

LIFT-OFF

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Internal newspaper of Otis Elevator PLC (UK)

A NEW YEAR MESSAGE FROM THE OTIS CHIEF EXECUTIVE



Dr John Watkinson

All of you will be aware that this is a year whose coming has been invested with a certain amount of mystique, not to say fear and dread - 1984 and all that!

However, we in Otis have opportunity and challenge ahead of us in 1984 and the responsibility to maximise our contribution to the communities in which we are located.

It is with a note of optimism, of hope and faith, that I would like to start the year and wish all of you and your families a happy, peaceful and prosperous New Year.

In this year our common efforts will be directed towards:

- Improving quality
- Improving service
- Improving our working environment
- Improving our market position and especially our export performance
- Implementing the planned reorganisation of manufacturing

so as to give our customers value for the money they spend with us.

Whilst we are at work, I want us to enjoy our time together. I want everyone at Otis to be proud of working for the company, proud of what we can offer our customers, proud of our achievements and proud to work with each other.

Many of you will have seen the new Otis advertisements in the trade journals and elsewhere, all stressing the theme of a CARING organisation. That theme is fundamental in any company whose business is primarily a service-orientated one.

The caring has to be directed not just at our customers. It has to be a way of life within the business - the way the company acts towards its employees, the way we act towards each other, the way we design, manufacture, install and service our products and in the way we behave within our local community.

Sponsorship of Special Olympics for disabled people and support for local community ventures reflect that, approach within the community. I would welcome any suggestions for further action, especially programmes in which our employees can participate and be involved.

Within the company, the recently announced improved terms of early retirement, our commitment to continuing to recruit and train youngsters, and the development and improvement of the skills of all employees are, I suggest, equal evidence of that caring attitude within the organisation.

However, to continue with these programmes, we need to go on being a success in the market place. 1983 has been a successful year, not least in improving our scope of supply on an intercompany basis and increasing the level of export business. However, major challenges lie ahead.

The main challenge of 1984 is to shake ourselves free from the gloom and despondency which afflicts so many of our fellow citizens and get out into our markets and hustle!

We have every right to enter the year with confidence. The economy is improving; the recession, for all the misery it has brought, has at least taught us that the world is in competition with us and we have to be best to survive. We must not throw away that bitterly acquired knowledge.

We are in a high technology company in a country with unique gifts in that field. Our parent, United Technologies, is one of the strongest and most admired companies in the world. There is no-one we cannot beat with our skills and resources, but only if we keep the lessons the last few years have taught us firmly in front of our minds and think in new ways about our jobs.

I am looking for commitment and contribution on everyone's part - I expect everyone, myself included, to be:

- quality conscious
- customer orientated
- and part of a team that intends to be the very best in its field.

1984 will be a good year, if we work hard, conscientiously, and together. Don't worry about George Orwell and 1984! - John Watkinson.

WE RIDE IN THE LORD MAYOR'S SHOW



All smiles on the Otis float



'It's People That Matter' was the Lord Mayors' theme, And people cheered as the Otis Float moved along the procession

Londoners turned out in their tens of thousands on 12 November to cheer the new Lord Mayor as she rode in procession through the streets of the City in the traditional Lord Mayor's Show.

The first Lord Mayor was elected 656 years ago but this year, for the first time ever, the holder of this great office is a woman - Alderman

Dame Mary Donaldson, GBE.

And it was also a first for Otis. For the first time ever the company entered a float in the great procession - and Londoners loved it.

"Give us a lift, Otis" they shouted as the float went by.

The theme of the show was 'It's People That Matter' and Otis packed the float with its

own people representing the twin themes of 'Today's People Cared For by Otis' and 'Today's City - Shaped By Otis'.

At the front were four escalators, in timber and Perspex

but looking remarkably real, and two carried the symbol of London Transport.

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Over 100 Otis people watched the float go by from a grandstand near St Pauls Cathedral. Photo by Mrs Alan Bryant



Stan Hull retires after 37 years

His name is known all over Otis UK and in Europe, where his architectural product knowledge is respected and valued.

At a presentation in the Liverpool works clubhouse, attended by many of the people who during Stan's long 37-year career had worked with or for him, or had encountered him as a negotiator, he received several gifts to mark his leaving.

From Ken Paige, on behalf of Liverpool works management team, he received a silver tea tray and a clock.

Alan Mainwaring presented a portable television set on

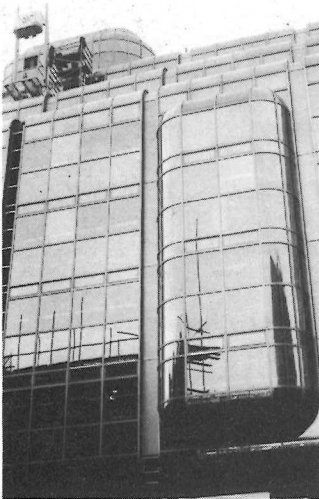
behalf of all on site and the branch offices.

From the staff of production services and the supervisors' social fund he received a decanter, glasses and a bottle of whisky to start off the decanter.

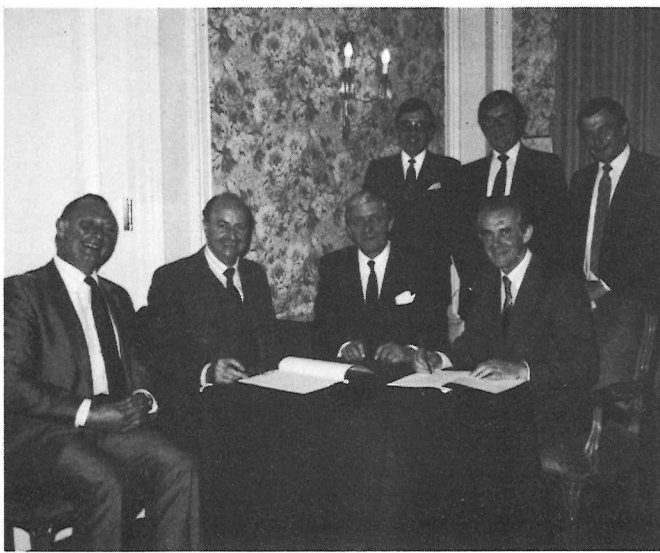
In our picture Alan Mainwaring is presenting Stan with an umbrella - to ward off the sun!

The reason is that after his retirement Stan and his wife, Dorrie, left for Australia for three months to visit family there.

We all wish Stan well in his retirement and look forward to seeing him on future occasions.



FINISHING OFF AT BEVIS MARKS

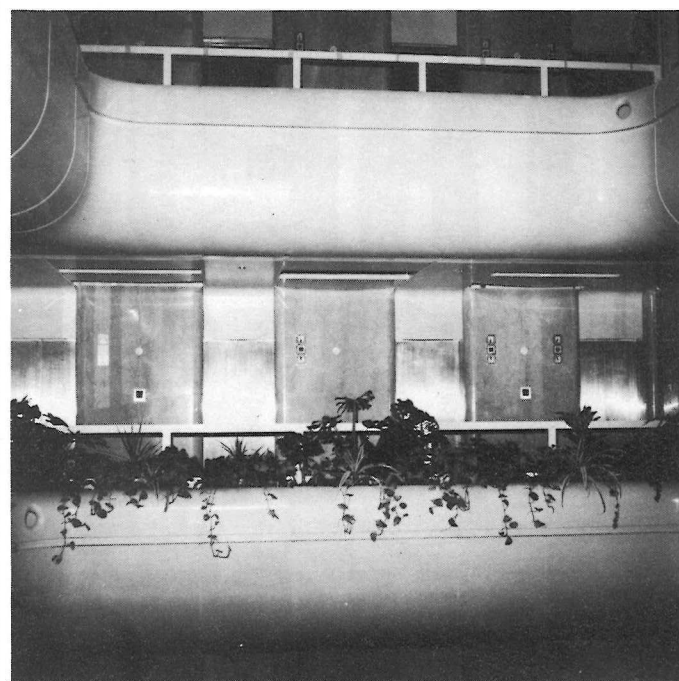


At a formal ceremony in Brown's Hotel in London a bulk maintenance contract has been signed with the House of Fraser. It will cover a period of ten years. Present for Otis were Ken Paige, Tony Allen, Roy Markham and Ron Baker.

Representing the House of Fraser were Mr Victor Henry, director of Incentive Payments; Mr Duncan Mair, Operations Director and Mr Jim Hawk, Property Controller. We look forward to a happy association.



Chargehand Terry Gooch and adjuster Mike Cassels



Bury Court House at Bevis Marks in the City of London is a superb modern building with 102,000 square feet of office floor space. During November chargehand Terry Gooch and adjuster Mike Cassels were carrying out minor adjustments before handing over the job. The client is Haslemere Estates in conjunction with Scottish Amicable. The installations consist of a bank of four MUP-2 passenger lifts serving the atrium (pictured) plus a further two passenger lifts and a fireman's lift.

Liverpool 25-year awards



Bob Stoba, electrical tester, got his award from Reg Dempster, production superintendent in the controller workshops



John Miller, Director of Production and Data Resources, presented his award to Cliff Fitzsimmons in D43

LORD MAYOR'S SHOW *from page one*

Between the escalators were blocks representing the Barbican in the City of London with sequentially switched lights representing a lift's movement through a building.

Otis men, both on the float and walking in attendance, wore blue uniforms or white overalls, representing the blue of service and white for construction. The girls wore smart blazers and skirts.

At the very tops of the escalators were Suzannah Lane 12, daughter of Barry Lane and Adam Hart, 8, son of Steve Hart. Both fathers are in London Sales.

At the rear of the float were a group of children to represent the future of 'It's People That Matter'.

They were Kevin and Paul

Biggs, aged 8 and 7, children of contract estimator George Biggs and Penelope and Thomas Knapp, 4½ and 7, children of chief surveyor Chris Knapp.

With them on the float were Shirley Kent, secretary to Tony Allen; Sharon Fitzgerald, secretary to Barry Wheeler; adjuster Jim Baynam representing Otis employee sports sponsorship, and a party from Norman Davis', London Service East office which covers the City of London - telephonist Jayne Wheeler, typist Annette Fanning, sales clerk Lynn Kinsella and estimator Andrew Smith.

Superb back-up and assistance was provided by a team of graduate trainees and

apprentices: Carol Donaldson, Rosemary Green, Allistair Ventris, Mark Beadman, Gary Rains, John Hester, Gary Wotton, Darren Downer, Graig Russell, Jas Birk, Chris Wiggin, Jeffrey Wheeler and Jeffrey Kennedy.

Over 100 Otis personnel has a fine grandstand view of the great procession from privileged seats near St. Pauls Cathedral.

It was a great day for the new Lord Mayor of London. And a pretty good day for Otis, too - even if every one of the 35-strong support party got just about frozen to death!

A few days later Barry Wheeler in Marketing received the following letter from Dame Mary Donaldson at the Mansion House:

"I am writing to thank you

for the splendid float provided by your company for my Lord Mayor's Show.

"I was delighted by the high standard of all the entries in the procession and have received much favourable comment on this point.

"Clearly a great deal of work was involved in achieving this standard and I congratulate all concerned.

"Supplementing this standard of presentation, and bringing the whole show to life, was the cheerfulness and enthusiasm of the participants which infected all who watched it. The result was a happy day for everyone.

"I should be grateful, therefore, if my thanks and appreciation could be passed to all concerned with your entry for my Lord Mayor's Show which gave so much pleasure to so many people".



Knowsley means business

Honour for Cyril

Congratulations to service fitter Cyril Chappie in London Branch 24.

He has been admitted as an associate of The Royal Photographic Society, probably the most prestigious photographic society in the world.

One of the crowd-drawing features on the Otis stand at the 'Knowsley Means Business' exhibition was the Elevonic lift car panel. L to r in our picture are Alan Blackburn, Felicia Vickers, secretary to Alan Mainwaring, John Marsden, Personnel Manager, and Margaret Pollock, secretary to John Miller

IN THE FACTORY

The focused workshops

To compete more effectively in home and world markets during the 1980s the Liverpool factory is being reorganised into three manufacturing businesses under a method called focused workshops.

The three businesses will be the Architectural Products Workshop headed by Mike Hirst, the Electrical Rotating Machines Workshop headed by Joe Power, and the Controller Workshop headed by John Kemp.

A fourth unit, headed by John Simmons, and containing the Consolidation and Shipping facilities and the Service Centre Stores, will be set up to handle all shipments to sites and branches.

The Field Workshop, headed by Peter Larsen, will continue to operate as at present.

The manager of each workshop will be wholly accountable for the performance of his area.

His objectives will be to ensure that his workshop delivers orders to the customer by the agreed date, at the right price and at the right quality.

He will have at his control a dedicated multi-disciplined team with skills necessary to cover the normal requirements associated with his particular workshop.

Each workshop will concentrate only on making those products for which the workshop has been set up.

The manager and his team will work together to achieve their objectives and will be held accountable for performance. To this end each workshop will be equipped to solve all day-to-day problems within the unit.

That is the bare bones of the reorganisation. But many people will want to ask a simple one-word question. Why?

Over the last decade the Otis business has changed. At one time the Otis company in each country around the world would manufacture a complete lift, but these days there is an increasing reliance on components obtained internationally.

Liverpool factory has done well out of this inter-company business. Indeed, 40 per

cent of its output is now exported, and the Machine Workshop exports a remarkable 90 per cent of output.

However, to survive in an increasingly competitive world, the factory must be even more competitive in price and quality. But for primary importance is delivery performance.

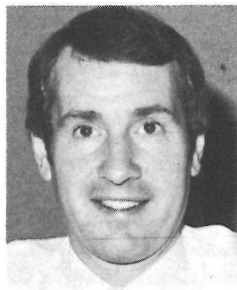
The different types of product which Otis produces have different manufacturing problems which effect delivery dates. For instance lift cars often have customer features which need to be engineered specially for a particular contract, and this takes time.

With machines, there are fewer customer specials, but components have to be manufactured or bought-in, and some components have long lead times.

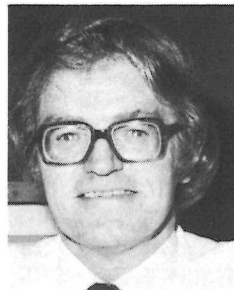
Each type of product has its own manufacturing problems.

By splitting the factory into separate workshops, each with a limited range of products to handle, it will be easier for the managers and their teams to solve the speci-

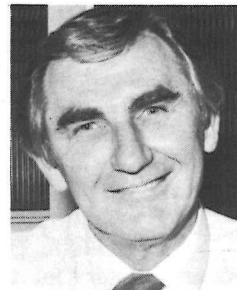
PLANNING FOR OUR FUTURE WITH OTIS IN THE UK



Mike Hirst, Architectural Products Workshop Manager



Joe Power, Electrical Rotating Machines Workshop Manager



John Kemp, Controller Workshop Manager



Peter Larsen, Field Workshop Manager



John Critch, Production Director



John Simmons, Consolidation and Shipping Facilities Manager

fic problems which arise for the type of product under their control.

By handling production more effectively in this way, we will be able to reduce lead times and improve our delivery performance, and by competing more effectively we will secure additional work.

Each workshop will be able to focus on producing the particular product or products which it can best manufacture, and for this reason the reorganisation is known as a focused workshop system.

In addition, a new manufacturing system will be introduced to take into account the different requirements of each workshop, and will be installed in a dedicated mini-computer

solely for the use of the workshops, and connected to interactive visual display terminals.

The existing IBM computer will continue in Liverpool and will support London and the Otis branches.

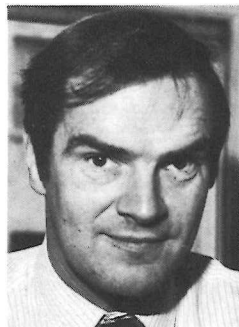
Parallel with changes to the manufacturing organisation there has been a review of the sales order process, con-

tract control, contract specifying and materials planning, to ensure that paperwork lead time is reduced.

It is essential to develop more direct accountability for the progress of customer contracts. A Master Control function will be established

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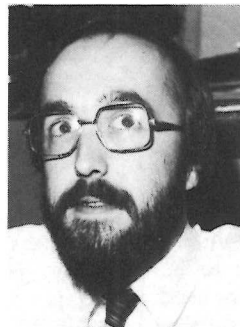
SPOTLIGHT ON BRISTOL



Peter Jones



Alan Mattingly



Tim Bowman



Glynis Fure



Barbara Pearman

Bristol branch was featured in the first issue of Otis Magazine back in the spring of 1977.

The report was compiled early in the New Year and at the time the whole of Park Street was roped-off by the police.

There had been a gas explosion in a building down

the road and the street was littered with broken glass and damaged shop fronts.

Otis branch office did not survive unscathed and had several broken windows.

That was nearly seven years ago. The wrecked building nearly opposite (nothing much was left

except a pile of rubble) has been rebuilt, and Otis continues in brisk business at 33 Park Street, where the branch has been located for about 27 years, with Peter Jones in the manager's chair in succession to John Williams.

The branch covers an area approximately 40 miles in radius around Bristol. It takes in the whole of Gloucestershire to include Cheltenham and Wiltshire, Swindon into Somerset taking in Bath, down to Taunton and then up to Weston-super-mare.

Bristol is part of the Southern district and Tim Bowman, new sales representative, looks after the area west of the M4 motorway, taking in Bristol, Somerset, Devon and Cornwall. Alan Whaley from Cardiff office covers north of the M4, taking in Gloucester and Wiltshire.



Bob Paice

Construction supervisor Alec Goatley has a wider area than the Bristol branch patch and is also responsible for construction in Reading and Cardiff.

Alan Mattingly is service supervisor, Bob Paice is service sales representative and Glynis Fure and Barbara Pearman provide the communications and secretarial back-up in the office.

Also located at Bristol branch are John Colley,



Kings cinema development with four SMA 1093 passenger lifts in two sets of duplex

project co-ordinator, Bob Rayfield, superintendent adjuster for Southern District and Graham Coles. Graham was away testing in Lagos for most of November and December - they say in the office he never likes to spend his winters in the UK.

In addition to chargehand Wayne Stevens there are 19 service fitters in the field along with six repair men and 16 on construction.

Because it is so conveniently placed for the M5 and M5 motorways Bristol continues to attract national companies who want to site their head offices in the area.

One of the recent arrivals is London Life who have moved into the city with an imposing new HQ building in which there are nine Otis lifts and two escalators, and Phoenix Assurance is another major company which has moved its headquarters out of London to Bristol.

Debenhams are in Bristol, and a couple of years back the John Lewis Partnership took over an existing store

where ten J. & E. Hall units have just been modernised to bring them up to standard.

Rolls-Royce are at Filton, and among the branch's biggest customers are Bristol City Council, Thames Down Council, the Gloucester County Council and W.D. & H. O. Wills.

A most interesting aspect of the branch's work is in the beautiful city of Bath, where there are five-storey houses around the Royal Crescent which are still private dwellings.

Some of the lifts in these houses are Richard Waygood models installed around 1909.

Modernisation in the future will be difficult if not impossible. Most of the units are single passenger lifts, in Grade One listed buildings, and installed in staircases.

But, as Peter Jones says, it is a fine thing to see these old lifts from so many years ago still operational.

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Castlemead House with a six-car group of 20-passenger lifts serving 18 floors

Showpiece installation for old Billingsgate

In London ten units will go into the redevelopment of the Billingsgate Fish Market on the banks of the Thames. This contract includes two 3-car groups of Elevonic 301 wall-climbers and promises to be a showpiece installation.

Four Elevonic 301 lifts are going into the redevelopment of the Civil Service stores in the Strand and five Elevonic 301 Custom units into Castle-

wood House in Oxford Street.

Seven 506 escalators have been booked for the Kendal Milne department store in Manchester; five units including three 1093 Atlantic models for a hotel and shopping complex in Dundee and 11 units including eight 44HGL escalators for the Hellis department store in Reading.

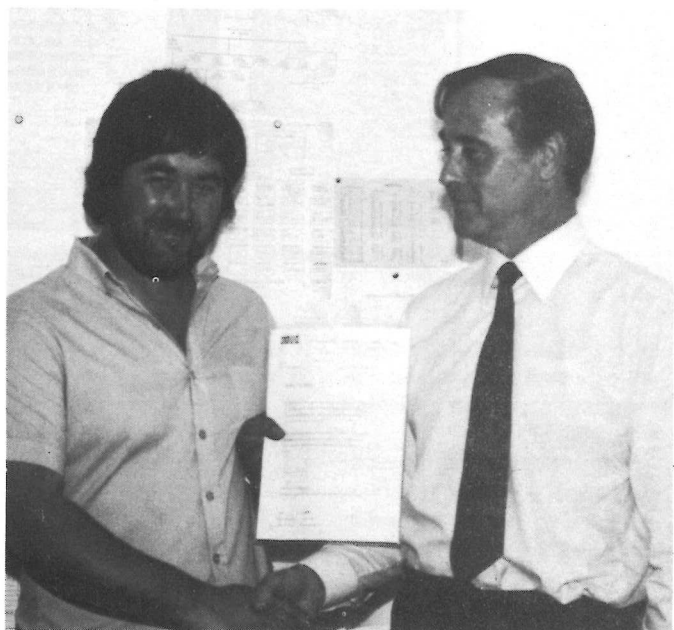
Eleven units of various types, including six 131HT gearless installations, have

been booked for Nigeria and a further seven units for customers in the Middle East and the West Indies.

Modernisation and Bex sales have gone well and include three units in East Street London for conversion to Elevonic 40IM; 16 units in Plumtree Court, Manchester, for the refurbishment of car entrances; six units in Liverpool for the provision of new 15ATL machines and control-

lers and three units for 40 Basinghall Street, London, for conversion to MS 401 and major refurbishment of car entrances.

Twelve VR lift cars and entrances are now under construction in the Field Workshop at Liverpool works for the City of Edinburgh. This is likely to be followed by significant orders for the replacement of competitors' equipment.



John Cooney, service fitter at Liverpool, receiving his pass from improver to fitter from the then branch manager, Cliff Bell

Youth training at sea

Eanar Kismul in works accounts at the Liverpool factory had six days under sail in the 70ft ketch 'Francis Drake'.

It is one of eight sailing ships supported by the Ocean Youth Club, an educational charity which uses sailing ships as classrooms and to encourage the spirit of adventure in young people between the ages of 15 and 21.

Two sailing friends who act as voluntary mates with OYC 'conscripted' Eanar and Otis sponsored him on his six-day voyage.

This included Holyhead,



across to Ireland via the Isle of Man and then back to Port Patrick in Scotland.

He says: "The Ocean Youth Club visibly succeeds in its aims with young people in a way few other organisations could hope to match."

"My own 12-year-old son has been on a similar trip with older children and cannot wait to go again - despite the blisters!"

News from the Northern District

Manchester branch successfully secured an order from the House of Fraser for the replacement of 14 escalators in Kendal Milne store in Manchester, reports Diane Ryan from Northern District office.

Seven of the 14 have now been installed and are in use.

The wellway had projections which reduced the available space through the shaft by some 12 ft.

Tackle anchorages were fixed at the top only and escalators had to be hoisted through the well in a vertical position.

The job was planned by George Simpson, supervised by John Proffitt and with Keith Russell as chargehand.

A Liverpool branch man, Alan Morrin (he likes to be called John), was one of the apprentice prize-winners at a presentation in Liverpool made by the Engineering Training Centre. He has been working at Liverpool Branch after one year EITB training. Also, he has just passed his driving test, and is feeling particularly pleased with himself.

NO COAL FROM THIS MINE

A special lift is being supplied to Overton coal mine near Wakefield, Yorkshire.

It is a 15-passenger unit serving four stops and 61 metres with a 131 HT machine.

Although similar to a previous installation supplied to Ellington coal mine the spec-

ification is nowhere near so severe and there will no explosion-proof equipment.

Reason is that Overton mine is being converted into a mining museum.

The intensive duty modern equipment will have to be painted to an antique or used finish to match other display areas of the museum.

Gold Hand Award for safety

Otis have received another Gold Hand Award - this time for 1982.

This safe-working award scheme is operated by the Engineering Employers Federation.

When the scheme was started in 1975 the overall notifiable injury rate per thousand manual workers employed by federated companies stood at 45.

In 1982 this figure has been reduced to 25.1 and the rate for the Engineering Employers London Association is 20.1.

But we can always do better.

Postscript to 1983 cricket

When Otis Clapham Road Cricket Club totted up their batting averages for the 1983 season there was no doubt who was the top man.

He scored 27 not-out in the winning game against ESN and another fine 27 in the match against Hammond & Champness.

His combined scores took him to the top of the Otis averages.

And his name? Dr John Watkinson, Otis Group Managing Director.

As they always say, there is nothing like leading from the top.

IT'S A SCRAMBLE FOR IAN

Bristol-based first-year apprentice Ian Rideout, 17, has been motor cycle scrambling for the last five years and has won over 150 trophies.

In 1980 he won the Southern round of the BSMA and came 10th in the British Championships.

During 1983 he notched up a 5th in the Champions of Champions event, was 12th in the All British Championship and 2nd overall in the Berkshire National event.

Ian, a member of four scrambling clubs, is pictured riding the Kawasaki KX125 BZ machine on which he entered this year's Schoolboy International.

Because of a couple of spills he only managed to finish 21st, but thoroughly enjoyed the experience of



meeting and riding with scramblers from all over the world.

Recently, Ian has won many club events and hopes to continue scrambling in the adult classes if he can find a sponsor.



Barry Williams (right) who is now with ETO and Mr Tony Teague, manager of the Abbey National branch at Brixton

Getting the Abbey habit

Otis have been 'getting the Abbey habit' for a number of years.

Our relationship started when the company asked the Abbey National Building Society for assistance in providing mortgages for employees relocating within the U.K.

Then Barry Williams, Otis Group Director of Personnel, introduced a saving scheme in conjunction with the Abbey.

Under this scheme employees are able to nominate a sum which is regularly deducted from their wages or salary and paid direct into their personal accounts at the Abbey.

BRISTOL from page 3

Peter was appointed branch manager in 1980. He joined the company in London in 1960 and worked for service supervisor Bill Gaskin as a fitter out of the old Carnaby Street office.

During his first week working with Norman Davis he found himself on a call-back at 10 Downing Street and went on to look after Bowater House, Knightsbridge, and

FACTORY from page three

to follow an order from the time it is placed to installation.

This organisation will work effectively as project manager for all contracts and will provide all the engineering effort and data necessary to load the workshops.

However, as far as is practical, each workshop will attempt to simplify its requirement for the engineering effort necessary to supply data, and will undertake to satisfy, within the workshop, its own needs.

All this reorganisation has only one simple aim. And that is to deliver to the customer the right product, at the right quality and the right price - and on time.

In the next issue of Lift-Off we will be taking a closer look at the structure and function of the Field Workshop in Liverpool.

BUSINESS DEGREES FOR THESE TWO

Two Otis men, Colin Waldron and Barry Harden, have been awarded degrees by Boston University in the United States.

They are now both Masters of Science in Business Administration.

This is a degree course under which students are able to study in their own time in the evenings and at weekends.

Boston University started the overseas course with the American armed forces

mainly in mind but many people from major British companies are now taking it.

One of the most interesting aspects is that students meet people from other industries during general group discussions and are able to exchange views and ideas.

While studying on the course both Colin and Barry had bought homes in London, but they say the work involved did not interfere unduly with necessary do-it-yourself activities or with their social life.

two lifts at Buckingham Palace.

Born and bred in Bath, Peter moved back to Bristol in 1970 as a chargehand and went on testing for 18 months with Bob Rayfield over most of the south west.

In 1978 he was appointed service supervisor and became branch manager two years later. In addition, he handles service sales, together with O and T repairs.

24-hours a day contract for the P & O's Canberra

The P & O liner SS Canberra was in dock at Southampton early in November.

This veteran of the Falklands campaign has long since been refurbished to its former pristine glory and is back on cruise service.



Peter Savage

But while in dock, and waiting for its next trip, the P & O line wanted modifications made to four of its 17 lifts.

This involved the introduction of Otis 10 UCL controllers and 72 GA motor generators with 6850 select-

ors to the existing J & E Hall lifts.

Time was so short that shifts had to be worked 24 hours a day under the most cramped conditions. But the Otis Southampton team came up trumps and the job was completed on programme.

Ken Champion got the bonus. He was invited to stand by the lifts on the Canberra's voyage from Southampton to Bermuda.

Apart from minor selector adjustments and compounding checks all lifts performed to standard.

It was a difficult job of a special nature and everyone involved is to be congratulated on a great team effort.

Southampton construction supervisor Peter Savage particularly wants to thank the Administration Department for their preparatory engineering and specifying studies.

Also Tom Pratt in Contract Control at Liverpool, and



All hands on deck! Derek Newton, Ken Callow, John Funnell, Ray Beek, Gerry Kirkham, Ray Green, Dave Sharkey and Pete Coudrey

John Critch in the Production Department, who performed miracles in deliver-

ing materials to meet the short lead times this contract demanded.



Ian Campbell, Area Service Manager South; Bill Budden, Southern District Manager and chargehand Phil Hearley



John Duggan, Phil Foden, Robert Legg and Terry Salman



In Southampton branch office, Olive Emmerson, new sales clerk; Richard Hems, Service Supervisor; Stephanie MacDonald, Southern District Credit Controller and secretary Sharon House

TAKING A CLOSER LOOK AT BILL BUDDEN'S DISTRICT

Otis Southern district is based at Southampton and its geographical spread covers up to Suffolk north of the Thames, across to Peterborough, Cambridge and west to mid-Wales, and including all southern England except for the Greater London Council urban complex.

The district takes in eight physical branches, Luton, Reading, Southend, Bristol, Cardiff, Plymouth, Southampton and Brighton. A ninth branch, Bournemouth, occupies the same offices as Southampton branch.

THREE

For the service operation, the district is broken down into three areas, each with an area service manager.

Les Bennett looks after the south-east area covering Brighton, Luton and Southend.

Ian Campbell, Southampton branch manager, is service manager for the southern area comprising Bournemouth, Southampton and Reading.

Don Clements, branch manager at Plymouth, is also south-west service area manager covering Bristol, Plymouth and Cardiff.

So there is a three-pyramid structure with branches in the three areas reporting on service matters to Les, Ian and Don respectively, who in turn report to Bill Budden, district manager.

Construction in the district in a single pyramid. Tony Govett at Southend branch, is southern district construction manager, and all construction people report up to Tony, who reports to Bill.

There are six new salesmen in the district and they report to Les Dickens, the district new sales manager at Southampton, who reports to Bill Budden.

Personnel officer Colin Oaten at Cardiff and southern district surveyor John Corley both have a dotted line responsibility to Bill.

SUPPORT

Southern district has a total of 34 support staff - this includes all office staff, area managers, the new sales manager and his salesmen, and the district manager.

On the construction side there is a construction manager, four construction supervisors reporting to the branch service managers and 169 men in the field. There

are also 18 apprentices in the district.

It is a lot of people, but, of course, you won't find many of them in Southampton, because they are spread across the whole of southern England.

In fact, Bill Budden, Les Dickens and Stephanie MacDonald, the credit controller, are the only district staff physically in the New Road offices at Southampton. The other personnel there are Southampton/Bournemouth branch staff.

TURNOVER

Otis southern district generates a great deal of business. In fact, the district's annual turnover is greater than that of several other national lift companies for the whole of the UK.

Changes in the structure of the district have been made and will go on being made. The continual aim is for more flexibility and the capability to put the right men in the right place as quickly and as economically as possible.

And all this is to further the final aim - to give the customer in Southern district the most efficient service in the lift industry.

One of our walkers is missing

They had to put out a Red Alert for John Coss and the whole of the Mountain Rescue Service was almost brought into action when he went missing.

It was the first expedition of the Otis Northern District Walking Club at Rydal Water, near Ambleside in the Lake District, under the leadership and guidance of Peter Thorp.

10 MILES

The intention was to walk from Rydal Mount, once a country mansion but now a Youth Training Centre, via Rydal Fell to Fairfield at a height of 2863 ft, a total distance of about ten miles.

The party consisted of our reporter, Ray Large, Gill Lockyer and his son Wayne, John Coss and Peter Thorp and a friend.

The weather was reasonable but deteriorated after an hour into a heavy mist followed by low cloud, high winds and driving rain.

A stop for lunch was made in the lee of a small pile of rocks. Visibility was about ten feet!

The climb continued and after a further hour the party realised they had lost John Coss. Presumably he had missed the path at some stage and was now wandering around on his own.

After a search the trek was abandoned and the party returned the way it had come to Rydal Mount. John was still missing and Peter went to telephone the Mountain Rescue.

SERIOUS

It all began to look very serious and then John appeared, quite unconcerned, having got his bearings and found his own way back. He was closely followed by a policeman who arrived in answer to Peter's call.

The Club will be holding further walks in the future - hopefully with no more incidents of that kind.

Enquiries to Peter Thorp in the Stockport office.

What a way to stop a lift

A recent issue of a Belfast daily newspaper reminded its readers that 50 years ago public health standards are not what they are today.

Rats lived in most big stores and were tolerated, if not accepted.

Back in those days Archie Lindsay was a Waygood-Otis engineer in Belfast. He had come from Scotland and had been involved in the installation of lifts into the ill-fated line, *Titanic*.

Helen, his daughter, says he was often called out to service a lift in a hotel in Belfast which no longer exists.

So many cockroaches marched up and down the cables and guides that their crushed bodies eventually stopped the lift.

Photo Contest Winners

All pictures taken on holiday in 1983

With so many entries of high standard for our 1983 Holiday Photo Contest it was, as always in the past, an unenviable job for the judges, in that they had to discard so many worthy photographs.

But only three could win a prize, and after much discussion and a lot of initial disagreement, the judges came to their decision.

Congratulations to the winners.

If you didn't win this year, we hope to be repeating the contest for 1984, so do not

despair - and have another go.

The judges also want to make a commendation for the most ingeniously staged picture in the contest.

Unfortunately, it didn't win a prize, but thanks for making us laugh to Lorraine Bond and Anne Griffiths in the communications office at Liverpool works.

You certainly enjoyed your holiday in Spain, girls.

And if any people at Liverpool works want to see the photograph - well, they'd better ask Lorraine and Anne!

FIRST PRIZE: £100 VOUCHER
'Sunrise over Bembridge Harbour'
R. J. Castle of London FOD



SECOND PRIZE: £50 VOUCHER 'Friends'
Peter Murphy of Dublin Service Department



THIRD PRIZE: £25 VOUCHER 'Big Fellow in Kenya'
Dave Murray of Liverpool works

Otis on the road

MEETING CUSTOMERS IN EDINBURGH

One of the ways in which Otis communicates with that all-important man, the customer, is through all-day road shows at centres throughout the country.

It cannot be stressed too

much that these are branch activities.

The branch gets every support and back-up from the Marketing Department in London, but as far as local customers are concerned it is

the man from the branch who is 'Mr Otis'.

The Edinburgh road show was a good example of the format.

It was staged at the Dragonara Hotel with plenty of space



L to r, David Gibb of Scottish Provident Institution, David Le Sueur of the David Le Sueur Partnership and Ian Pollock



L to r, Glasgow new sales representative Dennis Cairns with Nigel Wadsworth, Otis graduate engineering trainee based in Edinburgh



L to r, David Brechin of H. A. Brechin & Co, Ron Baker and Charles Donaldson of Covell Matthews Partnership

to mount demonstrations and show products which included vandal resistant cars, detectors, T packages and components from the Elevonic range including the speech synthesiser COP.

In the morning Ron Hood and his team had an opening session to put field staff in the picture.

In the afternoon a number of consultant engineers and architects attended a vertical transportation seminar to be told of Otis products and services. This was presented with slides, films and

promotional material supplied by the team from the Marketing Department.

During the evening session some 80 customers from various professional disciplines attended a reception to meet branch personnel in an informal atmosphere. It was most successful and a number of important orders will stem from this event.

As we said, the road show format is designed first and foremost to support the branch operation.

It shows the local customer that behind the highly

professional staff from the branch there is an international company backing-up its local men with all the considerable resources at its command.

We've been together for 40 years. . . .



Padlocked to the job after 40 years' company service, senior mechanical engineer Peter Goodin in the R & D department at Liverpool works is pictured with some of the gifts presented by colleagues to celebrate his 40th Otis birthday