

LIFT-OFF

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Internal newspaper of Otis Elevator PLC (UK)

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Series 2000 is launched at the Royal Academy, London

WE TELL OUR CUSTOMERS ALL ABOUT IT

NEARLY 400 guests were at the Royal Academy, Piccadilly, London on 2 December for the customer launch of Series 2000 — the combined range of Custom 2000 and Europa 2000.

The presentation and reception was held in rooms adjacent to the highly successful exhibition, 'New Architecture: Foster, Rogers, Stirling', which was part-sponsored by Otis and ran until 21 December.

The exhibition was opened by Richard Rogers, the eminent British architect whose work has been so strongly featured in the exhibition, and Dr John Watkinson, Otis UK Group chief executive.

Mr Rogers made a witty and accomplished speech, said some very complimentary things about Otis, and pointed the way to the future.

This was Dr Watkinson's message to our customers:

"We are delighted to

welcome you all here today and to give you the opportunity both to view the architectural exhibition and to join us in the launch of our new product range — Series 2000.

"It has been a most successful exhibition and we are proud to have been one of the sponsors.

"It is particularly appropriate that our launch should take place here because we believe that this range of lifts is in harmony with the spirit of this exhibition and the architects who practise and are leaders throughout the world.

"We work with architects across many countries and Europa 2000, in particular, reflects that experience. It is a pre-engineered product offering tremendous flexibility in the choices of style and performance.

"Underlying Series 2000 are computer systems which enable us to translate your choice into manufacture with full integrity. Computer-aided

selection and draughting procedures represent a major step forward for us within the lift industry.

"The design features are striking and afford developers significant opportunity to

upgrade appearance and comfort.

"I thank you for coming and look forward to realising the potential of Series 2000 with you to better serve the needs of our customers."



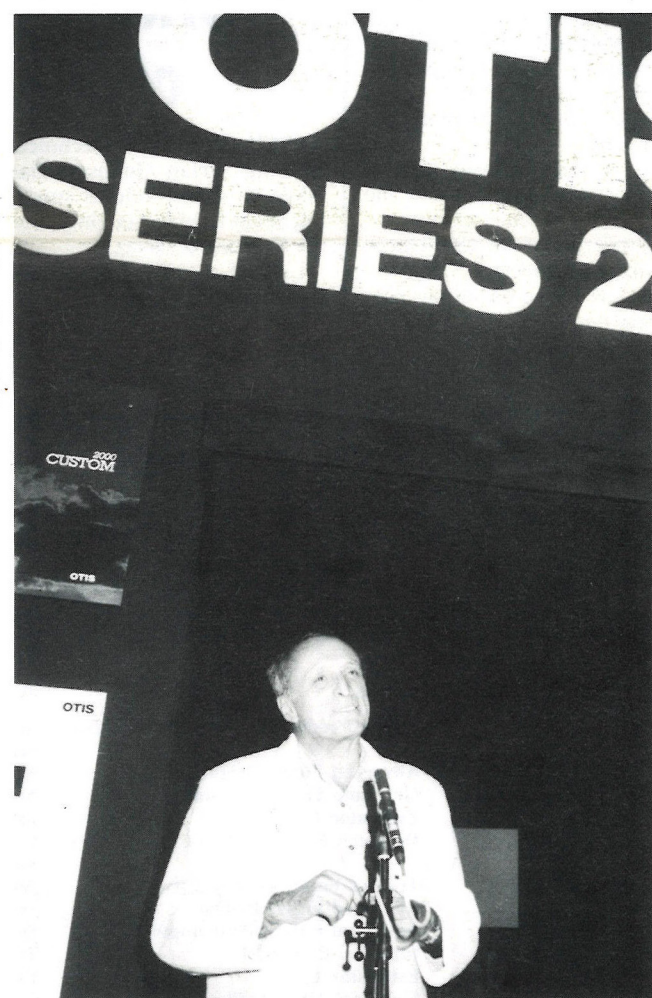
Mr Roy Bricknell (Marks & Spencer) with Ted Meatyard



Mr Herbert Striessnig (resident manager of the Churchill Hotel) with John Miller



Dr Watkinson and Richard Rogers cut the tape to open the reception



Architect Richard Rogers addresses our guests at the reception



Richard Rogers takes a technical interest. With him are Peter Gorny and Ray Pooley of the MOSEL team

PEOPLE . . . PEOPLE . . . PEOPLE . . . PEOPLE



At a recent meeting in Switzerland of UTC's purchasing council Alan Bryant (left) was honoured for his work on the council with the presentation of a plaque by Ward Olson, UTC purchasing manager

Farewell to Alan Bryant

AFTER 27 years in the lift industry Alan Bryant has retired.

He was acting managing director of Otis UK in the period following the departure of Norman Cunningham and the appointment of Dr John Watkinson.

A chartered accountant, he worked in North Wales and London, and in 1959 joined Marryat & Scott as company secretary.

He was successively finance director, managing director and then divisional chief executive.

In 1980 he joined Otis UK as commercial director.

He has served on various sub-committees of the National Association of Lift Makers, was vice-chairman from 1973 to 1975

and chairman from 1975 to 1977.

He has travelled extensively in western Europe to represent the UK lift industry and was a

member of the sector working party of the National Economic Development Committee for mechanical handling.

Brian goes North of the Border

AFTER some time in technical training Brian Johnson has taken on a new role as superintendent field test engineer for the Scottish division.

Lift-Off asked him what this would involve.

"It is like Bob Rayfield's job in Southern division for instance," he told us, "but there are some

divisional differences.

"In addition to technical support for the construction and service adjusters I will have full responsibility for sales engineering and there will be support for the salesmen from this aspect."

Brian will be based at the Scottish divisional office in Glasgow.



BELFAST: Back row, Mick McAleer, Bertie Brown, Jimmy Hamilton. Middle row, Raymond Norwood, Jimmy Halliday, Paul Maguire, George Houston, Trevor McIlwaine. Front row, Norman Casement, Gordon Neal, Sue Haggart, Raymond Mulholland.

Quality Education in Ireland

Organised by Norman Casement, Quality Education System (QES) courses have been held in Belfast and Dublin. The instructor was Sue Haggart. The courses in each area were one day per week for seven weeks and were very well received



DUBLIN: Back row, Ray O'Donaghue, Tom Finn, John Hanley, Sue Haggart, Jim McGovern, Shay Brady, Shay Garland. Front row: Brian Kerins, Joe Doyle, Brendan Holleran, Jim O'Connor, Barry O'Connor

YOU WRITE TO LIFT-OFF

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

Thanks from the Juniors

Dear Jamie, Can I thank you on behalf of everyone concerned with Balsall County J. & I. School for your firm's generous donation of £100 towards our sponsorship event.

I am delighted to inform you that our final sponsorship figure reached £3500, which is an astonishing achievement.

Most importantly, due to the efforts of Phil Kearney, your Birmingham branch manager, publicity for the event and in particular your firm's support in it, reached a very wide audience and as a result we all benefited.

Many thanks again — your support was very much appreciated. — Trevor Davies, Headteacher, Balsall County Junior & Infants School, Balsall Common, Coventry.

Executive Appointments

Alan Mainwaring has been appointed engineering and projects irector at ETOHQ in Paris in succession to John Mizon who now has a senior position with Otis Corporate.

Tony Allen, Otis UK executive director, has assumed responsibility for Wadsworth Lifts, now located at Kirkby, and will also have direct responsibility for our key customer, London Regional Transport.

Following the departure of Alan Mainwaring to Paris John Critch has assumed overall responsibility for the Otis UK engineering function.

Mike Hirst has been promoted to general manager, customer engineering, and will be responsible for all engineering aspects relating to contracts (contract engineering, contract specifying and contract drafting).

Manufacturing engineering and industrial engineering reporting structures remain unchanged. The technical support group reporting to Peter Goodin is also unchanged.

Taking account of the expanding role of Liverpool site, some further re-arrangements will be announced in due course.

Well, That's Life!

WHEN 62-year-old Hilda Davies of Rochdale was stopped in the street by 'That's Life' and asked who she would most like to be trapped in a lift with she had no doubts.

Texas country music giant Boxcar Willie was her choice.

At Portsmouth Guildhall it later all came true. In the lift Boxcar Willie sang his hit, 'Waltz Across Texas' for Hilda, and a 'That's Life' camera recorded it for showing on 18 January.

Behind the scenes was Otis engineer Richard Parsons. The Guildhall is on his route and the City's Entertainment & Special Events department asked him to organise the trap-in.

No, you didn't see Richard when the scene was screened. He says he kept well out of the way.

ON THE MOVE

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

NAME	FROM	TO
Ali, G.	Senior Credit Controller, Head Office	Service Billing & Collection Co-ordinator, Accounts
Balmers, R.	Advanced Fitter, Brighton	Senior Fitter, Brighton
Bazalgette, J.	Graduate Trainee, Training	New Salesman, London City
Bennett, G.	Estimator 1	Estimator 2
Braidwood, E.	Despatch Foreman, Erith Stores	Construction Storage and Transport Superintendent, Erith Stores
Braidwood, M.	Trained Fitter, London City	Advanced Fitter, London City
Brown, R. T.	Advanced Fitter, Belfast	Senior Fitter, Belfast
Carpenter, K.	Advanced Fitter, Southampton	Senior Fitter, Southampton
Collyer, R.	Improver 2, Bristol	Trained Fitter, Bristol
Cook, A.	Estimator 1	Estimator 2
Cooper, I.	Financial Analyst, Planning	Construction Accountant, Controllers
Ellis, G.	Credit Controller, Head Office	Senior Credit Controller, Head Office
Forbes, F.	Assistant APR Supervisor, Accounts	APR Supervisor, Accounts
Grimes, P.	Improver 2, Bristol	Trained Fitter, Bristol
Guiver, C.	Estimator, New Sales Admin	Service Salesman, London City
Hamill, S.	Order Processor (Minimum)	Grade 2 Order Processor
Hogg, W.	Wadsworth/Becker	Director, UK Operations, Building Systems
Jeffers, A.	Liverpool Works	Service Sales Representative, Southampton
Johnson, B.	Senior Training Instructor, Liverpool Works	Superintendent Field Test Engineer, Scottish Division
Layzell, S.	Construction Accountant	Financial Accountant
Masso, R.	Advanced Fitter, Southampton	Senior Fitter, Southampton
McGrane, J.	Improver 2, London West	Trained Fitter, London West
McLeod, S.	Clerk/Typist, Service Marketing	Trainee Secretary
Milton, W.	Advanced Fitter, London West	Senior Fitter, London West
Morris, M.	Improver 2, Bristol	Trained Fitter, Bristol
Murphy, J.	Trained Fitter, London City	Advanced Fitter, London City
Murray, P.	Financial Accountant	Treasury Accountant
Reeve, R.	Improver 2, Cardiff	Trained Fitter, Cardiff
Reid, A.	Trained Fitter, Belfast	Advanced Fitter, Belfast
Sears, C.	Maintenance Routing Officer, Service Marketing	Service Information Co-ordinator
Shand, M.	Improver, London South	Trained Fitter, London South
Smith, G.	Apprentice, Southampton	Trained Fitter, Southampton
Thorogood, D.	Staff Adjuster 1, London City	Staff Adjuster 2, London City
Tully, S.	London Area Surveyor, Head Office	Contract Co-ordinator UK, Head Office
Witchalls, G.	Trained Fitter, London City	Advanced Fitter, London City

We show Slimline to journalists



Our public relations consultants, Peter Sawell & Partners, took journalists to the Stadhagen factory in Germany as part of the launch of the Otis Slimline escalator — a space-saving design for today's retail market. In our picture Tony Glover (left), editor of Premises Management magazine, gets a run-down from UK's Barry Wheeler at a shopping centre in Dusseldorf where they have the first European Slimline installation in operation

News and photos for the next issue should be with Jamie Ader at Clapham Road not later than Monday 23 February. Call her on 01-735 9131 or John Mendes on 0787 281100

MODERNISATION FOR FORMER BRANCH OFFICE



Before Concourse House and State House the Corn Exchange building was the location of Liverpool branch office. The four-car installation is now under extensive modernisation. There will be new cars and refurbished entrances and the old generators and motors are coming out to be replaced by microprocessor control and Gamma 160S drive. On site in our photo are Eric Carrol, Tommy Bedford (chargehand), Jim Mullen (sales), Sid Guy and Ken Healiss



Special hotel service for the West End

IN the West End postal districts of W1 and W2 Otis London West division look after some of the most prestigious hotels in the world.

Within those two postal districts alone there are 290 hotel units representing an important part of London West's service portfolio. To increase customer care in this segment of the market London West are setting up a special Hotel Service department.

At least two vans will be used with the added words 'Hotel Service'.

Engineers will wear the new working suits also with 'Hotel Service' on them and will be trained in the special aspects of working in a hotel environment.

To provide the best response hotel customers will have a dedicated supervisor and salesman with full awareness of their business needs.

What are those needs?

● **Reliability.** Luxury hotels provide services 24 hours a day and lifts and escalators are at the forefront of those services.

● **Response to breakdowns.** There must be a true 24 hour response to calls and attendance on site is required within 1½ hours. Tomorrow morning will not do.

● **Response to enquiries.** For the manager of a first-class hotel customer satisfaction is paramount. He operates in a quick-response industry and cannot understand delays in service or in the provision of estimates.

● **Positive proposals.** The busy hotel engineer expects the lift company to relieve him of the worry of lift service and sees the company as his advisers on potential improvements to increase quality of service.

● **Image.** Lift engineers are seen by guests as members of the hotel's staff. It is therefore important that the appearance of those engineers maintains the hotel's high reputation.

● **Programmed maintenance.** Maintenance is essential but no customer really likes a lift out of use at any time. But in the hotel business, operating 24 hours a day, it is essential that the hotel can fit lift down-time into busy schedules.

As a specialist department within the division Hotel Service will always be able to carry out uninterrupted maintenance and to pre-plan visits.

Hotel lifts probably face greater demands 24 hours a day than any other installation in the lift industry and this planned preventive maintenance is the core of the service.

TRY OUR QUALITY QUIZ



1. Quality begins at the design stage
☐ Right ☐ Wrong
2. Quality is about the way people do their jobs
☐ Right ☐ Wrong
3. The test of Quality is customers not complaining
☐ Right ☐ Wrong
4. For Service Department Quality means quick response
☐ Right ☐ Wrong ☐ Perhaps
5. Gamma 160S is better than 2-Speed AC
☐ Yes ☐ No ☐ Don't know
6. The key measurement of Quality is what it costs to do it wrong
☐ Right ☐ Wrong
7. How much does Otis UK spend each year doing it wrong?
☐ £250,000 ☐ £10,000,000 ☐ £10,000
8. The Quality Improvement Process in Otis will take approximately
☐ One year ☐ Two years ☐ Over 2 years
9. The best way to see if new equipment meets requirements is to see it demonstrated
☐ Right ☐ Wrong
10. If you find a problem the first thing is to "fix it"
☐ Right ☐ Wrong

Everybody should know a lot about quality by now and be able to manage this quiz easily. Answers are on page 8 — but do the quiz first

TWO OTIS brothers are deeply involved in kart racing.

Steve Thomas, a service engineer at Brighton office, does the driving. His brother, Paul, a service engineer at West London office, looks after the kart.

He spends hours in the garage tuning the 125cc Rotax engine to reach the 120mph-plus expected in competitive racing.

Over the last three years Steve has placed first 13 times and has twice been south-east England runner-up.

Karting is rapidly becoming an international sport and Steve has raced at Lyddon circuit, Snetterton, Silverstone, Cadwell, Mallory and Donnington Park.

"The atmosphere on a race day is electric," he says.

"Mechanics are changing wheels and making last minute adjustments, drivers are putting on helmets and gloves, and all around is the roar of engines.

"Suddenly you find yourself on the starting grid. Engines are revving and you watch for the green light.

"After what seems an eternity — 'GO' — and 30 high-powered karts go roaring off into the first bend."

Like all competitive sports, karting is expensive. It costs about £3000 a year to keep the kart in full race trim and Steve and Paul cannot attend European meetings because of the expense of travel.

Even so, they get a lot of fun out of attending national meetings.

The first kart was designed in 1956 by Art Ingells, who was employed by the Kurtis Craft Company in California to help build racing cars.

His first creation was a crude affair by today's standards. Two straight side rails joined by a straight front axle and a tube containing axle stubs at the rear. A simple steering loop completed the design.

The engine and fuel tank were behind the driver, and there was only one pedal, the accelerator. Braking was done by a lever on the outside of the kart — it operated a plate pressing on the rear tyre.

In 1958 an American serviceman stationed in England ordered five kits and began building them. Karting had arrived in the UK.



Above, Steve Thomas on the track in his kart. Below, the two brothers in the pits with the kart. You can see how small it is but it will reach 120mph

Go-go Karting





John Mendes goes on the route with Our Man In Norwich

A DAY IN THE LIFE OF RON WOODS



THERE is not much you can tell Ron Woods about Norwich.

He was born and bred there and has worked in and around the city all his life apart from RAF service.

Twenty-six years ago he joined Otis as mate to Jim Piper, then the resident engineer, and after Jim's untimely death a few years back took on the role of Our Man In Norwich.

His own mate is now Alistair Scott, who is a fully trained fitter, also living in Norwich, and supports Ron in looking after the Norwich route.

Norwich is a big bustling city strangely isolated in the heart of agricultural East Anglia where distances can stretch considerably.

When Ron started as a mate the route was bigger than it is now. It went north to Stamford in Lincolnshire, west to Huntingdon, east to Yarmouth and Lowestoft on the coast, and south as far as Chelmsford in Essex.

Ron says: "There were 80 or 90 units ranging from an old 1896 job

up to the modern day as it was then. Great experience."

Today the route is bounded by Kings Lynn in the north, Thetford in the south on the Suffolk border, and east to Yarmouth and Lowestoft.

RESEARCH

Our first visit of the day was to the Institute of Food Research outside Norwich, a modern complex of offices and laboratories run by the Agricultural and Food Research Council, where work is centred on food of plant origins.

There are two other similar complexes, at Bristol and Reading, where research is done on meat, poultry and dairy products.

The visit was a call-out and the problem easily corrected — an overload caused the previous evening — but while in the building Ron did some maintenance work and also took the time for a chat with Mr David Williams, who is responsible for mechanical maintenance.

Some of the laboratories look as if they came out of a sci-fi movie — all bubbling retorts and test tubes — and I asked Ron what really went on there.

"All sorts of research into cereals and vegetables and things like that," he replied. "Once, they showed me a cauliflower which they had grown on the end of a brussel sprout stalk."

From there we moved on to the new BUPA Hospital, on the outskirts of Norwich again, and it really is new, completed only a very short time ago.

It is more like a hotel than a hospital, with carpeting throughout, soft lights and stylish furnishings. There are no wards, only individual bedrooms.

The hospital is served by two bed lifts with three openings. This is a modern Becker hydraulic system and Ron was there for regular maintenance.

He told me: "Maintenance is very simple on units like this. It is just a matter of basic checks and maintaining the level of hydraulic

fluid."

The lifts are linked to a computer as part of an intelligent building system.

On the second floor, while Ron was on top of one of the lift cars, the other lift seemed to be working overtime.

A succession of patients were wheeled out and into the operating theatres right opposite, and then wheeled back again to be returned to their rooms.

It is an interesting thought that most of the people who make that return trip to and from the second floor probably never know they have been in a lift. They are under pre-med sedation on the way in and still anaesthetised on the way back.

CENTRE

From the BUPA Hospital we drove into the centre of the city to Victoria House, a very substantial building occupied by the Sedgwick Group.

There are four passenger lifts

with seven openings plus a service lift, and various adjustments occupied Ron for some time. Even so, he did not miss seeing Mr Colin Stroud, who is the building's manager.

Ron's job as resident engineer involves liaising with salesmen. And when a customer is considering a change of any kind, even a complete modernisation, Ron is the man he turns to first. Resident engineers are very much Mr Otis on their own patch.

We had been to a laboratory complex, to a hospital and an office block, but now it was time for something different.

In a secluded and leafy part of Norwich is Cromwell House, a residence run by Methodist Homes for the Aged. It has a delightful homely atmosphere and currently has about 40 residents.

There is a dumbwaiter (no problems there) but Mr Alan Lansdell, who is in charge of the building's services, was not happy about the levelling of the passenger lift, which serves two floors.

Levelling is always important, but when passengers are nearly all using sticks, walking frames or chairs, it becomes very important indeed. Ron took considerable care and time to get it right.

By then it was late in the afternoon but Ron had one more call. This was to the local planning office to check new development applications which can mean future business for Otis.

In his leisure time Ron swims and is keen on photography and he and his wife like to take their holidays abroad. He has a daughter and at time of writing two grandchildren. I say two, but by the time this appears in print a third grandchild should have arrived.

A resident engineer's job is demanding but most satisfying. He is, as I said, Mr Otis on his own patch, and everybody knows him. On his standards of courtesy, appearance and efficiency a lot of people judge the company.

They have a high opinion of Ron Woods in Norwich and he serves the company well.



With Mr Colin Stroud at the Sedgwick Group building



Painstaking care in making thorough checks

With Mr David Williams at the Institute of Food Research



Almost the last call of the day. The Methodist Home for the Aged at Cromwell House



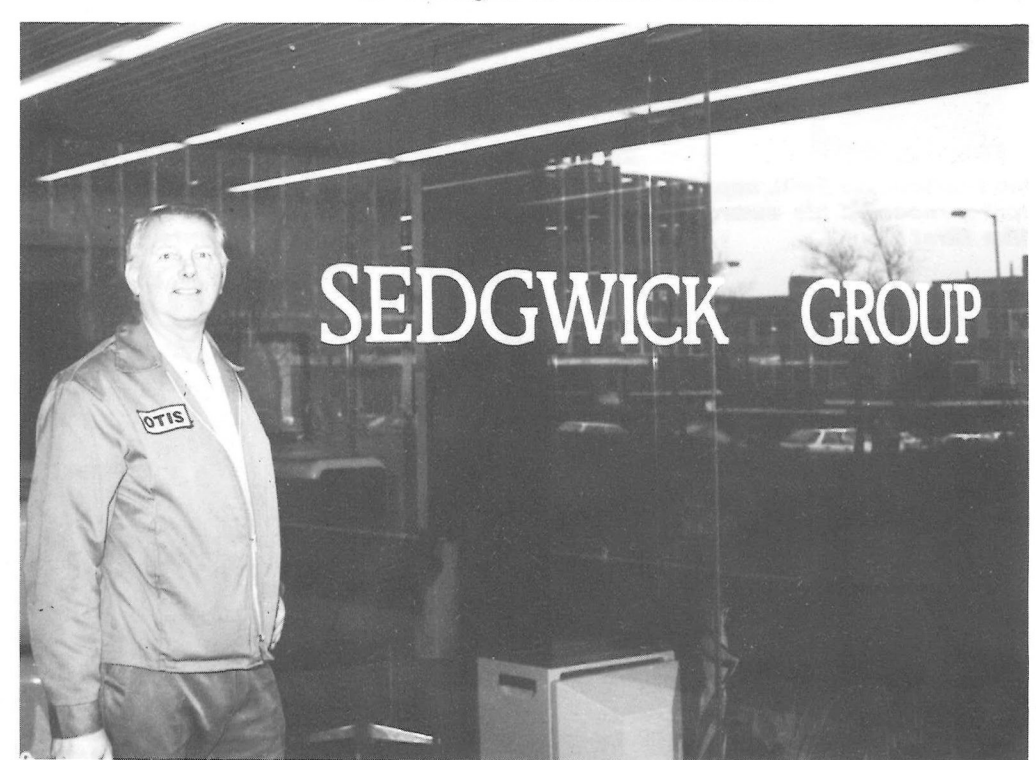
A close-up study in concentration in the motor room



With Mr Alan Lansdell at the Methodist Home for the Aged at Cromwell House



Topping up with hydraulic fluid at the BUPA Hospital



Another well-known national name on Ron Woods' route

Corrective action fixes it for good



QUALITY is about preventing mistakes. It is about getting it right first time.

But mistakes get made and when defects get through they have to be put right.

If you take a wrong turning while driving on the road it is not fatal — not usually. Near one of the world's more explosive frontiers it could be, and there great pains would be taken to prevent any mistake.

But normally if you go the wrong way you don't even need to turn around, even less go back home. You take a new route starting from where you are.

That is fixing the situation. Corrective action is to learn the right route before setting off so that you get it right *next* time.

Learning by mistakes is often said to be the wrong way of doing things. But to make a mistake and *not* learn from it is surely worse.

Here are some of the things in our own company which have

been done to stop mistakes being repeated. In every case the corrective action, when it is taken, can be seen to be very simple.

● AC power applied to a DC brake.

Fix: Change machine.

Corrective action: Electrical circuit specifier to be told when a new machine is to be used.

● Builder has made entrance too small.

Fix: Builder chipped 50mm away around door.

Corrective action: Otis to change builder's work drawing.

● Knock outs in trunking wouldn't knock out.

Fix: Cut and carve.

Corrective action: Use plastic trunking (which saved money, too).

● 415 volts supplied to 105 volt door motor.

Fix: Buy transformer (and new door motor!).

Corrective action: Ascinter Otis to clarify their ordering on Berlin (easy enough once we had found the root cause).

These are (were!) site problems. There is just as much room for corrective action in factories and in offices.

If you see an error which you think it is time 'they' put right ask your Quality Improvement Team Administrator for a Corrective Action Request Form.

Fill it in and send it back to him. Action will be taken.

Your QIT administrators are: Clapham Road & Alperton, Bill Evans; Liverpool Works, Jim Higgins; London divisions & LRT, Paul Kirk-Browne; Irish division, Brendan Holleran; Southern division, Rob Spetch; Northern & Scottish divisions, Keith Riley. — **Paul Hewlett**, group director of quality.

A FIRST FOR IRELAND



First Otis travelators in Ireland are at the Merrion Centre near Dublin. Construction team included Eddie Sharp, Tommy McCann, John Rice and Noel Deegan. Tester was Tony Glancy and supervisor John Hanley

Tower lift modernisation

REM brings our lifts into the computer age

do our lifts have so many problems?
Our lift control system, installed in our lifts, is too modern, too reliable, too good.

For more than a century, Otis Elevators have been the forefront of lift installation. Many of our lifts are still perfectly good.

There will inevitably be a good deal of inconvenience during the change-over period. We will be working hard to ensure that the change-over is as smooth as possible.

High praise from this customer

EXTENSIVE lift modernisation plans by Otis for Smith Kline & French, pharmaceutical manufacturers at Welwyn Garden City, led to a two-page story in their house magazine headed 'REM brings our lifts into the computer age'.

Tony Douglas, the SK&F

engineer responsible for co-ordinating the project, said in the magazine:

"Otis manufacture modern lift systems to a standard unsurpassed in the lift industry and at a realistic price."

"Their reputation for performance and service is second to none

and they have experience in modernising systems very similar to our own."

"We were delighted to award them the contract for the refurbishment, a project in which SK&F will be investing almost a quarter of a million pounds."

NEW CONTRACTS

25 YEAR AWARDS

12 VR cars for Glasgow

New Sales and Bex

Liverpool. One passenger lift at County Record Office, Preston; one passenger lift for an office development in Warrington; one passenger lift for housing development at Biddulph.

London City. One passenger lift for Whittington Hospital N19; one passenger lift at King William Street EC4; one passenger lift for offices at Horsham, Sussex; four passenger lifts and one goods lift at Canada Life Place, Potters Bar; one passenger lift for Sandrock House, Tunbridge Wells, Kent.

Cardiff. One dumbwaiter for Prince Charles Hospital, mid-Glamorgan.

London West. One passenger lift for Hamilton Motors W2; one passenger lift for 66/68 Margaret Street W1.

Luton. One dumbwaiter for UOP Ltd, Enfield.

London South. Two passenger lifts for Waitrose supermarket, Crowborough; two passenger lifts for Waitrose supermarket, Marlborough; one passenger lift for flats in W2; two passenger lifts for offices in High Holborn WC1; two passenger lifts for offices in Bournemouth.

Birmingham. One passenger lift for Holme Brook works, Chesterfield.

Manchester. One passenger lift for ICI Alderley Park, Cheshire; one passenger lift for AGCO, Stockport.

Reading. One passenger lift for flats at Staines, Middlesex.

Newcastle. One passenger lift for flats at Stanwix, Carlisle; one passenger lift for flats at Gosforth, Newcastle.

Leeds. One passenger lift for Morris Secondary School, Skelgess.

Brighton. One passenger lift for flats at Bognor Regis.

Belfast. One passenger lift for Hotel Training School, Donegal;

one passenger lift for Vocational School, Donegal.

Southampton. One passenger lift for Le Marchant House, Guernsey.

Export New Sales

One passenger lift for Port Harcourt, Nigeria.

S Service

London City. Car refurbishment and landing fixtures for two passenger lifts at Scottish Union House EC4; refurbish car and landing fixtures at Bankside House EC3 for four passenger lifts; convert two lifts to MS300 and general refurbishment at Guardian Royal Exchange EC2.

Glasgow. New VR cars, fixtures and landing entrances for 12 passenger lifts in high rise flats at Dalmar.

Cardiff. Convert to through car at three floors at Nazareth House, Cardiff.

Belfast. Safety gear conversion for one passenger lift at Royal Insurance, Belfast, plus new fixtures; car refurbishment and doors on a second car; new shutter gate and landing entrance for one passenger lift at Dupont, Londonderry.

London West. Overall refurbishment of one passenger lift at BBC, Brock House W1; convert two passenger lifts to duplex MP control and NAO fixtures at 103/113 Regent Street W1.

Brighton. Control modifications, new operator and detector for one goods lift and two passenger lifts at Barclays Bank, Eastbourne.

Edinburgh. New operator, detector and fixtures for two passenger lifts at Scottish Widows Fund, Edinburgh.

Dundee. New MP control, COP operator and detectors for one passenger lift at Station Hotel, Perth.



Reg Dunscombe (left), supervisor in APW at Liverpool works, received his award from workshop manager Mike Hirst



Bob Hickey (left), in service department at Plymouth, received his award from Plymouth branch manager Don Clements



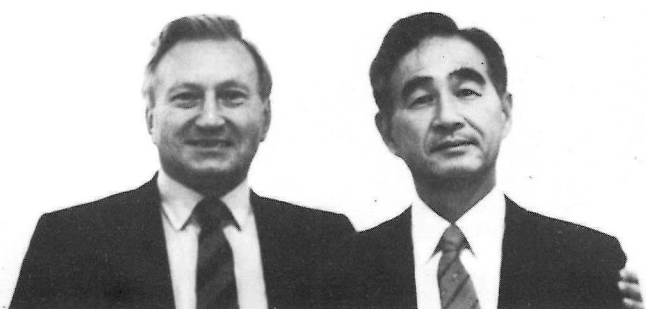
Len Daniels (left), in contract engineering at Liverpool works, received his award from contract engineering manager John Crockford



Peter French (right), in contract control at Liverpool works, received his award from John Simmons, production planning manager. All Liverpool photos by Tom Penney

NOW WE CAN SEE IT ALL

The skip and the builders have gone from the entrance to Liverpool works and the new reception area and desk can be seen in all their glory. The entrance doors open automatically, there are pictures on the walls, and the whole area is smart and businesslike



First person to sign the visitor's book and officially open the new reception area was Mr Kume, president of Nippon-Otis, seen here with Dr John Watkinson. Photo by Tom Penney

What's happening behind this skip at Liverpool?

The main entrance foyer at Liverpool



JOIN THE 75 CLUB

IN addition to the continuous monitoring of installations by our own UK field quality auditors there is a yearly international audit.

There is a performance scale from zero to 100 and at the moment the UK has an overall rating of 71.

We have been asked to raise our sights to reach an overall target of 75.

But some installations in the UK are already at 75 or over and the company feels the maintenance men concerned should have recognition.

There will be prizes for field men who reach the score of 75 in the audit and we hope to feature their installations in Lift-Off.

Watch out for further news of The 75 Club.

Shop stewards at Esher

SOME 40 shop stewards from all over the country, including the nine members of the national committee headed by Les Mardell, attended an Otis quality presentation held in December at the Esher training college of the EETPU.

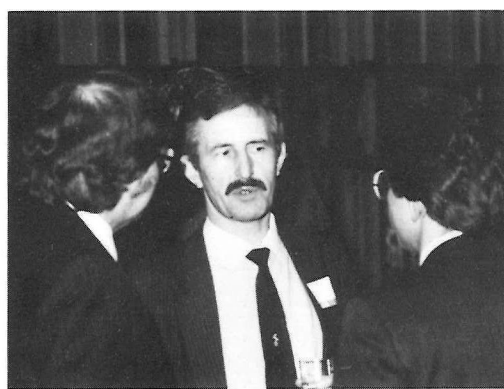
Paul Hewlett, group director of quality, opened the session, and also present were Costas Johnson, John Marsden, Bill Evans, John Baker, Ron Baker, John Anderson and John James.

London City entertain their customers

Christmas is the traditional time for entertaining and on 18 December London City division gave a reception for customers in the Chartered Accountants' Hall off London Wall in the heart of the City. The aim? Just to say thank you for doing business with Otis and we hope to do further business in 1987



Mr Bill Davies (City of London Corporation) with Len Halsey



Maurice Brain, Mr Ray Callaby (Stock Exchange) and Steve Ellis



Colin Pitman, Maurice Brain, Mr Brian Tait (Eagle Star) and Mr Tony Manning (City of London Corporation)



Mr Roger Ray (Lloyds Bank) with Harry Weaver



Mr Andy Anderson (London Life), Mr Gordon North (Gordon North Builders) with Ken Paige

BE A REPORTER

WE are looking for a branch correspondent from every branch to get more local news into Lift-Off. So far we already have the following representatives: John Hands, Service Sales Rep., Nottingham; Gordon Clegg, Service Sales Rep., Edinburgh; Ann Sunderland, Assistant, Reading; Tim Bowman, Bristol and Mike Burrell, Service Supervisor, Brighton.

Please notify your branch manager if you are interested. All stories must be in to Jamie Ader on the following days: for March/April issue — 23 February; May/June — 24 April; July/August — 23 June; September/October — 25 August; November/December — 27 October.

LIFT-OFF

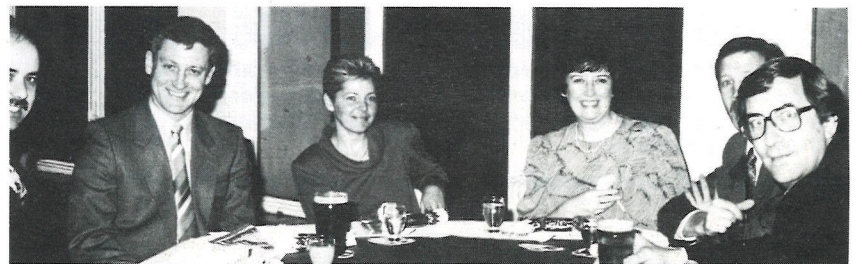
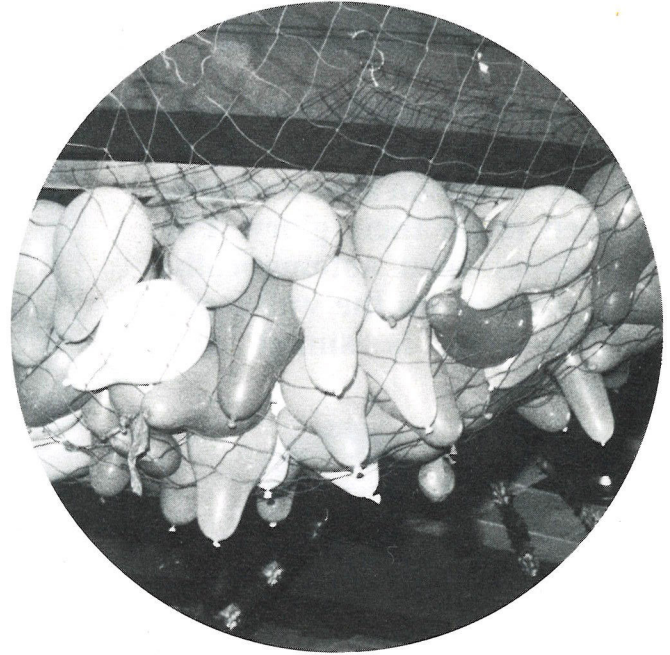
Lift-Off is edited by John Mendes

They work hard and play hard at Liverpool factory and on two nights — Friday and Saturday, 12 & 13 December — they let their hair down with a Christmas dance and buffet supper in the canteen. The band was great, the food magnificent, the big canteen beautifully decorated, and it was two very happy evenings for all. Many thanks to Alan and Doreen Blackburn and their willing helpers. After the Friday party they had to organise it all over again for the following evening! Our photographs were taken on the Friday

PARTY TIME AT THE WORKS



A happy Eugene Egan and Tracey Herring won the lottery prize in aid of Dr Barnardo's homes for children

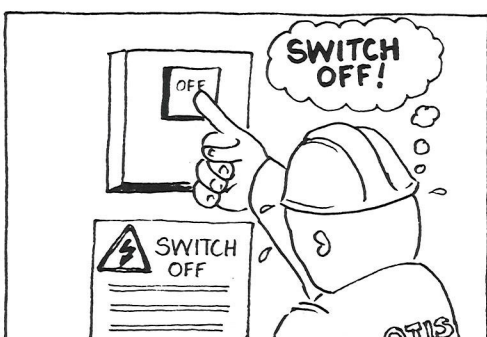
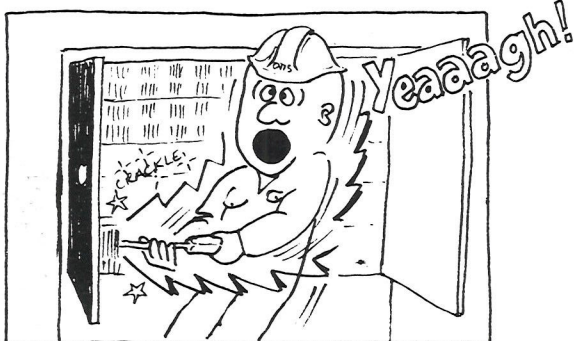
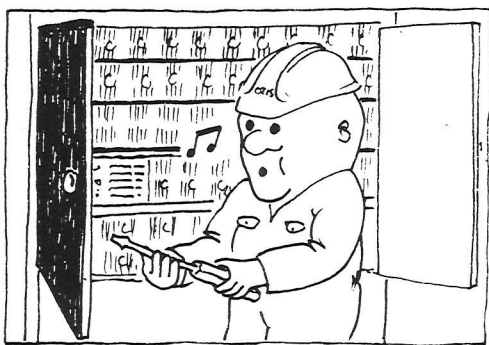


Above right, John Anderson, Barry Jameson, Mary Pilkington, Pam Jameson, Craig Pilkington and Roy Markham



Right, canteen manager Phil Griffiths and his team put on a huge spread for the buffet supper

! Safety First!



Putting on the Ritz! David Sellors and his guest entered fully into the party spirit and dressed for the occasion



Mr & Mrs Tom Hayden, all smiles on this thoroughly enjoyable evening



ANSWERS TO QUALITY QUIZ

1. Wrong. Quality applies at every stage. You might just as well say Quality begins with the people who tell the designers what to do.
2. Right, and for everybody.
3. Wrong. Dissatisfied customers may not complain, they just go elsewhere. Don't you sometimes?
4. Wrong or Perhaps. Quality means meeting requirements for speed of response and for everything else. If the requirement is to go next week a quick response, i.e. going this week, may be wrong.
5. Don't know, it depends on requirements.
6. Right.
7. £250,000 and £10,000,000 are certainly wrong. Most companies spend some 10% to 20% of their turnover on making mistakes and doing it over again so the figure for Otis will be in the region of £10,000.
8. The Quality Improvement Process is designed to last for ever so "over two years" is the correct answer.
9. Wrong. A demonstration will not test requirements for ease of installation, servicing etc.
10. Right. Even though that's only the first step before finding and removing the cause of the problem.