

LIFT-OFF

Number 25

March/April 1986

Internal newspaper of Otis Elevator PLC (UK)

This is a very happy anniversary for Otis and London University

50 YEARS OF GOOD SERVICE

THERE ARE 74 lifts under maintenance by Otis in the many buildings now occupied by the University of London.

It all started 50 years ago when Senate House, the main university complex between Malet Street and Russell Square, was completed in 1936.

The building generally comprises a basement, a ground floor, and three or four upper storeys. The tower has 11 upper storeys.

Otis were given an order for ten lifts to go into the new building. And that was the start of a long association which still continues after 50 years.

Since 1936 the university has expanded considerably, but the original lifts in Senate House, 50 years old, are still running and giving good service.

One of them is always known



as the Queen Mother's lift, both at the university and by Otis, because the Queen Mother was the university Chancellor for many years and always used it.

Lift-Off went with Norman

Davis of London City division, along with service salesman John Disney and supervisor Terry Houghton, to talk with Mr Frank Graham, chief engineer at the university, and his deputy, Mr Neville Bland.

We went up in the very first lift to be installed, 50 years ago, to the top floor of the Senate House tower, and into the motor room which still has most of the original equipment. A fascinating sight to watch this 1930s installation operating smoothly and efficiently.

Mr Graham joined the university in 1960, and likes to tell of one of his most embarrassing moments, which happened shortly after his arrival.

A VIP, a member of the Royal Family, was due to visit any minute. On these royal occasions Otis always provide fitters on stand-by and it was Mr Graham's custom to wait by the lift door on the ground floor.

Supervisor Terry Houghton, salesman John Disney, fitters John Davies and Ray Kosin with Mr Frank Graham, London University chief engineer. Behind them is the Queen Mother's lift.

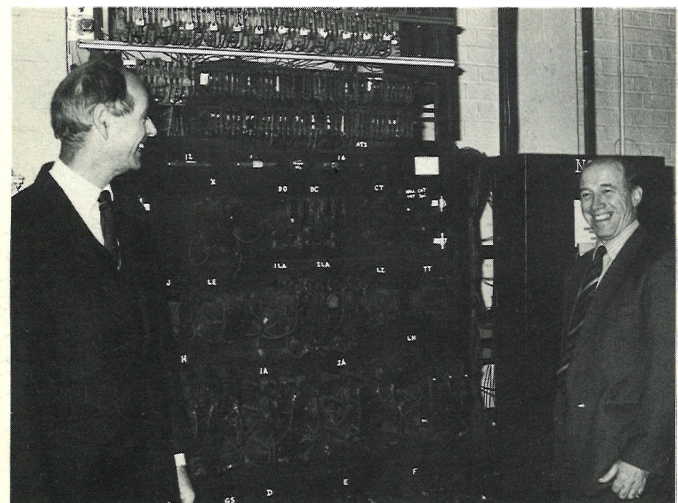
He tried to open the lift door and the handle came off in his hand. As he says: "I stood there, trying to conceal the lift door, while one of your chaps quickly screwed the handle back on again."

Although Mr Graham did not join London University until 1960 he has a strong link with Senate House going back to the Second World War.

In the 1940s he was an apprentice with a firm in Oxford Street and was cycling past Senate House on his way to work. At that time the building was occupied by the Ministry of Information.

But let him tell his own story.

CONTINUED OVERLEAF



Mr Neville Bland, London University deputy chief engineer, in the motor room at the top of Senate House tower with Terry Houghton.

8 Custom 2000s for Docklands

BIGGEST Custom 2000 passenger lift sale to date has been secured by London City division.

Eight Custom 2000s serving between five and 12 stops have been ordered for a large residential development at Free Trade Wharf in the London Docklands development area.

In addition, there are two hydraulic passenger lifts (Wadsworth Becker) and two dumb waiters — one Schneider and one LD 140.

This is a most important sale as there are further units to be secured in Phases Two and Three of this project and there is immense future potential in the whole area because of plans for the redevelopment of Docklands.

TEAM

Management contractors for the Free Trade Wharf development are Tarmac Cubitts acting for clients Regalian Properties.

The professional team includes architects Robert Atkins Howard Gatling Partnership, quantity surveyors Tweed Atkinson Lewis & Partners, civil and structural engineers Robert Atkins & Partners, project managers Gablecross Projects, consultant engineers R. W. Gregory & Partners.

City division set up a special projects team consisting of Stephen Hart (district sales manager), Colin Pittman (district sales representative) and Len Halsey (district construction manager).

Following detailed preliminary discussions with Tarmac Cubitts during December 1985 an invitation to tender was received.

Steve Marsh in sales administration worked on the quotation in conjunction with the sales engineering and construction departments and our tender was submitted on 10 January 1986.

It totally complied with the stringent specification requirements, including London section 20 fire regulations, and was presented in a special package containing site photographs and an order was placed on 18 February.

This is not only a success story for London City division. It is a special feather in the caps of Colin Pittman and Stephen Hart, who did a lot of consistent hard work, and built up a very good relationship with Tarmac Cubitts.

We now look forward to an equally successful construction job which will be looked after by London City supervisor Bill Curd.

Four more Quality Improvement Teams are named

IN THE last issue of Lift-Off we announced the appointment of the six Quality Improvement Team chairmen.

We also named the members of the London divisions and LRT QIT and the Liverpool factory QIT.

Now we can announce the membership of the next four QITs.

Clapham Road and Alpertown. John Marsden (chairman), John Anderson, Terry Baker, Bill Evans, Ken Jones, Stan McCall, Bill Noon and Mark Townner.

South. Tony Govett (chairman), Les Dickens, Alec Goatley, Richard Hems, Bob Rayfield and Rob Spetch.

North. Ron Hood (chairman), Alan Brown, John Hughes, Ron Merritt, George Simpson, Murdoch Stewart and Peter Thorp.

Ireland. Eddie McGarry (chairman), Norman Casement, Brendan Holleran, George Houston, Jim McGovern and Ray O'Donoghue.

Our sister companies, Wadsworth Becker and Evans, are also fully involved in the Quality Process. The chairmen of their QITs are Bill Hogg (Wadsworth Becker) and Barrie Price (Evans). Every department in the Group is now covered by

one of the QITs.

Remember that the Quality Improvement Teams (QITs) will lead and guide Otis UK through the Quality Process.

Francois Jaulin, chief executive officer, Otis Corporate, says: "I have great confidence in Otis people. I am convinced that all Otis employees want to work hard and take pride in doing high-quality work."

ENVIRONMENT

"What is needed are tools and training and the kind of environment in which employees can bring all their energy and talent to bear on quality".

That is that the Quality Process is all about, and 'creating the environment' is a good definition of the job of the QITs.

In the next few months they will be specially responsible for organising education in the form of the Quality Education System.

These courses will be run in various locations by our five in-house Group Instructors mentioned in the last issue. — Paul Hewlett, group director of quality.

"I looked up at the Senate House tower where people were hoisting a builder's wicker basket up the flag pole — and I had no idea what it was all about. One of them, in fact, was the then university chief engineer, and a member of the Observer Corps.

"I got to Tottenham Court Road and saw a flying bomb roaring straight down the road at below roof-top height. I remember it vividly — short, stubby wings with an engine gushing out flames and black smoke.

"One of its wings eventually touched the side of a building, and it hit the ground and exploded, doing considerable damage.

"The wicker basket on the tower flag pole was an Observer Corps warning that the flying bomb was on the way. But I never thought that one of those people up on the tower was someone I would come to meet many years later."



Rear of Senate House tower seen from Russell Square.

DOWN SHAFT

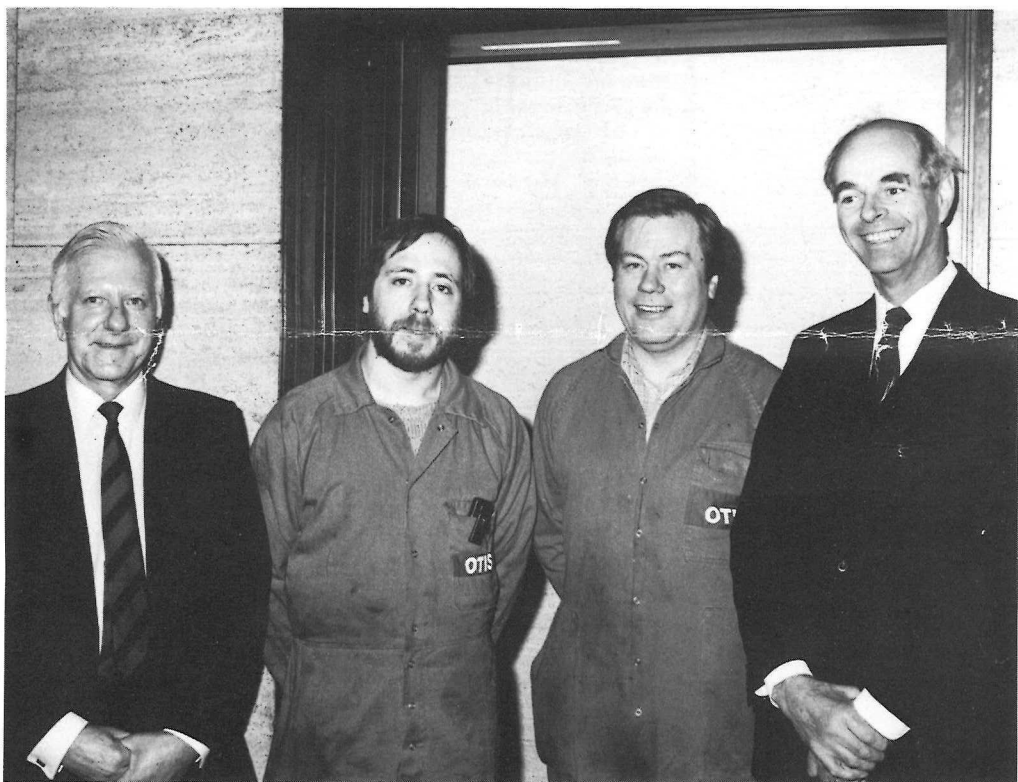
Senate House was to suffer several bomb hits during the Second World War. At that time some of the lift shafts were still empty. One bomb hit the roof of the tower, where there were people standing, went straight down the empty lift shaft and exploded on the third floor.

When Senate House, designed by Charles Holden, was completed in 1936, it was the tallest building in London. In fact, the height of the upper floors of the tower above ground contravened the bye-laws of the then London County Council, and for a number of years they had to remain unoccupied.

Today, there are much taller buildings in London, but Senate

House, clad largely in Portland stone and designed and constructed for durability, is a landmark for most Londoners and for the hundreds of thousands of former students who recall it with so much affection.

Otis are proud of their 50-year association with the University of London and would just like to say — Happy Anniversary.



London City service sales manager Norman Davis, fitters John Davies and Ray Kosin, with Mr Neville Bland, deputy chief engineer at London University.

ON THE MOVE

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

NAME	FROM	TO
Boyers D.	Graduate Trainee	Surveyor, London City
Bradnam G.	Senior Fitter/Trainee Adjuster	Staff Adjuster, London West
Burrell M.	Senior Fitter	Service Supervisor, Brighton
Collingridge Y.	Trainee Secretary	Secretary to T. Thornton and A. Bryant
Cooper J.	Advanced Fitter, London South	Senior Fitter, London South
Dixon R.	Trained Fitter, London South	Advanced Fitter, London South
Durward K.	General Manager, OGED	Sales & Marketing Director
Dyer M.	Advanced Fitter, Brighton	Senior Fitter, Brighton
Filsell J.	Advanced Fitter, Brighton	Senior Fitter, Brighton
Goodwin A.	London Layout & Contract Admin Mgr.	Architectural Consultant
Hodges D.	Trained Fitter, London West	Advanced Fitter, London West
Janek P.	Staff Adjuster 1, Edinburgh	Staff Adjuster 2, Edinburgh
Johanson S.	Draughtsman	Supervisor, Sales Admin
Mowat R.	Trained Fitter	Service Salesman, Liverpool
Munro D.	Saudi Arabia	Construction Supervisor, Reading
Myers F.	Service Supervisor, Liverpool	Field Audit & Methods Manager
Shaw P.	Draughtsman	Supervisor, Sales Admin
Wall D.	Trained Fitter, London City	Advanced Fitter, London City
Walters E.	Trained Fitter, London City	Advanced Fitter, London City
Walters R.	Graduate Trainee	Sales Co-ordinator, London South
Walwyn C.	Senior Accounts Clerk	Inter-Company Assistant

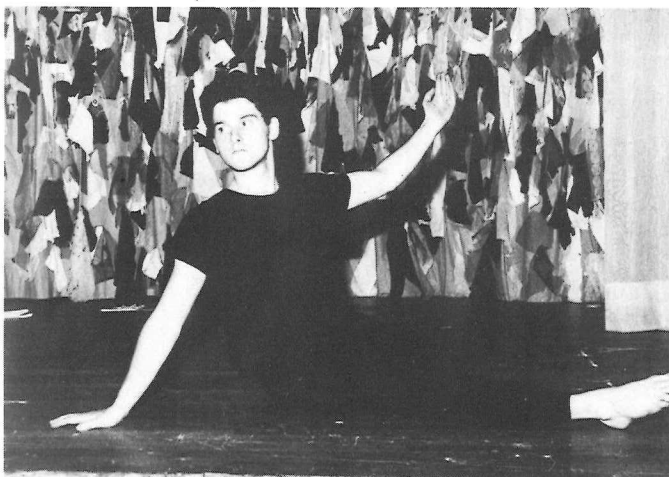
Retiring in fine style!



Presentations at Liverpool works are always well attended. But for Bob Faulds' retirement presentation (see page 6) the room was packed and they were overflowing into the corridor. The reason was soon apparent. After Bob's speech the sound of Big Spender filled the air and the ranks of onlookers parted to allow Maria Bodnarchuk, dressed for the occasion, to serenade and dance with Bob. He certainly looks as if he is enjoying it, too.

(Photo by Tom Penney)

COME DANCING



DANNY THORNE in 'O' service marketing at Clapham Road is a dancer.

He has danced since he was 11

years old, mainly with a local disco dancing team, and has competed in the National Youth Club finals.

— and it takes two to tango

THIRD year Otis apprentice Sean Loughran is such a good dancer that he appeared in the 1983 Royal Command Variety Performance as a member of a Latin-American formation dancing team.

He took up Latin-American and ballroom dancing over four years ago and since then has danced regularly in competition.

Some 15 months ago he joined the newly-formed Hearne Spencer Latin-American formation team and they have been either champions or runners-up in a number of major contests.

This year the highlight for the team will be entering two championships in the United States — one in Utah and one in San Francisco.



Sean Loughran and dancing partner.

Otis will be sponsoring Sean on his trip to the States and we

wish him and his team every success.

CATHY'S COLUMN

I HAVE been swamped by requests for sponsorship. Everything from judo to football. Keep them coming.

I am still interested in hearing from marathon runners. Send in your chest and waist sizes and I'll send back shirt and shorts.

The employee sponsorship fund is for anyone making a special or out-of-the-ordinary effort in their sport or hobby. Remember, it is for employees only, not families or friends — except in very exceptional cases.

So we have a new partner in the UTC group. The Westland-Sikorsky saga has been so well publicised that I will not add to it.

Except that Westland are printing a special edition of their in-house journal to introduce their 10,500 employees to UTC companies in the UK.

Otis are the biggest and we will be getting a very big mention. Particularly as we gave them lots of facts, figures and photos.

REM is spreading. The first ones have been sold. Congratulations to Steve Ellis of London City for selling the first installation which is not attached to a new sales or modernisation order.

Customer receptions were held in Cardiff, London West and Birmingham during February and March. The customers showed great interest. Very encouraging all round.

There is also lots of good news in our new contracts column (see page 3). And Custom 2000 is definitely taking off (see front page).

A happy Easter to everyone.
— Cathy Foster

NEW CONTRACTS Custom 2000 is doing well

'S'
Four units at the Shell Centre in London will undergo the first direct drive E401M modernisation in the UK.

Special speech synthesis will be included using Shell's own recording studio facilities.

This contract is part of a continuing programme of modernisation at Shell Centre. Salesman is **Geoff Farge** in London South and estimator is **Sam Mensah**.

At 33 Cavendish Square, London W1, where London West have their offices, **Steve Waterworth** has sold the modernisation of two units to Gamma 160S control. They serve 22 floors as fireman's lifts and combine a graphic status display system with the eight Elevonic passenger lifts.

Robbie Edwards and **Ernie Neal** have sold the modernisation of two hydraulic freight cars at BBC Elstree, Boreham Wood.

New Sales

Harry Manks in Leeds branch has sold six 15 ATL lifts for three blocks of 10-storey flats owned by Leeds City Council. There will be two lifts in each block. The estimator is **Steve Marsh**.

Colin Pittman in London City has sold eight Custom 2000 passenger lifts, two Wadsworth Becker units and two dumb waiters for a residential development in London Docklands (see front page for full story).

For Orchard Square, Fargate, Sheffield, **Gerry Medcalf** in London City has sold one Custom 2000, one 19BT goods lift, one EA 861 escalator, one dumb waiter, one 15 ATL goods lift, one D/A hydraulic scenic lift and one Wadsworth Becker scissors platform. Estimator is **R. Crouch**.

Andy Twynam in London South has sold two Custom 2000 passenger lifts and one R13AC for the Armada Centre Hotel, Plymouth.

Three vendor lifts have been sold by **Alan Whiley** at Reading branch to Glaxo Chemicals, Ware, Herts.

Paul Kirk-Browne in London South has sold four 27BT units for the multi-storey car park at the new Northern Terminal at Gatwick Airport.

Service

Five units on 'OM' at Hesketh House, Portman Square, London, have been secured by **Phil Grange** and **Barry Rains** in London West.

An upgrade of 11 units from 'POG' to 'OM' at Arundel Great Court, London WC2, has been secured by **John Disney** in London City. The owners are

Arthur Anderson & Co, one of the biggest firms of accountants in the world.

Frank Seymour in Cardiff branch has secured 30 units on 'L' contract at the University College of Swansea.

Graham Johnson in London South has secured four units on 'OM' at Vigilant House, Sutton, Surrey.

John Thynne in London West has secured five units on 'OM' at 1 Olympic Way, Wembley, Middlesex. The property is owned by Legal & General Assurance, for whom **John Disney** in London City is the Otis special representative.

John McQuillen and **Robbie Edwards** have secured an 'L' contract for two order pickers at the Heelas store at Theale, Warwicks, owned by John Lewis.

Director of sales and marketing

FOLLOWING the recent realignment of the management structure (see page 4) **Ken Durward** has been appointed director of sales and marketing for new equipment business, reporting to executive director **Roy Markham**.

Ken will bring to the job his knowledge and experience of selling Otis Group products in international markets during his period as general manager of the Otis Group Export Division and apply this experience to further develop a Group policy for domestic marketing and sales.

Ian Millar has been appointed general manager of the Otis Group Export Division, reporting to Ken Durward.



Ken Durward

His key task is to promote Group product sales on an inter-company and export basis.

Ian has previously been territory manager responsible for the Pacific region and assumed that role after returning from a successful two-year assignment in Hong Kong.

Before that Ian held a number of key appointments in the UK, including zone construction manager and branch manager in Reading and Dundee.

Commercial manager for zone

ON 1 APRIL **Tom Pratt** will take over a new appointment as commercial manager for the zone, reporting to executive director **John Miller**.

He will provide functional support for the zone management and administration area with special emphasis on the development of operational plans, assistance with business planning and activity monitoring as a positive management tool.

Additionally, he will be working with the new equipment



Tom Pratt

and service support groups to achieve a team approach across our business.

Tom was previously contracts manager at Liverpool works and he has held senior management positions in the zone covering a wide spectrum of activities.

They sailed on time

OTIS NEWCASTLE came to the rescue of the M.V. Ravenscraig, berthed in Rotterdam, when it needed a replacement motor.

Jack Harmieson, with a wealth of experience on ship repairs, arranged with **Peter Larsen** in the Liverpool service workshop to provide the motor at short notice and for **Albert Patton** and **John Charlton** to sail

from Hull to Rotterdam with it.

On arrival they found Otis had been given the wrong voltage and the motor would not work.

Phone calls between Rotterdam, Newcastle and the service workshop produced the correct motor with **Peter Larsen's** team working through the night.

The job was completed a day before the M.V. Ravenscraig was due to sail.

Branch opens in Channel Islands

FROM 3 March 1986 Otis have another new branch.

Otis Channel Islands will be operating from 13 Byron Road, St Helier, Jersey, Channel Islands.

Branch manager is **Michael Giles**, chargehand is **Bernie McKenna** and the fitters are

Peter Cope, **Ron Reynolds** and **Dennis Hinsley**.

The clerk/typist is **Maureen McQuiston**.

The resident mechanic on Guernsey is **Tony Corbin**.

Otis Channel Islands are part of the Southern division.

We wish them well.

Q These are the four quality absolutes

QUALITY needs a team effort — everybody working with vision and dedication in his or her own function of Otis.

The way we work and the

ON TARGET

THREE more salesmen who achieved their personal targets last year are **Dudley Boakes** (Brighton), **Frank Henry** (Luton/Southend) and **Alan Whiley** (Reading). Congratulations to them.

requirements to be met will vary but in the Quality Improvement Process there are four underlying principles known as absolutes. They do not change.

The first is the definition of quality — conformance to requirements. We may negotiate the requirements which are to be met but once they are clear there is only one obligation — to meet them on time first time.

The second absolute is the system to be adopted. This system is prevention. Inspection and checking have an important place but putting errors right after the event is not part of the

Quality Improvement Process. The system is to prevent errors before they ever occur.

The third absolute is the standard we strive to obtain. This is simply to conform to the requirements with zero defects.

ACCEPTABLE

We may not achieve that standard this year, or even next, but it is the only acceptable aim.

The fourth absolute is measurement. We shall measure many things to indicate progress

but one which is the central measure of the process is the price of non-conformance.

that price has several components. It includes the cost of putting something right, perhaps on site after a customer has taken delivery. It is the cost of disappointing our customer who expected a perfect product the first time, and it is the cost to ourselves and our colleagues of having to work with something less than perfect.

The measurement of all these costs gives us the price of non-conformance. — **Paul Hewlett**, group director of quality.

SONS AND A DAUGHTER ARE TOPS IN SPORT

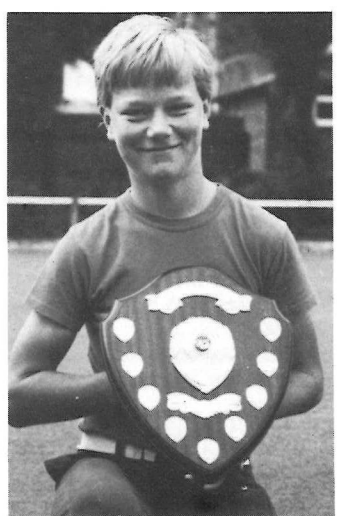


Prowess at sports seems to run in families. **Alan Winders** in contract specifying at Liverpool works is a pretty good golfer and won the 1985 Otis national golf contest. His 16-year-old daughter, **Alison**, prefers netball, and is the first Wigan schoolgirl to be selected for the English Schools Netball team. Her England duties started on 8 February with a game against English Universities and on 22 February she was in the team that triumphed over Wales.

(Photo courtesy Lancashire Evening Post)



Above, 16 year old **Mark** is the son of Cardiff branch manager **Frank Seymour** and plays rugby for Cardiff HSOB, top of the east district youth competition. Otis will sponsor his team when they tour Canada this summer.



Right, **Neil**, youngest son of **Graham Roberts**, Liverpool service supervisor, is top of the Sefton Bowling League Juniors, and holds a fine trophy to prove it. With consistent bowling he won his way to the finals where his varied lengths of jack paid dividends with a convincing 21-14 victory.

A DAY IN THE LIFE OF A LIFT ENGINEER

Cathy Foster joins Peter Felton on his service route in London South division

PETER FELTON, service fitter responsible for route 431 in London South division, lives in South Norwood.

He gets up at 6 am each day and drives in his Otis van to The Institute of Psychiatry, SE5. There he meets his mate, Gerry Usher, who comes to work by motorbike from his home in Swanscombe, Kent.

But in early February I became Peter's mate for the day. However, Gerry didn't get a day off. Terry West, his supervisor, found him work with another fitter.

I met Peter at Dulwich Village on the way to the Institute. He normally arrives there between 7.50 and 7.55 am.

Peter did a five-year electrical apprenticeship at Grants department store in Croydon. Peter Harris, the service fitter who looked after the site for Otis, persuaded Peter to come to Otis. He has now been with the company for seven years.

SURPRISED

At 8.00 am he rang into the London Call-out Desk. Bill Briggs was very surprised to hear that Peter had a new mate and even more surprised to find out who it was.

There were no call-outs so Peter took me to the first job of the day. This was a nine-floor office block in Penge. There are two gearless machines in the building. We were there to do a normal maintenance visit.

Safety was always foremost in Peter's mind. He was constantly alerting me to potentially dangerous situations which I could get into by ignorance or carelessness.

The care-taker gave Peter some ribbing about his new 'mate'.

DUST & DIRT

Peter did a controller check and showed me some of the things he was looking for. It became obvious that dust and dirt can become a major problem.

After realigning some contacts, a good check round and cleaning, he checked that the lift was still running. At this stage the lift stopped. The fault was found to be some dirt on the reverse phase contacts. This could have easily developed into a call-out.

The next thing was to check and clean the air-cords and landing entrances on the other lift. We needed to ride on top of the lift up and down the lift shaft for this. After another discussion on safety, and the use of the top of car inspection unit, we went down the shaft.

CARE

At each stop we cleaned, dusted and tested for slackness. Wires and screws were tightened. Peter took great care not to drop any tools down the shaft.

I had a go at using the top of car controls so that I could help in positioning the lift for the cleaning of the car doors on the ground floor.

Finally we stripped and cleaned the brake cores on one lift. This was a very greasy job. I was glad Peter had advised me to wear jeans and not smart trousers.

In the last stages of doing the brakes, Peter's bleep went off. Bill had received a call from the Streatham Hill Theatre (lift out of order). We went back to the Institute of Psychiatry to collect some spares and snatched a quick lunch in the Institute's cafeteria.

We were just getting in the van when the emergency bleep sounded. Peter rushed back into the building to find there was a trapping in St Christopher's House, Southwark Street, and the normal fitter was on holiday.

RELEASED

Fifteen minutes and many red traffic lights later we were there. However, the six people had been released by the DOE engineers. All that had to be done was to re-set and re-start the lift.

Then we set off for the Streatham Hill Theatre which has been converted to a bingo hall. We had both a call-out and normal maintenance to do on this site.

The single 19BT machine was in a very cold machine room. The doors on the lift were stuck half-open. Peter got it going again by cleaning some of the contacts.

We then spent some time going up and down in the lift because the porter had mentioned it happening before. No other reason could be found,

so we carried on with the controller inspection and cleaning. Quite a job, since the engine room is half-exposed to the elements.

Peter had a survey of the site which had recently been completed, so we did what we could of the survey items. Peter checked the safety edges and cleaned the pit and door sills.

I found out later that general cleaning is normally the mate's task, but since I didn't know what to do, Peter did it.

On our way out we met the manager and got another story about what was wrong with the lifts. I realised then how difficult the job can be if you end up talking to the wrong person. The more information you can get, the easier it is to track down the fault.

FREEZING

We then went round the South Circular road to some sheltered accommodation in East Dulwich. This was a general maintenance visit. By this time the sun was going down and the temperature was freezing.

We spent some time checking all the floor levels since this



Peter Felton in London branch 24 had a most unusual mate for a day. Lift-Off thanks him for his good-humoured co-operation.

single speed lift would stop the doors from working if the levels were too far out.

After this we went back to the Institute. At 5.10 pm Peter called the Call-out Desk. Bill then sent us off to answer a call-out at one of the Peabody Buildings in SE1.

By this time it was dark and very, very cold and trust our luck, the motor room was on the

outside of the building. The lift doors had jammed open and the motor smelled very hot.

Peter managed to un-jam the doors but had some doubts whether the motor would work again. One of the hanger rollers had split and come off which had let the doors drop down and jam.

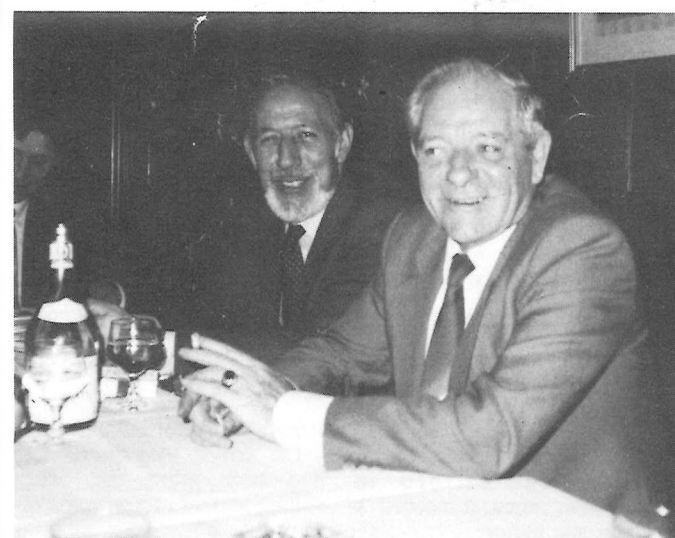
While we were replacing it, the worst possible thing happened

— one of the nuts dropped down the shaft. Since I didn't know how to get into the pit, Peter had to do the running up and down.

After all that, the lift still didn't work, so Peter closed it down. More spares would be needed in the morning. By now it was 6.30 pm.

So ended my day as a fitter's mate. A real eye-opener for me. — Cathy Foster

Charlie Morley retires



Charlie (right) at a lunch given by colleagues in his honour. Next to him is Bert Franklin.

AFTER 36 years with the company Charlie Morley retired last November.

Before joining Waygood-Otis as a fitter in November 1949 he had served six years in the Royal

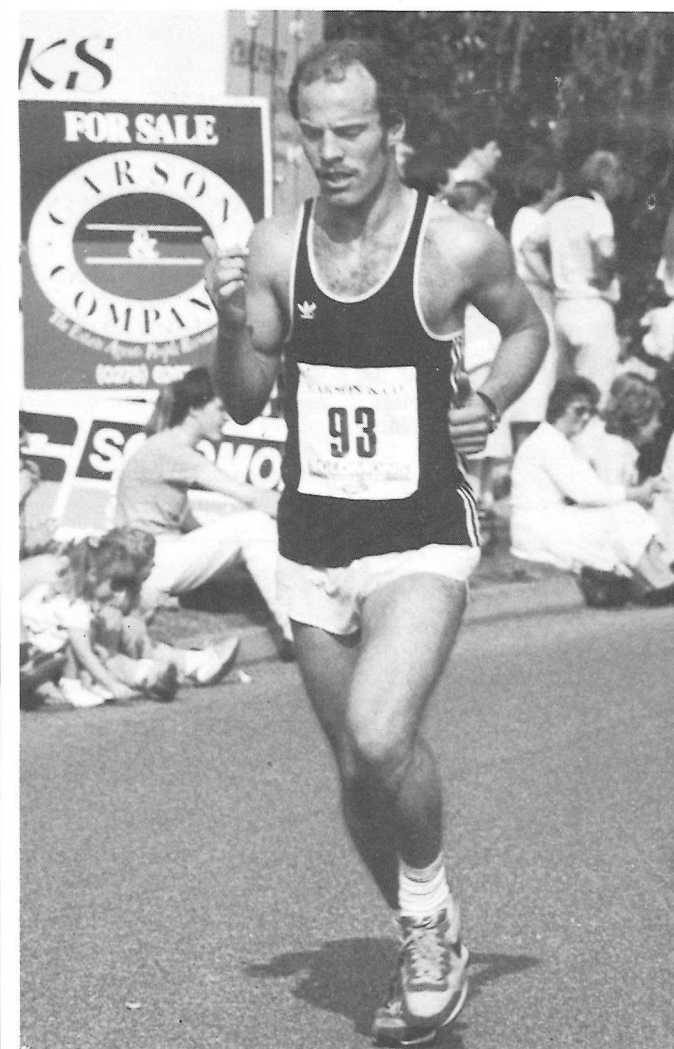
Navy until 1946 and then worked as a factory maintenance engineer.

His total career with Otis has been in London service and in the London City area.

In 1968 he became a maintenance supervisor and in 1979 he was assigned to quality audit surveying.

In 1982 he returned to maintenance supervision.

Now he has got more time on his hands he will no doubt vigorously pursue his main hobby — physical fitness.



Run with Chris in Dublin

WHO WOULD like to run in the Dublin Marathon to be held on Irish Bank Holiday Monday, 27 October 1986?

Chris Edwards in service administration would like to hear from Otis runners. Ring him on Clapham Road extension 521.

Maybe we will see a big Otis team competing. Chris, of course, is a dedicated

runner, and last year went to the United States for the New York Marathon, where he was well looked after by Otis people there.

He completed the course but says all the doughnuts he was given slowed him down!

There were many individual sponsors to help him reach his target of £1,000 for Cystic Fibrosis Research.

Meet the people who work in Office Services at Clapham Road

THEY HELP OTHERS TO DO THEIR JOBS



Office services department manager Kay Penney.

PEOPLE who work in offices take a lot of things for granted.

Like the desks, chairs, tables, stationery and telephones. Or if they use a company vehicle, it has to be taxed and insured.

All this, and much more, is in the hands of the office services department at Clapham Road.

The manager is Kay Penney, in addition to her responsibilities for head office personnel and training, and the supervisor is Cecilia Matthews assisted by Andrea Brian.

The department purchases all office equipment, stationery and furniture and is responsible for the telephonists and telex, the post room, cleaning and security contracts, head office travel, maintenance of the building and printing for the entire Otis Group.

In addition, Cecilia Matthews looks after the administration for all company vehicles — and there are about 550 of them.

Next time you forget to send off for a new tax disc just think of the records Cecilia has to keep.

The print room supervisor is Les Ginno with Ronald Hearn and Darren Harvey. The telex

and telefax operator is Peggy Challen, the postmen are Jim Knox and Henry Collins, stationery clerk is Darren Francois and the men responsible for maintenance of the building are Dick Elford (brother of Stan at Alpertown) and Arthur Smith.

There have recently been two big changes carried out by the department.

A new Plessey telephone system has been installed and the telephonists, Audrey Watson and Bernie Day, have left their little back room on the second floor and moved to the reception area.

Here they will also act as receptionists, greet visitors, and be known to everyone.

The second big change is that the lifts in reception have been replaced and the area redecorated and redesigned more in keeping with the reputation of the company as an industry world leader.

As we said, people tend to take their office environment for granted. But without the constant back-up of the office services department they just wouldn't be able to do their jobs properly.



Supervisor Cecilia Matthews with postmen Jim Knox (left) and Henry Collins.



Andrea Brian, assistant to Cecilia Matthews.



Telex and telefax operator Peggy Challen.



Print room supervisor Les Ginno (centre) with Darren Harvey and Ron Hearn.



Maintenance men Arthur Smith and Dick Elford.



Telephonists Bernice Day and Audrey Watson are now in the main reception area on the ground floor.

Realignment of responsibilities

SOME 15 months ago a new management structure was introduced to position Otis UK closer to its customers.

There is no doubt that the main objectives of that change have been achieved and positive benefits obtained.

We now intend to pursue our objectives even more rigorously in 1986.

The regional structure has proved its worth and will be retained.

The financial, engineering, quality and personnel functions will also remain unchanged.

But we need to bring more

focus both to the regional businesses and to the support functions — paying particular attention to the new sales activity and to field performance.

DIRECTORS

In the New Year it was decided to realign the responsibilities of the executive directors to take effect from 3 February.

Tony Allen is responsible for dedicated service support.

Roy Markham is responsible for new equipment business support, including the factory.

John Miller is responsible for

regional (zone) business.

Alan Mainwaring is responsible for London Regional Transport business.

In 1985 the company performed substantially in line with its plan and good progress was made on several fronts — in service, in construction and in the factory.

But we need further gains in the new equipment market and in field efficiency.

It is the firm belief of all the directors that this revised structure will enable our total organisation to focus even more sharply on the customer.



Members of the Otis London Sea Angling Club had good fishing aboard the Saltwind II off Dartmouth, Devon. Fish caught included John Dory, turbot, bass, cod, ling and tope. In our photograph are Colin Hall, Ken Stenson and Dave Cropper.



When he is not district service sales manager for London South, Tony Peace is coaching the football team of the 10th Kenton Scout Group in North London. Otis have supplied the team with new strip and here they are with Tony (far left, back row).



Football with friends

TWO TEAMS of Otis people and friends play under Otis colours in the Brockley football league and their home games are at Langley Park, Beckenham, Kent.

So far this season the 'A' team have lost only two games out of 18 and are in the quarter-final of the Beattie Cup.

At the end of the season they have a trip arranged to Otis in France and will also be holding a sponsored walk to Brighton to aid a supporter who has a handicapped child.

Anybody who would like a game or will give them support should call team manager Barry Rains on 01-493 1747.

In our photo are the 'A' team (front row) Tom Hester junior, Terry Eytel, Warwick Joplins, Mark Lawrence, Asheley Smith, Michael Smith, Gary Rains, Barry Rains and (front row) Simon Craig, Lawrence Robinson, Craig Woodley, Moydene Balogan, Steve Layzell, Darrell Poulter, Tony Saville (captain), and Reg Echeumuma.

Always try again

YOU can't stop a good man from running.

Last year, Doug Ross, of Birmingham branch, entered the London Marathon and finished in 3 hours 51 minutes, and his branch friends helped him raise over £60 for charity.

This year the London Marathon turned him down. But Doug hopes to be at Glasgow instead. We send him every good wish.

Watch Ian ride this year

BRISTOL apprentice Ian Rideout is continuing to compete in motor cycle scrambling this year.

He is aiming to clinch the South-West Master title on his 500cc bike but will also be taking part in a few races on the national circuit.

Ian would welcome any Otis people attending his events. Contact him through Bristol branch office or at home on Bristol 711892 to make sure of venues, dates and times.

They need your help

THE SOUKI Games are for mentally handicapped people and this year will be held at Withdean Stadium, Brighton, 28 August to 2 September.

The Special Olympics movement was founded in the United States by the Kennedy family. The aim is to give people with mental handicaps a sense of achievement and challenge through sport.

Special Olympics UK was founded in 1979 and will be organising the Games at Brighton. Otis have been involved for some years and will be one of the sponsors.

DOLPHIN

The name 'Souki' has been given to the dolphin symbol for the Games. The dolphin is also featured in the Brighton Borough Council's coat of arms.

There will be over 45 sporting events, mainly athletics, swimming and gymnastics. There will be over 1,400 competitors with teams from Belgium, Germany, Denmark and the United States.

Special Olympics need help. If anyone, their families or friends, have any spare time, there is an urgent need for stewards, transport, chaperones, programme sellers and accommodation.

Any help at all would be appreciated. Contact Cathy Foster on Clapham Road extension 567.

Awards and presentations



Ray Hale (left) in Liverpool service centre received his 25 year award from John Simmons.



Ed Wilkes (right) in APW at Liverpool works received a presentation from Mike Hirst on leaving to pursue a career in electronics.



Bob Faulds (right) has retired after 23 years as a design draughtsman at Liverpool works and received leaving presents from Mike Hirst.

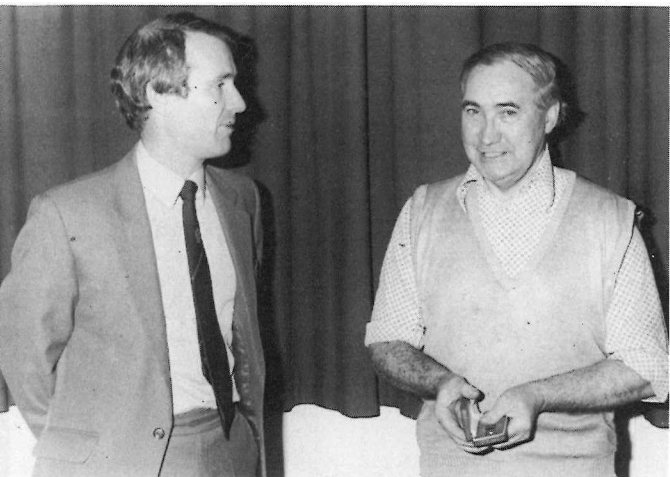
Liverpool photos are by Tom Penney and Dave Allen.



At a Liverpool works supervisors' social evening Cyril Dunscombe (right) was presented with his 25 year award by Mike Hirst.



Repair fitter Jimmy Andrew (centre) in London City was presented with his 25 year award by general manager Trevor Perry. On right is service sales manager Norman Davis.



John Garvey (right) in APW at Liverpool works was presented with his 25 year award by Mike Hirst.

LIFT-OFF

SPOTLIGHT ON THE DIVISIONS – 2

Down South

THE DIVISIONAL office is situated in New Road, Southampton, in the same building as the local branch, but as in the case of the Northern division, the divisional office is entirely separate on a different floor.

Otis Southern division covers the whole of the South of England and South Wales (excluding London), from Aberystwyth in the West to the Wash in the East, also including the Channel Islands, Jersey and Guernsey.

BRANCHES

There are branch offices at Bristol (Peter Jones), Cardiff (Frank Seymour), Plymouth (Don Clements), Southampton (Ian Campbell), Luton (Ernie Neal), Southend (Rob Spetch), Reading (John McQuillen), Brighton (Les Bennett), and St Helier, Jersey (Michael Giles).

Bill Budden is the Southern divisional general manager and Lift-Off asked him how he operates.

"We are running a business," he said.

"There are 301 people in the division. Our portfolio consists of new sales, new lift installation, modernisation, maintenance and repairs.

"It has to be operated on a financially sound basis and we in the divisional office as a team determine strategy, agree the objectives, provide necessary support and functional back-up as required to ensure the objectives are achieved.

STRUCTURE

"In some ways our structure may be different from other divisions.

"Les Dickens is sales manager, for instance, and has a total line responsibility for new sales, but he also has support structure for service sales, so there is a total discipline here".

"In the same way Tony Govett — field manager — has total line responsibility for construction and modernisation, but he also has a support

structure for service field, so there is a total field management".

"Bob Rayfield — superintendent adjuster — reports to Tony, as do the two divisional quality auditors, Dave Sundborg and Ron Powell.

"John Corley is our surveyor. In addition to his surveying function we are involving him within operations as contract management, thereby ensuring the actual terms and conditions are monitored right through the whole life of the contract.

"Jerry Law is our new sales estimator and he has the responsibility of new sales estimating including the monitoring of our margins when we secure orders.

"Service sales are very similar, with Dave Hughes as estimator monitoring service sales modernisation and major repair work.

"Chris Wrigley, the operation analyst, is a former graduate trainee we brought down from Scotland. He does all the business planning and the credit controllers (Penny Goucher and Carol Walker) report to him.

"Therefore he has a strong interface with John Corley, ensuring that all avenues are closed to enable the credit controllers to perform to the optimum.

ACCOUNTABLE

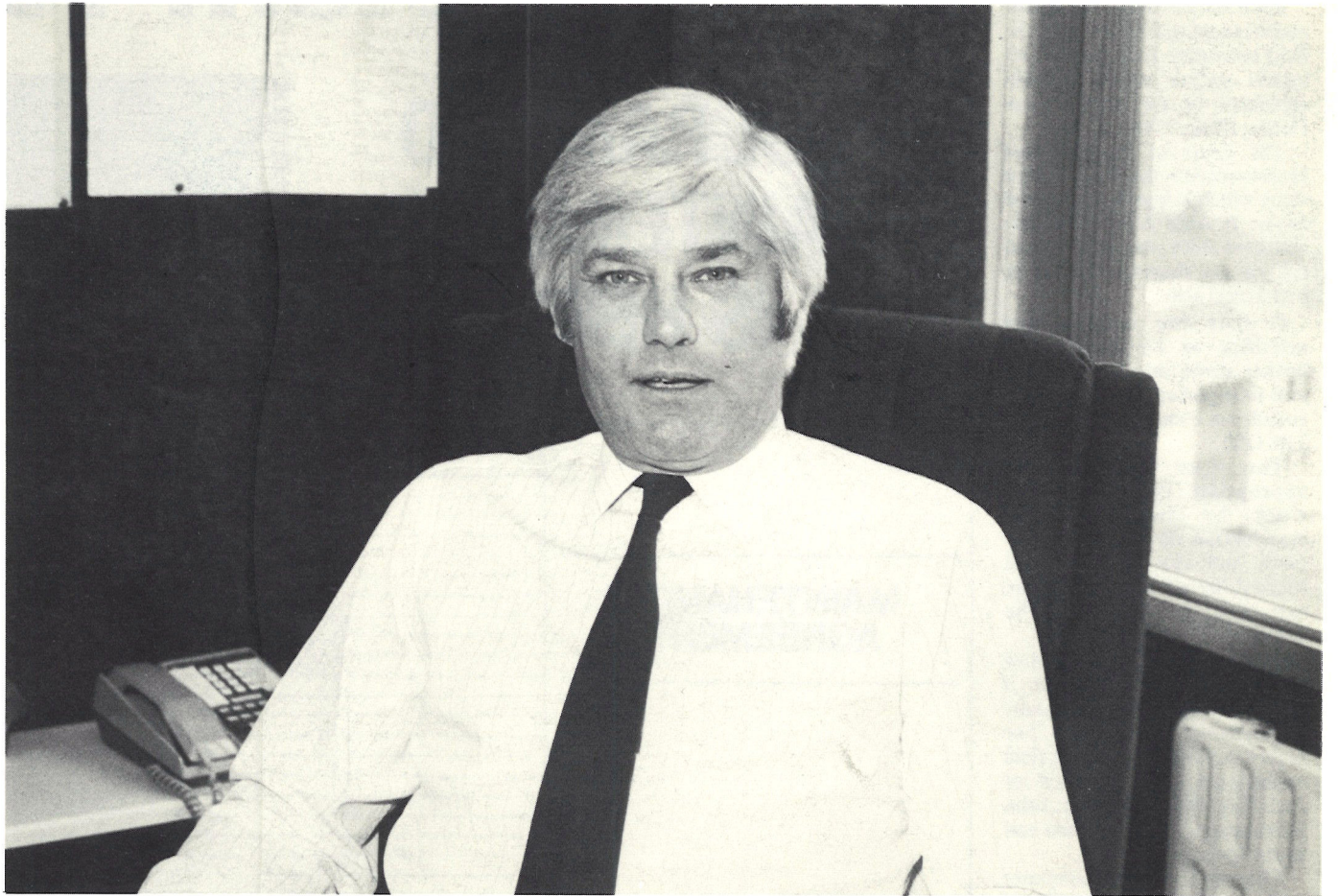
"The service branch managers report to me direct for their business portfolio profit, loss and development, for which they are totally accountable.

"On the function side, service sales and service field, they report to Les Dickens and Tony Govett.

"We also have the support of personnel officer, Colin Oaten.

"And last, but definitely not least, we have the invaluable services of the office secretary, Lisa Virgo.

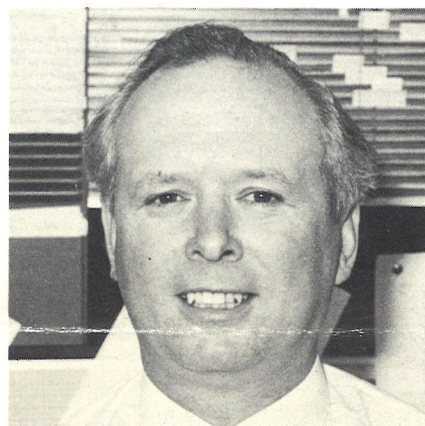
"This whole operation has been evolving steadily for the last two or three years and during the last 15 months we have been much guided by the advice of our executive director, John Miller, to whom I report".



Southern divisional general manager Bill Budden.



Les Dickens



Tony Govett



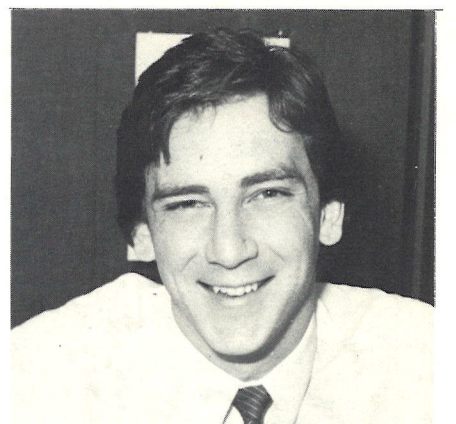
John Corley



Penny Goucher



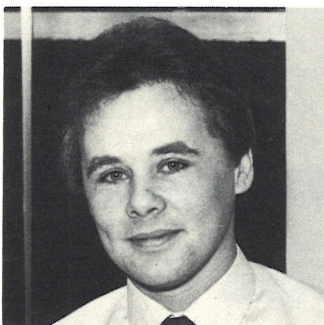
Carol Walker



Chris Wrigley



Lisa Virgo



Jerry Law



Dave Hughes



Bob Rayfield



Colin Oaten

REMINDER TO ALL FIELD MEN

Lists of safety equipment are held at your local branch office