

# Going Up

The Newspaper of the OTIS UK Group



**Teamwork is building  
Otis Business**

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## OTIS EXTRA GOES ONWARDS AND UPWARDS

The Otis Extra programme which gives customers their own uniquely tailored service contracts, has been a runaway success since it was launched in February. It is bringing a new dimension to the company's relations with its customers and has sharpened its commercial cutting edge in today's competitive marketplace.

First launched in the Northern Division, launches have now taken place in the London Division, Southern Division and Wales.

Organiser Craig Russell said at the launch "It is no longer good enough to offer a customer a standard service contract with a take it or leave it attitude.

"We can no longer make assumptions of what the customer requires. Basic /parts oil and grease /comprehensive are glib expressions used by the industry and are totally meaningless.

"Otis Extra is as little or as much as a customer requires for the management and servicing of the vertical transportation needs of his building.

### Plain Language

"Otis Extra is not a contract, it is the means to reiterate our commitment to our customers, existing and potential, of our performance and service.

"Customers say that they like the newly tailored packages we are offering them, and that this is something the lift industry has needed for a long time.

"They say that they also like the plain language and simpler format of these packages."

Sales successes since then

have borne out Craig's view.

One important national retailer who had not previously placed any work with Otis has now placed a service contract because of the flexibility offered by Otis Extra, and the new attitude the company has demonstrated to customer requirements and deadlines.

The negotiations are being handled by Mark Jones and Roy Mills of London West area. As part of their presentation the clients' executives were invited to Clapham Road to see the new Otis in action.

Mark and Roy report that they were impressed by the way that Otis now handles its relations with its customers, and by such facilities as REM and Otisline, the 24 hour system which relays breakdown and maintenance calls to the branch.

The same executives have also accepted an invitation to visit the Liverpool factory to see what the company has to offer in terms of engineering expertise and manufacturing capacity.

There has been a similar success story from Mark Braidwood and Micky White, of the Docklands branch, London City.

They have produced a subtly tailored and flexible contract for some 71 units - flats and houses -

owned by Thamesmead Town, which includes a dedicated service crew and details specific only to Thamesmead Town.

### Detailed Spec

To protect its tenants from disturbance, as well as ensuring that the lifts were safe and constantly in service, Thamesmead Council officials put forward an immensely detailed specification covering everything from maintenance times to the materials to be used and the number of Otis personnel to be committed to the contract.

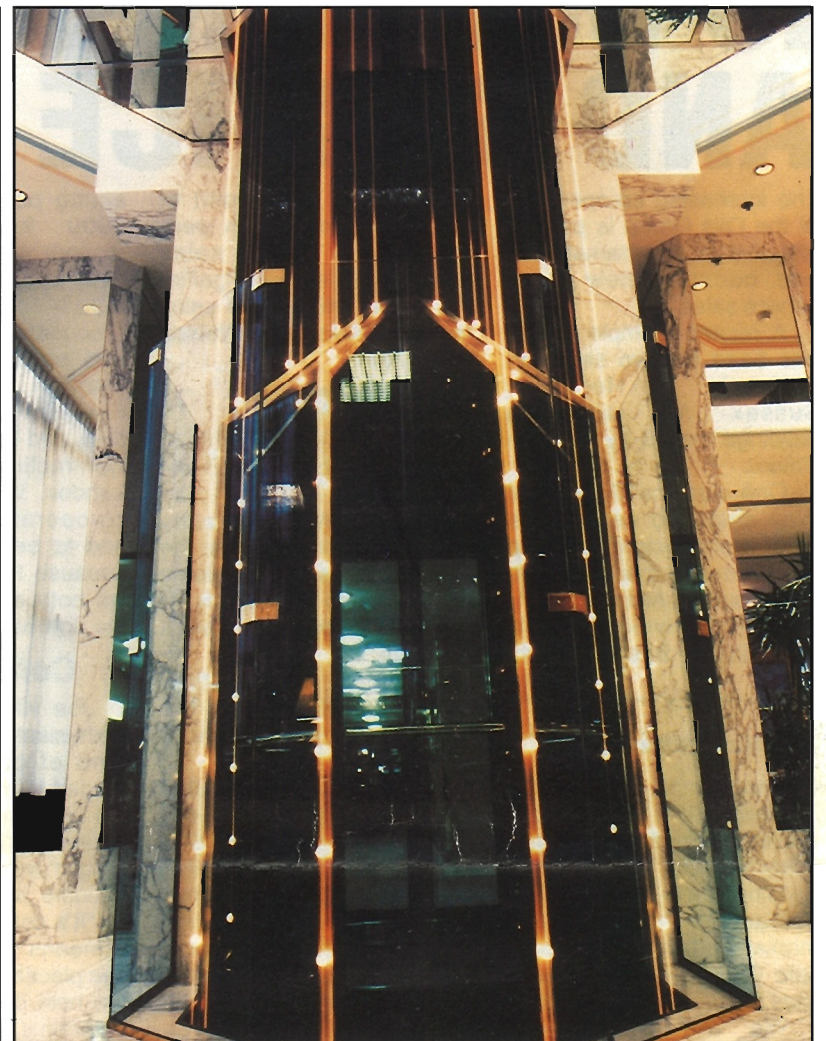
Craig Russell comments: "The Otis Extra service we were able to offer the council was attractive to them because it not only offered them the reassurance that their tenants would be protected, and they would get maximum service from the lifts, but also because it allowed them to budget very specifically for the current year, and for several years ahead should major work be needed."

### Early Success

There has been a similar story with a nationalised industry, where a contract is still under negotiation, but in which Otis has put forward proposals to meet the demands of a very detailed specification.

Yet another early success for Otis Extra has come from South Wales, where Frank Seymour produced a specially tailored contract for South Glamorgan

...Continued on page 2



## OTIS GLASS LIFT LIONISED AT THE FORUM

The Forum Hotel, Kensington, flagship of the Forum Hotels group, a division of Intercontinental Hotels, has had one of the latest Otis Panoramic lifts installed as the attention-grabbing centre-piece of its new-look foyer.

Panoramic lifts offer the interior designer greater flexibility by allowing a previously hidden space-consuming service to

become part of the lived-in areas.

The complete glass lift car was manufactured and pre-assembled in our Liverpool factory.

The new Otis Panoramic lifts can provide cost-effective solutions to awkward space problems — solid lift shafts can often block out potentially important vistas in foyers and atria



Terry Scott with Squadron Leader Jeff Glover, left, of the Red Arrows and Wing Commander Tim Miller, leader of the RAF Aertobatic team

## Red Arrows Make Contact

Farnborough Air Show week was an exciting one this year for secretaries Terry Scott, Yvonne Collingridge and Donna Holdsworth. They were part of the Otis team invited to help welcome customers and visitors to the United Technologies chalet.

The chalet incorporated a communications room, several meeting rooms and a splendid restaurant on the upper floor. This overlooked the

runway and Otis customers were entertained there on the last day, enjoying a panoramic view of the flying display.

There were special visits by the Red Arrows, the Harrier display team and the Police Dog Handling team, which entertained a group of young handicapped children invited by Sikorsky.

More about Farnborough on page 2..



# COMMENT

By ROY MARKHAM - executive director

The new sales market is growing and we have increased our orders significantly (we passed 1987 total value of orders in July 1988 even before Canary Wharf).

We have excellent products - major success of EUROPA 2000 and repeat orders on ELEVONIC 401 due to customer satisfaction.

We are building the team work approach back into our business and all realising our dependence on one another to give overall success as seen by our customers.

The present success at Broadgate 9/10 is an example of total team effort, sales, estimating, drawing office, customer engineering, manufacturing and field. We must

develop this effort as customers do recognise and appreciate working with us when we all pull together.

In this issue you will read about the success of OTIS EXTRA and other sales achievements, all examples of teamwork paying off.

The Training Partnership is also an example of working together and demonstrates the commitment on the part of both the company and employees to improve knowledge and skills at all levels of the organisation enabling us to provide better service to our customers.

## TEAMWORK CONCEPT IS BOOSTING NEW AND SERVICE SALES

The increasing co-operation of the Otis Group is proving effective in the marketplace and boosting new and service sales.

A recent example of this has been for two separate contracts in Horsham, Sussex for adjoining buildings owned by Norwich Union.

One was the Springfield Way shopping centre, the other a shopping centre and multi storey car park in neighbouring Albion street.

Tim Bowman, new salesman of Bristol branch,

became the focal point of these contracts which were to involve new sales representative Joe Kilgallon in London and service sales representative Tony Watson in Brighton.

**£700,000**

They also brought in Ronnie Westbrook at Evans who in May last year was appointed inter company sales manager and given the task of increasing the volume of new sales by identifying openings for each company's products

Between them they secured business for the Group worth around £700,000.

Tim said: "Joe Kilgallon and I negotiated the Springfield way contract together. We started back in 1986 through contacts I had with the firm of consulting engineers for the two projects, who were based in Bristol, and Joe's contact with the architect in London

### Right Intentions

"They called me in originally to discuss the specification for Springfield Way, and then discussions moved on to the second project in Albion Way.

"That job required the refurbishment of four existing lifts in the car park complex and the supply of a special passenger lift.

"The Springfield Way part of the contract was for one model 8 person passenger lift, one model 13 person passenger lift, one direct

acting panoramic lift, two 1000 kilogram vandal resistant passenger lifts and three Evans 1500 kilo goods lifts.

"Joe came in because he was involved in the contract through the architects, Franklin Stafford Partnership, and Laing Management Contracting, both based in London. We realised that a co-operative arrangement had to be made. It worked because from the beginning we both entered into it with the right intentions".

### Constructive

Joe Kilgallon was also enthusiastic. He said: "This kind of co-operation has tended to happen on a job to job basis in the past, and we have used other people only to get information, not to become involved with them.

"It's constructive because it means that we can be in two places at once and make the best possible use of our personnel resources.

"For example because Tim was on the spot I didn't have to travel to Bristol so often. It was also better for the client because he had back-up in depth. When I was on holiday, Tim was there to deal with it.

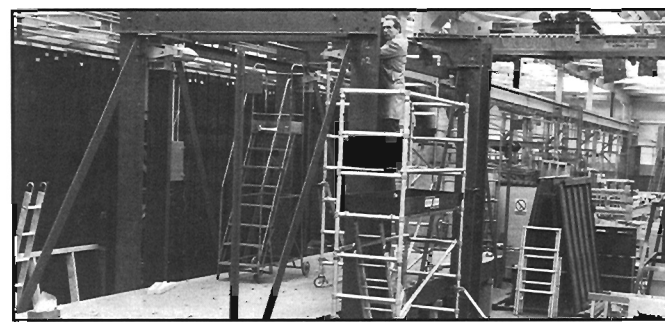
"Another benefit is that business relationships colleagues have developed can be preserved.

### Negotiations

"It has worked very well, and I can see it happening again if an opportunity of a similar nature arises."

Tony Watson, service sales representative at Brighton, said: "We became involved when Tim put us in contact with the consulting engineers, who wanted to talk about lift refurbishment and replacement, in a contract he was not directly involved in.

"He came to our first meeting. After that we worked with them direct, but naturally we exchanged many phone calls to make sure our negotiations harmonised in the best interests of the client."



Jimmy Dempsey of Liverpool Works is seen with the enormous freight lift

## BY ROYAL COMMAND

A freight lift built for the King Fahd Cultural Centre in Riyadh, Saudi Arabia, is probably the largest floor area lift built at the Liverpool Works.

Serving three floors, it weighs fourteen-and-a-half tons with a payload of another ten and uses four indirect acting hydraulic cylinders. The platform measures 10570 x 2700mm

and weighs six-and-a-half tons.

Equipped with eight 14D safeties on twin carframes, it is an impressive sight.

The contract was booked through Otis Group Export Division. It is alleged that King Fahd himself required that the contract be delivered on time and said: "If not, heads will roll." A wonderful incentive!

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County Council, incorporating Remote Elevator Monitoring as part of our service.

"There is increasing demand in the new sales market for tailored services," said Craig, "from single unit sites to large multi-unit sites.

We are in a new, competitive era in which the business will go to the company that is sensitive to its customers needs, can deliver on the technical and financial fronts and can meet their deadlines and conditions, not just once, but consistently.

"The initiation of the Otis Extra plan recognises this new era, and as a result there is an increasing awareness among our customers, actual and potential, of our capabilities and our extended awareness of their needs."



The Operation Plaza team, left to right: Bob Brown, Jim Ross, Derek Lawrence, Alan Lester, John Coss, Dony Ross and, centre stage, Lee Cunningham, son of Birmingham service salesman Vance Cunningham, who took the picture

## FOUR SLIMLINES DELIVERED JUST IN TIME FOR A PINT

An Otis International operation got under way in the deserted streets of Birmingham early one Sunday morning in June.

Under the guidance of construction supervisor John Coss, four 506 slimline escalators, built at the company's factory in Stadthagen in Germany, inched their way on transporters into the heart of the city.

Their destination was the new Plaza shopping precinct, an office development owned by City and County Land, and they are the first to be installed in Birmingham.

The roads were deserted because the police had blocked them off. Being rather narrow every inch of space was needed to allow the cranes to get into position to swing these six ton chunks of high technology into place.

"The roads were very tight" said supervisor Derek

Lawrence, "And we really had to juggle the lorries into place."

Once slotted into the building, through the main entrance aperture, they were mounted on gantries and swung over the pits for fitting.

The Birmingham team also carry out refurbishments. At a Nottingham site they took

out the escalators, wheeled them aside and left them in a 'parked' mode until the main contractors had rebuilt the pits. They were then refitted and refurbished.

Operation Plaza started at eight o'clock in the morning and was completed by 12.00. "Just in time for the pubs" said Derek.

It was a Sunday morning, after all.



The beast in the street. One of the 506s from Stadthagen about to be slotted in through the entrance aperture.

## HIGH-FLYING SERVICE OUTING



Otis staff and customers enjoying their picnic lunch at Farnborough Air Show.

Farnborough Air Show was the venue for this year's London service department

outing for Otis staff and customers.

Nearly 70 people charge-

hands, supervisors, managers and customers bundled into two luxury coaches for the trip. The weather stayed fine, enabling everyone to enjoy the spectacular flying displays by the world-famous Red Arrows and the less well-known helicopter teams.

Guests also had the chance to view military and civilian helicopters from around the world.

To round off the day, the Otis group enjoyed a traditional London tea — eels, cockles and whelks.

Norman Davis, London administration manager, who organised the trip, said: "The display was excellent, the food was good, and the weather couldn't have been better. Everyone thoroughly enjoyed themselves. It was a first class day."

# MAJOR SALES FOR NEW MAN CHRIS

Only nine months after joining the new sales team in Cardiff, sales representative Chris Wrigley has landed an order for five lifts worth almost £500,000.

Passenger, goods, fireman's and two panoramic lifts will be installed at Data General's new head office in Brentford.

Chris used to be commercial controller in Southampton, working on financial plans for divisions. After a three-day outside training course, he found it "surprisingly easy" to switch to the new challenge of sales.

"But it was a lot of hard work," he said. "Especially at

the beginning, when I was working 12-hour days."

It took several months of discussions with consulting engineers Ewbank Preece to win the order. The development has been ongoing for three years, but the opportunity only recently came up to tender for the lift contract.

The most expensive part of the contract was the panoramic lifts which will cover eight floors of the Data General Tower.

"A couple of years ago you wouldn't have expected to sell panoramic lifts in the provinces," said Chris.

Other major contracts he has landed in his first few

months include four lifts worth £137,000 for British Telecom in Swindon, and three lifts worth £112,000 at Windmill Hills in Swindon.

"Most of our business comes in the form of one or two units rather than such big contracts as the Data General Tower," said Les Dickens, regional sales manager. "But the Southern region as a whole is doing very well so far this year and we shall exceed our target."

London new equipment division has beaten fierce competition to win a million pound contract for Europa 2000 model lifts in a luxury apartment development.

Twenty-seven lifts will



**An artist's impression of the Carlton Gate development. Twenty seven lifts will serve between four and eleven floors**

serve between four and eleven floors in the exclusive Carlton Gate development in central London. Work on various phases of the development will take until 1992.

"We won the contract

because of first class selling, the saving offered with Europa 2000 standard car finishes, and remote elevator monitoring system," said Mike Morley, new sales representative.

Carlton Gate consists of

several 'villages' set over nine acres besides the Regents Canal. Apartments, maisonettes and houses will be built around secluded courtyards to maintain the village atmosphere, but using sophisticated lifts.

## A CORKER OF A GAME



**Team captain Tony McCarthy warms up with a practice throw.**



**The Otis bowling team, left to right, Martin Walsh, Mick Anderson, Tony McCarthy, Jim O'Connor, Donal Leahy, Charlie Neville.**

What do you call a cross between a game of bowls and golf?

The answer is a 'bowling' tournament in which the bowls are thrown along a public road in Cork.

A team from Otis took part in the annual event to raise money for charity. The aim is to cover the 3.5 mile course with as few throws of the 28oz iron bowl as possible. Each member of a four-men team takes it in turn to throw, picking up from where the bowl previously landed.

The Otis Cork team came third in the amateur class, taking 37 throws, at an average of 166 yards each, to complete the course. Captain of the team was Tony McCarthy, who had a triple by-pass heart operation just over a year ago.

Over 70 companies competed in the tournament, raising £9,000 for the Cork Polio and General Aftercare Association which cares for the physically and mentally handicapped. Prizes were presented in a hotel in the village of Blarney.

## DAVE FINDS THE RISING YOUNG STARS

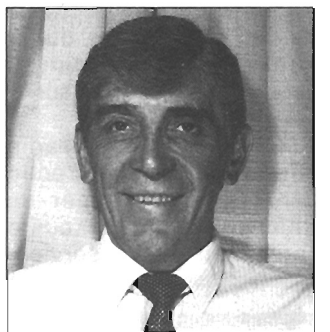
Maybe it's Dave Woolley's experience as a senior fitter with Otis, but whatever the reason, he certainly has a knack for spotting 'up-and-coming' footballers.

In his years as a scout for West Ham FC, Dave has discovered first class players like Tony Cottee, Alan Dickens, George Parris, Paul Ince, Stuart Slater and Tony Potts when they were mere schoolboys.

Dave has been with the Hammers for 13 years, coaching youngsters in the evenings and managing the second junior youth team, as well as doing the rounds of recreation grounds to find future first class material.

His interest in sport goes back to his stint as a PE instructor in the Army. He played as a left-half with Leyton in the Athenian League for over six years before becoming involved in coaching youngsters.

"When I go out on a



**Dave Woolley**

Sunday and see men of 28 or more whom I once had as youngsters but didn't make the grade, it makes me sad. They will do something spectacular — and they can play — but then they will turn to me and say, 'I wish I had listened and worked harder'," said Dave.

"But this is a great game. There are some very nice people about and there will always be a future as long as there are men who believe in football and honesty."

## HANDLING IT RIGHT

Equipment from Otis Handling is making news in places as diverse as sports stadiums, factories, hotels and polytechnics.

Disabled people can enjoy a prime view from the new 800-seat Palmer Park sports stadium outside Reading, thanks to Otis Handling's expertise.

### Unobtrusive

A specially-designed lift-table has made grandstand seats accessible to wheelchair-bound and disabled spectators. Designed to be as unobtrusive and attractive as possible, the lift-table has wide entry gates which are easily negotiated by somebody in a wheelchair.

Lift-tables are also popular in industry. They help



**The new lifttable installed by Otis Handling to improve access for the disabled to Phoenix House, a property belonging to Leicester City Council**

solve the problem of unloading from delivery vehicles which cannot back directly up to a level loading bay.

An electro-hydraulic lift-table installed in a new Superdrug store in Luton takes just 20 and 10 seconds respectively to raise and lower loads up to 1000kg.

A giant lift-table was installed in Trusthouse Forte's Cumberland Hotel in London. It serves the production Box, 750 sq.m of floor space capable of catering for banquets, exhibitions, televised events and product launches.

Eddie Jones, the hotel's maintenance manager, said: "Many of the events now taking place involve the transportation of a vast amount of equipment. The lift-table allows us to move this quickly and easily without causing disruption to goods supply to the hotel."

Middlesex Polytechnic uses its lift-table to carry goods as varied as furnaces, mainframe computers and an ion implanter weighing 2.5 tonnes.

## CHARITIES ARE BETTER OFF BY A WHISKER

Ronnie Ross, local rep for Inverness, bared all for charity — but it was done in the best possible taste.

At a charity dance held in the Smithton Hotel, Inverness, Ronnie shaved off his long beard and raised £400 for a local epilepsy group, the Inverness branch of the Asthma Society, and hospital broadcasting.



**Halfway there in the great shave-off**

He grew his beard extra long in preparation for the event. Half of it went under the razor early in the evening, and the remainder was sacrificed at the end of the dance.

This was the first time Ronnie's chin had made a public appearance since the last charity shave two years ago. His wife, Margaret,

said: "This is the last time his face will be bared in public. I prefer his beard and he really finds shaving a nuisance, so we've agreed — never again!"

Otis personnel raised £79 at the Scottish district meeting at Kinross, enabling Ronnie to beat the sum raised last time by over £100.



# NEW SURVEYS WILL HELP US SCORE WITH OUR CUSTOMERS

BY BILL EVANS  
Formerly Head of Service Marketing

Any company in search of excellence has to look outside its own organisation to find out how it can improve.

All forward thinking companies - for example IBM, Jaguar - constantly ask their customers how they can improve their service to them.

Within the Otis Group we have tended to measure our service from an internal point of view through quality audits, surveys and call-out rates.

Now we are upgrading our efforts in this direction by introducing customer surveys which give us the customers' perception of our service as a numbered score.

The advantage of having a formal score is that if you do another survey in a year's time you can see what movement there has been.

If a branch scores seven this year but only six next year then that means some performance problems have developed and that we need to do something about them quickly.

The introduction of these surveys is definitely not a witch hunt, but part of our ongoing challenge to change from a product orientated company into a customer orientated company.

In his Policy Letter 35, George David, President of Otis, wrote that customer satisfaction must become pervasive throughout the company, and that all employees should operate from a state of mind that puts the customer first.

So how do the surveys work? They are based on seven

simple questions we put to the customer which cover our telephone service, the time it takes the mechanic to arrive, reliability of lifts and escalators, their performance, the flow of information we provide, the attitude and friendliness of our personnel and our overall service.

The customer can score between one and ten points for each question. We then add up the points and divide the total by the number of people responding, ending up with an average or mean score.

It's an accurate way of measuring our service, branch by branch and year to year, and enables us to respond rapidly to any difficulties and opportunities.

The rapidity of response is more important than you might expect.

A recent study done in the United States shows that if

customers are not satisfied with a company they will be reluctant to tell it so, but will tell somebody else, - a colleague in their company, or perhaps a business associate.

So, while we are unaware that anything is wrong the waves of dissatisfaction are spreading and influencing other customers, current and potential.

In fact the study showed that if a person is dissatisfied with the company's service he tells on average twenty other people about it.

But that is not all, the survey shows. There is a positive side.

If you can discover the dissatisfaction quickly, and deal

with it in an effective way, it creates the reverse effect and not only wins respect for the company, but gets an even larger audience than the stories of dissatisfaction.

That is another reason why we should do everything we can to



goes to the site to do the job.

It includes the way the operators answer the telephone, the attitude of salesmen, the information provided by the supervisor and ultimately, of course, the way the lift or escalator performs on site.

So far we have done two pilot schemes, and it is too early to draw general conclusions from them.

However it may surprise you to learn that the most important area of dissatisfaction to emerge so far is that we are not providing our customers with sufficient information.

Another thing that emerges, also very strongly, concerns our mechanics, the men at the sharp end who have the most vital interface of all with the customer.

The survey reveals clearly that their attitude and friendliness scores very high with our customers.

**Top row, left to right:**  
**Tony Orlebar,**  
**accounts payable**  
**Gina Ali, service**  
**credit manager,**  
**Roy Mills, Croydon,**  
**branch manager, Nahid**  
**Etminan, accounts.**

**Bottom row:**  
**Audrey Watson, telephonist,**  
**Con Hickey, service**  
**supervisor, Alan Copley,**  
**senior fitter, London**  
**modernisation**

deal with customer complaints in an effective and responsive way.

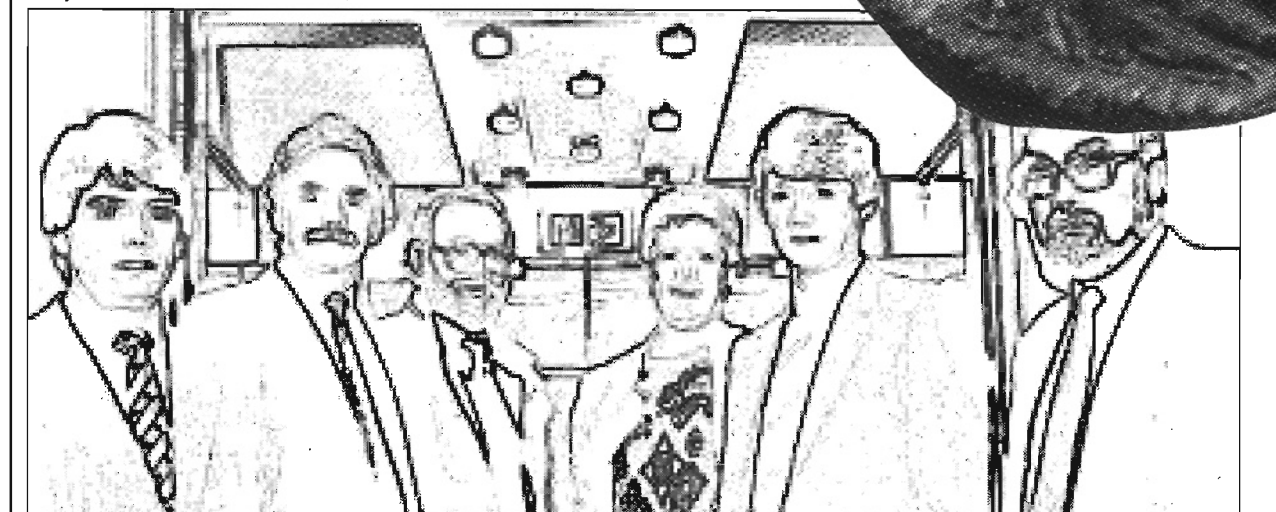
Service is a very big subject. It involves every one in the organisation, not just the man at the sharp end, the mechanic who

## TRAVELLING THROUGH TIME IN "OTARDIS"

Otis has built a time machine for Dublin's millenium celebrations which rivals Dr Who's famous Tardis. Within the space of a minute it transports 20 passengers back from the motorways and tower blocks of the twentieth century to the smells, sounds, smoke and bustle of a tenth century Viking village.

March 17th, St Patrick's day.

Then consultants for the millenium project Horgan Lynch and Partners came up with the idea of a lift that was also a time capsule; and a remarkable creative process went into action involving Otis teams on both sides of the Irish Sea.



**The Irish Time Lords. From left to right, Barry O'Connor, John Hanley, Seamus Garland, Ciaran Brady, Seamus Doherty and Norman Casement. Ronan Meghan was not able to be present for the photograph. The other people who who worked on this project were Peter Larsen, the "4" workshop team in Liverpool and Irish division manager Eddie McGarry**

Life Assurance plc, which wanted to sponsor a project for the millenium that would reflect Dublin's Viking origins and serve as a unique attraction for tourists and school children.

The project was helped by the fact that thanks to remarkable archaeological preservations there is a better idea of what Dublin was like 1000 years ago - when it was known as Dyflin - than in any city in Western Europe.

Irish Life decided to recreate a tenth century Viking settlement complete with actors to fill the roles of the villagers, who include Ragnar the comb maker, Cormac the builder and Gudleik the leather worker.

The site they chose for it was the crypt of St Audoens church close to the city centre, which could be easily accessed because it is on the same level as the adjoining car park. The original idea was that visitors should reach it in a spectacular way in some kind of lift.

Following this request Dublin

The job they had to do was to design, build and install a lift that didn't go anywhere. In addition they weren't allowed to knock any walls down in the crypt and had to place the landing doors in an old archway.

The lift also had to carry 20 people and had over 40 other points of specification.

It threw up some very unusual technical challenges. One of them was to simulate the movement of a travelling lift. The original idea was to mount it on hydraulic jacks that would make small movements.

But the Irish team came up with a simpler, more theatrical solution just right for the project, a special tape recording mounted in the roof of the lift and which was played stereophonically to the passengers as they flashed back to the tenth century.

And it works. People who have travelled in the Otis time capsule are convinced that it has descended, when in fact it hasn't moved a centimetre.

The time travellers go back to the tenth century in three stages. Firstly they enter a small room with prints and drawings of the Viking settlement. From there they pass into a black room on the far side of which is the lift, its closed doors painted black.

Then screens above on either side of the lift show a film about the history of the city and its Viking past. And at the end of it the visitors are invited by the commentator to actually step back in time.

The lift doors open to reveal the gleaming interior of the Otis time machine. Softly lit with blue lights, and panelled with mirrors, its indicator buttons show not floors, but years.

The entrance doors close, the ventilation fan goes into action and the hidden tape plays. The green arrow beneath the indicator switches from the up to the down position. As the indicator flashes down the years every two seconds - 1788, 1688, 1588 - the blue lights dim subtly.

The effect on the time travellers is magical. And then the indicator reads 988. There is a short pause and the landing doors slide back to reveal not only a real Viking village but a real live Viking inviting them to step out of the time machine and into the living past.

The success of the time machine has been seen in the enormous queues that have formed all through the millenium celebrations, visitors sometimes waiting for up to two hours to have the experience.

Peter Larsen said: "No one foresaw just how successful the idea would be. And we had to do it very quickly and think of a hundred and one things that would be needed as we went along."

"For example we knew there would be a lot of excited children going through the lift so we put additional photo electric beams low down on the doors in case they should begin to close when they were playing around down there."

"Then of course because we had no lift shaft we had to think of accessing for maintenance in a completely different way."

"It became a mini international operation. Because of the limitations of the site we needed very slim doors and obtained these from Germany. They were delivered in next to no time. In fact there is only one set of doors on the landing side, although we've made it look like two as in the normal lift."

"And the controller lads did a superb job. It sits just at the side of the lift and can be programmed for 1989 if the Dublin authorities decide to continue with it."

This was a project involving many people working together on a short time scale, which demanded not only a technical input but a creative input that would not have shamed a film set designer.

The project has been so successful demonstrates the company's ability to meet deadlines and the special needs of customers.

## MEET THE FAMILY 5:

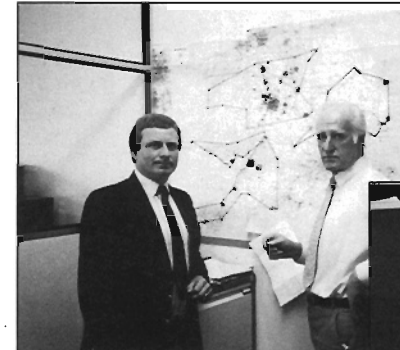
Midlands and South West Region of Evans Lifts

### EVANS IS BUILDING ON THE MIDLANDS BOOM

Evans Lifts covers eight counties, a third of the area of mainland Britain. Regional manager George Allen and his team deal with everything from document hoists

The regional service team deals with everything from simple hoists to complex control systems of various manufacture, sometimes of early vintage, and of course new equipment.

Its two main offices are in Birmingham and Leicester. The Leicester branch is headed by David Hulme and is responsible for 1800 service units under



**Regional manager George Allen, right with S/T sales manager Bryn Willem**



**Steve Howes, left, "O" Sales and John Cuthbert, S/T sales manager**

to giant goods lifts and they have had an exceptionally good year in all departments.

The Evans Midlands and South West region operation spreads from Cromer in the East to Barmouth in the West, and has its regional office in Leicester.

It was the first to go live with the ROSS system, with total success, spurred on by the training given by service support project leader Sue Haggart.

the guidance of service supervisor Ted Roberts. There are 19 service engineers plus one assistant, and two repair teams.

It is also responsible for the satellite area of East Anglia supervised by Keith Parke and Lawrence Betts.

David's admin team at Leicester is Jilly Boyer and Julia Liquorish. And when head office is closed the service operation takes calls for everyone.

For instance on August Bank Holiday Tuesday 196 calls were accepted at the service desk, only 25 per cent of which were about service matters.

Birmingham's manager is Karl Grey, and his support group consists of Pauline Sturch, Mavis Humphries and Joanne Westwood.

Karl and supervisor Ray Kirby together guide the field operations of 14 service engineers, two repair teams and an apprentice. All work on a shared helper function caring for 1200 service units located in an area between Shrewsbury and Oxford.

And in January a new branch of the service division opened in Bristol near the city centre. During its early days branch manager Mike Torrington received support from Gordon Drew of the Gloucester area, Clive Jones and teams in the South Wales sector and South West area.

Repair business is likely to expand and Mike is supported on this side by Ray Buckley.

Administration and customer contact are in the hands of Jane Clark, who is supported by Ann Kettle.

**The Midlands service sales team has to carry out its work in an area which covers a third of mainland Britain.**

This huge chunk of territory has a lift population of 4,500 units

and is looked after by Bryn Willems, John Cuthbert and Steve Howes, all reporting to regional manager George Allen.

Results in the 1988 financial year have been well above expectations. Major refits to lifts



**Some of the team at the new Bristol branch, left to right: administrative assitant Anne Kettle, repairs manager Ray Buckley and branch manager Mike Torrington**

Shopping Development, Dartford, at a value of £330,000. There is also a refit programme requiring a range of eight person passenger lifts for the Milton Keynes Development Corporation.

New sales this year will reach £2 million and prospects for next year look promising.

**Results have also dramatically improved**



**Leicester branch manager David Hulme, seated, and supervisor Ted Roberts**

for Dunlop Aviation, Marks & Spencer, National Travel, F.W.Woolworth and Birmingham University have helped put the region well over target for the year to date.

"T" work has shown a similar return, while "O" sales have benefitted considerably from the arrival of Steve Howes and the fact that this side of the business is receiving the undivided attention of one person.

**New lift sales are also enjoying a succesful year, and in the face of stiff competition.**

Area sales manager Michael McCaffrey and his colleagues cover eight counties and their patch includes Boots Company plc as a major account. About ten units a year are being supplied to this much sought after client during the current period.

The largest order this year was for 9 units in the Orchards

during the past twelve months in the Midlands Construction region for both new and modernised installations. Customers' requirements and deadlines have been consistently met.

The enthusiastic and adaptable team of engineers which work on both traction and hydraulic lifts is backed by the experience of supervisors George Cooper, Eric Taylor and Bill Wile. Each is responsible for a third of the region and they are assisted by tester/adjuster John Causar.

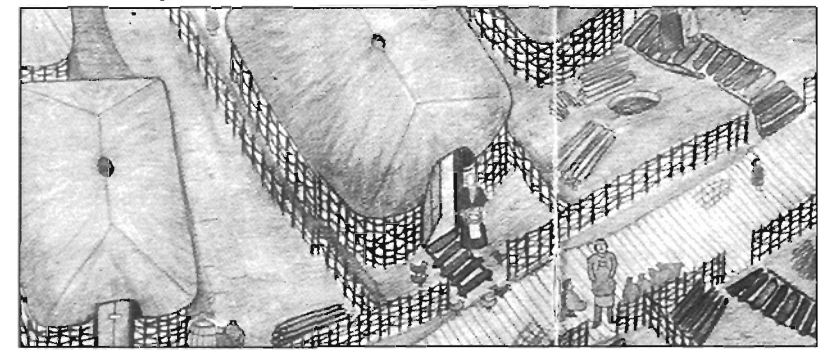
The present workload includes a contract for what will be the largest Marks & Spencer in the UK.

In the future they will be installing 13 lifts at the Sizewell B nuclear power station in Suffolk, a six ton goods lift for Lego in Wrexham and a Scenic lift in Derby.



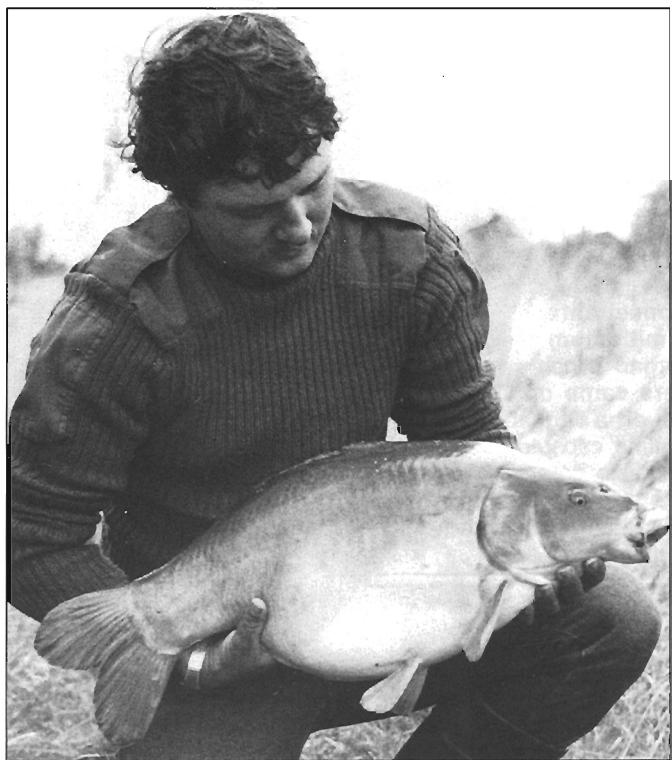
**Above: The mirrored interior of the Otis time machine, and beyond - a magical glimpse into Dublin's Viking past.**

**Right and below: Artists impressions of Viking Dublin.**





## A FISHY STORY



**Ian holds up the carp with gourmet tastes.**

Ian Jones doesn't have to tell tall fisherman tales about the one that got away — he's got proof that he hooked a record-breaking fish.

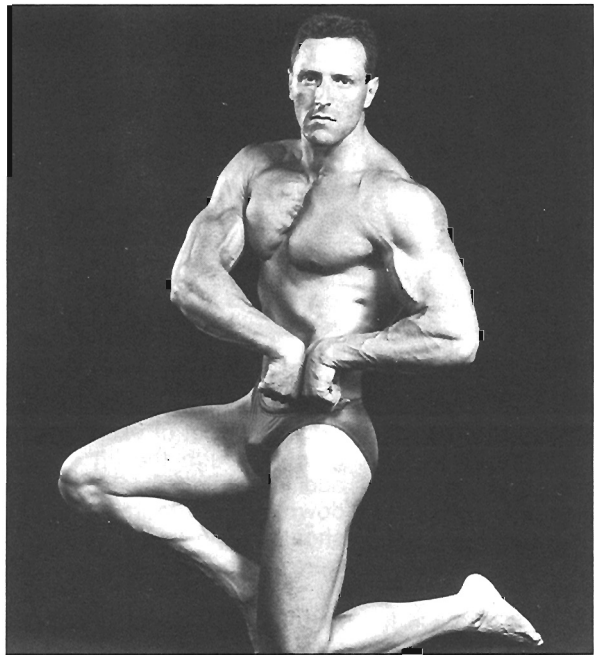
Ian, a standards draughtsman at Evans Lifts and a dedicated fisherman, landed a 20lb mirror carp while on a fishing holiday at a lake near Bedford. It is believed to be the largest fish caught from the lake, and it took special

know-how.

The secret of Ian's success was using a tiger nut instead of the usual bait to tempt the fish.

He caught the fish at two o'clock in the morning after a 40 minute struggle and kept it in a net until there was enough light to photograph it. Following the carp's first brush with the media, it was safely returned to the water.

## MUSCLING IN ON THE COMPETITION



Service fitter and keen bodybuilder Michael Robinson of the Stockport office will be surprised to see his picture in *Going-Up*. Unknown to him, his girlfriend Tracey sent in several such shots for the photographic competition. Considering his impressive physique, she should enter him for the Mr Universe contest instead.

## GEOFF WILL RETURN

When Geoff Wells retired he left a firm reminder in the shape of the Liverpool factory of his 43 years with the company.

In 1952 he helped oversee the transfer of Otis plant and equipment from the old premises in Falmouth Road, London to the new site in Kirkby, Liverpool. Working with designers, he helped plan the layout of the

shop floor and the installation of machine tools.

Considering his links with the Liverpool works, it's no surprise that Geoff, a senior engineer with technical support group, found it hard to leave. "I expect I'll be putting in an appearance here from time to time. I'll miss the people so I'll probably pop in a couple of times a week," he said.

# EVANS ASSAULT THE ARMY



**Above: Back row, left to right : the Stompers, Phil Munden, Bill Blyghton, Ian Morris, Grover Campbell. Front, the Clappers : Rose Campbell, Chris Gent, Carol Gilbert, Joy Walker.**



**Above: Team spirit in action**

**Right: Having a swinging time**



A group of Evans ladies who entered a sponsored assault course challenge for a joke ended up beating the "home team" — the army.

The Clappers, as they called themselves, were fastest around the course which included 16ft nets, high walls, rope swings, and ended with a quarter-mile sprint.

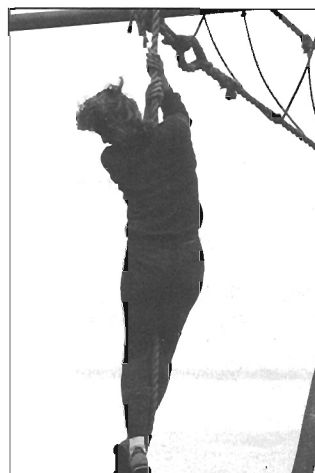
A men's team from Evans, calling themselves the Stompers, also entered, but only managed to come second in their event behind a team from a health and fitness club.

The ladies put their success down to their strategy of working as a team and helping each other over the obstacles. As they were one of the last teams round the course, they also picked up tips from watching other people's mistakes.

"The first obstacle was a 16ft net which looked more like 40ft while we were waiting at the start," said team member Chris Gent. "But we all made it over the top and down the other side. The rest of the course was plain sailing."

The event had been postponed once because of

torrential rain, but the teams turned out for the second attempt on a beautiful sunny day. "Unfortunately, we were



**Getting the hang of the assault course**

all terrified," said Chris.

Training started months in advance, with some enthusiastic members of both teams getting up for 6am jogging sessions. "It all seemed worth it in the end when we realised we had beaten the ladies' Army team. We even forgot about our rope burns," said Chris.

Both teams raised £500 in sponsorship money for Lepra.

## SOCCER – THE FINAL DISAPPOINTMENT

A junior football team sponsored by Otis fought their way through to the cup final of the Wigan Youth League. The Garswood

Juniors under-11s are pictured in their Otis strip before the match. Sadly, they were beaten 2-1. It was their final disappointment



## SUNNY DAYS AHEAD FOR JEAN



**Jean receives gifts from her fellow cleaners. Left to right, Catherine Harrison, Jean Lester, Marie Melia, and Anne Beckett.**

The Liverpool Works recently said goodbye to one of its favourite behind-the-scenes employees — cleaner Jean Lester.

### Kept it sparkling

For eight years, Jean has kept the offices sparkling and won the respect and affection of many people on the site.

To wish her a happy retirement filled with sunny days, her colleagues presented her with a sun lounger.

## Going Up

### YOUR CONTACTS

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Ann Sunderland — Reading Branch.



# CRICKET SEASON ENDS IN VICTORIES



**Tomorrow the world! Left to right, Jack Leingang, Tony Allen, Peter Roberts.**

Latest victories for Otis' cricket team were against

Bovis and Electric Supply Nominees.

Hero of the Otis side in the 25 over match played against Bovis at Dulwich was Keith Parfitt. He scored a magnificent 98 not out, which included 12 sixes and two fours.

Batting first, Otis scored 162 for the loss of 5 wickets. Captain Richard Ashby provided one of the bowling highlights, taking two for one in one over. Peter Roberts took two for two.

Bovis managed to score 118 from 24 overs.

Keith Parfitt was also top scorer with 20 not out in Otis' victory over Electric Supply Nominees (ESN) at Kingston. ESN batted first and scored 63 for 9. Otis' Tony Allen took five for nine in 4.4 overs and Peter

Roberts took three for 17.

Otis reached their target for the loss of only three wickets.

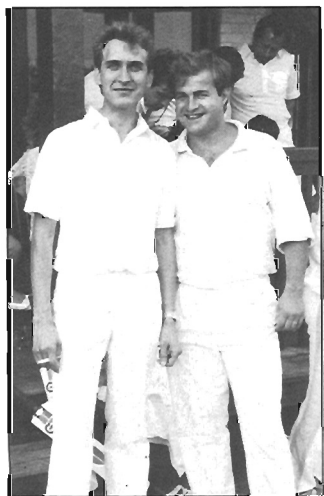
Despite the debut of ex-All Stars baseball player Jack Leingang, Otis' successful run ended with the match against National Car Parks (NCP).

Bowling and fielding highlights for Otis included Roy Markham taking his first wicket of the season and Jack Leingang making his first catch in the UK. In his maiden appearance, Jack Leingang also managed to score two not out.

Team manager Ted Meatyard's comment on the NCP game was: "A commercial defeat!"



**Keith Parfitt receives well-earned congratulations after scoring 98 not out, including 12 sixes.**



**The Otis secret weapons, left Mike Worley, and Gary Pike**

## PRESENTATIONS ROUND-UP

Clocks and watches are popular gifts for workers who have 'clocked up' 25 years' service with the company.

Les Perkins and Jim McCullough of the Manchester office, Peter Williams and Gerry Ricketts of Liverpool, and Walter Reid of Dundee were presented with clocks to mark their long service with Otis.

Les Alberici of Birmingham and Don Bower, Alan Winders, Stan Blackhurst, Bob Bradley, Vic Richards, and Joe Lesbirel of Liverpool all received watches as mementoes of their time with the company.

Also receiving 25 years service awards were Alan Nesbit and Derek Nesbitt, of Newcastle branch; John Ford of Manchester; David Jones and Bert Franklin of Adler Street; Joe Power, Ray Ball, Bill Tucknott, and Jack Longworth of Liverpool.

In Liverpool, colleagues presented Tom Cain with a cheque for his early retirement, and Mike Webb was given a crystal decanter.

Jimmy Campbell of the Scottish division received an appropriate gift of Edinburgh crystal when he retired after 31 years.

In Plymouth, a skittles evening was held to mark the retirement of two popular members of staff. Harry Roles, retiring after 23 years, received a watch, and Ronald 'Dutchy' Worley was presented with a cut glass decanter.

Bill Wren of Southend office took sweet memories of his colleagues with him when he moved to Luton. A large box of sweets

accompanied the clock that was presented to him.

A presentation was held for 'one company man' Phil Slater who retired after 50 years' service with Evans. He received a cheque from the company, and, from his colleagues, binoculars and a pair of gold-coloured lift brake shoes.



**Reading branch manager John McQuillen and his wife Mary at the celebrations for his 25 years with Otis**

## COACH TRIP FOR LONG SERVICE

Over one hundred people gathered at Liverpool Works for the Otis Long Service Association outing to Stratford-Upon-Avon.

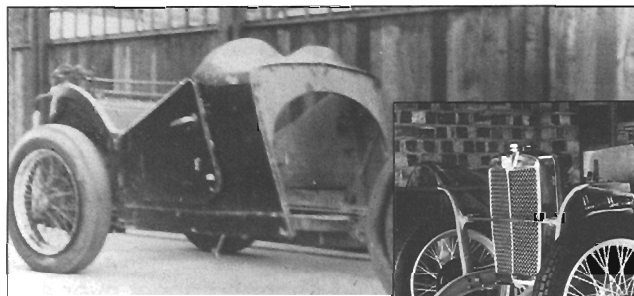
Henri Waclaw, group director of manufacturing and engineering, addressed the group before they left in the coaches. He thanked the members for their services to the company, and wished them a pleasant and enjoyable day.



**The long service group with Jack Leingang (left) and Henri Waclaw (fifth from right).**

## Car Fanatics: 3

### KEITH'S GOLDEN OLDIE

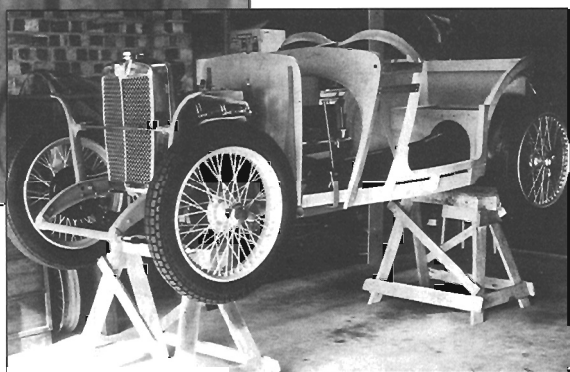


Otis' Nottingham branch manager Keith Riley has every reason to feel proud when his 1932 MG-J2 draws admiring stares.

It took him more than ten years to rebuild the car from a pile of assorted parts worth £295 to its

present award-winning condition with a value of £15,000.

Keith was so dedicated to his task that he even



**Top left: The MG-J2 in 1974. Above: Three years later, the car being restored in Keith's garage**

signed up for evening classes to get access to the machinery for making spare parts.

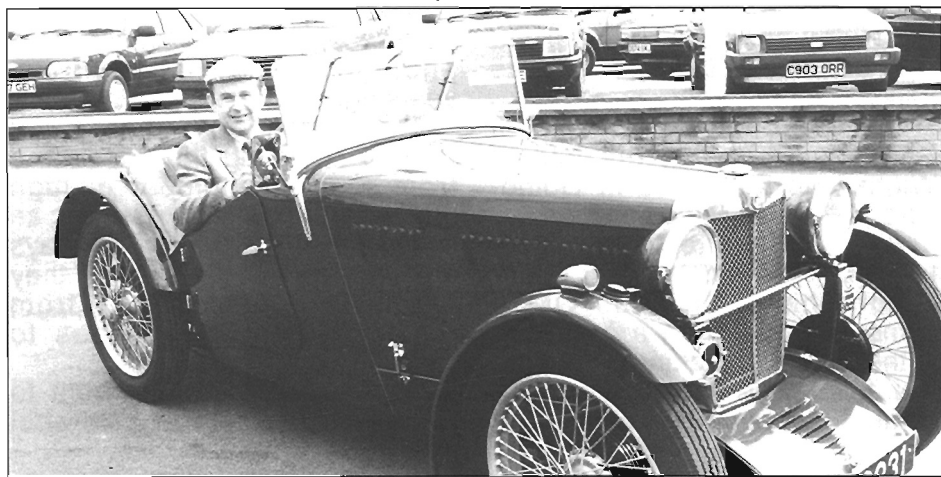
The highly popular J type open two seater, of which about 2,000 were made, is something of a favourite with the MG cult

and highly sought after.

It's definitely not a car for merely running about in. Apart from its value, it is not an easy car to drive by modern standards. "The gear box is not synchromeshed as in modern cars. You really have to work at

gear changes," said Keith.

Although the laborious rebuilding of the car is over, Keith still has to devote a great deal of time to cleaning and polishing to keep it in pristine condition. "It's an endless task," he said.



**Keith Riley at the wheel of his stylish MG-J2**

....on the move....on the move....on the move....on the move....on the move....on the move....on the move....on the

#### STARTERS

P M Andrews, London Modernisation, Mate; J D Argent, London South, Mate; B A Beazley, London South, Mate; K Bingham, London South, Mate; R E Bourke, London South, Mate; N Braidwood, Modernisation, Mate; A Burrow, Personnel, Head Office, Group employee relations manager; J J W Champion, London Construction, Mate; C A J Crookes, London Construction, Mate; K P Davies, Bristol, Mate; R J Davies, Alpert, Mate; W R Dean, Head Office, Company Secretary; J J Dudley Eames, Cavendish Square, Mate; N C Ellard, Modernisation, Mate; D Ellis, Regional Director New Equipment, London; T J Fairman, Modernisation, Mate; G Ferguson, Bristol, Mate; D Frost, Stockport, New Sales Administrator; J A Gardner, Construction Planning Engineer, London L Hartwell, London South, Mate; J Holdsworth, Leeds, Administration Clerk; R D Hudnott, Modernisation, Mate; N Hussain, Head

Office, Financial Accountant; Y Khatri, Head Office, Assistant Accountant; M King, Treasury, Head Office, Service Credit; J V Lappin, Modernisation, Repair Clerk; M J Lawrence, London South, Mate; R G S Lee, Adler Street, Mate; S Leibrick, Stockport, Typist/Receptionist; G W J Letherby, Adler Street, Mate; S B McKenzie, Glasgow, Mate; M McPartlan, Reading, Clerk/Typist; S Miller, Office Services, London; J Mitchell, Bristol, Clerk/Typist; I Molnar, Alpert, Applications Engineer; M G Moody, Modernisation, Mate; S E Phillips, Modernisation, Mate; L Nelkin, Alpert, Supervisor Service Layouts - Service Center; T Pavey, Sales Administration, Head Office, Estimator 3; H M Saunders, Southampton, Improver I; S Shah, New Equipment, Construction Clerk; R Smith, London South, Mate; D Southern, Stockport, New Sales Representative; I Tasker, Modernisation, Mate; M Taylor, Edinburgh, Mate; P M Thomas, Adler Street, Advanced Fitter; M Thompson, Modernisation London, Mate; D Tranter, Birmingham, Clerk/Typist; L Traynor, London Construction, Trained Fitter; G P Willis, Modernisation London, Mate; K W Willmott, Adler Street, Mate; J A Wilson, London South, Mate.

#### ON THE MOVE

R Adlison (Improver II), Trained Fitter; R Arora (Project Manager), Senior Service Sales Engineer; P Banks (Advanced Fitter), Senior Fitter; C Barnett (Apprentice), Trained Fitter; D J Byrne (Trained Fitter), Advanced Fitter; S Corcoran (Mate), Improver I; T Crisp (Apprentice), Trained Fitter; J Davies (Advanced Fitter), Senior Fitter; J Davis (Advanced Fitter), Senior Fitter; J Day (Mate), Improver I; J Dolly (Trained Fitter), Advanced Fitter; N Doyle (Trained Fitter), Advanced Fitter; S Edwards (Trained Fitter), Advanced Fitter; M Ellard (Improver II), Trained Fitter; D Golding (Mate), Improver I; J Gotsell (Trained Fitter),

Advanced Fitter; J Griffiths (Improver II), Trained Fitter; D Hall (Mate), Improver I; P Hounslow (Mate), Improver I; R Hughes (Assistant Product Admin Manager), Product Admin Co-ordinator; J Jamieson (Mate), Improver I; B Jenkins (Advanced Fitter), Senior Fitter; R Major (Service Supervisor), Major Project Co-ordinator, Administration; D Mancini (Mate), Improver I; L Mancini (Advanced Fitter), Senior Fitter; M Masterdon (Trained Fitter), Advanced Fitter; J Matthews (Staff Adjuster), Senior Staff Adjuster; K McCreadie (Trained Fitter), Advanced Fitter; C Mills (Advanced Fitter), Senior Fitter; D Oliver (Field Engineer), Field Engineering Manager; C Patey-Ford (Staff Adjuster), Senior Adjuster; G Prowse (Advanced Fitter), Senior Fitter; M Pullen (Mate), Improver I; M Robinson (ST), SA; C Scrivens (Advanced Fitter), Senior Fitter; R Skelton (Trained Fitter), Advanced Fitter; G Snowling (Senior Fitter), Trainee Adjuster; A Tasker (Advanced Fitter), Senior Fitter; W

Wales (Trained Fitter), Advanced Fitter

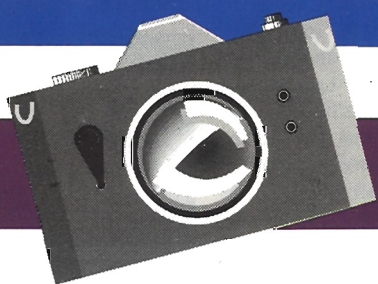
#### AU REVOIR

G Beth, Senior Fitter, Southend, 13 years; S Burnett, Clerk/Typist, Stockport, 3 years; K Burton, Estimator, Head Office, 1 year; A Campbell, Senior Fitter, Edinburgh, 4 months; B Clarke, Secretary, Head Office, 8 months; A Clarkson, Area Surveyor, Head Office, 3 years; H Collins, Post Room Assistant, Office Services, 14 years; A Cook, Estimator 3, Head Office, 3 years; A Cramond, Improver, Aberdeen, 1 year; S Ellis, Service Salesman, Adler Street, 20 years; H Eugene, Advanced Fitter, Adler Street, 6 years; J Filsell, Senior Fitter, Brighton, 16 years; B Fox, Senior Fitter, Adler Street, 28 years; J Glover, Estimator, Head Office, 2.5 years; G Harris, Senior Fitter, Cavendish Square, 40 years; J Holmes, Assistant Accountant, Head Office, 1 year; K Hosier, Mate, London South, 1.5 years; C Jones, Audio Typist, Birmingham, 4 years; R

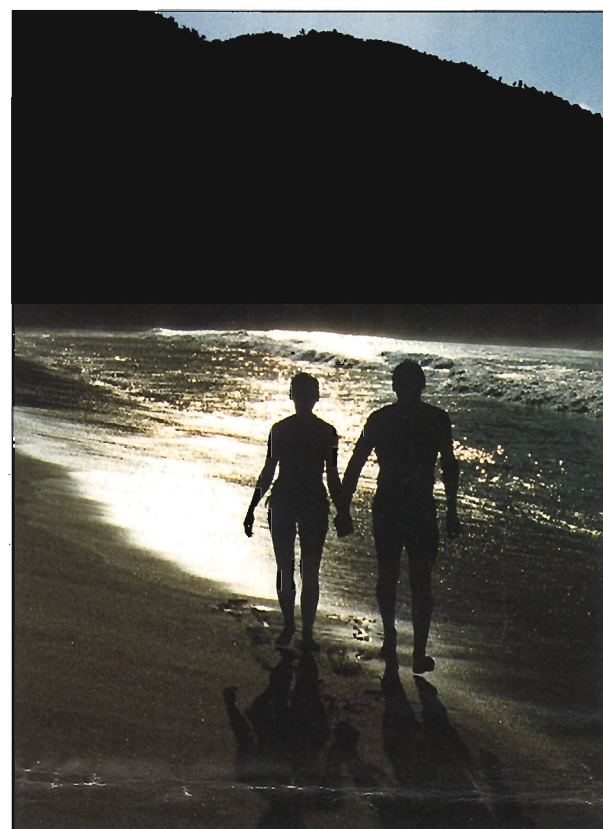
Kalyan, Draughtsman, Head Office, 10 months; D Lawrence, Trained Fitter, Birmingham, 8 years; J Lodge, Secretary, London South, 4.5 years; M Lowther, Clerk/Typist, Leeds, 2 years; J L Marsden, Personnel Manager, Head Office, 14 years; S Marsh, Estimator, Head Office, 5.5 years; P McDonald, Estimator, Head Office, 1 year; I Murray, Senior Fitter, Aberdeen, 7 years; J Napier, VDU Operator, Head Office, 1 year; D O'Connor, Improver II, Construction, 1 year; G Pestell, Service Engineering Manager, Alpert, 38 years; P Pritchard, Financial Analyst, Head Office, 1.5 years; S Rochford, Senior Fitter, Southend, 13 years; H Roles, Trained Fitter, Southampton, 23 years; G Stephanie, Audio Typist, Reading, 3 years; G Usher, Mate, London South, 4 years; G Varsani, Estimator, Service Support Engineering, 3 years; M J Webb, Service Admin Manager, Alpert, 34 years.



# Going Up Holiday Photography Competition



*SUN, SEA AND SENTIMENT*



*Above: This colourful view of Shanklin Chine by Phil Buckels took first prize in Going-Up's photographic competition.*

*Above right: Dave Murray's photograph of a romantic couple strolling along a beach was typical of the high quality of entries for the competition*

*Right: John Bagg's picture of a Greek sunset reminded the judges of an abstract work of art*

## Phil Buckels Takes the Top Prize

**A holiday snapshot has earned Phil Buckels of Liverpool works £100.**

His spectacular view of Shanklin Chine on the Isle of Wight won first prize in Going-Up's photographic competition.

Phil, an architects' products fitter, took his winning shot with a second-hand Olympus OM30 camera bought from a colleague in the Liverpool factory. This is not the first time his skill with a camera has been rewarded — he

won second prize in another Otis photographic competition two years ago.

The judges faced the difficult task of choosing the best three from a large number of high quality entries. This year, as an indication of the type of holidays enjoyed by Otis personnel, they ranged geographically from romantic tropical beaches to typically English villages.

Second prize of £75 went to Dave Murray, also of Liverpool



works, for his 'Caribbean romance' shot, taken while on holiday in the British Virgin Islands. A keen photographer, Dave has been successful in the Going-Up competition before.

John Bagg of Otis Service Centre, Alpertown, won £50 for his

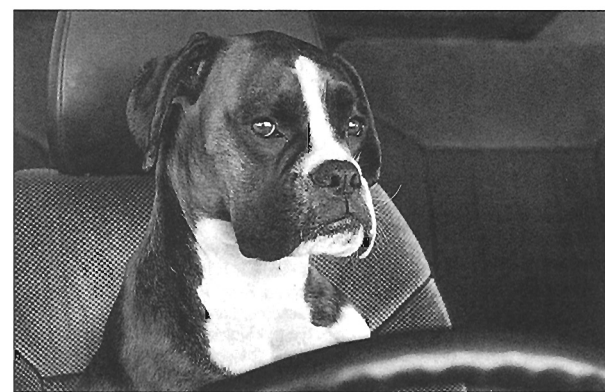
third-placed shot of sunset over a Greek island. Another of his pictures was narrowly beaten into fifth place by Paul Mullin of Liverpool works who snapped Whitby Harbour at its picture-postcard best.



*A picture-postcard view of Whitby Harbour by Paul Mullin of Liverpool works*



*Another winning shot from John Bagg showing his skill at transforming everyday objects into abstract designs*



*Dog-gone it, I didn't win! One of the few black-and-white entries, this picture came from Derek Bland of Evans Lifts*