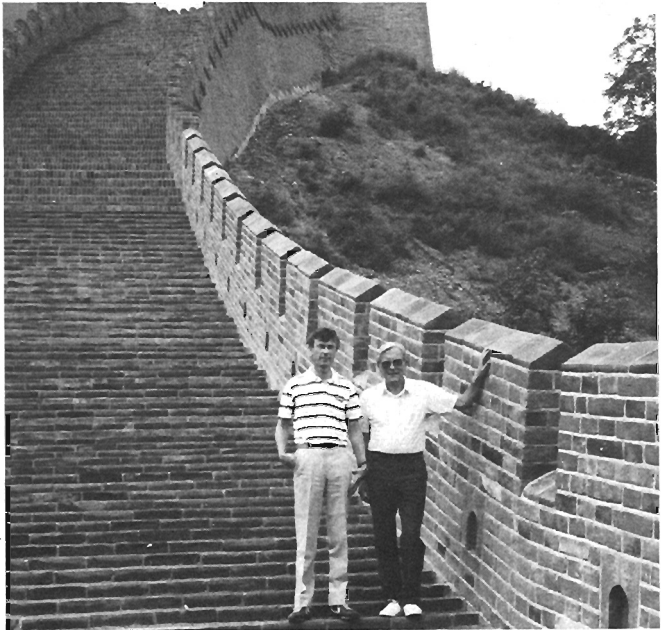
Colleagues of Reg Hinton at Clapham Road were shocked and saddened by his sudden death while on the way to the office just before Christmas, and say that they will miss him for many months to come.

He joined the company from British Relay in 1966 and started in the accounts department when it was at Falmouth Road.

Reg's first job was as a service billing supervisor, and then in 1976 he became cashier, looking after all the company's cash and foreign currency business.



# Two go to the Wall



Ian Miller, of Otis Liverpool, and Ted Marson, of Evans Becker, of the Great Wall of China. They were making a four day visit to the factory and offices of China Tianjin Otis Elevators Co. Ltd.

THE Great Wall of China, one of the Seven wonders of the ancient and modern worlds, received a visit from two members of the Otis group, Ian Millar, general manager, new equipment division, of Otis Liverpool and Ted Marson, sales director of Evans Lifts.

They were in China at the invitation of the directors of China Tianjin Otis Elevators Co, who had been the guests of Otis in the UK earlier and were returning the compliment at the CTOEC head office and manufacturing plants. "Our welcome was extremely warm," said Ian, "and we were made to feel very honoured guests, reflecting the gratitude and enjoyment of the company's visit to the UK.

"We had the opportunity to visit the Great Wall, which is a very impressive structure, but very tiring to walk due to the steep incline on most sections.

"I believe that the opportunity exists to propose escalators and travellators for ageing tourist," adds Ian.

CTOEC secured a major E401 project in Beijing, and is placing the order for the bulk of the equipment with Liverpool.

A further major E401 project in Shanghai was also pending with Liverpool once again being the source of supply.

Hydraulic lifts are largely unknown in China, but Evans will be supplying some for these projects.

During the visit Ted conducted an introductory seminar on hydraulic lifts.

"This was well received," reports Ian, "but his Chinese is terrible."

Ian and Ted were impressed with the bicycles, which most people use in China, especially a model known as 'Flying Pigeon' the use of which is restricted to senior management. "They are good," said Ian, "but speaking honestly our Sierras and Cavaliers are better, if not as economical."



Mike Savage

## Service with a smile

WHEN it comes to long service the Midlands are not left out. Birmingham branch manager Phil Kearney did the honours twice recently, first for Bill Cocking, then for Graham Horne.

Bill, a service supervisor,

received a set of crystal to mark his 30 years, and Graham was given a watch for 25 years.

Bill joined Otis as a mate after National Service in the RAF, quickly making use of his technical training to become a fitter. Then he took on a trouble-shooting job as a service field engineer.

He is a keen water-polo player and caravanner.

Graham is a resident engineer working on the Coventry area health authority contract.

## LIVERPOOL'S MIKE MAKES SOME BIG LIFTS FOR BRITAIN

Mike Savage is into lifts in a big way. Firstly he works for the UK's biggest lift company — he joined section 47 at the Liverpool factory last year — and, secondly, he's an international powerlifter.

Since 1983 he has represented Great Britain in the European and World Powerlifting Championships, and had been European champion twice and was runner-up a third time.

He has also won the silver medal in the world championships and has come fourth twice.

His ambition this year is to win the world championship in Perth.



GIANTS AMONG MEN. British baseball is alive and well and living in Skelmersdale, thanks to a little help from Otis and the enthusiasm of Liverpool welder Jim Rawlinson, who is the hon sec of the Skelmersdale Giants. Although they only formed up last season they've already progressed to a good standard of play and 1988 looks promising. Anyone who thinks he can match up to the standards of the Giants and would like to join the club should contact J.R. Rawlinson, 2 Weaver Avenue, Kirkby, Merseyside L33 4YU.



Swimming champions Daniel and Anthony Williams.

## Mick's boys strike gold

SERVICE fitter Mick Williams' sons Daniel, aged 9, and Anthony, aged 11, both won gold medals at the Otis sponsored Beckenham Swimming Club championships held at Beckenham Baths.

Competing in the butterfly event they each won their age group finals and collected a gold medal apiece.

In his race Daniel lead from start to finish to win in a time of 49.17 seconds, beating the club record set in 1984 by half a second.

Anthony, lying third at the half way stage, put in a strong challenge on the return length to overtake two other competitors and win a very exciting final.



LIVERPOOL'S LITTLE DEVILS. Children always enjoy the parties organised by the Sports and Social Club at Liverpool works. These are some of the ninety little devils who danced the night away at the Halloween disco.





## Joe clocks off after 21 years...

JOE COSGROVE, bonderiser in APW at Liverpool works, has retired from the company after completing 21 years service. He is seen, left, thanking his colleagues for the magnificent clock they gave him as a farewell present.

The presentation was made by John Simmons, who thanked Joe for his long service to the company and wished him a happy retirement.

## ...Wadsworth thank Vince with a painting..

VINCE HOUSECROFT, who was personnel manager at Liverpool works with responsibility also for Wadsworth Lifts, Evans Lifts and the other Otis Group companies, has recently left to take up a new appointment.

Vince was well respected throughout the Group and as



a mark of appreciation his London and Liverpool colleagues bought him a painting of the area where he lives. It is being presented here by Mike Hirst.

Vince says that he and his wife Joan will give it pride of place in the new home they are moving to.

## ...and Northern Division salutes its many long-servers



David Leah, right, presents the long-service award to Alan Taylor. Alan started as an apprentice and is now a service trouble-shooter.



Dave Carter, right, joined the company in Toronto, Canada, in 1962 and is now resident mechanic for the Kirby, St Helens area.

## ★★★★ on the move ★★★★★ on the move ★★★★★ on the

OTIS ELEVATOR plc  
**R Agini** (Improver II, Docklands) Trained Fitter  
**R T Anderson** (Sales Engineer, Liverpool) Contract Processing Supervisor, Kirkby  
**T R Baker** (Controller) Manager, Financial Systems

### Au Revoir

from Colleagues retiring at Liverpool Works.

29 Years Service  
Stan Baldwin, Quality Control  
22 Years Service  
Danny Smith, G.S.O.  
22 Years Service  
Mick Sloan, G.S.O.  
17 Years Service  
Percy Steele, Machinist  
19 Years Service  
Pat Jeffers, Welder  
19 Years Service  
Harry Whetnall, Tester  
25 Years Service  
Ken Watling, Fitter  
27 Years Service  
Jim Dolan, Linisher  
18 Years Service  
Jim Smith, Tester  
21 Years Service  
George Formby, Tester  
19 Years Service  
G. Stewart, Truck Driver  
18 Years Service  
Peter Dawson, Armature Winder  
29 Years Service  
Tom Cain, Wiring Breakdown  
22 Years Service  
John Griffin, Industrial Engineer  
23 Years Service  
Alf Lloyd, Progress  
23 Years Service  
Harry Clitheroe, Draughtsman  
11 Years Service  
Arthur Cahill, Progress  
19 Years Service  
Dick Seddon, Armature Winder  
25 Years Service  
Ron Moore, Quality Control  
21 Years Service  
Joe Cosgrove, Bonderiser

... and at Wadsworth ...

26 Years Service  
Terry Mills  
14 Years Service  
Bernard Morgan

**P Banks** (Trained Fitter, Brighton) Advanced Fitter  
**S Bell** (Staff Adjuster, London Construction) Construction Supervisor  
**E Blacker** (Mate, Cavendish Square) Improver I  
**W Borg** (Apprentice, Adler Street) Trained Fitter  
**R Campbell** (Management Development Officer, Personnel) Personnel Manager  
**P Challen** (Telex Operator, Office Services) Secretary to Treasurer  
**K Champion** (Resident Mechanic, Southampton) Service Supervisor, Reading  
**W J Christie** (Advanced Fitter, Belfast) Senior Fitter  
**R A Corbin** (Trained Fitter, Channel Isles) Advanced Fitter  
**M Coyne** (Contracts Auditor, Service Marketing) 'O' Administration Supervisor  
**C Craney** (Fitter, Birmingham) Service Supervisor, Birmingham  
**F A Croft** (Trained Fitter, Reading) Advanced Fitter  
**D Dyer-Steel** (Improver II, Cavendish Sq) Trained Fitter  
**S R Edgecumbe** (Improver, Leeds) Trained Fitter  
**T Foley** (HP Adjuster, Birmingham) Staff Adjuster  
**A E Francis** (Product Marketing) Division Project Manager, New Equipment Division  
**M D French** (Senior Fitter, Alpertown) Senior Fitter, Southampton  
**P Fromling** (Trained Fitter, Southend) Advanced Fitter  
**N Gray** (Contracts Estimator, OGED) Service Salesman, Edinburgh  
**J Harmieson** (Advanced Fitter, Newcastle) Senior Fitter  
**M Harris** (Telephonist/ Receptionist Adler Street) Repair Clerk/Typist  
**K Healiss** (Improver, Bristol) Trained Fitter  
**M Hill** (Product Marketing) Sales Manager, New Equipment Division

**J Hollingsworth** (Trained Fitter, Leeds) Advanced Fitter  
**L B Hughes** (Personnel Officer, Personnel) Personnel Administration Manager  
**G Jeffrey** (Improver II, Cavendish Square) Trained Fitter  
**S Johnson** (Mate, Docklands) Improver I  
**K F Jones** (Quality Manager) Construction Methods and Quality Manager  
**L Kinsella** (Repair Clerk/Typist, Adler Street) Administration Supervisor  
**C Kyne** (Personnel Assistant, Personnel) Personnel Officer  
**D Leah** ('O' Business Development Manager) Northern Division Construction Manager  
**D M Lowe** (Advanced Fitter, Brighton) Plymouth  
**P Lueshing** (Improver II, Construction) Trained Fitter  
**D McDonagh** (Trained Fitter, Adler Street) Advanced Fitter  
**J McGuire** (Fitter) Service Supervisor, Glasgow  
**H Manks** (New Salesman, Leeds) Service Salesman  
**I Millar** (General Manager, OGED) General Manager, New Equipment Division  
**A Moore** (Advanced Fitter, Southend) Senior Fitter  
**J Patterson** (Manager, Special Contracts, Kirkby) New Salesman, Leeds

**T R Pratt** (Commercial Manager, Stockport) Contract Processing Manager, Kirkby  
**R Reynolds** (Advanced Fitter, Channel Isles) Senior Fitter  
**A Sharpe** (Apprentice, Bristol) Trained Fitter  
**F Sinclair** (Service Salesman, Stockport) Branch Manager, Liverpool  
**J Smith** (Advanced Fitter, London South) Senior Fitter  
**C Stevens** (Mate, Docklands) Improver I  
**S Thomas** (Advanced Fitter, Brighton) Senior Fitter  
**D Todd** (Improver II, Adler Street) Edinburgh  
**S D Ward** (Personnel Assistant) Personnel Officer  
**A S Whitley** (New Salesman, Reading) Project Manager, New Equipment Division  
**A E White** (Advanced Fitter, London Modernisation) Senior Fitter  
**J Wilbraham** (Improver I, London South) Trained Fitter

### WADSWORTH LIFTS LTD

**John Ford** - promotion to Company Secretary from Company Accountant  
**Francis Marsh** - promotion to Purchasing Co-ordinator from Contract Control.

## Speaking of long service ...

Dear Editor.

**SPEAKING of long service, I don't think anyone can beat our family record.**

**I completed 40 years before retiring in 1978. My two brothers now retired, Ernest and Thomas, completed over 70 years between them.**

**My four brothers-in-law, now sadly passed on, J Hollyman, W Hollyman, C Simons and E Solomon, completed well over 100 years between them.**

**I have a nephew, A Seaton, still working in London with over 20 years service, and my other nephew, Roy Simons, emigrated to Australia after finishing his apprenticeship.**

**Yours sincerely,  
Bert Seaton**

THE tremendous wealth of experience possessed by the Northern Division was illustrated last year by the unusual number of 25 years service awards.

**Jack Bell** was taken on in Blackpool and has worked there ever since. He was the first to be asked to take the Isle of Man route when it was established. Jack also has sales experience. He was once the Otis local representative in Blackpool.

**Graham Roberts**. Originally an apprentice in the Liverpool factory he moved to service in Liverpool. He was the northern area senior shop steward and his present job is service supervisor.

**Ian Gomersall**. Came to Britain from South Africa in 1968. He started in Leeds on construction, moving on to Manchester and then to Liverpool in 1969. He has worked on construction both as a fitter and tester repairs, and of course in the service field. Ian is now resident mechanic in Lancaster.

**Jim Mullen**. Started as a fitter in Newcastle and then moved on to chargehand and then tester and construction supervisor. In 1976 he went to Liverpool as the construction supervisor and in 1981 took up his present job in service sales.

**Frank Carden**. Joined in 1962 working at Meccano Binns Road in the construction department. In 1975 he transferred to the service department and now works the escalator route.

**Dave Carter**. Started in Toronto Canada in 1962 and applied to the Liverpool office on his return to this country in 1964. In 1966 he became a resident mechanic and is now responsible for the Kirby, St Helens area.

**Alan Taylor**. Has 26 years service. Another factory trained apprentice Alan was a tester on controllers. He transferred to the field in 1970 and was on construction for a short time, then a P.I. man. Today his role is as a service troubleshooter.