

LIFT-OFF

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Internal newspaper of Otis Elevator PLC (UK)

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Francois Jaulin

Brilliant Otis career

IT IS with deep sorrow that we record the death of Francois Jaulin on 14 February at the American Hospital in Paris. He was 54 years old and it is a great loss to Otis.

Francois joined Otis in 1966 from the French Ministry of Industry after graduating from the Polytechnique and the Ecole Supérieurs des Mines.

Some highlights from his brilliant career with Otis are:

- 1968. Assistant general manager of Ascinter Otis.
- 1970. General manager of Ascinter Otis.
- 1971. Vice-president and general manager, western European division of ETO.
- 1973. Senior vice-president and general manager of ETO.
- 1974. President of ETO.
- 1981. President of Otis Corporate Worldwide.

He relinquished this last function in 1986 to become a senior vice-president of United Technologies.

The deepest sympathies of all at Otis UK have been sent to his widow, Marie-Claire, and to his children, in their great loss.

Otis Sports Day — note the date now

PLANS are well in hand for Otis Sports Day '87 to be held at Langley Park, Beckenham, Kent, on Saturday 27 June from 12 noon to 11.30pm.

Day events will include tug-of-war, raw egg and spoon race, three-legged race, crazy football/obstacle course race, wheelbarrow race and piggy back race.

In the evening there will be a disco and Mr and Miss Otis contest.

All day there will be side shows, a barbecue, tombola, donkey rides, punch and judy and various games.

The idea is that branches and offices all over the country select a captain who will raise a team of 12 competitors for the various events.

The Sports Day '87 committee is chaired by Geoff Grey at Clapham Road.

Former President of LAO comes to the UK

BRIAN KING IS OUR NEW MD

FOLLOWING discussions with Pierre Fougeron, president of ETO, Dr John Watkinson has, for personal reasons, resigned his appointment as chief executive of the Otis UK Group.

The new managing director of the Otis UK Group, and chairman of the board of Otis Elevator PLC, is Brian B. King.

Mr King will be based in the UK and will report directly to Pierre Fougeron. He will devote most of his extensive experience to the UK Group while providing support and service to ETO in a senior executive capacity which will be announced in the near future.

RHODES SCHOLAR

Brian King was educated in Rhodesia. After obtaining a BA and LLB degree from the University of Capetown he went to Oxford University on a Rhodes scholarship and took

an honours degree in jurisprudence.

He held various management appointments with ICI in the UK, and with the Union Corporation in South Africa, prior to becoming managing director of Otis South Africa in 1977.

AT ETO

In 1982 he was promoted to vice-president, region I of ETO, responsible for Scandinavia, Holland, Switzerland, Austria, East Africa and South Africa.

In 1984 Mr King was appointed president of Latin American Operations.

Everyone in the Otis UK Group will welcome him and wish him every success as he assumes his new responsibilities.

BE A REPORTER

In this issue is a loose sheet headed 'Be A Lift-Off Reporter'. Please help us to get still more news by using it.

Chairman of the board retires

IAN REYNOLDS, who has been chairman of the UK board for the last six years, and is an ETO senior vice-president, has taken early retirement.

He joined Otis Elevator International in 1971 and worked as director of marketing in the UK before becoming managing director of the South African company.

In 1976 he returned to ETOHQ as a vice-president and was later named senior vice-president.

In these latter roles he has been responsible for many countries



and helped to re-shape the European and Transcontinental Operations during a period of development and growth.

After many years away from the UK Ian will retire to his family home in Wales. He can be contacted at Gladwr, Corwen, North Wales. Telephone 0490 2163.

On behalf of his many friends around the world we wish him long life and a happy retirement.

Happy day for Laura — a brave little girl



Outside Harrods in London with father, Vic, who is a keen supporter of Otis London football club. Photo courtesy Today

REMEMBER little Laura Brennan?

She has had spina bifida since birth and members of Otis London football club did a sponsored walk to help raise money for a computer assisted brace (Lift-Off, July/August 1986).

Laura got her brace and subsequently met the Duchess of Kent at a bravery awards ceremony in December.

The determination of this five-year-old little girl to learn to walk brought the duchess almost to

tears at the ceremony.

There was not much money for Christmas presents for Laura because her parents are saving every penny for a vital operation in America.

So Today newspaper decided to be Father Christmas. They sent her to London's top shop, Harrods, to choose all the gifts she wanted from the toy department. The same treat enjoyed by Prince William and Prince Harry.

Harrods staff got in early especially to help her. And an

over-joyed Laura went away with £600-worth dolls and cuddly toys plus a miniature snooker table.

Father Vic, who is a supporter of Otis London football club, told Today: "Snooker is the one game she can play at the same level as anyone else."

Laura's condition means she must, after six major operations, have a further risky spine operation within the next three years.

We wish her only the one small thing she wants. To be able to walk like other children.

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

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

LRT men at Gatwick

Dear Jamie, They say that these days people only think of themselves and do not want to help others.

Jack Filsell, construction chargehand for the Gatwick Airport Northern Terminal project, has told me of the calibre of the work and assistance he received from Otis men of the London Underground section who came to work at the North Terminal site.

We at Otis can still all work well together and I would like to take this opportunity of thanking all those who helped. — Mick Burrell, service supervisor, Brighton branch.

Hobby helped a colleague

A FITTER with London City John Hassel's hobby is collecting ship memorabilia.

He has more than 1500 photographs — mostly World War Two warships — and researches their histories and the battles they have fought.

Not long ago John's hobby was able to help an Otis colleague.

Brian Rathbone is also a fitter in London City. His father was killed in World War Two in the Royal Navy but he never knew the exact circumstances.

Brian's father served in a W-class destroyer, *HMS Wryneck*, and, from his records, John was able to establish that the ship was bombed and sunk off the coast of Crete during the evacuation from Greece.

Off to the Kiwis

NEW ZEALAND has called away service fitter Peter Wheller.

He joined Reading branch in 1981 but by the end of March he and his family will be on their way to the other side of the world where Peter has taken a job with Otis. All his friends and colleagues wish him well.

Changes in finance department

AFTER good service both in the UK and abroad, Philip Hunter, Otis UK financial director, has accepted a senior financial position outside the Otis organisation as a further step in his business career.

We all wish him every future success in his career.

Mike Hambly has joined Otis UK in the newly-created position of chief finance officer reporting directly to the chief executive. He will have total responsibility for finance functions within the UK Group.



Philip Hunter

Mike is an Englishman who has served with UTC for nine years and comes to us from Ascinter Otis in France where he was financial controller.

Customer engineering appointments at Liverpool works

THE CUSTOMER engineering group comprises all the normal activities relating to contracts.

These are contract specifying, contract engineering and estimating — plus a newly-formed project unit whose immediate role is to implement the computer-aided engineering procedures and expertise to the contract engineering function.

While the present contract accountable team structure will be retained, the electrical customer engineering group activities have been consolidated into a single entity.

This has involved the following appointments:

Jim Dowell is manager of the mechanical customer engineering group and will take charge of the existing contract-orientated team

structure dedicated to all mechanical aspects of contracts.

John Crockford is manager of the electrical customer engineering group and will take charge of all electrical aspects of contract engineering.

Paul Bennett takes the newly-formed position of manager of the CIM project and will be responsible for managing the prime activities relating to CAD and CAE processes.

Specifically, Paul will devote a major part of the next few months as project co-ordinator for the teaching company scheme being run in conjunction with Liverpool Polytechnic and with close support from the I&S group.

All the above report directly to Mike Hirst, manager of customer engineering.

Good work by Alistair

OTIS Norway have secured their biggest contract ever.

There are 44 units — and 34 will come from UK, including panoramic and Custom 2000.

Yves Hecht, ETO area director for the Nordic countries, says:

"It is by far the biggest contract signed by Otis Norway and it has been the result of very efficient co-operation between Alistair Ventris of Otis UK's group export department (OGED) and the local management."



Cliff Smith (right) at the service conference and modernisation exhibition held at Bougival, Paris, last October. Left to right are Siegfried Thiel (ETO vice-president of service), Tony Smith (ETO vice-president of strategic planning and marketing), Maurice Maillot (ETO director of service), Pierre Fougeron (president of ETO) and Bill Evans (UK service marketing manager).

Cliff Smith goes to Budget Lifts

FROM 1 April Cliff Smith will be at Budget Lifts as general manager.

They are a London-based member of the Otis UK Group specialising in service and

modernisation at Blackfriars.

Cliff joined Otis as an apprentice in London in 1957. He has been a service fitter, service supervisor and a senior service tester in London.

He set up the quality audit system when it first started in the UK and most recently has been based at the Service Centre at Alpertown as service sales engineering manager.

— and Pat Gordon takes over

FOLLOWING Cliff Smith's appointment at Budget Lifts, Pat Gordon, previously with the MOSEL team, has become service sales engineering manager at Alpertown.

She has a degree in electrical and electronic engineering and

joined Otis 5½ years ago as a trainee.

Incidentally, during the terrible winter weather Pat struggled through the snow to present a paper titled "Lifts — past, present and future" to the power division of the Institute of Electrical

Engineers.

It was very well received and our congratulations go to Pat for a most professional performance.

The weather was so bad that she was unable to stay for the dinner that followed and had to battle her way home hungry.

ON THE MOVE

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

NAME	FROM	TO
Anderson, R.	Major Contracts Supervisor, Liverpool	Sales Engineer, Stockport
Ashby, R.	Construction Manager, Wadsworth	General Manager, LRT
Banks, P.	Apprentice, Brighton	Trained Fitter, Brighton
Blow, M.	Improver, Cardiff	Trained Fitter, Cardiff
Brown, R.	Mate, Leeds	Improver, Leeds
Cevat, O.	Trainee Estimator, New Sales Admin	Estimator, Minimum
Corderoy, S.	Service Sales Representative, Brighton	Divisional Modernisation/BEX Co-ordinator, Southampton
Drew, B.	Estimating Clerk, Branch 26	Repair Clerk, Branch 24
Gordon, P.	Mosel Engineer, London	Service Sales Engineering Manager, Alpertown
Green, A.	Hourly-Paid, Liverpool	Staff Adjuster, Liverpool
Green, R.	Improver, Southampton	Trained Fitter, Southampton
Gristwood, L.	London City Service	London West Service
Hands, J.	Service Supervisor, Nottingham	Salesman, Nottingham
Johnson, N.	Improver, Southend	Trained Fitter, Southend
Kelly, B.	Advanced Fitter, London West	Senior Fitter, London West
Lawrence, D.	Improver, Birmingham	Trained Fitter, Birmingham
Legge, R.	Improver, Southampton	Trained Fitter, Southampton
McSherry, A.	Trained Fitter, Glasgow	Advanced Fitter, Glasgow
Masnyk, W.	Advanced Fitter, London South	Advanced Fitter, London West
Paginton, D.	Improver, Cardiff	Trained Fitter, Cardiff
Pickering, A.	Mate, Leeds	Improver, Leeds
Randall, A.	Mate, Service 23	Improver, Service 23
Riddle, R.	Contracts Settlement Manager	New Salesman, London City
Saunders, P.	Advanced Fitter, Southampton	Senior Fitter, Southampton
Smith, C. C.	Service Sales Engineering Manager, London	General Manager, Budget Lifts
Stickland, A.	Trained Fitter, Southampton	Advanced Fitter, Southampton
Swan, J.	Apprentice, Southend	Trained Fitter, Southend
Swanson, D.	Trained Fitter, Luton	Advanced Fitter, Luton
Thomas, P.	Trained Fitter, London West	Trained Fitter, Brighton
Townshend, M.	Trainee Estimator, New Sales Admin	Estimator, Minimum
Turner, M.	Salesman, Nottingham	Service Supervisor, Nottingham
Waterman, D.	Estimator, Service Admin	Service Salesman, London South
Watson, A.	Hourly-Paid, Brighton	Service Salesman, Brighton
Wilbraham, I.	Mate, Service 24	Improver, Service 24



Jack Filsell is construction chargehand at the Gatwick Airport Northern Terminal contract. His praise for London Underground men who came to work on his site sparked the letter of thanks from Brighton service supervisor Mick Burrell on this page.

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

Getting to know each other

In mid-February Wadsworth Lifts gave a party at the Sports & Social Club on the Kirkby site to introduce themselves to their Otis colleagues. See 'Wadsworth Come To Kirkby' on pages 4 & 5 of this issue



Lorraine Gouldbourne, Ann Craven and Brian Healey



Kevin O'Brien, executive director Tony Allen and Duncan Stewart

Looking to the future

THE future of the Otis field force is in the hands of our apprentices like the ones shown

That's service

JUST before Christmas a 19BT machine at Bournemouth College of Higher Education developed a crack in its worm shaft and had to be shut down.

Joe Power's team at Liverpool works came to the rescue. They worked late on their last shift before Christmas to cut a replacement shaft.

It went straight to Bournemouth and fitter Rodney Newton, assisted by Patrick Lamb, had the machine going again in time for the college re-opening on 5 January.

on this page who have come out of their indentures.

Young men like Michael Gibbons (not pictured) who has received his signed indentures from Nottingham branch manager Keith Riley.

Michael joined the company from school with seven 'O' levels. He attended the Arnold and Carlton College of Further Education on day release and gained his Higher National Certificate at People's College, Nottingham.

AWARD

During this period he entered the EITB 'Craftex 84' competition and won a silver award.

On completion of his education in Nottingham Michael gained sponsorship from Otis for a degree course and is currently at Lancaster College, Coventry.

Awards and presentations



Jim Mullen (right), service sales at Liverpool, received his 25 year award from branch manager David Leah. Jim started in Newcastle as a fitter.



Alan Spencer (left), service salesman in London South, received his 25 year award from general manager John Williams



Roy Pocklington (left), in London South, received his 25 year award from John Williams. Note that for once Roy has no cigarette.



Leonard Weller (left), Luton service fitter, received his 25 year award from branch manager Ernie Neal. Len started on construction in London.



Ron Cooke (left), London City field and technical manager, received his 25 year award from general manager Trevor Perry



Peter Smith (left), in Liverpool shipping workshop, received his 25 year award from general foreman Tom Briers



Malcolm McDonald (left), service sales at Glasgow, received his 25 year award from Scottish general manager Ron Baker. Malcolm started on construction.



Andy Linton (left), section leader for London Underground escalator design in LRT division, received his 25 year award from executive director Tony Allen



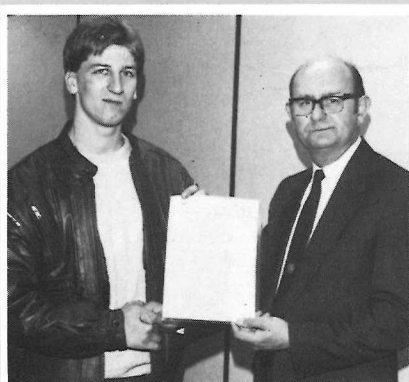
John Ghani (right), fitter at Birmingham branch, received his 25 year award from branch manager Phil Kearney



Norman Workman, service fitter in London City, received his 25 year award from Trevor Perry. L to R, Ron Clark, Eddie Dicker, Trevor Perry, Norman, Dell Cox and Malcolm Room



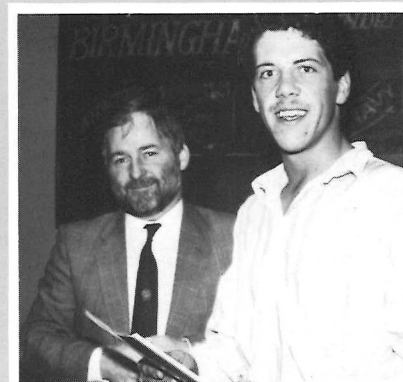
Distance learning awards at Glasgow for apprentice Derek McKay, supervisor Joe Harris and fitter Gerry Wallace. Joe passed with distinction and Gerry with merit.



Glasgow apprentice Derek McKay again, this time receiving his indentures from service supervisor Joe Harris



John Morran (right), apprentice at Liverpool branch, received his indentures from branch manager David Leah



Lee Lockyer (right), apprentice at Birmingham branch, received his indentures from branch manager Phil Kearney

WADSWORTH COME TO KIRKBY

Heavy-duty specials make them the tops

FOR many years Wm. Wadsworth & Sons, based in Bolton, Lancashire, have been kings of the lift industry in their own specialist field.

This has always been the design and manufacture of very heavy duty one-off industrial lifts — specially tailored for the needs of the individual customer.

They have a proud and world-wide reputation in this area.

A few years back Wadsworth, along with Evans Lifts and Becker Lifts, joined with Otis to form the Otis UK Group. Later, Becker moved in with Wadsworth at Bolton to form Wadsworth Becker.

ON THEIR OWN

But following the closure of the Bolton works last year, Wadsworth are back on their own again, as Wadsworth Lifts Ltd, concentrating on their heavy-duty special lifts, and sited in the Otis factory at Kirkby.

They have their own separate office complex for sales and administration, some 13,000 square feet of floor space for the construction of lift cars for customers like London Regional Transport, and a service store.

The rest of their manufacturing is sourced through Otis from Wadsworth designs and detailed drawings.

David Lee, nearly 20 years with Wadsworth along with other long-serving colleagues, is responsible for day-to-day running and reports to Otis executive director Tony Allen.

LOYAL

He told Lift-Off: "The last few months have been a bit hairy. It was a big and difficult upheaval for our people but they have coped magnificently."

"Now our job is to protect our credibility and prove to our customers that we can perform as well at Kirkby as we did at Bolton."

"The current orders are looking very good. We are back with the traditional Wadsworth market and



David Lee, director of regional operations

centring our activities on the heavy-duty specials.

"Among several major orders there are heavy-duty goods lifts for Kellogg's and a mine-shaft lift for ICI at Winsford which has a massive 15,000kg duty and will cost over £500,000. Our American financial director, Tom Loncaric, says that even in the States he has never seen an order of that value for one lift."

"Negotiations are also well on the way and looking good for a £400,000 contract for two lifts in a special project in Southern England. Again, high-specification stuff."

David, as director of regional operations, looks after seven branch offices and is responsible for service engineering and estimating.

Don Gray is contracts and sales director, with new sales, contract engineering, estimating and contract control under his wing, but primarily looks after the London branch, London Regional Transport and the off-shore oil rigs.

Tom Loncaric, the financial director, came to Wadsworth last

August from Otis in Dallas — and does not want to hear any more jokes about J. R. Ewing!

Peter Pike is engineering manager and Brian Boggan handles contract control, which includes purchasing, the responsibility of Bernard Morgan.

UPHEAVAL

David Lee says: "Wadsworth have very loyal and long-standing customers and we must never let them down."

"At the moment we have 112 contracts in hand — and probably 30 per cent are repeat orders from regular customers. People like the Central Electricity Generating Board, ICI, the Post Office, British Telecom, Shell and Conoco."

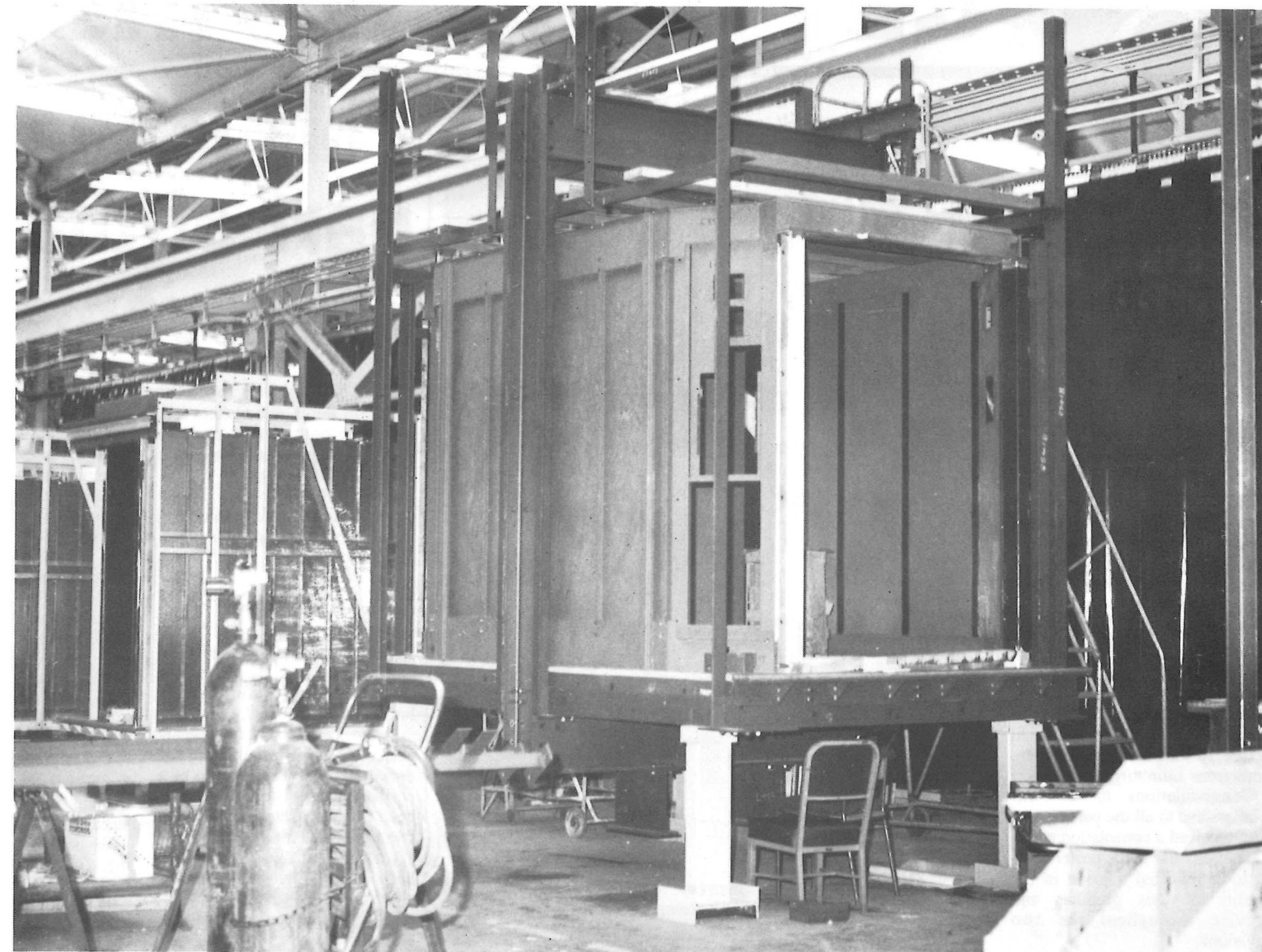
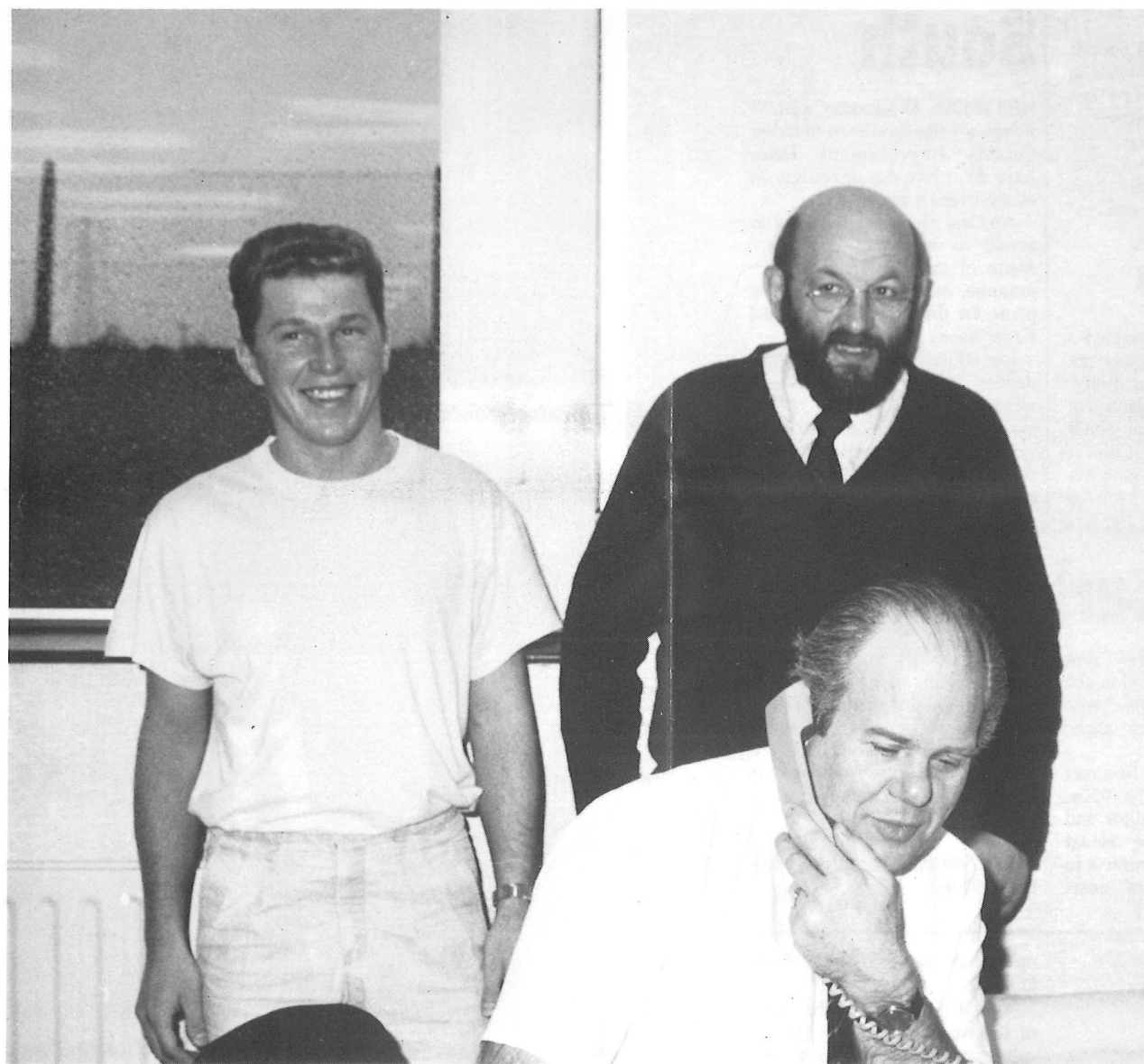
"We have put lifts into many power stations in the UK and are currently supplying units for a power station in India."

"Then there are the North Sea oil fields. We have a very large slice of this market — with lifts that travel 350ft down the legs of the oil rigs below the surface."



Above, Elaine Brooks (service clerk), David Summerton (senior technical clerk with nearly 25 years service), Patricia Bates (clerk/typist), Paul Duckworth (progressor)

Right, Michael Palin (S&T estimator), Eric Barker (S&T estimator) and David Nuttall (estimator with nearly 32 years service)



In the Kirkby works, on left, are Wadsworth cars for Southend flats. In foreground is a car for London Underground



Amanda Amoui, personal assistant to Tony Allen



Gill Prytherch, receptionist



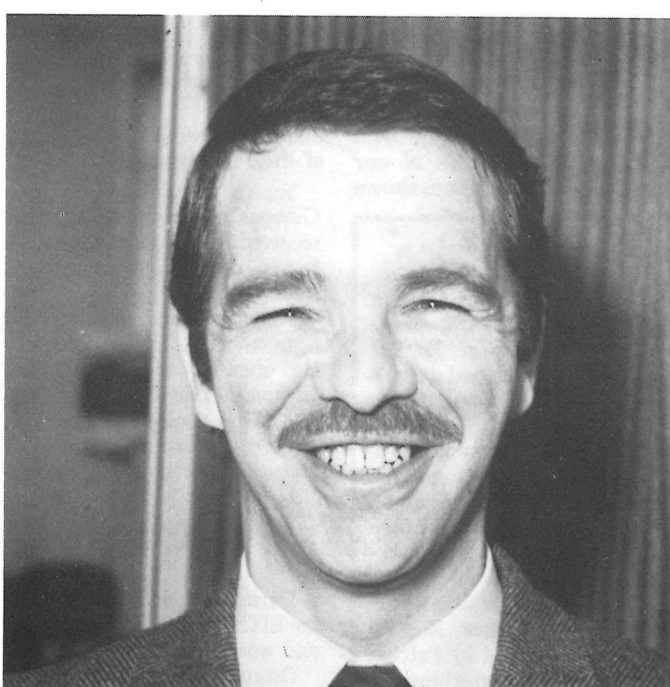
Louise Warnes (contract control) and Julie Horrocks



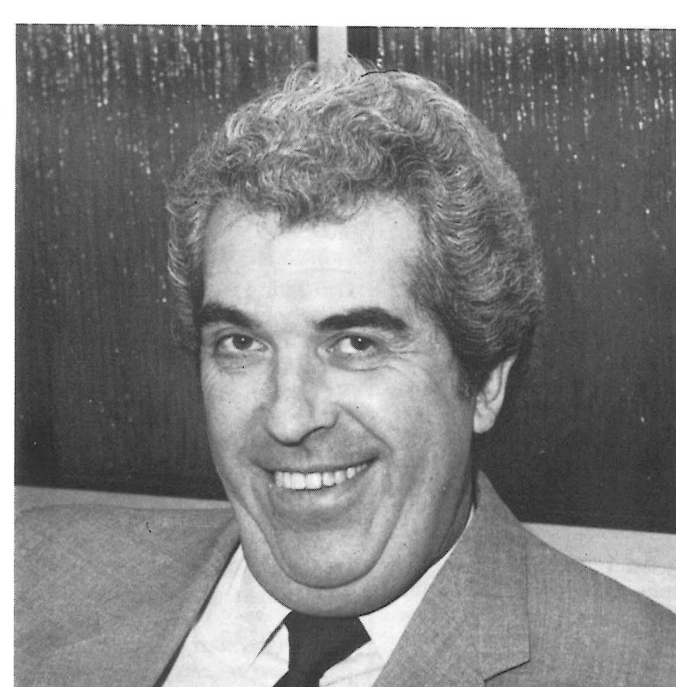
Peter Pike, mechanical engineering manager, with 33 years service



Tom Loncaric, financial director



Francis Marsh, contract controller



Brian Boggan, contract control manager



Pat Allcock (clerk), Karen Collier (clerk/typist), Paul Brooks (pricing clerk), Julie Humphreys (invoice typist)



GET IT RIGHT FIRST TIME

Northern & Scottish poster contest

THERE was a very good response to the Northern and Scottish QIT poster competition and the high standard of entries made judging difficult, reports John Hughes.

The winner was a very professional offering by Mrs J. Docherty, the wife of our resident engineer on the Isle of Man, 2nd prize went to Birmingham apprentice Phil Collins, 3rd and 4th prizes went to George King and Simon Glynn, both from Edinburgh.

Congratulations to all four winners and to all the participants who received a consolation prize.

The response to the poster competition reflected a pride in the quality of Otis products and service throughout the two divisions.

Many people in the field will be aware of an improvement in the quality of recent model installations, proof that the Quality Improvement Process throughout the Otis companies worldwide is starting to show results.

It is now up to all of us to join in by improving the service that we give to our customers and colleagues.



This is the winning poster designed by Mrs J. Docherty, the wife of our resident engineer in the Isle of Man. Strikingly simple, it has black and blue lettering on a vivid orange background.

All the branch office staff have now been through QES or QAE and a programme has been drawn up for all of the field employees to go through the Quality Awareness Experience in the next two or three months.

If you have a problem, where

the customers requirement or expectation is not being met, advise your Quality Improvement Team by obtaining a Corrective Action Request form from your supervisor.

As Phil Kearney says: 'Quality is not having to say you are sorry'.

This is the prevention part of the Quality Improvement Process

THOSE of us who work at Clapham Road, and visitors too, may have noticed that our two main lifts each spent some days out of action last year.

The reasons were not breakdowns. The lifts were in fact being used to get experience of two new developments.

TESTING

This testing is to prevent problems on customer sites: the "prevention" part of the Quality Improvement Process.

No one can be sure of producing perfect devices straight from the drawing board. There has to be a period of test. This is what has been done in Clapham Road on these two systems.

On the left-hand lift we have been testing a new type of door detector called the SFO. It is simpler to fit and adjust than previous types.

I think everyone will agree that it meets requirements. If you walk between the doors as they are closing they do not touch you but reverse.

This detector is a vital part of the new Europa 2000 and Custom 2000 ranges.

The work on the right-hand lift will enable us to fill an important niche in the service retrofit

market. This lift has a geared DC machine which used to operate with an MG set.

We have developed and tested a system which uses electronic control to convert mains AC directly to the required DC current.

It has the added advantage of closed loop control. This gives a ride of AC-servo standards. There is no MG set.

We are satisfied with performance in Clapham Road using an MS300 controller so we are going on to the pilot order stage in Germany and elsewhere in the UK.

I hope that nobody was put out by the fact that we had only one lift running for several days last year. It was in a good cause.

We believe that we have now got the systems right in our own building so we can install them with confidence on customers' sites.

BLACK MARK

In the last issue we printed a Quality Quiz. I hope everyone got it right — alas, the editor didn't.

Perhaps he couldn't believe that our cost of doing it wrong could be "over £10,000,000" but that is the closest of the figures I gave you to choose from.

Please file this note under "Corrective Action"! — Paul Hewlett, group director of quality.

One-day meetings in the South

BETWEEN 13 January and 27 February the Southern division Quality Improvement Team have held one-day meetings in every branch area.

All Otis people were invited to attend to be made personally aware of the Otis Quality Programme, its progress, and future plans for the Quality Awareness Experience.

Les Dickens reports that attendances were high and lots of constructive opinions were expressed, and local problems were raised from the availability of door rollers to the processing and payment of vendors' accounts.

LATEST CONTRACTS

New Sales and Bex

Manchester. One passenger lift at Nuneham Nursing Home, Macclesfield; one passenger lift at Vincent House, Chester; one passenger lift at offices, Hale.

Birmingham. Two escalators at Wessex Centre, Bournemouth; one wallclimber at 5 Ways, Birmingham; one passenger lift at Motor Cycle Museum, Birmingham.

Leeds. One passenger lift at nursing home, Leeds 8; one dumb waiter and one passenger lift at home for handicapped, Barnsley; four passenger lifts for Leyland Delph Houses, West Yorkshire.

Dundee. One passenger lift for Cabrellis Cafe, Caithness.

Luton. One passenger lift for Addenbrook's site, Cambridge.

London South. One passenger lift for Limehouse Cut, London E14; one goods lift for Ladymead, Guildford; one passenger lift for Broadwalk Civic Centre, Folkestone; one wallclimber for Ixworth House, London SW3; two passenger lifts for Hi-Tech Units, Berkshire.

Glasgow. Two dumb waiters for Bellahouston Hotel, Glasgow.

Brighton. One passenger lift for nursing home, Sussex.

London West. Two passenger lifts at 455-463 Bethnal Green; two goods lifts and one passenger lift at Debenhams, Bolton; one passenger lift at 185 Station Road, Oxted, Surrey; one passenger lift at Ofrex House, London W1.

Newcastle. One passenger lift at Tyneside College, South Shields.

Reading. One passenger lift at Bridgewater House, Surrey.

Bristol. One passenger lift for flat development, Streatham, London.

Southampton. One dumb waiter for Cyanamid, Gosport.

Cardiff. Six passenger lifts and one goods lift for new County Hall site, Cardiff.

S Service

London West. Modernisation and car refurbishment of one passenger lift for Ofrex House, London W1.

Birmingham. New operator, controller, selector and car refurbishment of one passenger lift at W. H. Smith & Son, Union Street, Birmingham.

● *Note. This is not a complete list of new contracts but the latest available at time of going to press.*

Back to Nottingham after nearly 50 years

LIVING happily in retirement in Nottingham is Don Kinsey.

He started in London with Waygood-Otis in 1935, went to Johannesburg in 1938 and to what was then Southern Rhodesia in 1941.

After a break he rejoined Otis in New York in 1949 and stayed there, mostly on construction, until he retired in 1975.

He and his wife came back to the UK to live in Nottingham in 1985 — near his birth place and less than two miles from their first married home in 1933.

Don keeps in touch with his former Otis colleagues in the States and particularly with Munro Stiner, who is a member of 'Otis Faithful', an informal group of Otis people, mainly

retired, from the old New York HQ, the engineering division and the north-eastern region, who meet for lunch every three months.

Don told Lift-Off: "I first met Munro Stiner in the early 1950s. He was a travelling auditor and had to spot-check the actual physical progress on contracts to verify the accuracy of costs

charged to work in progress.

"I took him up to the top of the bare steel on a high-rise building to check the percentages of rail and bracket completion.

"He always took my word for completion percentages after that!"

Keep on enjoying your retirement, Don.

Sewing for Oxfam

CLIFF GRAHAM, now retired and a member of the Otis Long Service Association, supports his wife in an interesting hobby.

She knits squares and sews them together into blankets for Oxfam. And beautiful, brightly coloured blankets they are, too.

She has knitted well over 100, starting with 6ft 6in x 4ft size which need 104 6in squares and take a lot of time to sew together.

More recently she has gone to a cot size, 4ft x 3ft — 48 squares, which are easier and much in demand.

Mrs Graham says: "One night we saw a report about Africa on TV and there was a little boy with a blanket wrapped around his shoulders. Cliff and I both said — that must be one of mine/yours."

She wants to thank all the Otis people who have supplied her with wool.

Supplies are drying up, because

most knitted garments are machine-made these days, and she and Cliff have to hunt around local jumble sales.

If you can help, contact Valerie Keefe at Clapham Road.

● *Cliff Graham joined the company in 1929 at the old Falmouth Road site and spent his career on the London Transport side. He retired in 1973 as chief estimator for London Transport work.*

They were on camera

KNOWING what the customer wants, and how he feels about service, is more than half the battle in business.

Groups of customers have been attending the Clapham Road showrooms for informal discussions on the service they get from Otis.

These discussions were videoed. Every customer will receive a complimentary cassette and the edited video was shown at the service conference held in Jersey at the end of February.

It's the China Syndrome

WHILE in Hong Kong, Ian Millar heard how they sell lifts in China.

After Mr W. Mallett was appointed general manager of our Chinese joint venture in Tianjin he visited the offices and manufacturing plant of the joint venture company at the end of last year.

There was a long queue of people outside the main gates and he assumed they were looking for work. The following morning the queue was there again.

They were not looking for work. They were 'customers' waiting patiently to buy a lift. And his suggestion that they should be invited in out of the cold was met with some indifference. The attitude was that the lift company owed them no favours.

The situation in this part of China is that demand far outweighs supply and lead times of

up to three years have been known.

A bit different from other parts of the world where it is the lift salesman who does the queueing for the opportunity to quote.

Ian Millar says: "Before any UK salesman thinks of applying for a job in China I should add that there are no vacancies and anyway Sierras have to be traded in for bicycles."

Charles F. Day A Man Dedicated To Otis

On 28th February 1987 in Farnborough Hospital, Charles Day, 79, died after a long illness.

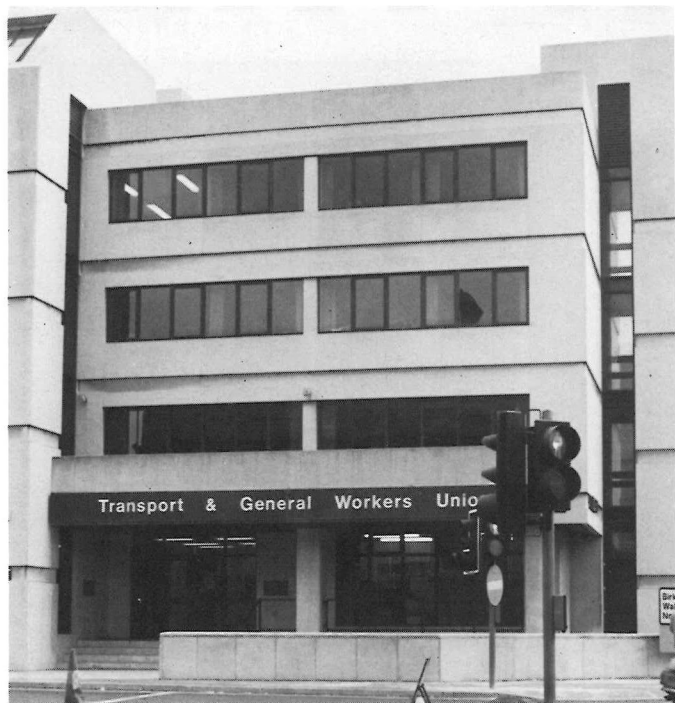
Charles joined Waygood Otis in 1926, being the fourth generation of Day's to work for the firm. He retired as Chairman of the Company in 1972.

Charles was educated at Dulwich College. He lived in Beckenham and Sydenham Hill.

We send our deep sympathy and regrets of the loss of a dear friend and colleague to his sister, Marjorie James, whom he leaves behind.

Ian Clarkson and Frank Carden at Liverpool branch are spot-on the target audit rating

**THE
75
CLUB**



The 75 installation is in the regional headquarters of the TGWU in Liverpool

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

The performance scale is from zero to 100 and last year the UK had an overall rating of 71.

75 TARGET

This year we have been asked to aim at an overall target of 75.

But there are installations in the UK already at 75 or over and we will be featuring some of the fitters responsible in Lift-Off.

Introducing, then, our first members of The 75 Club. They are Ian Clarkson and his mate, Frank Carden, working out of Liverpool branch.

The installation which scored 75

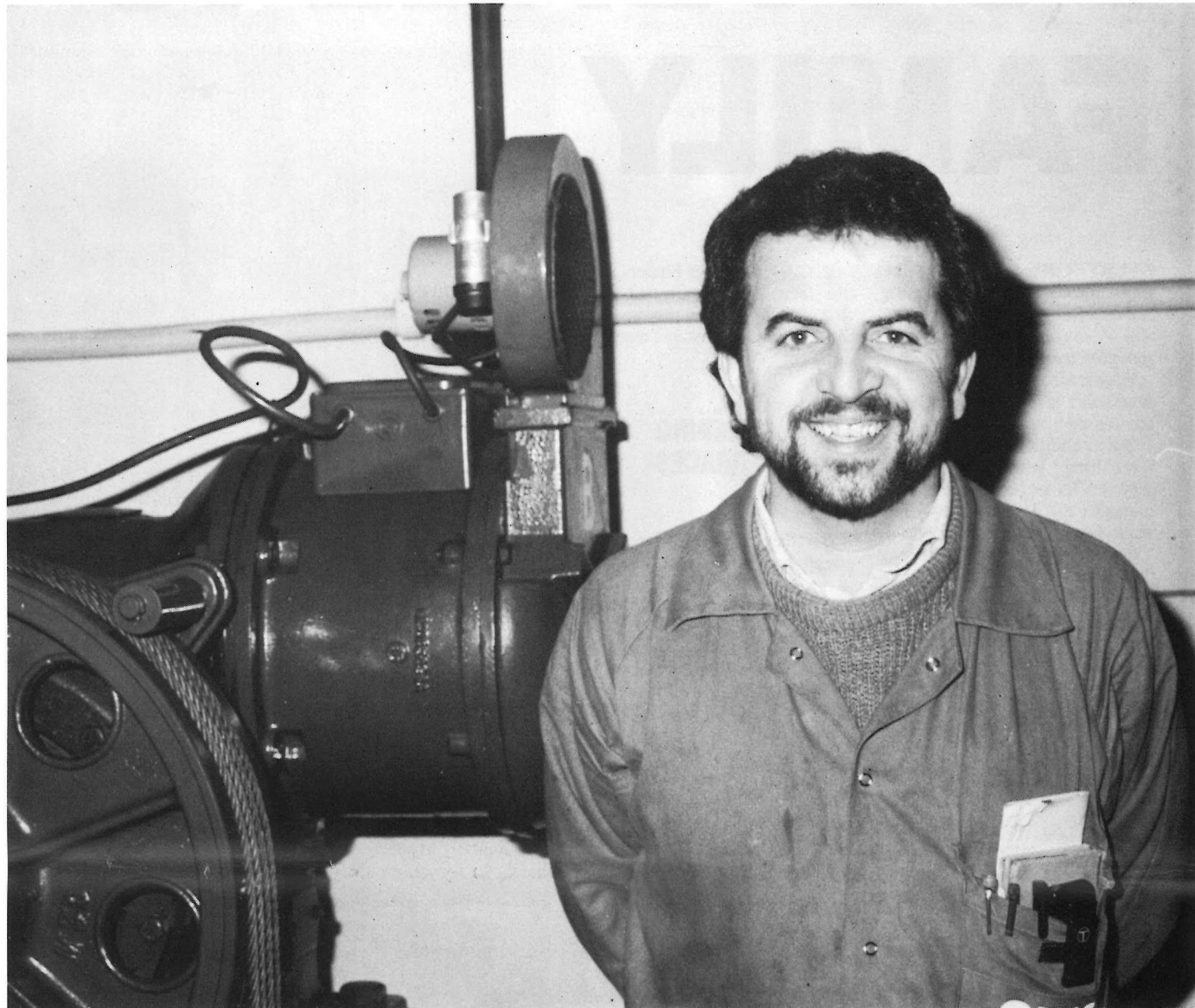
on the rating is at the north-west offices of the Transport & General Workers Union only a few minutes from the Otis Liverpool branch office in Concourse House, Lime Street.

It is a duplex of two six-person passenger lifts, serving three floors, and with solid state C-MOS control.

Ian told Lift-Off: "We have a nice, clean job here. The passengers treat the cars with consideration and the motor room is very well laid-out."

STORES

Ian and Frank have a route which includes department stores like Lewis's, Owen Owen and Littlewoods, the Adelphi Hotel and the St Johns shopping precinct.



Ian Clarkson in the motor room. "We have a nice, clean job here," he says

Interestingly, they have more escalators than lifts on service and Ian says:

"Escalators need more time to maintain and tend to be at their busiest in stores and shopping centres on Thursdays and Fridays.

"So we try to service escalators on Mondays, Tuesdays and Wednesdays and work on lifts on Thursdays and Fridays."

APPRENTICE

Ian joined Otis as an apprentice in 1969 and after a year at the Kirkby apprentices school went into the field through repairs, construction and service. He came out of his time in 1973 and has worked on service throughout the Liverpool city centre ever since. He is a senior fitter.

Frank will have been with the company 25 years this coming July and had a long period on construction before going into service.

FOOTBALL

Fortunately, they have no quarrels over football — both are keen supporters of Liverpool and not that other team! Ian likes a game of pool and Frank is secretary of an amateur football club.

Ian and Frank are a strong combination, with a great deal of experience between them, and are proud of their installation at the TGWU which earned them the 75 rating and membership of The 75 Club.

Just one more day for Otisline

LAST Christmas is just a memory now — but how did you spend yours?

By the fireside with family and friends and then a turkey dinner? So did millions of other lucky people.

But Otis service does not stop for Christmas. For hospitals, hotels and many vital services it is still a working day — and so it must be for Otis fitters on standby and for the Otisline call-out desk.

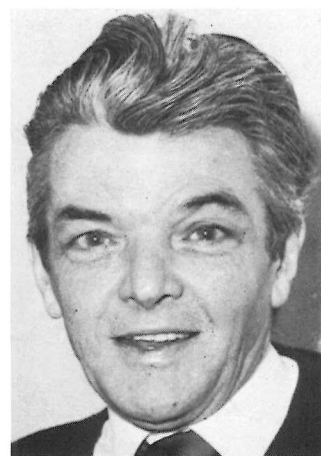
Otisline supervisor Charlie Curtis has turned back his last year's diary to 25 December 1986.

"0530. I will shortly open my front door and make my way to Clapham Road to take over the Otisline desk from Glenn Baldwin, who covered the Christmas Eve shift.

"0830. The calls are starting to come in. Most today will be from hospitals, hotels, old people's homes and flats.

"1030. Arthur Cotton phones in with season's greetings. There are more similar calls from supervisors and field men — and many thanks for the thought.

"During the course of the



Christmas Day shift more than half of the branch supervisors ring-in either with calls or to wish us a happy Christmas. We know we are not forgotten at Otisline."

At the end of his shift Charlie was able to get home and spend some part of the day with his family.

This was not just Charlie's Christmas Day, of course. It was the same for all the other people who kept the lifts going and justified the Otis claim of 365 days in the year service.

Will anyone interested in playing cricket this summer for the Otis London Sports & Social Cricket Club please contact M. Unwin (ext. 189) or S. Beharry (ext. 475) at Clapham Road before 15 April.

Kids take over the canteen

THERE were children everywhere at Clapham Road on 10 January when the annual party for the kids of all London-based Otis people was held in the canteen.

There was a clown and conjurer and great work was done by many willing helpers, including John James, who showed cartoons, Ken Davidson, who organised the disco, and Eddie Meloy, who made a great gnome.

Father Christmas was Paul Matthews, stalwarts like Dave Smith and John Williams lent a hand, and Janet and Mary from the canteen staff prepared piles of food and ice cream.

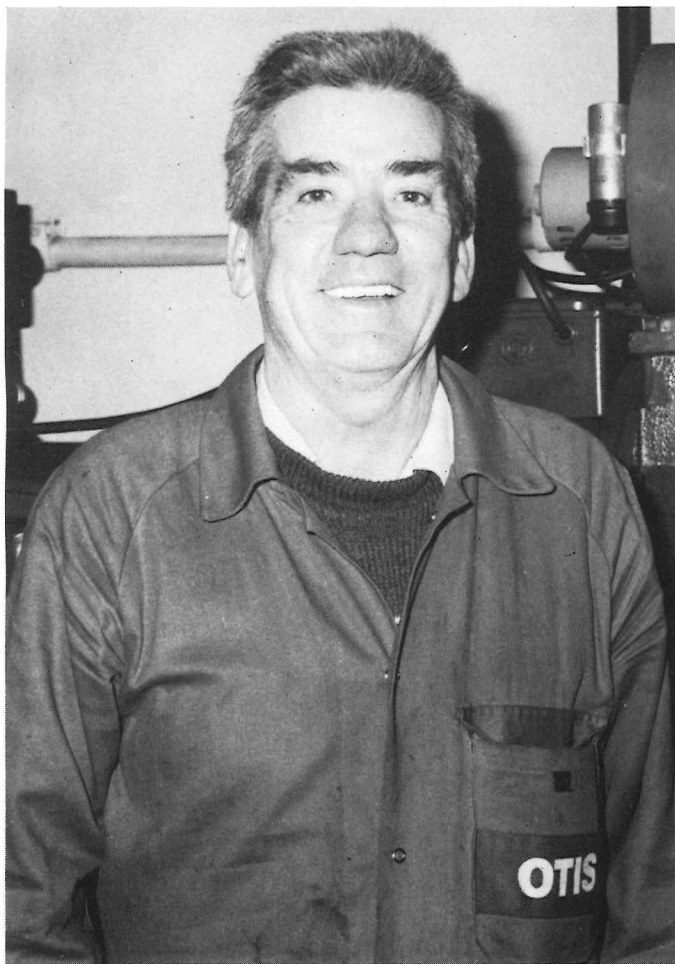
Photographs are available from Stella Leighton (extension 242) and there is also a video price £5.00 per cassette.

Naturally!

PAUL KENT was watching the children's quiz show, Blockbusters, on Thames TV, when a little girl was asked who invented the lift.

Her answer? "Otis".

You can't say fairer than that.



Frank Carden is Ian's mate on the route

LIFT-OFF

Lift-Off is edited by John Mendes

Barry Rains' son, Paul, plays for Crystal Palace

FOOTBALL IS IN THE FAMILY

EVERYBODY knows that the Rains family are an Otis family.

Barry Rains is at London West and is currently Hotel Service accounts manager.

His elder son, Gary, is a service fitter, also at London West, and has his own route.

But in addition, the Rains are a footballing family. Barry has played a lot in his time and now manages the London Otis club, while Gary plays Sunday football.

So perhaps it is not surprising that Paul Rains, who is Barry's younger son, should decide to make the game his living.

Last summer, when he was then 16 years old, Paul (6ft 1in in his socks) signed with Second Division Crystal Palace as a trainee and now plays in the youth team.

TRAINS EVERY MORNING

He had, in fact, been associated with Crystal Palace as a schoolboy, and needed no second thoughts when he got the offer to be a full-time professional.

Paul trains every morning and the club treat their youth team very

well. They get smart blazers, ties and slacks and are expected to be well turned-out when they accompany the first and reserve teams to games.

SWEEPING TERRACES

But they are also expected to sweep the terraces, clear the snow in winter, wash down the floors and make themselves generally useful.

You will hear no complaints from Paul about that. Thousands of youngsters pray for the chance of signing for a League football club and very few are chosen.

Paul is sponsored by Otis and the company pay for his boots and kit and get a mention in the programmes.

He has a long way to go yet before he runs out of the stadium tunnel as a member of the Eagles' first team. But he has the skill, enthusiasm and determination to make it.

As father Barry says: "It's every schoolboy's dream, isn't it? To play professional football."



Crystal Palace youth team player Paul Rains with father, Barry, who is Hotel Service accounts manager in London West division. The youth team are in the South East Counties League



Paul trains with his team every morning under the coaching of Crystal Palace youth development officer Peter Prentice



A long, low header flies towards the net



Every pro player must be super-fit