

LIFT-OFF

Number 27

July/August 1986

Internal newspaper of Otis Elevator PLC (UK)

On a happy holiday



Belfast service fitter Tony Meredith and mate Bobby Woods were top of the UK quality audit. Their reward was a free four-day holiday in Jersey. Pictured in their hotel are Helen Meredith, Tony, Bobby and Freda Woods

Over 150 customers attended the three-day presentation on four different sites in Manchester to see a wide product range

OUR ROAD SHOW RIDES NORTH

**CUSTOM 2000
AND REM
WERE SHOWN**

NORTHERN DIVISION'S road show in Manchester was spread over three days early in June and attracted more than 150 customers.

The prime aim was to introduce them to Remote Elevator Monitoring (REM) but there was much more to see.

They were taken to 1 Brazenose Street (to be called Lincoln House) for a demonstration of the first Custom 2000 installation. Manchester fitter Steve Siddall explained the motor room equipment.

At the Gardens development, St Ann's Square, our customers mingled with the

public in the shopping atrium to see the effect of cladding the four 506 escalators with mirrors to sides and soffit.

Here they also inspected a duplex pair of observation lifts with glass doors and glass back to each car.

Then they went to a hectic building site where final fixing was in progress. Two glass-backed lifts were running, although still being finished off.

The main road show reception was held on the ground floor of Ship Canal House, a magnificently refurbished building and an ideal setting in which to demonstrate REM and to have an adjacent

bar and buffet.

The REM demonstration was co-ordinated by Keith Riley in Northern division and demonstrated by a team from service support led by Tony Francis.

Installation of REM in the lifts on view was carried out by David Holdstock from the Birmingham field. A voice link was arranged in one of the cars.

The three lifts in Ship Canal House are 13-person at 1.6 mps and are finished to the architect's design. They made an excellent installation for viewing by clients.

In the motor room Mark Stapleton, a former apprentice and now a Manchester service fitter, did great work with customers.

He was able to explain the Elevonic 301 control systems, not only at the technical level, but also for laymen to understand.

The whole three days was well-organised and presented and highly worthwhile for future business prospects in Northern division.

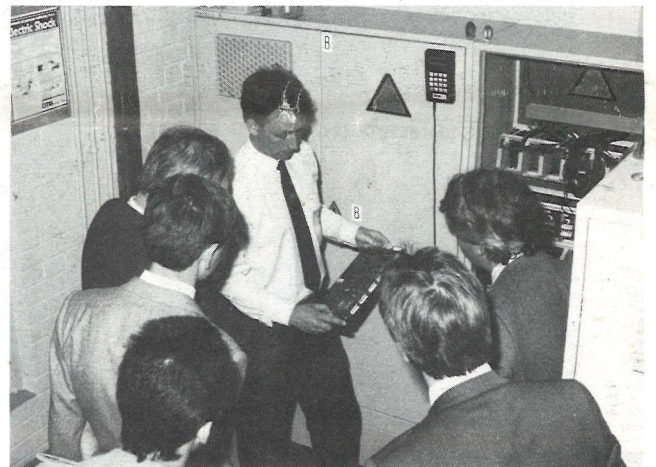
One important final point. The invitation received by customers was a professionally produced six-page gatefold brochure in full colour.

It told the whole story for customers who, because of inevitable business commitments, were unable to attend in person.

That is the way to do it.



Above, David Holdstock and Tony Francis. Right, Manchester fitter Mark Stapleton explaining Elevonic 301 to customers at Ship Canal House.



Below, Steve Siddall and Gavin Lebrocq at Brazenose Street. Right, Mark Stapleton using a PC in conjunction with REM. Behind are Billy Hirst, Ray Fox and Jeff White



Above, Manchester new salesman Ray Bealey with Mr M. S. Phillips of Louis Taylor & Sons, chartered surveyors. Left, Phil Kearney, on far right, shows customers one of the lifts at Ship Canal House



BOLTON PLANT TO CLOSE

A MESSAGE from Dr John Watkinson, chief executive Otis UK Group:

By now you will have heard of the decision to cease manufacture at the Wadsworth Becker plant at Bolton, and to source the heavy duty lifts from the Kirkby factory.

Naturally we regret the need to take this decision, but the viability of the Bolton site has been a problem. There is no implied criticism of the Wadsworth products or the people and indeed we expect to capitalise on their strengths under the new arrangements.

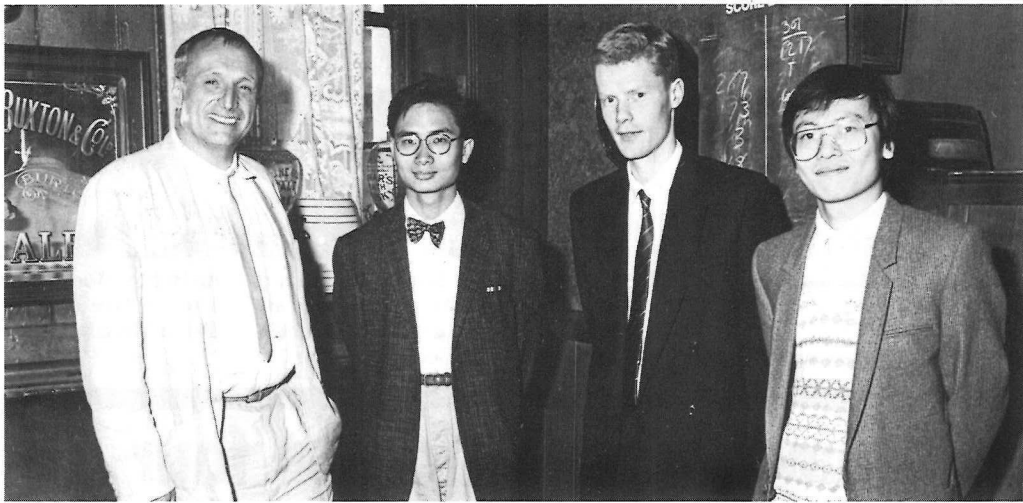
The Wadsworth company will continue to have a separate identity and their products will be built, as far as is possible, by Wadsworth personnel in a separate workshop at the Kirkby plant.

We believe the revitalised structure will enable Wadsworth to retain its important role as a major supplier of heavy duty lifts in the UK.

John Watkinson



1986 Otis Award winners



Architect Richard Rogers, who was one of the judges, with Boon Yang-Sim (first) and Graham Henderson and Alf Yeung (equal second)

WINNER of the 1986 Otis Award for architectural design was Boon-Yang Sim, a 4th year student at the University of Liverpool School of Architecture.

He won £2000 plus a trip to the USA.

Equal 2nd prizes went to Alf Yeung, a final year student at Liverpool Polytechnic and Graham Henderson in his 5th year at The Mackintosh School of Architecture in Glasgow. They receive £1000 each.

The Otis Award is run jointly by Otis and The Architects' Journal and is open to architectural students only. The students have to be under 27 years old and to

have completed their Part I examinations.

The design subject was "A Centre for Design", which was to encompass a museum, a study centre and an arena located on a site near the Albert Memorial in Hyde Park.

Students were sent out details of the brief, photographs and a passenger lift planning guide. 146 entries were received.

The judges were Richard Rogers of architects Richard Rogers Partnership Ltd, Jack Zunz, structural engineer of Ove Arup Partnership, David Holland, services engineer of YRM Engineers, Peter Carolin, architect and editor of The Architects' Journal, and Dr John Watkinson, Otis UK chief executive.

During the winner's trip to the United States he will be the guest of Otis North America for a week and tour New York, Hartford and Chicago.

During his time in Hartford he will visit City Place, the world's first intelligent building and the Gold Building, UTC's headquarters.

There will also be visits to the architectural practices of Richard Meier and I. M. Pei in New York; Skidmore, Owings and Merrill in Chicago, plus the prestigious construction company, Tishman's.

The award was fully reported in the 2 July issue of The Architects' Journal.



WELCOME TO JAMIE

Our new Communications Manager is Jamie Ader from New York, pictured here on a visit to Birmingham with Lance Cunningham (left) and Phil Kearney. Cathy Foster has left the company, with everybody's best wishes, to pursue her career outside the lift industry

'ME JULIE — WHO YOU?'



On the eve of her wedding colleagues of Julie Savage in technical support group at Liverpool works presented her with a giant carton. Inside the carton was a giant gorilla. And inside the gorilla suit was Steve Wallace. Julie seems to have taken it very well. Unlike Fay Wray, heroine of the original King Kong movie, who just screamed and screamed. Photo by Geoff Wells

YOU WRITE TO LIFT-OFF

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

Thanks from Albert

MY WIFE, Margaret, and I would like the opportunity of using Life-Off to express our sincere thanks to everyone who made our retirement day such a memorable one.

We thank Tony Allen, John Baker, George Ingram and Jack Roy for their presents of a video, cheque, decanter, whisky and the book, *Going Up*, which is a history of the lift.

Our thanks also to everyone at Liverpool works (impossible to name them all) for their offerings which enabled us to receive such wonderful presents.

And last but not least all my colleagues at Newcastle branch, men and staff, for the lovely nights out they gave me, and the beautiful bouquet of flowers for Margaret.

We will always remember the good times we have had with you all.

We wish the company every success in the future. — **Albert Davison**, Washington, Tyne & Wear.

● For the last 20 years Albert has been a service supervisor in Newcastle branch (see page 4).

Branch managers in shock horror bomb scare drama crisis!

HARDLY had they settled in their seats on the 0700 flight from Newcastle to Gatwick when branch managers George Ingram (Manchester) and David Coe (Newcastle) were ordered off the plane.

The captain had received a report that a bomb was on board. The plane was towed away to be examined by sniffer dogs and a relief aircraft brought in.

Once more George and David boarded. Then the captain announced that two passengers were missing but their luggage was aboard.

Everybody was evacuated from the relief plane and all luggage

heaved out to be identified. Two cases were unclaimed and taken away by police.

Back on to the plane for much-needed free drinks. "We took full advantage of the offer," says David.

But their troubles were not yet over. Coming in to land at Gatwick the plane suddenly roared into a steep climb.

Another aircraft had turned on to the runway and the captain had gone into an emergency overshoot.

David says: "George and I were grateful when our feet were back on terra firma."

You can say that again!

ON THE MOVE

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

NAME	FROM	TO
Amura P.	Advanced Fitter, London West	Senior Fitter, London West
Bryant P.	Staff Adjuster 1, London City	Staff Adjuster 2, London City
Chapman R. P.	Improver, Brighton	Trained Fitter, Brighton
Cropper D.	Improver, London City	Trained Fitter, London City
Crouch R.	Estimator 1, Sales Admin	Estimator 2, Sales Admin
Chalghoumi M.	Billings Clerk, Accounts	Service Billings Co-ordinator
Dodds W.	FOD	Construction Supervisor, London West
Duckham R.	Trained Fitter, London West	Advanced Fitter, London West
Earnst D.	Advanced Fitter, Luton	Senior Fitter, Luton
French M. D.	Advanced Fitter, London West	Senior Fitter, London West
Gates D.	Mate, Luton	Improver, Brighton
Hamill S.	Trainee Order Processor, Sales Admin	Order Processor, Sales Admin
Hurkett J.	Improver, Brighton	Trained Fitter, Brighton
Jones T.	Improver	Trained Fitter
Kosin R.	Improver, London City	Trained Fitter, London City
Loder R.	Improver, London City	Trained Fitter, London City
McCready P.	Mate, Belfast	Improver, Belfast
Monk B.	Area Surveyor	Contract Support Manager
Newton R.	Advanced Fitter, Bournemouth	Senior Fitter, Bournemouth
Owen D.	Improver, London West	Trained Fitter, London West
Page R.	Trained Fitter, London West	Advanced Fitter, London West
Payne C.	Advanced Fitter, Cardiff	Senior Fitter, Cardiff
Peace A.	Services Sales Manager, London South	Service Sales Manager, London City
Sagoo H.	Fitter/Welder, Alpertown	Chargehand, Alpertown
Thompson T. A.	Improver, London City	Trained Fitter, London City
Varsani G.	Trainee Estimator, Sales Admin	Estimator, Sales Admin
Ward J.	Mate, Brighton	Improver, Brighton
Whitby M. S. R.	Mate, London City	Improver, London City
Wilkinson P.	Trainee Adjuster, Southend	Adjuster, Southend
Williams W.	Advanced Fitter, Cardiff	Senior Fitter, Cardiff



EIGHTEEN-YEAR-OLD Derek Whyte, son of Eddie Whyte at Aberdeen branch, is in the first team of Celtic Football Club and will be playing in the European Cup next season.

Derek signed for Celtic on schoolboy forms when he was 13 — probably the youngest boy ever to do so.

He signed professional forms

when he was 16.

He has represented Scotland in the 15, 16, 17 and 18 age groups and playing for Scotland and Celtic has visited too many countries to list.

Eddie is very proud of his son's fine football achievements and we will all be watching Derek's future career with great interest.

Gearing up for quality

I HAVE a message for Northern and Scottish division employees from their quality improvement team.

Your quality improvement team, as announced in the March/April issue of Lift-Off, is now meeting on a regular basis.

A letter from the team is being sent to every one of you to make you aware of the quality improvement process and your involvement.

You are also being invited to enter a postal competition with an attractive prize for the winner.

Our message is to request all employees to be aware of the quality improvement process and to become involved. — **John Hughes**, Northern divisional office, Stockport.

F3 Ward is happy

I WRITE on behalf of patients, sisters and nurses in F3 Ward to thank you most sincerely for supplying the flower troughs to the ward. They are greatly appreciated by all.

As you are probably aware, we are, like other hospitals, suffering the effects of the cut-backs and depend on generous and kind people like yourselves to provide the extras to make the wards more homely, particularly for our elderly residents.

We hope our visitors will help us to provide floral displays. I understand our very dear friend, Mr Jim Hunter, who has provided many extras, approached you.

Once again, our very sincere thanks to you and anyone else involved. — **K. McClafferty**, Senior Nurse, Ward F3, Tooting Bec Hospital, London SW17.

● Steve Hart at Clapham Road organised the flower troughs.

London West's training centre is now open

THERE WAS a small but happy party early in June in the West End of London at 33 Cavendish Square when London West division opened its new training centre.

Situated on the 20th floor it is fully equipped with a slide projector and video and can comfortably seat about a dozen people for training sessions.

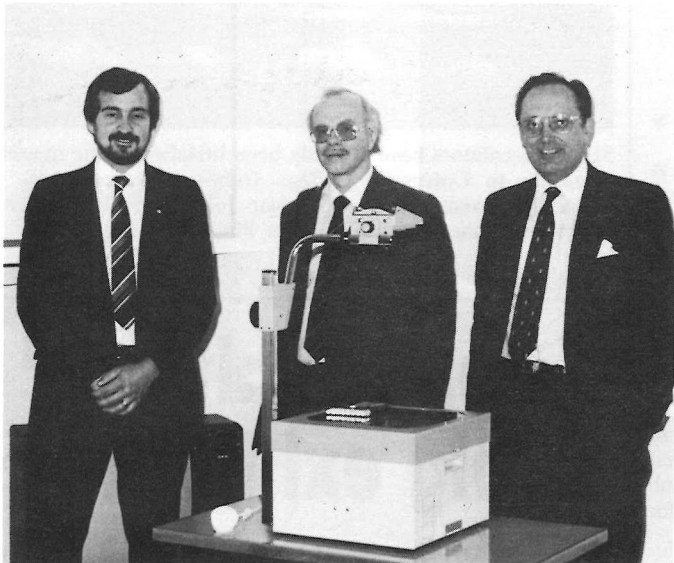
Welcoming the guests, who included training manager Terry Mallard, Harry Godsall, and fitters and staff from London West, general manager Roy Standen thanked all those who had contributed to the fitting out of the centre.

Terry Mallard showed one of the first of his video training packages (Lift-Off, May/June). It was on brake adjustment and viewers agreed that these packages were going to be of enormous help in training seminars all over the country.

The tall office block at 33 Cavendish Square has been considerably refurbished in recent years and has a magnificent re-styled main entrance and foyer.

And, of course, the Otis passenger lifts are now fully Elevonic with voice synthesisation.

Lift-Off congratulates London West division on the opening of its new training centre high up in this showpiece building in the West End.



Left, Jim Peacock (London West technical manager), Terry Mallard (Otis training manager) and Roy Standen (London West general manager)



Mr Brian Standfield (building manager) and his assistant, Mr Norman Cook, who both gave valuable assistance in the setting up of the centre



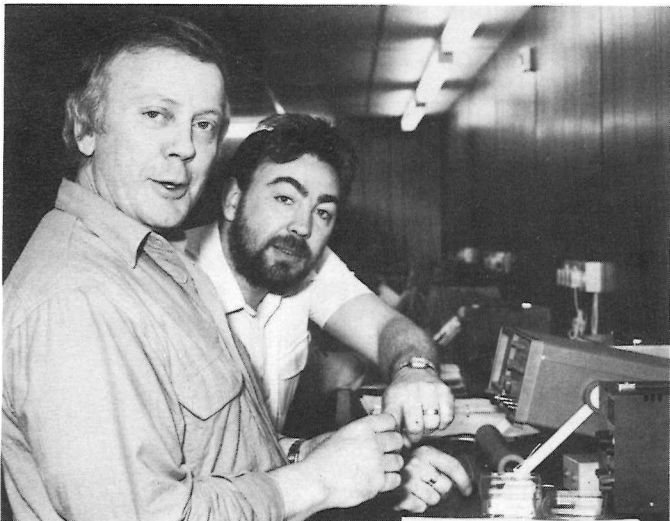
Above, senior fitters Bob Greenway, Colin Saunders, Pat Morgan and Peter Graham



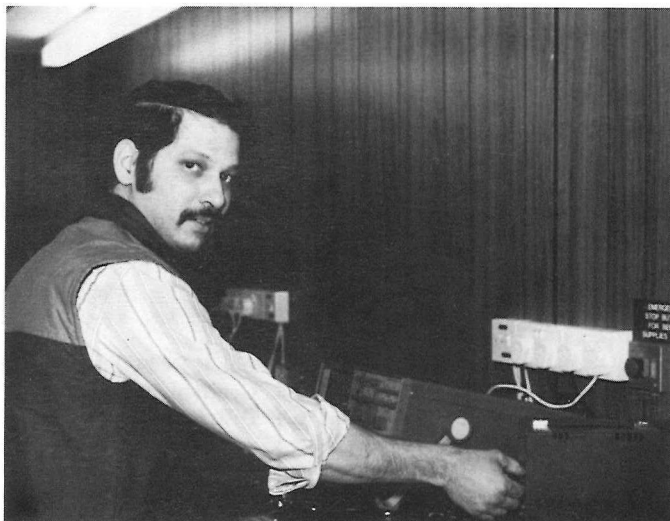
Left, service supervisors Graham Brightwell and Derek Constable



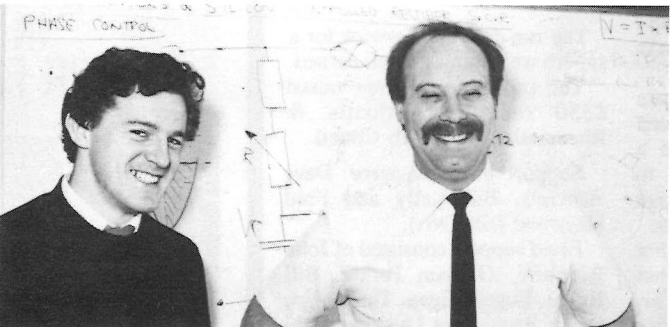
The first course of eight men. George Knight (Reading), Geoff Rawlinson (London City), Les Robinson (Newcastle), Dave Hawton (London City), Chris Mills (London West), Stephen Maleed (London City), Tony Cozens (London West), Eric Blacker (London West)



George Knight and Dave Hawton at the practical work which followed the theory



Tony Cozens at the work bench. This was very much a hands-on course of learning by doing



EETPU instructor Roger Bates (right) was assisted by Sam McCarlie

— and safety, too

Two safety courses were held at Cudham Hall during late April and early May.

Each course, specifically related to the lift industry, lasted 2½ days.

There was input from Tony Miles, Otis safety officer, Graham Fowler, EETPU research officer, the British Standards Institute, and from Express and Schindler.

But the second course was entirely for Otis people and 16 men with health and safety responsibilities came from all over the country.

They were Terry Villis (Aberdeen), Jack Sloan (Belfast), Barry Clark (Bristol), John Summerell (Bristol), Doug Lowe (Brighton), Robbie Webb

(Cardiff), Tom Combe (Edinburgh), Reg Britton (Leeds), Don Snowden (Leeds), Les Simmons (Liverpool), Dave Swanson (Luton), John Charlton (Newcastle), Gren Cropper (Nottingham), Terry Salmon (Southampton), Eddie Meloy (London branch 26) and Ian McFarlane (Glasgow).

There was great interest in the session on personal protection and in the presentation by Tony Miles

of Otis on the use and problems of private mobile radio.

At the conclusion of both courses there was general agreement that they had been highly successful and many valuable points had been brought out and examined.

And all the visitors were full of praise for the co-operation they received from EETPU staff and for the very friendly atmosphere that exists at Cudham Hall.

First Otis pioneers on EETPU electronics course

THE LIFT industry is a high-tech industry and men in the field often request refresher courses in basic technology.

Otis training manager Terry Mallard got together with the Electrical Electronic Telecommunication & Plumbing Union (EETPU) and the result has been a series of six courses this year for Otis people to be held at the EETPU's training centre at Cudham Hall, Kent.

HANDS-ON

The courses cover solid state electronics and digital electronics with a lot of hands-on practical work and each course runs for one week.

The first pioneer group of Otis people went to Cudham Hall from 27 April to 2 May for a course on solid state electronics.

The theoretical work covered basic principles, semiconductor physics, control circuits and fault-finding techniques.

TESTING

The practical work consisted of building and testing various circuits and then carrying out fault-finding procedures.

At the end of the week the verdict from the eight Otis people was unanimous: "Great — just what we wanted".

Cudham Hall is a delightful country house, with modern outbuildings and full social facilities, set in pleasant countryside not far from Orpington.

Our people worked hard and also played hard. In fact, against students on other courses that week, they came home with both the darts and snooker trophies.



NEW CONTRACTS

Geoff Farge is strong on Elevonic modernisation sales in London

IN THE last two months Geoff Farge at Clapham Road has secured two major Elevonic 401 modernisation orders.

These are a six-car gearless group (the first in the UK) at the Empress State building and a three-car gearless group at St Christopher House — both in London.

With these two orders Geoff's modernisation sales total for the year has now reached £1 million — and there is still the rest of the year to go! Congratulations to him on this outstanding achievement.

Rob Spetch, Southend branch manager, has secured an order for four replacement 506 escalators in the Victoria Circus development in Southend. They are out in the open in the centre of the development.

Ernie Neal, Luton branch manager, has secured a three-car gearless Elevonic modernisation job with Smith, Kline and French laboratories in Welwyn Garden City. Together with modernisations we have been awarded the maintenance contract for all nine units on the site.

Leader in the REM sales is **John Legge** with 18 units sold to date. **Brian Stonehouse** has sold five units in Newcastle, which reinforces the national appeal of REM.

Full list of June sales is given below:

NEW SALES AND BEX

London West. One goods lift at the Civil Service Store, London; one dumb waiter at the Polish Embassy, London; two wall-climbers at the Queensway Development, Cardiff; one passenger lift in an office development, London SW15; one

passenger lift, one scissors lift and one dumb waiter at Skinners Hall, London EC4.

Dundee. One dumb waiter at the Masonic Club, Inverness.

Dublin. One passenger lift at Barrett Cheshire Home, Dublin; one passenger lift at Buswell's Hotel, Dublin 2.

Cardiff. One passenger lift at Model House, Llantrisant.

Manchester. One passenger lift at Gidanah BOS House, Manchester; two passenger lifts at CWS, Wilmslow, Cheshire; four passenger lifts, one goods lift at Norweb HQ, Manchester.

Southend. Four escalators at Victoria Circus, Southend; one passenger lift at development of flats, Westcliff-on-Sea.

London South. One passenger lift at Roland House, London SW3; one passenger lift at flats in Balham, SW12; three passenger lifts at 9-12 George Street, London W1.

Southampton. One passenger lift at Barclays Bank, Gravesend, Kent; one passenger lift for aged people's accommodation, Portsmouth.

London City. One passenger lift at shops and offices, Camberley, Surrey.

Luton. Two passenger lifts at office development, Borehamwood, Herts; one passenger lift at offices, Milton Keynes.

Leeds. One goods for a retail development, Mansfield.

Liverpool. Two passenger lifts at NW Securities, Chester; two passenger lifts for an office development, Manchester.

Newcastle. One passenger lift at AHP Brighton Road, Gateshead; one passenger lift at Sports Centre, Urshaw Moor, Durham; one passenger lift at North Housing Association, Newcastle.

Bristol. Two passenger lifts at Spitalgate Lane, Gloucester.

Reading. One passenger lift at sheltered housing, Addlestone, Surrey; one passenger lift at site A, Reading.

Belfast. One passenger lift at NIH Housing Association, Warren Point, Co Down.

EXPORT NEW SALES

One scissors lift for Markaz Al Mahmal, Saudi Arabia; two passenger lifts for Lahej general hospital, Yemen, plus one dumb waiter; one passenger lift for Dean's International, Pakistan.

'S'

Dundee. Refurbished car enclosure, new gates and COP for two goods lifts at Marks & Spencer, Aberdeen.

Liverpool. New control, enclosures, signals and fixtures for passenger lift at Edge Hill College, Ormskirk, Lancs.

London South. Three passenger lifts converted to Elevonic 401M control at St Christopher House, London SE1.

Reading. New controller and shaft switches for a passenger lift at Ferranti, Bracknell, Berks.

Edinburgh. New architraves, machine and motor for passenger lift at Sun Alliance, Edinburgh.

Luton. New car, landing gates and operating fixtures for goods lift at BBC Elstree Studios, Borehamwood, Herts.

Bristol. Gamma S conversion and car refurbishment of two passenger lifts at Bridge House, Bristol.

London City. New micro-processor control and car refurbishment for passenger lift at the Bonington Hotel, London WC1.

WALKING FOR LAURA

AS LIFT-OFF closed for press early in July members of the Otis London football club were setting out to walk to Gatwick Airport and back from near Morden, Surrey.

The reason? To help four-year-old Laura Brennan-Probetts, the daughter of a supporter, who has had spina-bifida since birth and is confined to a wheelchair.

Laura has never walked but she could do so with the aid of a computer-assisted brace which stimulates the muscles. That brace would cost £4,000.

The aim of the 40-mile sponsored walk was to raise the money and, through a newly-formed charity, WALK, enable Laura to have plaster casts made of her legs, the brace manufactured and fitted, and then trained to use it.

WALK is non-profit making and all administration costs are covered by the Daily Mail and Coats Bank. So all money raised is spent on treatment and research for people who otherwise face the rest of their lives in a wheelchair.

The footballers were in Otis strips and refreshments were kindly donated by Express Dairies.

If you want to know more about WALK or make a donation contact Barry Rains at London West division (01-493 1747).

Don't forget

All news and photos for the next issue to be with **Jamie Ader** at Clapham Road by Monday 25 August. Also send her your entries for the 1986 Holiday Photo Contest. Closing date is 1 October.



Six 506 escalators have recently been installed in the magnificent extension to University College Dublin. Salesman was Barry O'Connor, construction supervisor John Hanley, adjuster Peter Whinnery, chargehand E. Sharp. Photo by John Hanley

Top architects' big exhibition

THIS AUTUMN Otis will help sponsor the first major exhibition of architecture to be held at the Royal Academy of Arts for 40 years.

Titled 'The New Architecture: Foster, Rogers, Stirling' it will show, with models, film and audio visual techniques, the work of these three major British architects.

The exhibition is frankly controversial. Norman Foster, Richard Rogers and James Stirling are internationally acclaimed — but most of their commissions seem to come from overseas.

As the Royal Academy says: "It raises the question as to why Britain, compared to other European countries and the USA, has lacked the courage and the will to commit itself wholeheartedly to a progressive new architecture."

Normal Foster will show the headquarters of the Hong Kong & Shanghai Bank in Hong Kong, the most technically advanced building in the world, and served

by Otis lifts from Liverpool.

He will also show his designs for the BBC radio headquarters. The project was cancelled.

Richard Rogers will show the newly opened Lloyds building in the City of London and a plan for a bridge across the Thames to link Trafalgar Square via Charing Cross to the South Bank.

James Stirling will show his acclaimed extension for the Staatsgalerie museum in Stuttgart. The new extension has taken the museum's attendances from 59th to first place in the German league of museums and has attracted to the city millions of visitors.

The exhibition will be at the Royal Academy, Piccadilly, London, from 3 October to 21 December. Admission will be £2.50 with various reductions for students, pensioners and parties of school children.

There will also be a series of lunchtime lectures (admission free) during the run of the exhibition.

PHIL WON SPRING GOLF

At the Otis London Golf Society's spring meeting in May Phil Allen (left) won the cup decided by a stableford competition. On a count back over the last six holes he had 33 points, with Ted Brough second and Alan Goodin third. In the afternoon Texas scramble the winning team was Dick Riddle, Gordon Pestell and Alan Goodin



Five months for 24 hours

BACK IN 1932 a man called Bob Graham traversed 42 Lake District fells in 24 hours.

He did it because he was 42 years old — one fell for every year. The journey involved covering 72 miles and included 27,000 ft of ascent.

It has since been completed only by about 300 other men.

Early this year Phil Allen and Bill Sutherland at Liverpool works decided to have a go.

They took five months to train and also assembled a team of keen runners to support them and a dedicated band of followers to supply food and drink at road crossings and mountain passes.

The attempt on 14 June, a hot and muggy day, started well, but slowed down by an injury to his knee, Phil decided to retire after eight peaks.

At around the 20-mile mark Bill didn't look too good and seemed at the end of his tether after 50 miles, during the night stages. But the support team somehow managed to keep him going.

The schedule was so tight that he was not confident of making it in 24 hours until the final peak had been scaled.

The run down to Keswick for a superb welcome was well earned. The successful attempt raised £350 for the Arthritis & Rheumatism Research Council.

Support runners were Dave Ashcroft, Bill Kelly and Fred Heywood (not Otis). Fixed support consisted of John Radcliffe, Graham Parker, Bill Bruen, Eugene Egan, Tim Beggs, Robin Bruen (not Otis), and Val Allen (not Otis).

Over 400 people were at the third annual Mid-Summer Barbecue at Liverpool works on 20 June. There was a big bonfire, there were big steaks, there was a disco and a band and country dancing, and despite the cool weather everyone had a great time

FUN AT L'POOL'S BAR-B-Q



John Baker (standing) and Jack Roy (far left) in a group eating around the warmth of the bonfire as the light faded



Harry and Margaret Norfolk (centre) with guests Eddie and Kay Probin (left) and Edna and Ken Sinclair



Alan Blackburn helping to serve the 400 or more hungry people who made this year's barbecue such a rousing success



As the mid-summer evening turned to dusk John Critch put a torch to the bonfire with spectacular results. Just the thing for a distinctly chilly night



Let's hear it for the cooks. Barry Jameson with Sarah and Pam, Peter Larsen, Mike Hirst, Joyce and John Kemp, Tony Davies and John Critch



A real live country band took turns with the disco DJ so that there was music for all



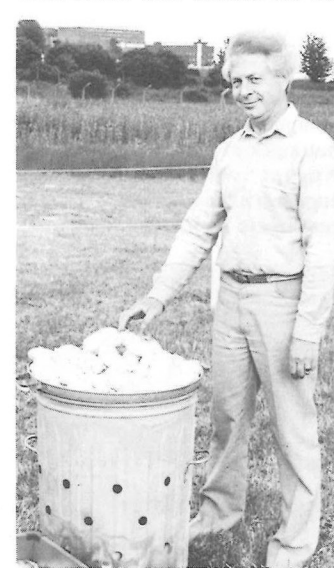
What more can a young man ask for? Lots of steak, sausages and jacket potatoes and a jumbo glass of Coke. John Baker's son, Ian, decides all this is too good to be true and we bet he has asked Dad to bring him next year



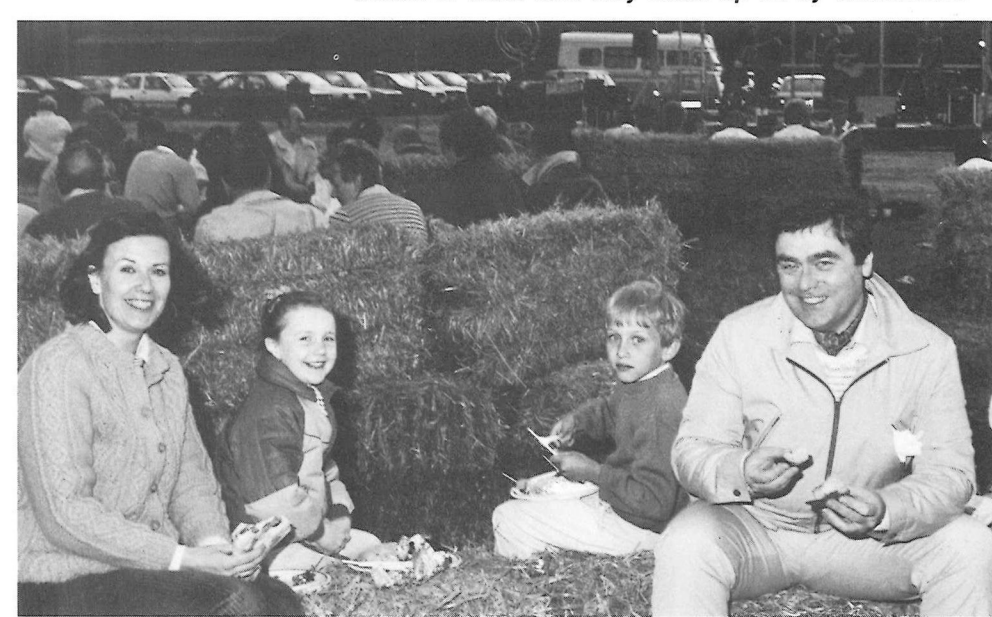
Alan Mainwaring, in an unusual role as a waiter, pauses on his way from the clubhouse for a chat with Paddy Savage



Not exactly honour your partners but what the dancers lacked in know-how they made up for by enthusiasm



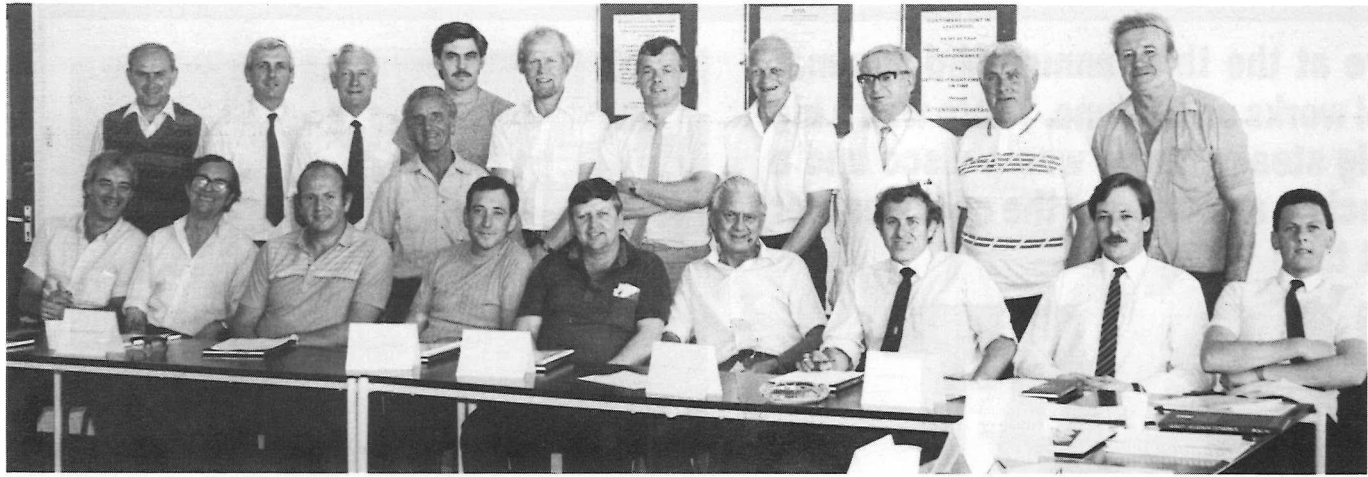
John Crockford — The Baked Potato Man — proudly surveys his stock. They all went, too



John Miller with wife, Pam, daughter, Helen, and young Ian Baker again. That boy got around, didn't he?



The plate and napkins department. Tom Pratt, Wally Murphy, Cecilia Matthews and Doreen Blackburn



Liverpool works has held its first one-day quality awareness course for non-supervisory personnel. Standing, Ted Walker (APW), Alan Morgan (QIP instructor), Alan Blackburn, Dave Jones (APW), Dave Allen (maintenance), Steve Wallace (APW), Hughie Paul (quality control), Reg Berrington (APW), Bill Jones (APW). Seated, Ron Sorrell (APW), Bill Price (APW), Wally McAdam (maintenance), Neb Hall (APW), Frank McCann (APW), Jim Smith (APW), Les Halliwell (APW), Jim McMullin (APW), Andy Jeffers (APW), Ian Hennessy (APW). Photo by Tom Penney



How we can measure quality

this is how we measure the quality process.

Why do we measure? First to mark progress. Like weighing ourselves when we are on a slimming diet. Like counting off the miles if we are on a cross-country walk. And we measure to find out where to act first.

How do we measure? This is being worked out by the Quality Improvement Teams. We have got together to design a chart to be used for showing the measurement of the quality improvement process.

It is a simple chart and can be used in many ways. One department may use it to chart deliveries on time. Another may use it to measure the number of call outs.

DOWN

Whatever the use, when the line on the chart is heading down towards the bottom right-hand

corner, we are on the way to stopping defects for that item. All deliveries are on time, and there are no call backs.

The charts are quite separate from normal management reporting. It would be wrong to mix the two things.

ACHIEVEMENT

The chart gives a department or division or branch its own measure of what it is achieving in the quality process.

The charts will be a constant reminder that we are all working together in our different areas in the quality process.

Anybody seeing a chart on a wall will know that department is charting an area in the quality process where they are working to prevent defects.

Any department or team can have a chart as soon as it feels ready and wants to. The charts are

not there to attack anybody. They are there to encourage us and to show each other what we are doing and aiming for.

What do we chart? It should be something important for Otis, something the team or department can make an important contribution to and something which really matters to them.

Of course, it is best to choose something where the information is easily available.

How many charts? I think one or two are enough for any department at one time.

If we can each chart good progress on one or two key issues, the Group will be well on the way to winning the battle for quality.

So choose a problem which you can really do something about.

The graph might show:
How complete was it?
How accurate was it?
Was it on time?

Whatever the problem, the graph should show the result of

Stopping mistakes before they happen

LIFT-OFF has been talking with Barry Harden, service field development manager, about the extended role of the field quality auditors.

Their job has always been to visit sites, make appraisals of units, develop an audit rating and report back to local branches for corrective action.

This work will continue.

But in the past it has always been in the form of a post-mortem after the event. Now, in line with the Otis quality process, the extended aim will be to stop mistakes before they happen.

To this end the field quality auditors will become more involved in diagnosis and preventive maintenance.

That is, they will look at jobs, assess the problems, then go back to local branches, not just to report defects, but with suggestions for servicing techniques which will improve quality and reduce call-backs.

More and more emphasis will be placed on liaising with local groups to identify problems and do something about them by working individually with fitters to show them the best way.

All this will be backed up by the extensive use of video training in the branches.

The quality audit group will

also help initiate improvement programmes like care projects — and care projects are being created in Glasgow, Birmingham and West London.

What the care process does is to plot high call-back rates and work back from there to achieve a reduction. At the same time it introduces training for preventive maintenance which will reduce call-backs.

In addition, the quality auditors will be promoting programmed maintenance. One of their roles will be to make sure people are using it and to help them by explanation and advice.

In London, Harry Godsall will be using his considerable technical experience to develop and promote video training programmes, and in West London division he will be overseeing the care project and pilot routes for programmed maintenance.

As we said, all this is really part of the Otis quality process. It is to seek conformance to requirements and eventual zero defects.

The UK quality field audit manager is Frank Myers, reporting to Barry Harden.

In London the auditors are Phil Scrase, Don Pressman and Barry Brum. Out of London they are Dave Sundborg, Ron Powell and Bill Williams.

any corrective action or prevention.

The aim is to get the chart moving down to the bottom line — zero defects.

This is different from normal reporting routines. The charts are simply there to show teams and departments that they are making

progress.

The main user of your chart is YOU.

The road to error-free certainty is a long one. There will be goals on the way. But getting it right first time every time on time is the target we aim for. Nothing less — Paul Hewlett, director of quality.



Supervisor Alan Rumbol (right) in London South received his 25 year award from divisional general manager John Williams



London City service fitter at Barts Hospital Micky Dziejko (centre) received his 25 year award from divisional general manager Trevor Perry. On left is Colin Hall



London City service supervisor Maurice Brain (right) received his 25 year award from divisional general manager Trevor Perry



At Liverpool works David Lee (right) in the architectural products workshop received his 25 year award from APW manager Mike Hirst



Doug Christie (left) in the machines workshop at Liverpool works received his 25 year award from workshop manager Joe Power



George Easton (right), quality control manager at Liverpool works, presented Joe Nugent with his HNC certificate in engineering materials testing and his level 2 certificate in lift technology



Chargehand Peter Barratt (left) in London South received his 25 year award from divisional general manager John Williams



Ernie Marnham (right), local authorities manager in London South, received his 25 year award from divisional general manager John Williams



Peter Clews (left), chargehand in London Regional Transport, received his 25 year award from Tom Hester, LRT construction manager

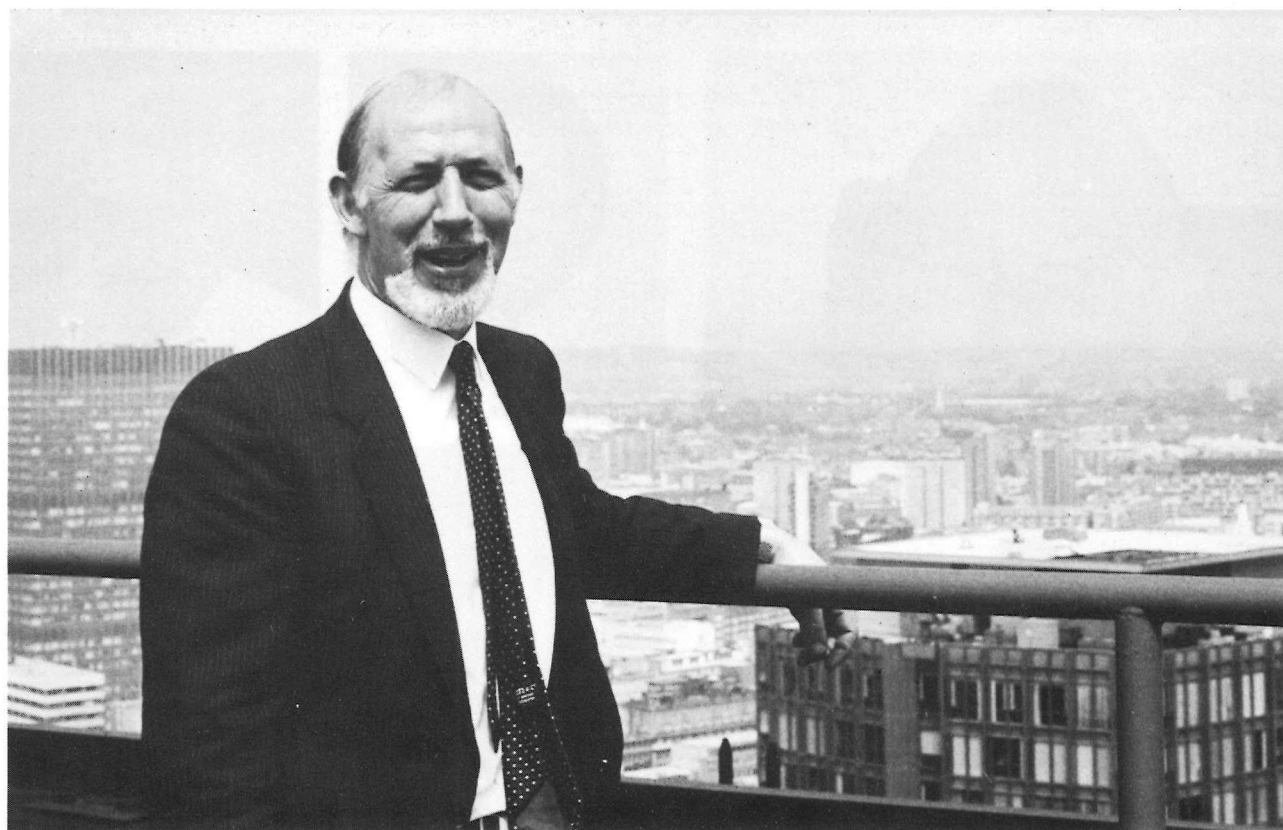


Maldwyn Llewellyn (left), service fitter in the Swansea and West Wales area, received his 25 year award from Frank Seymour, Cardiff branch manager



Ted Braidwood at Erith (right) received his 25 year service award from Wally Murphy, consolidated shipping manager

John Mendes goes walk-about with a service supervisor



A DAY IN THE LIFE OF BERT FRANKLIN

THE MORNING started later than planned. There were telephone calls and some problems to solve. A service supervisor's job involves a lot of problems.

But by 10am we had left the London City divisional office in Adler Street, on the border between the City of London and the East End, and set out on foot westwards along Whitechapel High Street.

Yes, on foot. The City of London is a maze of narrow, little streets and the traffic congestion can be appalling.

Experienced London motorists will make detours miles to the north rather than go through the City.

So it is no cars or vans. Pounding the pavement is the quickest way.

Bert Franklin (his name is really Derek but he is Bert to everybody) looks after ten routes and 17 fitters in a line running roughly from the Bank to Trafalgar Square.

This takes in several newspaper offices in and around Fleet Street, and many prestige office blocks in the City financial area.

Bert, who lives in Colchester, Essex, started with Otis in 1962 as a mate in London. As a fitter he later worked on escalators in the Underground.

He was in the City on repairs, went to Southend branch for a spell, and came back to London about six years ago as a fitter in the City.

He was a quality surveyor and

was appointed a service supervisor about five years ago.

Our first stop on our walk-about was the Bank Underground station. New lifts were installed not long ago — there is no lateral space for escalators. After installation Otis look after service for a year and then LRT staff take over.

It is very hot in the motor room down in the bowels of the earth and every time a train runs through (which is one every 90 seconds during the morning and evening commuter periods) the dust rises and spreads everywhere.

In the motor room at Bank station we met senior service tester Malcolm Room, and going back into Lombard Street ran into fitter Keith Payne. By the time we got to Cornhill we met chargehand John McNally in the street.

The City of London is really like a village, densely populated during the day though it is, and everybody seems to know everybody else.

CITY GENT

In fact, even as we stopped to chat with John McNally, a smartly dressed City gent said hallo as he passed by.

Bert says: "We have a great bunch of fitters here. Not only are they first-class craftsmen but they are liked and respected by our customers."

"Not that long ago I had to take a fitter off his regular route for a

From the roof of the Commercial Union building in Leadenhall Street Bert can look down on all ten of his routes stretching from the Bank to Trafalgar Square

short period and a big customer rang me to demand the reason for the change. They are like that in the City."

CU BUILDING

From the Bank we back-tracked east a bit to the Commercial Union building in Leadenhall Street. In the main foyer are ten passenger lifts, five each side, which have been modernised to Elevonic control. They serve 23 floors.

Up in his workshop we met fitter Norman Workman along with Colin Hall, London City field service manager, and service supervisor Maurice Brain, who were running some checks in the motor room.

It was the first fine, sunny day in June and on the roof we looked out north to Hampstead and south to the Surrey Hills. Below us all Bert's routes were spread out like a map.

However, we could not delay. It was back into the street and westwards again through Poultry and Cheapside to St Paul's

With service fitter Keith Payne in Lombard Street.

Cathedral and Paternoster Square.

Here we were due to visit Sudbury House, occupied by the Central Electricity Generating Board.

There are 18 lifts at Sudbury House and they are looked after by fitters Ray Bingham and Len Gristwood who are on site five days a week from 7.30am to 5pm.

Ray's son, Philip, by the way, is at the moment on an Otis-sponsored 1500-mile walk from Kent and all around the Cornish coast to raise money for Mencap. You can sponsor him by calling Bert Franklin on 01-377 1588 Ex 39.

Ray, who came to Otis from J. & E. Hall in 1968, has been at Sudbury House for 20 years.

When we left Sudbury House Bert wanted me to see one of the oldest lifts in London.

So it was westwards again, down Ludgate Hill and then into New Bridge Street and Tudor Street to Carmelite House, occupied by Associated Newspapers, publishers of the Daily Mail and the Mail on Sunday.

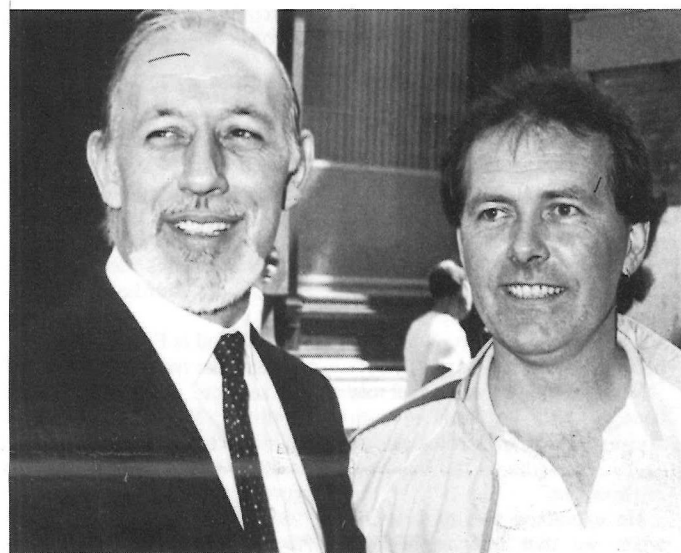
LISTED

Carmelite House was built before the turn of the century and is listed. The Waygood lift, in its iron cage, is worked by an attendant, and was installed around 1903.

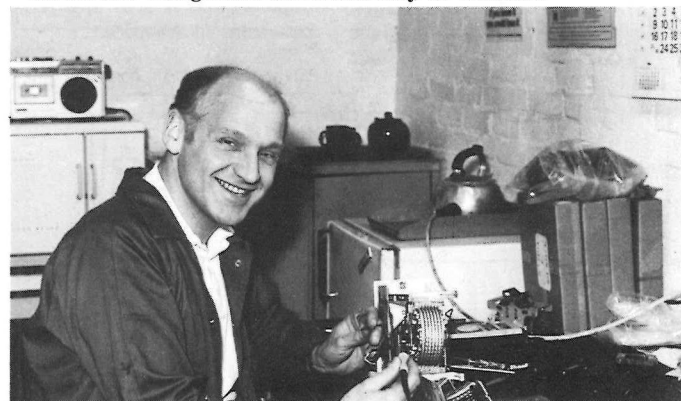
What Bert didn't know, and was amused to discover, was that the lift was no stranger to me. I used that entrance every day when I worked in Fleet Street.

From Carmelite House we strolled across to the Embankment and Blackfriars Underground station.

I had to leave Bert there. But for him there were several more visits to sites and then back to the office for telephone calls and paperwork before the end of another day.



With service chargehand John McNally in Cornhill



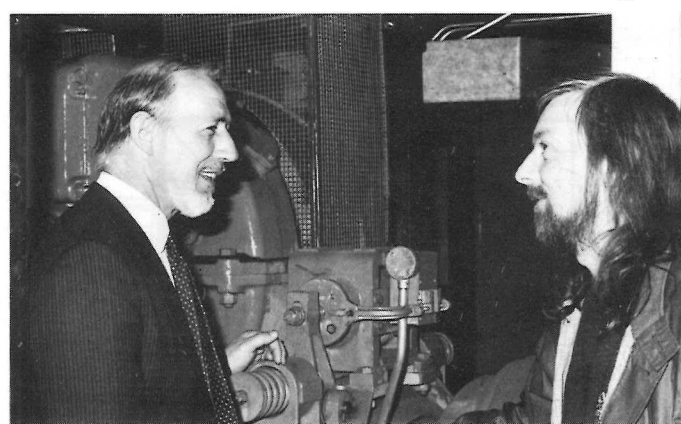
Service chargehand Ray Bingham at Sudbury House



With Norman Workman in the Commercial Union building



Field service manager Colin Hall (right) and service supervisor Maurice Brain in the motor room at Commercial Union



With senior service tester Malcolm Room in the motor room at Bank Underground station.



LIFT-OFF

North of the Border

IN PREVIOUS issues we have visited the Northern and Southern divisions and looked at the specialised operation of Otis Group Export.

Both the Northern and Southern divisions cover heavily populated regions. There are probably some 20 million people, for instance, in the region served by general manager Bill Budden and his team in the South.

The population of Scotland, though, is not much more than five million, and the Scottish division is structured accordingly.

Right from the beginning Scottish divisional general manager Ron Baker decided that a separate and purely divisional staff really wasn't practical or necessary for the operational needs of an organisation of 130 people.

What he evolved was a dual role concept, with key staff in both division and branch roles giving depth and width to the business involvement.

He explained this to Lift-Off when we met him at McIver House, Cadogan Street, Glasgow, where both Glasgow branch (managed by Alan Brown) and the division have been located since late May of this year.

The offices are bright and attractive in this refurbished building up there on the 10th floor and with better use of space than in the old West Campbell Street offices.

In addition to his duties as divisional general manager Ron Baker also acts as new sales manager, plus activities involving the representation of Evans Lifts in Scotland.

TRIPLE ROLE

Murdoch Stewart, based in Dundee, is divisional construction manager but also physically looks after construction in the Aberdeen-Dundee area and in addition handles new sales in Dundee. So Murdoch has a triple role.

Ron Hood is Edinburgh branch manager but has a divisional role on service matters and also deputises for Ron Baker. In addition, he is chairman of the Scottish-Northern quality improvement team.

John Balsillie, manager of both Aberdeen and Dundee branches, has service responsibilities at both branches but is also involved in new sales in Aberdeen.

The two supervisors, Eddie Whyte, now in Aberdeen, and Len

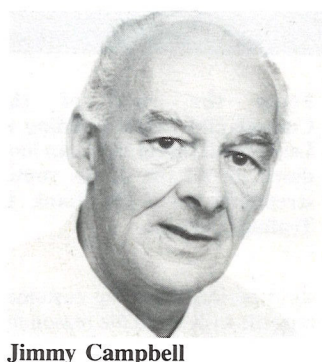


Ron Baker

Smith in Dundee, additionally have responsibility for service sales, leaving John to concentrate on the 'S' and Bex activities plus new sales for the Grampian region.

Don Oliver, the superintendent adjuster, is divisional, and also assists with sales engineering. Reporting to him are the four adjusters — Barry MacNeill and Ian Fraser in Glasgow, Frank Mogg in Aberdeen and Peter Janek in Edinburgh.

The dual role concept extends to sharing personnel with Northern division.



Jimmy Campbell

assists on sales in northern Scotland and extending into the Shetlands and the Orkneys.

Margaret Edmond, who joined the company in March following the retirement of Morag MacLennan, is secretary to Ron Baker and additionally provides valuable services to Dennis Cairns and Ian Pollock.

Another newcomer to the division is Justin Basalgette, a graduate trainee, who is involved in service systems development and market research projects.

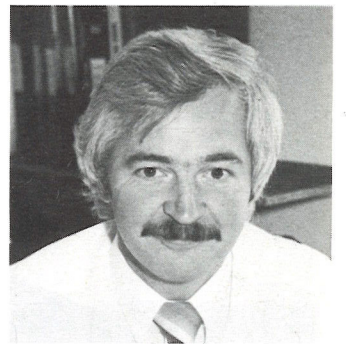
Jimmy Campbell, although a member of the personnel department, looks after all personnel and training needs in Scotland through the division, and did a lot of the organisational work associated with the move to McIver House in May.

The way it all works in Scotland illustrates the flexibility of the divisional system.

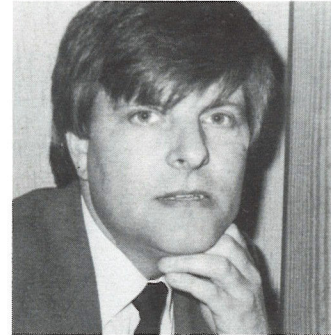
For big divisions like Northern



Murdoch Stewart



Ron Hood



Don Oliver



Justin Basalgette



Ann Reid, Gill Burke and Margaret Edmond

and Southern, a certain type of structure may be needed. For a smaller division, like Scotland, adjustments have to be made to suit local conditions.

It is the freedom which divisional general managers have to run their own businesses which is the core of the system.

Ron Baker says: "My philosophy is that, working within corporate and company policies and plans, I require to exercise independent and entrepreneurial approaches to further the company's business in Scotland."

In the Scottish division they have promotional schemes for the shuttle systems which Otis are involved with around the world, and a similar escalator solution for Edinburgh Castle to Ocean Park, Hong Kong.

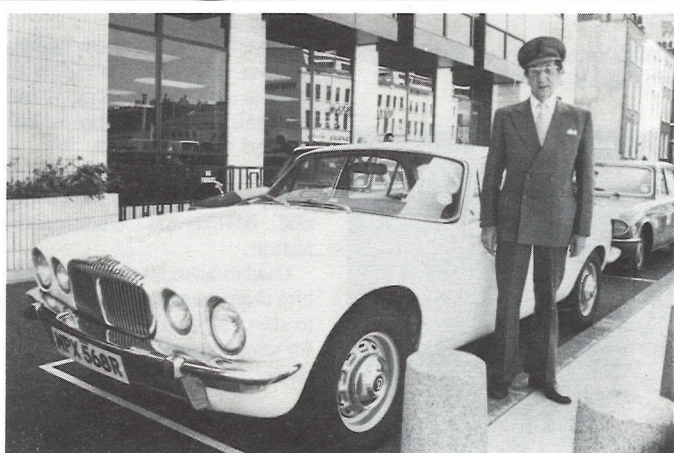
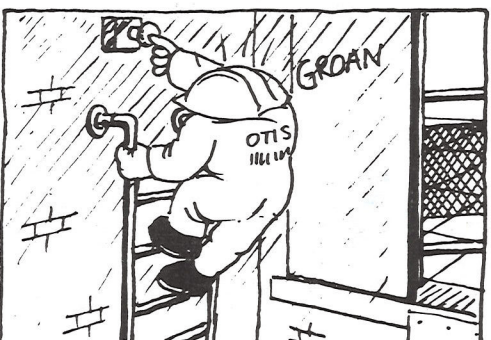
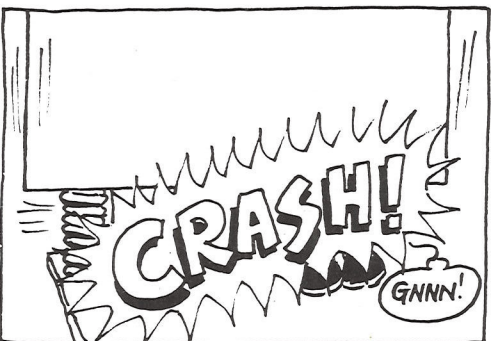
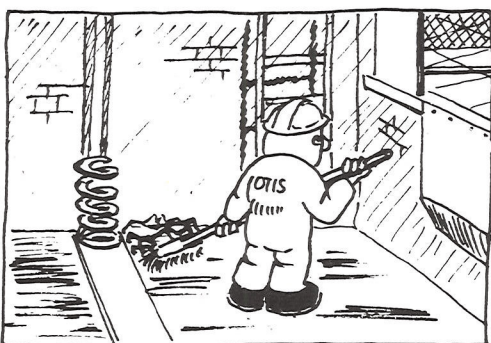
They have a pilot care project going in Glasgow with elements of programmed maintenance, and the surveyors are all going through the stages of programmed maintenance training.

Scotland as a division is involved with North Sea oil and there are off-shore repair and modernisation activities largely handled from Aberdeen. Maintenance and service is also undertaken in parts of the country for Evans and Wadsworth Becker.

There are also the big accounts with Scottish-based national companies like General Accident, Standard Life, House of Fraser, Scottish Amicable, and the headquarters of the Scottish banks.

It all makes for a busy life in a strong, tight-knit divisional organisation.

Safety First!



In the chauffeur's uniform that used to be compulsory

Dave leaves the wheel

ONE OF the best known faces at Clapham Road retired in May.

David Smith, the company chauffeur, joined Otis in 1950 and in his time served under five managing directors. In his early days there were four other chauffeurs.

He will be remembered by generations of children as Father Christmas at the annual Christmas party for them at Clapham Road.

Eventually, of course, they all knew that it was Uncle David and not Father Christmas.

Before joining Otis David served in the Army from 1939 to 1945 and was in the Middle East, North Africa, Sicily, Italy, Austria and Germany.

He is a member of several old comrades' associations and currently serves on two committees of the Queen's

Regiment and The Reconnaissance Corps.

His membership of these committees involves a great deal of charity work.

When he left there was a big party for David in the Clapham Road canteen and a presentation

was made by Dr John Watkinson, Otis UK chief executive.

And there was another party at Liverpool works with presentations by executive director John Miller.

Everybody wishes David a long and happy retirement.

Royal praise after Ascot

EVERY YEAR Otis ensure the smooth running of the lifts and escalators during the Royal meeting at Ascot.

After this year's meeting the Queen's representative, Colonel Sir Piers Bengough KCVO, wrote to branch manager John McQuillen at Reading:

"Once again it gives me great pleasure to write and thank you and your staff at Ascot for ensuring that the lifts and moving staircases worked faultlessly during the Royal meeting."

"With ever increasing crowds, it is obviously vital that your operation is beyond reproach and the Ascot Authority fully realise the important role that Otis play on the racecourse."

"I would be grateful if you would pass on my thanks to your staff."

The route engineers covering Ascot are Tommy Todd and Carl Hinsley.

Additionally, the following men were on permanent standby during the meeting: Danny Heraty, Peter Wheller, Roger Trim and John Elford, plus 'Dutch' Warley and Graham Willis, who were seconded from Southampton branch.

George Hart

ALL OTIS personnel will be saddened to hear of the sudden death of George Hart, financial director of Evans Lifts at Leicester.

I have written to George's wife and son expressing our regret and our sadness and sympathy at this tragic loss of a much admired colleague. — John Watkinson.