

Going Up

The newspaper of the OTIS UK Group



•The ups and downs of on-site training

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JOHN LEWIS SUCCESSES SET THE STANDARD

ONE of the success stories of Otis UK last year, and setting the standard for this, was the remarkable business done with the John Lewis Partnership.

Turnover totalled £5 million including maintenance, service modernisations and new sales.

£2 million of this was accounted for by the new John Lewis store at Vicarage Road, Kingston-upon-Thames, Surrey, which requires 16 lifts and 11 escalators.

The extension to the John Lewis store, St James's Centre, Little King Street in Edinburgh resulted in a contract for six escalators, one wallclimber passenger lift and one goods lift.

Another extension, this time to the John Lewis store in Loch Street and St Andrew's Street, Aberdeen, required 14 escalators and two lifts.

And phase two of the John Lewis Store, John Hall Way in High Wycombe, Bucks brought a fourth contract, this time for two escalators and four lifts.

John Lewis is one of the Otis Group's biggest and oldest customers and the size of the contracts it has been awarding

for the development of retail premises reflects its own recent growth and prosperity.

Liaison for new sales with John Lewis is carried out by major account sales manager Barry Lane.

One of the Group's most able salesmen, he has been selling Otis products for over 20 years. In 1983 he logged his 1,000th sale and last year he was the first Otis salesman to reach £3m, £4m and £5m worth of sales.

New orders were also received for a further 19 lifts in Waitrose Supermarkets at Wokingham, Byfleet, Richmond, Chesham, Sunningdale, Romsey and Bath.



High quality product for a high quality client.

Your pension and the crash

By ALAN BRYANT, chairman of the Trustees

WE are planning a major effort to explain the Otis Pension Schemes to everyone by the spring of this year. This will cover the benefits provided by the schemes both during employment and after retirement, so watch this space.

Some members have asked: 'Has the recent world-wide fall on Stock Exchanges affected the pension benefits?' The short answer to that is 'No'; the pension schemes are still in a healthy position.

LOOKING FORWARD TO 1988



TONY ALLEN
Executive director, Otis UK

MAY I wish you and your families a healthy and prosperous 1988.

In 1988 we have every opportunity to grow the business. The market is growing and the problems of 1987 are behind us.

By this time next year we will be able to judge our success in 1988 by the level of customer satisfaction, by the profit we have earned for the shareholders and, last but not least, by the level of employee satisfaction.

The lift industry is a people industry. Personal relationships are the key to our success. We must understand our customer requirements and then make sure we work together to satisfy them.



JOE KRUGER
General manager, Evans Becker Lifts Ltd.

DURING 1987 we went through the interesting challenge of merging the various companies. We also planned very carefully for 1988. This is the year in which we will achieve that plan. Together.

Our success as a company of people in 1987 is reflected in our turning from uncertainty and insecurity, to confidence — with a sound order book and a good 1988 in prospect.

We meet a clear need in our marketplace and have a specific role in our group of companies.

Having turned the situation, we must now thrive and grow.

Remember: the customer is king!



DAVID J. LEE
General manager, Wadsworth Lifts Ltd.

1987 WAS a difficult year for Wadsworth people. I recognise and thank you all for the personal sacrifices you made. Your dedication, commitment and will to win has established a strong foundation for the company to build on.

My message for 1988 is that we provide our shareholders with a return on their investment. Profit must be achieved in everything we do, allied to providing a quality product and service to our customers. It will be a challenging year, but I am confident we will succeed.

I wish all staff and their families, throughout the group, a very happy and successful 1988.



ROY MARKHAM
Executive director, Otis UK

I SEE our challenge for the year to be:

TO install the units sold in 1987 at the margin estimated — OR BETTER.

TO increase our market share profitability of this buoyant new equipment market.

TO increase our service customers' satisfaction by reducing callbacks and improving maintenance quality and productivity.

TO grow our maintenance business at the right price levels.

TO grow our share of the modernisation market.

You have a major part to play in ensuring Otis UK is successful.

I wish you all a very healthy and prosperous 1988.

Going Up

KEEP 'EM COMING!

Response to the first issue of *Going Up* has been terrific.

Thanks to everyone who has contributed. Please keep your stories and pictures coming.

Send them to your Group contact, Helen Ravenscroft of the service marketing team at Clapham. She will pass your news on to the editor, John Pratt, of Brian Cummings & Partners, the company who are helping the Group produce the newspaper.

GOING UP CONTACTS

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Editor: John Pratt, Brian Cummings & Partners Ltd, 27a Bond Street, Ealing, London W5 5AS, tel 01-840 0790. Fax: 01-567 2746. Telecom Gold: 87: WQQ414.

New scheme makes sure you're talking to the top

BY NOW you should have received your copy of the letter from Managing Director Brian King, advising you of the introduction of Dialog plus the information brochure explaining how the programme will work.

Dialog provides all employees with a means of asking work-related questions, expressing concern, airing ideas and in return receiving a reply from the highest level.

Besides providing employees with a way to voice



important concerns at the highest level of the company, Dialog also gives senior managers in Otis a formal system by which to learn about and act upon those concerns.

A key element of the programme is confidentiality. Only Alan Blackburn, Dialog administrator, will see your

Alan Blackburn. Based at Liverpool he is DIALOG's custodian and his job is to ensure complete confidentiality to everyone using the system.

name. Only the issue you raise—not your name—will reach the appropriate manager.

Some of the questions and answers will be published in *Going Up*. The administrator will select only those answers of general interest to all Otis employees. The names of the writers, of course, will not be used.

As Brian King stated in his letter to you: 'Employee communication ranks very high in my priorities, and I would encourage you to use Dialog in a positive and contributory manner.'

THE 1987 Otis Electronics Award, a UTC-sponsored science and engineering prize, went to seventh-grade student Jacob Harlow of Talcott Mountain Academy in Avon. He designed an electronic circuit using digital electronics and Boolean algebra.

☆☆☆

OTIS staff volunteers in Atlanta worked at night and on weekends to install a lift in a childhood cancer clinic funded by hamburger giant Ronald McDonald.

☆☆☆

A SCULPTURE called 'Otis'—72-foot long, 28-foot tall, 24-foot wide—was an exhibit in the lobby of the Republic Plaza—the tallest building in Denver, Colorado. Artist Richard Miles said the series of inflated nylon tubes was meant to evoke 'a primal sense of pure wonder and joy'.

☆☆☆

OTIS is modernising the 27 lifts in the luxurious Waldorf Astoria Hotel, New York City, in a \$5 million contract due to be completed by September. The first Otis lifts were installed there in 1931. The cabs are a combination of exotic woods framed by mahogany, with brass handrails and controls.

☆☆☆

USA TODAY, in an editorial on safety during flying, suggested that Otis Elevator Company should take over airline traffic control because it is 'the only transportation company in the USA that really understands fail-safe design and dedicated rights of way'.

☆☆☆

THE daughters of three Otis Canada staff—two service mechanics and a sales engineer—have been awarded UTC/Otis scholarships to attend university, studying law, medical sciences and physiotherapy.

☆☆☆

UTC CHAIRMAN Bob Daniell told UTC and Otis employee communicators at the company's Hartford headquarters that the Japanese, although 'very good and very capable' could not match Otis's strength, especially in the international market. But he warned that their market share would grow 'if we're not careful'.

☆☆☆

THE former Otis district office in Houston, Texas, which was built in 1921, is the last original structure to remain standing in a massive area of redevelopment. 'Maybe the ghosts of the old Otis building are trying to say "we are here to stay"', said district operations manager John Embry.

COMMERCIAL LEADS THE WAY IN STREAMLINING WORKING PROCEDURES



Mission accomplished. The commercial department of the London headquarters of Otis, pictured here, is the first within the Group to implement the Desktop Procedures scheme.

THE commercial department at the London headquarters of Otis has been chosen as the first within the Group to complete the implementation of the new Desktop Procedures scheme.

The aim of the scheme is to enable every employee to have the opportunity to define in detail his or her own job, with the aim of contributing to clearer, more efficient administration.

The role of the commercial department, which is part of the finance division, is to ensure that the company knows the risks inherent in the contracts it accepts, and to identify the risks and opportunities occurring throughout the life of the con-

tract. And it collects the cash as it becomes due under the terms of the contract.

It also undertakes building work in support of lift installations. For this it has a permanent building team, but also sub-contracts labour where necessary.

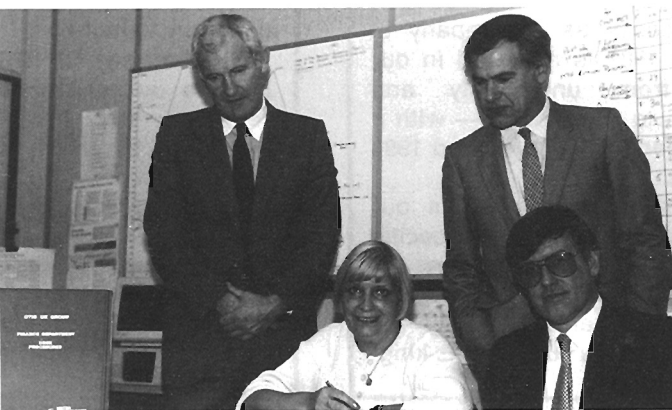
Desktop procedures have already been implemented in the USA and are now being introduced to the Otis Group world-wide. In the UK the

exercise was started in April.

The first part of the scheme is for each employee to write down a description of his or her work, listing the steps involved in the execution of each task in chronological order.

They also list where the documents they need to do their jobs are received, and describe the distribution of the documents after they have completed their job.

Desktop procedures signing off ceremony for Joan Walther, who is responsible for construction billing. Left to right: Brian King, Joan, director of finance Mike Hambly and Chris Knapp, head of the commercial department.



In addition, all the desk procedures are accompanied in the description with a sample of the documents and an explanation of their use.

The narrative for each step describes why it is being done as well as what is being done.

All the procedures are prepared in sufficient detail to enable someone other than the person responsible to be able to step in and do the job with the minimum of verbal instruction. They can assist in the recruitment and training of new staff or in guiding temporary staff in the case of illness or holiday relief.

UK commercial manager Chris Knapp has become enthusiastic about the scheme since its introduction. He said: 'It basically identifies what each member of the team does. My initial feeling was that this was just another exercise, but having done it, I truly believe in it.'

'The scheme has many advantages. Firstly it enables the employee to write

down what his job is. Not his job as perceived by the manager, but what he or she is actually doing.

'That means that not only does he or she have a clearer picture of what they are doing, but they know that the manager knows it too.

For the manager this can be an eye-opener. You might assume a person has three or four routine aspects to their job, but discover that they have to go through a dozen steps to get there. So you can see the complexity of their job and its inter-relationships with other departments.

'And this can include such very routine tasks as opening and distributing mail. You assume this is very straightforward until you read what actually has to be done.

'Or take the work of our construction billing coordinator, Joan Walther. You would think that construction billing was fairly routine until you look into it.

'I was surprised by the number of sources she has to access to get information.

'The most important factor of the scheme is that it enables everyone to sit down with the manager and communicate in detail about the demands of their job. We start with a basic description identifying between six and a dozen major items that the person is responsible for, and then expand it from there.

'At the end of the exercise the document is typed up and put in a binder. The manager has a copy but each member of the team also has his or her own copy.

'We have tried not to edit any of them; and each binder contains the comments of the employee about the usefulness and efficiency of the exercise.

'We plan to get together with each member of the team every six months to review their Desk Procedures.

The documents are solely the work of the team. They wrote them on top of their normal work and produced some very impressive results. 'I am very proud of them', said Chris.

When each desktop binder has been completed it has to be signed off by the supervisor, the departmental manager and the team member.

To mark inauguration of the scheme in the UK, managing director Brian King attended the signing off ceremony.

On-site training gave personnel staff better understanding of liftwork

On top of their jobs!

LET ME begin with an admission. Some 18 months ago we in London region personnel department realised that we were not giving the quality of service that the divisions had a right to expect.

We asked ourselves why and we realised that we had become a department of paper pushers. We had not involved ourselves in the front line of the business. We were reacting to situations rather than anticipating or helping with them.

We also realised that some of our people had worked so long in this environment that they were quite unable to change. We knew that we would have to look for new, young people to help us do the job as it should be done.

In the pictures on this page you will meet three of the four people who are among our hopes for the future. And you will see them where we should have been before —

In the past year or so, London region personnel department has undergone many changes. New faces have been seen, new voices heard on the phone. The man in charge, JOHN MARSDEN describes what has happened and why.

on site, working with some of the men who spend all their time in that environment.

Their comments will confirm that these have been salutary experiences.

In business today it is often said that we must develop young people. Well yes. But to do that you obviously need

the right youngsters in the first place. In our little group I believe we have the right material.

Simon Ward, aged 22, is a graduate in business studies; Ciera Kyne, 23, has a degree in psychology; Lynne Hughes is a qualified teacher.

Our trio are encouraged to visit branches and regional offices as well as construction sites, and to listen and learn rather than to act. In this approach to training I am supported by my own boss, Costas Johnson.

Their mentor on some of the trips is a senior member of the team, Colin Oaten. Formerly our Southern region personnel officer and now based in Bristol, Colin has responsibilities that take him from one end of the country to the other.

In addition to his work for Otis, Colin helps us provide limited personnel services to other UTC companies like Sikorsky and Pratt and Whitney. This work comes to us because we are the biggest UTC company in the UK.

Colin and I both see to it that our trainees do not just visit a site or branch for the sake of it, still less without warning. A call has to be for a specific purpose, for example on disciplinary occasions or for recruitment interviews when there has to be a personnel presence to ensure that Otis procedures are followed.

I have left until last our youngest member. Donna Holdsworth, aged 20, who joined us as a YTS trainee, has already earned a reputation as our 'action girl'.

As one manager put it to me: 'We know that when Donna calls and says she will do something we can be confident it will be done.' Praise indeed.

Overall, what are the responsibilities of London region personnel department? They are wide and they are deep, extending across the fields of installation, service and repair and involving administration and engineering as well as the head office environment.

We shall shortly be re-defining our trainees' jobs in order to broaden their experience across their present boundaries in the business to encompass new functions like training. My belief is that we shall then have a mature department whose members will have credibility throughout Otis because they will have earned it.

We in personnel are not engineers or administrators.



Ciera Kyne picking up some technical know-how from fitter Bill Quay, left, and superintendent adjuster Ron Gaywood.

But we believe — or we would not be in this job — that most problems are at root human problems. Our ideal is to bring all the humanity we can to their solution.

Ciera Kyne confirms everything I said, herself: 'I wanted the personnel function, so this job was tailor-made for me. The first job I went out on was a construction site in Putney which had four floors. I got involved in wiring up the indicators and I was shown the motor room.'

'Because the indicators were not yet fixed, we had to ride up and down on top of the lift. It wasn't scary — I loved it. I think I am a born fitter, though they would not let me connect the indicators. But I thoroughly enjoyed it.'

'For my service experience I went with Dave Knight to inspect a corrosion problem and later to a factory for rewinding motors. It gives you an insight into how the men's day is structured and what is important to them. For example, buildings can be cold and breezy and there are no facilities.'

'I'm trying to do more of this sort of thing. It helps me to relate more realistically to other people's day-to-day problems.'

And Simon Ward endorses that: 'I was looking for a personnel position. I applied to Otis and was impressed with what I saw of the company — and with the interview, which was carried out by John Baker, manager of Northern division.'

'With Tom Pratt I went out almost immediately to a site in South Wimbledon where elevators were being installed in some flats. I got involved in making up the cables.'

'What this taught me was that construction fitters are

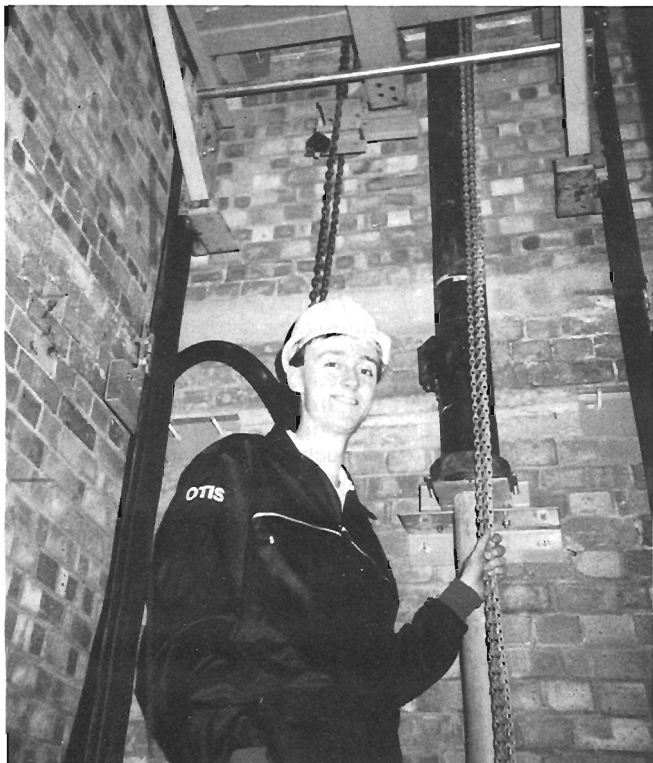
not simply involved in assembly work; their job demands constant improvisation and inventiveness and the ability to adapt quickly to different circumstances.'

Lynne Hughes agrees: 'I knew what to expect because I have been with the company for three-and-a-half years. But my field trip to Putney really showed me the conditions fitters had to work in, and this made me appreciate their point of view. I was particularly impressed by how cold it can be on site.'

That's easy to forget when you are in an office'



Lynne Hughes



Simon Ward

OTIS HAVE IT TAPED

WATCH out for a new video news magazine which will be coming your way shortly. Called *Hello Otis*, it has been made for the Otis Group world-wide and produced in English, French, Italian, German, Portuguese, Spanish, Japanese and Chinese.

This and future editions will feature the accomplishments of Otis people in the field and in factories, local offices and engineering and research facilities.

The next *Hello Otis* will include a feature from the UK, so please look out for it to find out what was included.

The first programme contains footage of the new Bristol research centre in North America. It has ten hoistways and the tower is 383 feet high, which means that engineers can test at rates of up to 2,000 feet a minute.

The building is a symbol of the Group's commitment to engineering research, on which it will spend \$250 million in the next five years.

The video gives excellent

coverage to the work being done there. The centre has already tested the pilot version of the Spec 60 variable drive elevator system — a new product for Otis in the United States and Canada.

Another fascinating item deals with the world's largest escalator, installed at Ocean Park in Hong Kong, a marine leisure centre. Seven hundred and fifty feet long, with a vertical rise of 177 feet, it can handle 11,000 people an hour and carries two million every year.

Hello Otis also covers the modernisation of the elevators in the Eiffel tower in Paris; the elevator market in Spain's capital, Madrid; Otis Mexico's renewed relationship with Cuba — where Otis lifts have been performing well virtually unserved for two decades.

It is a highly professional production, packed with information and with a running time of 25 minutes. It is intended for public showing to everyone in the Group: ask your manager to let you see *Hello Otis*.

Manor blows the roof off at the Palace



Manor Lifts' sales director Stuart Atkinson, centre, gets the Alexandra Palace show on the road.

MANOR lifts went to town for the Naidex exhibition at Alexandra Palace. They were there to promote their new TR model five person passenger lift which is specification designed and exclusively produced for them.

Naidex was held in October. It was also the week of the tree-flattening hurricane,

which ripped through the roof of the exhibition hall and forced an early closure.

But by that time the sales team had done its job. A host of orders for, and firm enquiries about the new lift have been received since then.

And Manor Lifts once again proved that it is a cut above its competitors by having the only working passenger-carrying lift at the exhibition.

IT'S SMILES all round at the Evans Becker factory and office complex at Abbey Lane, Leicester.

But 12 months ago the mood was very different. Sales and production figures were falling, and there was a distinct feeling of uncertainty about the future.

Today there is a new mood of optimism. The company is not only in a far stronger position, but it is expecting to see a significant growth in its turnover and market share during the next few years.

Evans was incorporated in 1919 by R A Evans, an electrical engineer. It now employs almost 700 people and boasts a client list that reads like a Who's Who of the high street, for which it designs, engineers and manufactures passenger and goods lifts ranging in capacity from 250kg to 3,000kg.

The original premises were in Prospect Road, Leicester, a street of terraced houses. In 1937 they were moved to Abbey Lane. Since then they have been frequently extended and now occupy a six-acre site with 16,000 sq ft of office space and a 100,000 sq ft production area.

Evans pioneered oil hydraulic lifts in 1955, using medium to high pressures to handle such demanding applications as cellar hoists for pubs and bullion lifts for banks.

Although they had built up a substantial and well known clientele, only occasional use was made of hydraulics for passenger and goods lifts until demand for it began to grow in the 1970s. Now eighty per cent of Evans' order book is hydraulic and it is the chief supplier of hydraulic units to the Otis Group.

The year 1981 was a watershed in the firm's history. It was bought by Otis and then, in 1986, merged with Becker Lifts of Bolton and the new company consolidated at Leicester. Becker added the name of Safeway to the client list.

The company has gone through a difficult period as a result of the merger. General manager Joe Kruger said: 'People who had worked for many years and had developed loyalties to their individual companies were expected to combine their talents and continue to meet customers' needs.

'There was also a substantial level of insecurity among our people since they were not quite sure what the future held for them.

The decline in performance continued until this year, during which Evans Becker increased its sales by 118 per cent. This is a remarkable performance by any standards, and was achieved with a sales force of only 18.

'The high street market has been buoyant and expanding fast,' explained sales director Ted Marson, 'and our clients have been investing heavily in new premises. But they have also been demanding very short delivery times from suppliers like ourselves.

'Our success has come not simply because we have good products but because we also have the ability to keep pace with and meet the demand, which many of our competitors lack.

'For example, one of our clients has been expanding so fast

that it needs lifts within six weeks of enquiry.

'We are able to respond to that enquiry by producing a complete tender within 24 hours. The client responds with a firm demand within a maximum of 48 hours. From that point we have to have the lift built, installed and in service within six weeks.

'We have been able to respond to enquiries at this pace because we have an increasing number of computers in our admin support and marketing systems. We are now far more sensitive to our clients' needs and to sales opportunities.

'Our success is also the result of an exhaustive exercise in value engineering on our products. We have looked at everything we use — rams, slings, pump units — to improve reliability and efficiency. We have reduced weight in our lifts, and made them easier to install. And we have also improved, and are continuing to improve, the aesthetics of our car interiors.

'Our colleagues in manufacturing have performed marvelously to keep up with the volume of orders. In the previous year they produced about 250 units. This year, with only a minor percentage increase in staff, they have produced over 400 units.'

Joe Kruger delivered his own compliment to the sales team: 'If you think of the level of the order book we have as we enter 1988, I can only commend the sales force for such a tremendous achievement,' he said.

There has been an equally dramatic growth in the company's service business. Service director Steve Thorneycroft said: 'We have adopted a more commercial approach and we are winning new contracts through more intelligent pricing; we are winning back contracts we have lost and resisting the competition harder when we think there is the possibility of losing a contract.

'The result is that we have gained contracts steadily for the past five or six months. This has brought us increased repair

The smiles are back at Evans Becker

After a tough few years the future is looking great again at the Leicester pioneer of hydraulic lifts



'Our main strength as a company is that our clients know they'll get exactly what they've asked for. I am proud of the way our people met the challenge'

Joe Kruger, Managing Director



Service director Steve Thorneycroft. "We are winning new contracts and winning back contracts we had lost."



Barrie Price, director of engineering and manufacturing. "The commitment to quality throughout the company has been exceptional."



Sales director Ted Marson. He and his team increased sales by 118 per cent in just one year.

sales too, which are up by 50 per cent on last year.

'I want to stress that this is the result of a total team effort by Evans Becker service personnel.

'We have also set up a lift improvements department. Lifts have a life of 30 or 40 years and there is a big market for updating them, which we are now attacking. And we are including a much bigger range of lifts in our sales net.

'We have decided to empower our people right down the line to make the decisions about issues that affect them, and as a first step have organised ourselves into three regions.

'As a result of this we are receiving a higher standard of engineering reports, which has increased our awareness of the opportunities. And when you get an opportunity in this business you have to go out there and grab it with both hands.'

The clue to the change of direction at Evans Becker lies in the change of attitude that has taken place throughout the company, and which has been brought about by the adoption of the Crosby quality programme.

The management team, managers and supervisors have all received eight days of the Quality Education System. And all remaining employees have had a day of Quality Awareness Education based on the Crosby concept.

The man responsible for its implementation is Barrie Price, who is also director of engineering and manufacturing.

Barrie said: 'Quality and customer satisfaction are inseparable, and it is therefore essential that we manage to deliver quality products on time every time. This means we all need to do our jobs better by conforming to their requirements and striving for zero defects.

'The commitment to quality throughout the company has been exceptional,' said Barrie, 'with "pledges" made and, in many cases achieved, by individual employees for improvement in the way they approach their work, whether it be by introducing a new way of working, revised operating procedures or changes in design.



'Likewise, on major issues we have had seven corrective action teams in operation at any one time. This has resulted in benefits for the company by way of improved efficiency, a reduction in the price of non-conformance and, for production staff, less hassle and the need to re-work.

'We achieve satisfaction for our customers and ourselves by getting it right first time.'

The second underlying reason for the turn around at Evans Becker has been the introduction of computers into the areas of estimating and internal logistics control.

That is why the company can now respond with tenders in 24 hours. In fact the estimating department generated 50 per cent more tenders in 1987 than it did in the previous year.

One man who has had a lot to do with the computerisation of these systems, and who has written many of the programs, is marketing manager Dave Sharkey. His brief has been to streamline sales order management throughout the company to improve the response to the customer.

General key data on all Evans bookings and bids are now recorded on the sales department PC. 'This allows us to produce sales reports to management, follow-up reports to salesmen and statistical analyses and forecasts useful to marketing and product development,' explained Dave.

'Between 80 and 90 per cent of all hydraulic lift enquiries can now be quickly estimated on the computer by selecting a short series of assemblies.

'Current labour, finance and overhead rates are applied automatically, together with currency exchange rates for imported materials, and an up-to-date selling price is generated on screen and on print out.'

PCs are also proving useful in the contract planning process. 'They have become an extremely powerful and flexible tool,' said Dave, 'while remaining relatively cheap and easy to operate. I believe they will play an increasingly important role in improving our efficiency, productivity and response to the customer.'

Another administrative initiative of the past 18 months has been the introduction of the new JES Abstract Document. This runs through every stage and every department in the company from initial enquiry right through to the construction supervisor. The salesman fills in the parts which are specific to the client's requirements and the estimator is built up on the same document. Following the order it is converted into a sales definition document that goes through to a drawing office, factory and construction. Finance and service use it as well.

'It cuts out misunderstandings and errors and is one of the pects of the quality programme that stands out most. People swear by it now,' concluded Dave Sharkey.

Computers have also been introduced into the vital area of producing electrical drawings, and the company has done this without having to go to outside consultants. This has enabled it to increase output with great consistency and to a standard it has gained the approval of such industrial giants as the IGB.

It is also moving towards computer aided manufacture. The first step will be the conversion of mechanical data into the format automatically added into the punch press memory. The key advantages is greater accuracy, faster consistency and the improvement in the rate of service to the client.

In technical innovation Evans is ahead of the pack, particularly in terms of control systems. Chief electrical engineer Martin Lee, who has been 15 years with Evans and is the company's resident boffin, explained: 'We developed a range of micro-processor control units for the more complex lift systems. Subsequently the rest of the micro-processor components themselves reduced substantially and enabled us to employ this kind of control in a much greater range of lifts. That was then extended by adding a facility to log any normal events happening in a lift system. These are recorded into a memory which can be

interrogated by an engineer from within the lift machine room. The system was further extended by printing the faults out. Once that had been achieved it was a simple matter then of getting the data transmitted to a remote control computer through telephone lines and a modem.

'The latest extension to that is where several lifts are on one site. Instead of each going through a single line they go through a multi-plexor, or data-concentrator, and communicate to the remote computer by a single line.

'Very often a company will have its own maintenance facility and will have the computer installed in its own maintenance depot. The first of these developed was for our office lift in 1980, and they are now a standard option on all Evans lifts.

'From the control point of view I think we are ahead of the competition, and Wadsworth now buys this type of equipment from us. The most important point is that, using micro-processors, we have personalised the functions and performance of our lifts. We are able to make a lift do absolutely anything the customer wishes.

'For example we have just been negotiating for a car lift

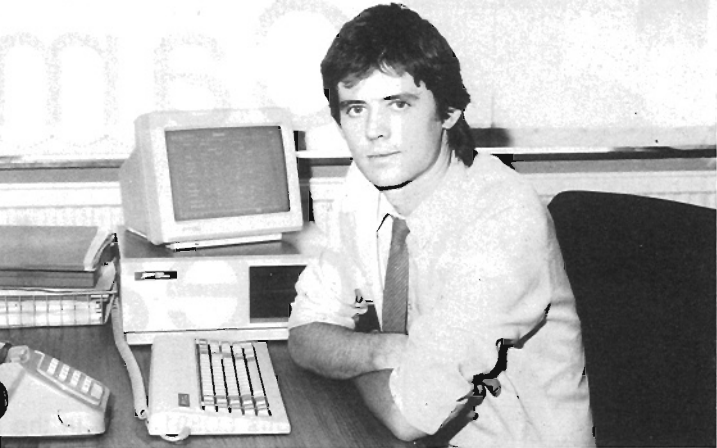
which will perform a variety of functions as the motor car drives in and backs out of it. This will be done by writing special software. All our software is written here, of course.'

The company's production policy has been increasingly to buy components from other parts of the Group, just as other companies in the Group buy components such as hydraulics and control gear from Evans Becker. This makes sense because many items are capital intensive and production costs are not justified by a single factory.

Safety equipment, for example, requires very expensive production facilities and calibration equipment which can only be justified if units are produced in volume.

'During the 1987 financial year our purchase of components from organisations elsewhere within the Group has increased significantly,' Joe Kruger said. 'I see this trend continuing because of the real technological and financial benefits we are gaining. For example we buy elevator doors and entrances from our French manufacturing facility, which are produced on a robotic line.

'The sooner we as a company realise that we are part of a group of companies, both here



Dave Sharkey. "Personal computers will play an increasingly important role in improving efficiency and response to the customer."



Resident boffin, chief electrical engineer Martin Lee, with the company's first fault-logging micro-processor, developed in 1980.

Left. Electrical tester Steve Smith in action.

and internationally, the better.'

Joe Kruger is clear about the position of Evans Becker in the UK and international lift industry, and what its role will be in the future. He said: 'our company fulfils a specific set of needs in a clearly defined sector of the market. It is also clear that we complement the products of our sister companies.

'I don't see the company referred to as Evans Becker simply being amalgamated into the Otis Elevator Company; but I do see a logical progression to a better synergy in the areas we have in common.

'In the organisation of our company we recently announced that Barrie Price is now the engineering and manufacturing director as well as being responsible for quality, and through this we hope to achieve quicker, more effective change within the product.

'We have also amalgamated the field personnel under Steve Thorneycroft, so that both construction and service personnel report to the same director.

'Because of our situation there was no way we could justify investment in new equipment at the beginning of the year. What we did was to optimise the approach to and

application of the equipment we have.

'We have now consolidated our inventories into one physically controlled and closed area, and by March we will have completed the re-arrangement of our hydraulic production facility into a more efficient unit.

'We would expect that with the order book we have we should be in a position eventually to make investments in areas that are supportive of the Group strategy.

'Our main strength as a company is that when our clients deal with us they know they'll get exactly what they've asked for. And they also know they'll get a very reliable and safe product. In addition they know that we are very serious about our clients and should any difficulties arise we'll stay right there until we have overcome them.

'We pride ourselves on this tradition of reliability and sound products and services. In the market sector we serve we consider ourselves the best.

'I am very proud of the way all of our people met the challenge we faced at the beginning of the year. We are once again a profitable company, and we are looking at a growth in turnover of at least 20 per cent in the next three years.'



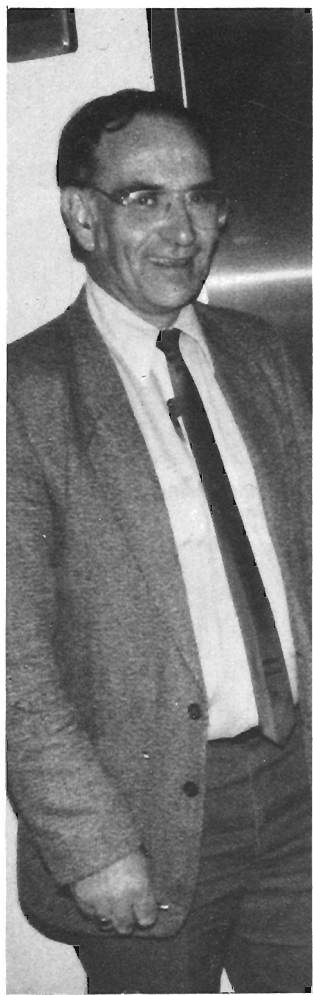
Engineering expertise in the hands of gear lifter Barry Smith.



Sweet smell of success. The credit control department reflecting the new mood at Evans Becker.



Skills for the future. Fourth year apprentice Philip Dickinson at work on a ram.



Graham Jaggs tries one of the lifts

Cambridge deadline beaten by a month

FIVE Otis LO891 units in the largest building development in East Anglia have been handed over FOUR weeks ahead of time.

The original management contract for the installation at Westbrook Research Centre, Cambridge, contained detailed specifications and delivery schedules.

The five-acre site near Cambridge's football ground in Milton Road consists of three interlinked office blocks in which the lifts had to serve the ground, first and second floors. The units incorporated a simplex down collective control system with NAO car and landing fixtures.

The cars were fitted with rosewood veneer on the side walls and a mirrored rear wall. Satin-finish handrails on the side walls matched the rest of the standard Otis finish. Ceilings were fitted and carpet was laid by the main contractors.

Graham Jaggs representing consulting engineers JS Bonnington, T J Davies, site

engineer for Sir Robert McAlpine, and site manager D S Adams took part in the handover ceremony conducted by Frank Henry, Otis new sales, Luton, and Roger Mancini, Otis construction supervisor, Southend.

All five units were accepted and both McAlpine's and Bonnington's representatives commented on

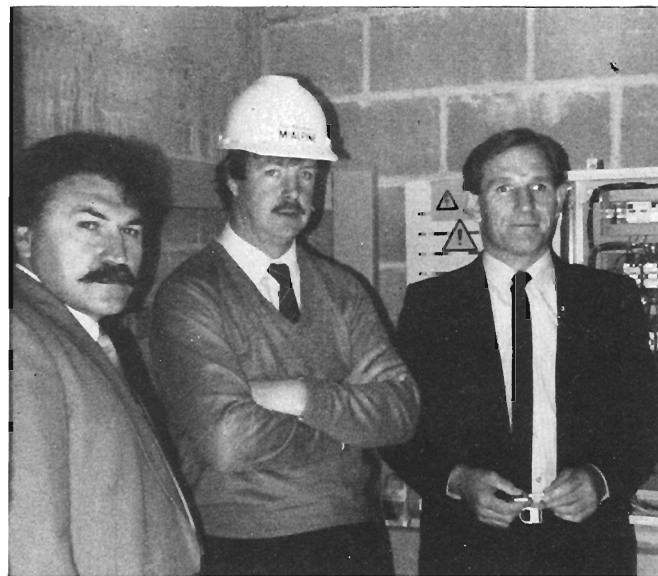
the high specifications and finish of the lift equipment.

The developer, Milton Park Investments of Manchester, had already let two top floor suites to a Cambridge travel firm at the time of going to press and was hopeful of signing up two more clients.

'The LO equipment surpassed the specification requirements as well as being installed four weeks ahead of schedule,' said Frank Henry.

'I think this proves the benefits of early detailed planning and liaison between our inter-company departments.'

RIGHT: Machine room inspection — Roger Mancini, with T S Davies of McAlpine's, and Frank Henry



Exports of liftables look good



Sales manager Mike Bunn. Looking for the next thousand.

ONE YEAR AND 1000 UNITS LATER

OTIS Handling has sold more than a thousand units during its first year of operation.

The biggest of these was a 7,000 kg capacity liftable to a new underground function hall beneath Trusthouse Forte's Cumberland Hotel in central London.

The liftable, valued at £105,000, has a platform size of 3.5m by 5.5m.

This prestigious contract was agreed in the summer. An extremely tight schedule demanded that the liftable be designed, built, tested and installed and fully operational by September. Trusthouse Forte were well pleased that the deadline was met and with the liftable's performance.

The hotel's maintenance manager, Eddie Jones, said: 'The liftable allows us to move large quantities of goods and equipment quickly and easily into the function hall without disrupting supply to the main hotel by occupying the existing goods lifts.'

Other customers have included Sainsburys, John Lewis, Tesco, Boots, Ford, Nissan, Vauxhall, Christian Salvesen, Alders, Ciba-Geigy, Kodak and Cadburys.

With the help of Otis Group Export Department, Otis

Handling has also sold liftables to the Middle East, France and Iceland. The large number of enquiries being received from abroad indicates that export will continue to be a major growth area.

While inheriting a twin range of well-proven equipment, product development and enhancement has been continuing. A new product, the Otis Micro-hite, was successfully launched during the summer. It is a low closed height liftable which because of its flexibility and ease of installation is showing early sales success.

Sales manager Mike Bunn said: 'We have had an exceptional first year and even though we suffered all the teething problems common to any new organisation, we have succeeded in extending our customer list and have supplied their orders on schedule.'

A detailed colour brochure and full details on the range of liftables and loading bay equipment are now available from the Leicester-based company. All Otis personnel should have these on file.

And more information and help with sales are always available from two friendly faces at Otis Handling — Mike Bunn and Bill Blyghnton, contracts manager.

CAMBRIDGE University architecture student James Wade took the 1987 Otis Award for building design, winning £2,000 and a return flight to the United States. He will tour New York, Hartford and Chicago.

James received his prize from Otis Elevator managing director Brian King who also presented equal second prizes of £1,000 each to Ross Barbour and Boon-Yang-Sim, last year's winner.

The subject of the student design competition, run in association with *The Architects' Journal*, was a City Press Centre on Ludgate Hill in the City of London, not far from the traditional heartland of Britain's national press, Fleet Street.

The idea for the centre



WINNER: James Wade

arose from the fact that Fleet Street newspapers are now well into their move to Docklands and elsewhere, and that a massive development — Broadgate — is being built in the City.

The students who entered had to design a place where increasing numbers of international and national journalists responsible for reporting on the financial markets

USA trip for winner of the 1987 Otis Award

would be accommodated. They also had to take into account the growth of information technology.

The design had to include the Press Centre itself, office space for leasing, a conference centre, sports club, coffee shop, wine bar and shops. Inside the Press Centre there needed to be workbases for each journalist and self-contained areas for larger working units.

The judges were: Brian King, architect Richard MacCormac, services engineer John Berry and Peter Carolin, editor of *The Architects' Journal*.

In their brief, the judges said they were looking for 'a marriage of imaginative design and technical competence.'

The competition, aimed at part 2 and 3 students, attracted 67 entries. The best were thoughtfully designed and clearly presented. But the services engineer, John Berry, was largely unimpressed.

He thought few of the entries showed any real knowledge of the fundamental demands services such as lifts make on buildings and the way they are designed. The judges blamed this on the teaching.

But James' winning entry was well presented. It incorporated a tower which doubled as a viewing platform and communications base.

And he was praised for the individual workbases and the fact that he took into account the vibrations that would be created by trains running on a nearby railway viaduct, using a combination of light steel and heavy concrete.

He also created a passenger link to the railway viaduct and an atrium tower — a building within a building.

Results

Winner 1987 Otis Award: James Wade (Cambridge University, final year).

Joint second: Ross Barbour (South Bank Polytechnic, final year); Boon-Yang-Sim (Liverpool University, final year).

Highly commended: Farahbod Nakhei (Strathclyde University, final year).

Commended: Andrew Partridge (Leicester Polytechnic, final year).

Mentioned: David Barker (Thames Polytechnic, final year); Loraine Bickford Sawlings (Brighton Polytechnic, final year); Kwesi Marles (Oxford Polytechnic/Virginia Polytechnic and State University).

●THE BRIEF has already been established for The Otis Award 1988. The task for entrants is to regenerate Marylebone, a run down inner city area in West London.



In pursuit of excellence

A GROUP management conference was held on November 27 and 28 to review the performance of the group of companies and to establish objectives for 1988 and through to 1990.

'The underlying purpose of these objectives,' reports personnel director Costas Johnson, 'is to ensure we move towards excellence in all our business activities.'

'Throughout the conference special emphasis was given to actions we need to take to ensure we achieve our plan for 1988.'

'Brian King's major drive was to emphasise each individual's commitment to achieving Excellence through Quality by Action.'

Have-a-go Leon in mugger mix-up

LEON MANCINI, 19 years with Otis and a repair fitter with Southern division, has proved that members of the Otis Group will go to any lengths to serve the client.

Leon was working at Allders of Chatham last November. At lunchtime he went out to get some cash from the bank and ran into one of those unpleasant spots of bother we all prefer to avoid.

As he stepped into the shopping precinct outside he ran straight into an incident in which a man was hitting a rather elderly lady.

Leon assumed she was being mugged and, rising magnificently to the occasion, attacked her assailant and restrained him.

As he was grappling with the mugger's upper half he became aware of a man on the ground grappling with the mugger's lower half.

In doing so this man unfortunately got his head underneath Leon's foot. This annoyed the little old lady who, despite all her troubles, had a sharp word with Leon.

She also joined in the fight, during the course of which she informed Leon that the man was not a mugger but someone who had been stealing from Allders and was trying to make a getaway.

Leon, not being small, overpowered the man, kneeling (ever so lightly) on his head to keep him there while the police were called.

Arrest

He was a bit surprised when someone in the large crowd that had gathered had a go at him for hurting the man. 'We do see life,' said Leon.

At this point the Allders representative he had been working with emerged from the store and came to help. After greeting Leon he commented: 'We must stop meeting like this.'

'The police seemed to take a long time coming,' said Leon. 'And when they got there they didn't take over and I thought: Come on, it's your turn. In any case my arms were aching.'

At last the police made an arrest and Leon, not wanting to get involved went on his way to the bank.

Detective

He was surprised the next day when he went into Allders to see that the man who was there to sign him in was the man who had grappled with the thief's legs and whose head had found its way under Leon's foot.

Making light of a couple of black eyes, he thanked Leon and told him that the thief had tried to get away with china-ware in his pockets, which during the course of the fight, had naturally got smashed to smithereens.

And what, you will ask, happened to the little old lady? If she was not being mugged why was she mixing it with the runaway thief?

The answer is - because she was the Allders store detective just doing her job.

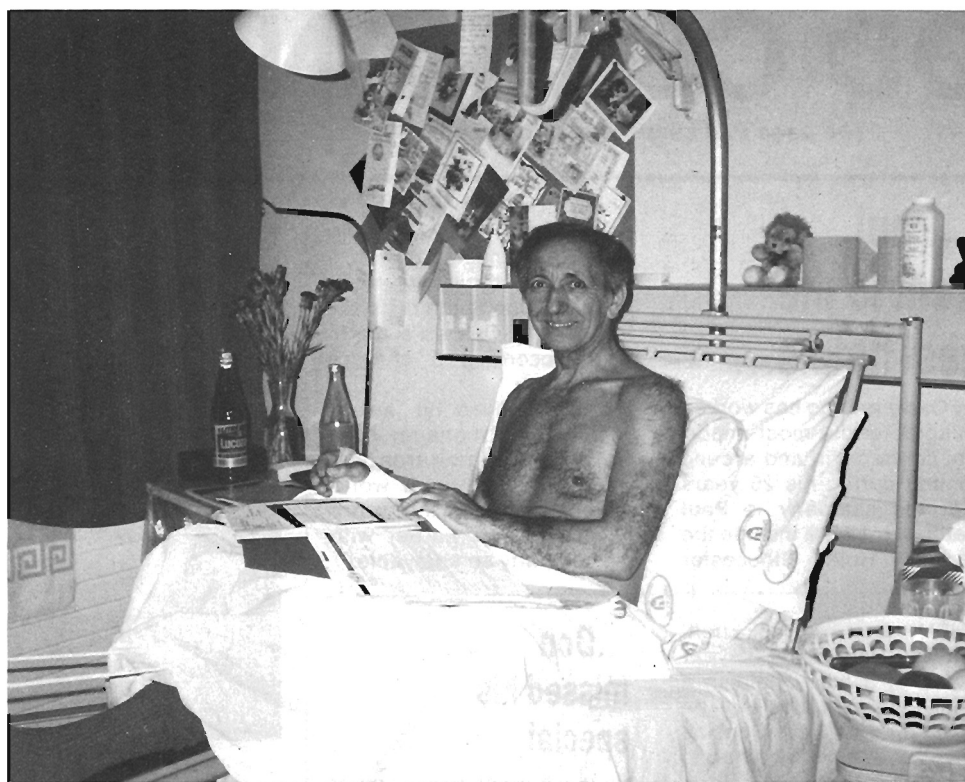


Photo: PETER HANN

Bob takes the job to bed

BOB BAISDEN, Wadsworth's T Sales Engineer in the London region, ran into a little problem one evening.

Or rather, the little problem ran into him — in the form of a hit-and-run driver who callously left him lying in the road with multiple injuries. The problem was complicated by the fact that Bob suffers from diabetes.

Luckily he was found by a young lad who saw that he was in a coma and in a bad state and who quickly got an ambulance to the scene.

Bob, who has been with Wadsworth for 20 years, woke up in bed in the Princess Margaret Hospital in London. He's in traction, his injuries are considerable and full recovery is going to be a long job.

But colleagues were amazed to find only two weeks after the incident that, traction or no traction, Bob intended to go on working.

From his hospital bed he has been chasing up overdue orders and has been constantly on the telephone.

His fingers were so badly smashed they had to be held together with stainless steel pins. When these were finally taken out Bob offered to contribute the material for inclusion in a batch of locks for which it was proving difficult to get parts.

How's that for dedication? But that's not the end of the story. Bob discovered that the lad who had raised the alert so quickly had never owned a bicycle, but always wanted one.

This Christmas his wish came true, courtesy of Santa Bob.



Friday 13th lucky for some in Nottingham

FRIDAY the 13th was a lucky night for Nottingham, when they combined a Christmas outing with two long service presentations.

The branch social club organised an evening at Nottingham Playhouse in November to see *Saturday Night and Sunday Morning*, followed by a meal in the theatre's restaurant.

On the same evening,

Matthew Johnson, a repair fitter, and John Hands, a service sales representative, received their 25-year awards from branch manager Keith Riley. Continental dishes such as Chicken Breton as well as traditional food were on the pre-Christmas menu for the 26 staff from Nottingham who attended.

They included, left to right:

Shirley Cassidy, George Cassidy (service route mechanic), Maureen Johnson, Matthew Johnson (repair fitter), Paul Moran (service route mechanic), David Johnson (service route mechanic), David Oakland (service route mechanic — resident engineer, Derby area), and standing, Keith Riley (branch manager, Nottingham).

WHEELCHAIR BOWLERS NEED YOUR HELP

AT the finals of the World Wheelchair Games last summer Otis executive director Tony Allen met sports minister Colin Moynihan. The result was that Tony agreed to organise a match to raise funds for the wheelchair bowlers.

The match will be played on April 1 at Stoke Mandeville sports centre, between the British Wheelchair Bowlers international team and an East Anglian team called the Sputniks, which will be captained by Colin Moynihan.

In addition to the sports minister Otis will be inviting sporting personalities to take part. Watch *Going-Up* sports pages for further developments, and if you are bowler, and take *Bowls International*, you should be able to follow the story from there, as the editor, Chris Mills, has agreed to play.

The Sputniks derive their name from the fact they were formed in the week that Sputnik was launched.

Tony Allen has played for

them for a number of years during which the team, which includes two internationals and a number of county bowlers, has raised funds for local charities.

The aim of this event is to raise funds to meet the travel costs of the UK teams to the Para Olympics in Seoul and for a visit the wheelchair bowlers are making to Kenya later this year.

Funds in the UK are being raised through the sale of advertising space in a commemorative brochure. If you know of anyone you think would advertise, please contact Tony Allen for a form.

Ranjid Aurora of Wadsworth was in Kenya over Christmas and took the opportunity to get some sponsorships for the game from his many contacts in Nairobi.

All proceeds will go to the fund. Advertising rates in the brochure will be: donation acknowledgement in the programme (£5). 1/4 page advert (£20). 1/2 page (£35). 3/4 page (£60). Full page, A4 (£100).



Mrs Arthur Clayton left, with Mrs Brian King and Barnaby.

Barnaby stars at the Liverpool Christmas bash

MORE than 300 people enjoyed themselves at the annual Liverpool factory Christmas social.

In addition to a superb buffet there was a disco provided by Curly Music and a local pop group called Chaser. And as in previous years, each lady was presented with a carnation as she arrived.

A regular feature of the

party is the raffling of a cuddly toy in aid of Dr Barnardo's Homes. Last year it was a character called 'Ben Rabbit'. This year the star was Barnaby bear.

The raffle raised £102 and the winner was Mrs Arthur Clayton, whose husband works on the power presses in the architectural products workshop.

The prize was presented by Mrs Brian King, who was at the party with her husband. Organiser Alan Blackburn said: 'We were very pleased that Mr and Mrs King took the opportunity to join us.' Also present were executive director Roy Markham, director of engineering Mike Hirst and Henry Waclaw from the USA.

Liverpool children celebrated the holiday with a Christmas party of their own.

Ray's Raffle

THE SEASON of goodwill really means something to the 35 Otis people at Adler Street in the City of London. At Christmas they sent a £90 hamper to their colleague, chargehand fitter Ray Bingham, who has been ill and unable to work for 13 months.

But the basket of goodies was only a symbol of their goodwill towards their sick mate.

Since Ray fell ill with foot trouble his colleagues have raised regular sums of money (more than £400) for him and his family by raffling the same bottle of whisky over and over again — the winners giving it back each time. They raised another £180 by raffling the hamper, won by Jimmy Andrews of the repair section, who said he would like it passed on to Ray.

The hamper was handed over to Ray at his home by supervisor Bert Franklin.



Hazel was so surprised...

HAZEL CHANDLER dressed with care to go to her sister-in-law's birthday party.

Present in hand, she went into the Candles Inn, Westcliff-on-Sea, and searched the faces there for her relatives. Instead, she



saw 11 of her colleagues from Southend branch office and discovered that the party at the Essex inn was for her, to celebrate 25 years with the company.

'I was so surprised that although I was looking at my friends from the office to begin with I did not even see them,' said Hazel.

Her husband Robert was in on the secret and saw branch manager Bob Spetch present Hazel with a clock.

Hazel is a clerk typist at Southend and says what she likes most about working there is that 'we are a very closely-knit family'.

IT FEELS GOOD: A beam of success from Jonathan Swan who received his apprenticeship certificate from service supervisor Bill Wren at Southend on the same day that Hazel Chandler celebrated her 25 years at the branch.

...Paul went to the best hotels...

AN Otis man who has worked on some of the most important contracts in and around London during his 25 years with the company is **Paul Matthews**. These include the Berkeley Hotel, Gloucester

Hotel, Taberner House in Croydon and the Royal side at Ascot Grandstand.

Now construction manager, London South division, Paul joined Otis as a mate, later becoming a charge-hand.

Paul received his award from general manager **John Williams** and afterwards paid tribute to the many work-mates who over the years have made his career with the company so enjoyable.

WHEN **Don Kinch** (left, below) received his 25-year award at a lunch held in a local Liverpool hostelry he asked for the Chef's Special. But as it was 'off', he had to settle for a clock.

Don, a business analyst in the information and systems department at Liverpool works, was joined at the lunch by some of his ex-colleagues. They were from the industrial engineering department in the machine

...Don missed his special...

shop, where he was a senior work study engineer for many years.

Don is pictured receiving his award from **Alan McNamee**, who was also in the industrial engineering department before joining personnel.



...and Eileen stayed true to type

TWENTY-FIVE years ago, when **Eileen Donovan** joined Otis, she was the first, and for a time the only, person at head office to have an electric typewriter.

'If something went wrong it meant typing a whole new page,' she remembers. 'Now the PCs hold everything in store and it's easy to make changes — and a lot quieter.'

But Eileen is glad some things have not changed. Her colleagues these days are as friendly as they were when she started with the company, which was then based in the Minories, 20 minutes

from her home at Bromley-by-Bow in East London, where she still lives.

Before she came to Otis, Eileen had two jobs typing specifications, first for a seed merchant then for an electrical wholesaler. She found heavy engineering rather different, especially then, as now, Otis was involved in a lot of big hotels that were being built in London.

Eileen is now secretary to **Stan McCall**, new sales admin manager. She is pictured here receiving her long service award from product director **Peter Kerrell**.

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

J Anderson (Construction Support Manager) London Construction Manager
S Baron (Apprentice, Stockport) Trained Fitter, Stockport
S Beharry (Senior Systems Analyst, Finance) Treasury Systems Accountant
E Bell (Improver 1, Adler Street) Improver 2, Adler Street
F Blacklaws (Trained Fitter, Edinburgh) Advanced Fitter, Edinburgh
P Bowen (Improver 2, GLC) Trained Fitter, GLC
W Briggs (Callout Clerk) Night Otisline
K Broughton (Trained Fitter, Stockport) Advanced Fitter, Stockport
J Burrige (Apprentice, London City) Trained Fitter, London City
F Bush (Trained Fitter, Southend) Advanced Fitter, Southend
F Chaudhry (Order Processor, Alpertion) Export Order Processor
W Chick (Mate, Stockport) Improver 1, Stockport

S Coggle (Data Analyst, FOD) Data Control Officer, Construction Support
J Cooper (Apprentice, Luton) Trained Fitter, Luton
J Cooper (Trained Fitter, Luton) Reading
J Davies (Trained Fitter, London City) Advanced Fitter, London City
J Dixon (Advanced Fitter, Brighton) Senior Fitter, Brighton
D Downer (Apprentice, London South) Trained Fitter, London South
D D'Monte (Improver, London South) Trained Fitter, London South
C Emerson (Production Foreman, Kirkby) Technical Training Supervisor
P Felton (Advanced Fitter, London South) Senior Fitter, London South
J Flanagan (Improver, LRT) Trained Fitter, LRT
A Gater (Branch Manager, Southampton) Contract Management Project Leader

P Godfrey (Graduate Trainee) Trainee Product Manager, HO
F Gorman (Advanced Fitter, London West) Senior Fitter, London West
C Hackett (Advanced Fitter, LRT) Senior Fitter, LRT
S Hardinges (Secretary to T Baker) Secretary to M Hamby
F Harwood (Apprentice, Southend) Trained Fitter, Southend
J Hassel (Advanced Fitter, London City) Senior Fitter, London City
G Henderson (Improver, Edinburgh) Trained Fitter, Edinburgh
T Hester (Trained Fitter, London South) Advanced Fitter, London South
C Jeromson (Apprentice, Edinburgh) Trained Fitter, Edinburgh
R Jones (Apprentice, London South) Trained Fitter, London South
G King (Improver, Edinburgh) Trained Fitter, Edinburgh
D Lambert (Advanced Fitter, London West) Senior Fitter, London West
P Lamper (Trained Fitter, Brighton) Advanced Fitter, Brighton
D Launder (Apprentice, London South) Trained Fitter, London South
J Law (Estimator, Southampton) New Sales Manager, Southampton
S Lebrocq (Apprentice, Stockport) Trained Fitter, Stockport
C Light (Trained Fitter, Plymouth) Advanced Fitter, Plymouth
T Lippett (Fitter, Cavendish Square) Trainee Field Test Engineer
R Loder (Trained Fitter, London City) Advanced Fitter, London City
S Loughran (Apprentice, London City) Trained Fitter, London City

M McAleer (Advanced Fitter, Belfast) Senior Fitter, Belfast
I McCleallan (Improver 1, London City) Trained Fitter, London City
J McCleallan (Trained Fitter, London City) Advanced Fitter, London City
G McMahon (Service Salesman, Stockport) New Salesman, Edinburgh
C McNeill (Staff Adjuster, Glasgow) Service Supervisor, Glasgow
G McNeil (Trained Fitter, Edinburgh) Advanced Fitter, Edinburgh
S Maleed (Improver 1, London City) Improver 2, London City
P Matthews (Apprentice, London City) Trained Fitter, London City
M Millen (Trained Fitter, Southampton) Advanced Fitter, Southampton
D Montgomery (Senior Fitter, London West) Southend
D Neale (Service Supervisor, Reading) Service Engineer, Southampton
I Nelson (Trained Fitter, Southampton) Advanced Fitter, Southampton
G Newton (Apprentice, Southampton) Trained Fitter, Southampton
K Palecek (Improver, Luton) Trained Fitter, Luton
D Place (Improver, Leeds) Trained Fitter, Leeds
D Preston (Fitter, Birmingham) Service Supervisor, Birmingham
R Reeve (Trained Fitter, Cardiff) Advanced Fitter, Cardiff
J Shields (Advanced Fitter, Liverpool) Senior Fitter, Liverpool
I Smart (Apprentice, London West) Trained Fitter, London West
T Taylor-Lowen (New Salesman, Cardiff) REM & Sales Marketing Co-ordinator, HO

C Thacker (Construction Support Engineer) Construction Supervisor, London
P Thompson (Improver 1, Southampton) Improver 2, Southampton
P Wells (Fitter, London South) Construction Supervisor, London
R Wells (Trained Fitter, London South) Advanced Fitter, London South
J Williams (General Manager, London South) London General Manager

M Williams (Advanced Fitter, London South) Senior Fitter, London South
G Willis (Trained Fitter, Southampton) Advanced Fitter, Southampton
G Wotton (Apprentice, London City) Trained Fitter, London City
P Wright (Mate, Southampton) Improver 1, Southampton
C Wrigley (Business Analyst, Southampton) New Salesman, Cardiff

If you think that's good!...

Dear Editor

The recent feature on the longest serving Otis man threw out a challenge to anyone who can beat Harry Godsall's record of 46 years' service.

We are fortunate at the moment to benefit from the experience of two senior staff who have both completed 50 years' service with this company — and within the last 12 months two of their colleagues both retired soon after completing 50 years!

With the raising of the school leaving age and earlier retirement we believe it is most unlikely that many more employees will complete 50 years with one company, and we are therefore very proud of this record which may never be beaten.

Works manager, **Bob Nelson**, joined the company on July 12, 1937, by which time **George Stannell** in our buying office had already been with us for a year, having joined on May 30, 1936.

George is working on past his normal retiring date, and a few months ago **Ken Talbot** retired as purchasing manager after 50 years, so for a brief period we had two people with 100 years combined experience heading up our purchasing activities.

Otis and Dewhurst are both fortunate to have benefited from the lifetime careers of such loyal employees.

Colin Johnson, Managing Director
 Dewhurst & Co. Ltd.

Au Revoir!

From fourteen colleagues retiring

31 Years' Service
 Joe Nortcliffe — Service Support Manager. 30.10.87
38 Years' Service
 Ken Rose — Service Supervisor, Plymouth. 30.10.87
9 Years' Service
 Davine Kempton — Billings Administrator, Head Office. 30.11.87
39 Years' Service
 Bill Williams — Field Auditor, Northern Division. 30.11.87
30 Years' Service
 Ron Powell — Field Auditor, Southern Division. 30.11.87
33 Years' Service
 Arthur Smith — Maintenance Engineer, Office Services. 30.11.87
33 Years' Service
 Bill Dunderdale — Safety Officer, Leeds. 30.11.87
32 Years' Service
 Harry Weaver — Administration Supervisor, Adler Street. 30.11.87
11 Years' Service
 Richard Jones — Storekeeper, Alpertion. 30.11.87
44 Years' Service
 Jack Roy — Divisional Service Manager, Stockport. 31.12.87
37 Years' Service
 Alex Gater — Contract Management Project Manager, Southampton. 31.12.87
24 Years' Service
 Dan Suphi — Field Engineer Construction Support. 31.12.87
27 Years' Service
 Harry Bunn — Senior Service Salesman, London South. 31.12.87
15 Years' Service
 Paul Hewlett — Director of Quality. 31.12.87