

# LIFT-OFF

Number 26

May/June 1986

Internal newspaper of Otis Elevator PLC (UK)



The shape of things to come? 'Bennie' Bolger (standing) and Roger Brothwood with a Metro van outside the National Motorcycle Museum, venue of the REM launch in Birmingham.



Francois Jaulin

**George David is Otis president**



George David

FRANCOIS JAULIN has been elected a senior vice-president of United Technologies Corporation and chief executive officer of the corporation's Building Systems Company.

George A. L. David has succeeded Francois Jaulin as president and chief executive officer of Otis Elevator.

UTC president Robert Daniell said that Francois Jaulin had also been appointed chairman of UTC's newly-formed Business Systems Strategic Assessment Council.

"As both chairman of the Council and CEO of Building Systems Company, Francois will play a key role in assessing the strategic thrust of the corporation's efforts in the building systems marketplace," Daniell said.

Francois Jaulin has served as president of Otis since 1981. He joined Ascinter-Otis in 1966 and became its general manager in 1970.

The following year, he was named a regional vice-president of ETO, with responsibility for Western European activities. He was named general manager of ETO in 1972, and ETO president in 1976.

He transferred to the United States in 1981 to assume the presidency of Otis.

George David, 44, was named executive vice-president and chief operating officer of Otis last year.

He had been president of Otis' North American Operations since 1981, and general manager of Latin American Operations from 1977 to 1981.

## At the tenants' meeting they applauded when the City of Southampton suggested video surveillance

# TV EYE STOPS VANDALS

WITHOUT any doubt the system works. The City of Southampton say so and the tenants in their tower blocks say so.

Putting video cameras into lifts has not only caught vandals. In many blocks it has stopped vandalism completely.

The idea came from Mr David Foulkes, assistant director of housing with the City of Southampton.

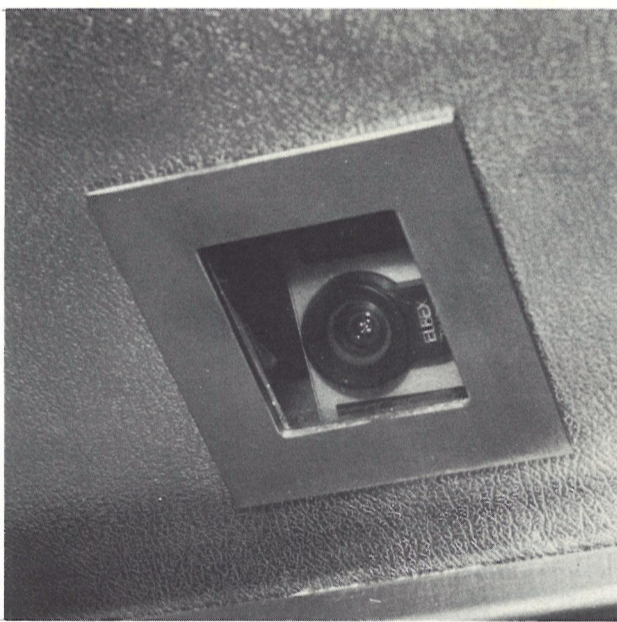
Some 50 VR lifts in blocks of flats run by the City of Southampton needed replacement or refurbishment and in many cases had been badly vandalised.

### MEETING

At a tenants' meeting Mr Foulkes put up the idea of TV surveillance. He got a spontaneous round of applause from the residents.

As always, it is only a very small minority that causes vandalism, and the residents were as keen to see it stopped as were Southampton's housing department.

Otis secured the contract



The all-seeing eye. Video cameras are installed in the ceiling at the rear of the cars. The plastic cover protecting the lens was removed for this photograph.

for the first 18 cars in nine blocks — two in each block.

Peter Larsen and his team in the field workshop at Liverpool works built the prototype car in six weeks

from Mr Foulkes' specification.

In addition to the video camera in the ceiling the cars, in stainless steel, have Formica interior cladding to soften the visual appearance.

There is a mirror on the back wall which seems to act as a distraction from causing damage.

The handrails are of wood, on the theory that doodlers and gougers will attack the wood (easily refurbished) rather than the Formica or the steel.

There is much brighter lighting in the cars and an interesting effect is to make the interiors appear bigger.

Push buttons are flush with engraved numbers at the



Canberra Towers rises to 25 storeys and is the tallest of the nine tower blocks in which video cameras are operating.

side to assist the blind.

Graham Saxby, service salesman at Otis Southampton branch, took Lift-Off into Canberra Towers. It is 25 storeys high and is the tallest of the group of nine blocks.

The two lift cars were clean and there was a total absence of graffiti or damage.

At the back of the ceiling in each lift, with the lens protected by tough plastic, there was a video camera running 24 hours a day.

The warden in charge of the block does not have to sit glued to a VDU all the time. The cameras transmit time-lapse pictures to a video

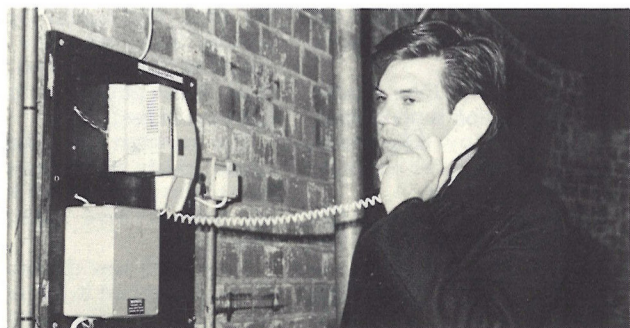
recorder in the motor room which can run continuously for several days.

If an incident is reported the tape can be viewed (every frame is dated and timed on the screen) to give an action replay of what happened.

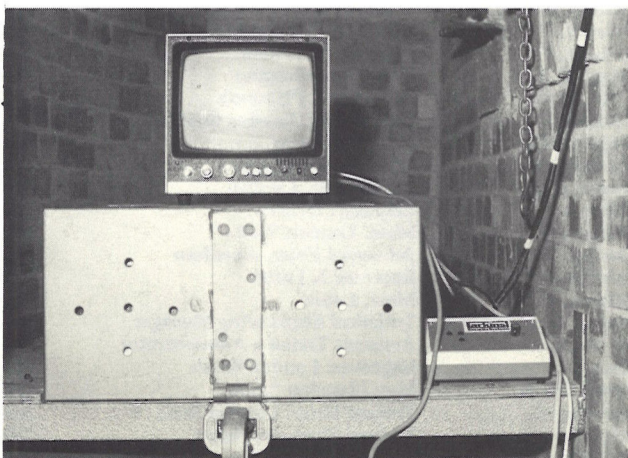
It appears to be a powerful deterrent.

In addition, the warden in his flat can talk to passengers when they press the alarm button, and there is another telephone link to the lifts from the motor room.

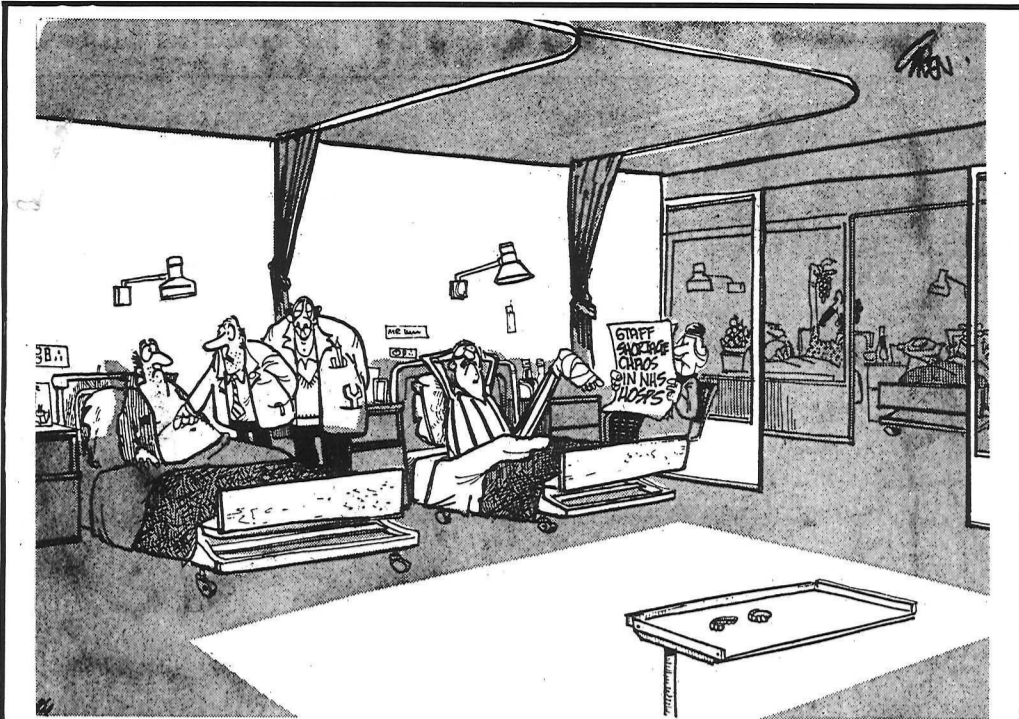
Mr Foulkes reckons other local authorities are going to be very interested in this system for fighting vandalism and Otis agree.



Graham Saxby, service salesman at Southampton branch, with the handset in the motor room for talking to lift passengers. There is a similar handset in the warden's flat.



In the motor room is the video recorder in a padlocked steel box. By bringing in a monitoring screen the recorder can be played back to check any reported incident.



"Our guess is ulcers — but we've only popped in to service the lifts."

Let's hope call-outs never come to this. Many thanks to Cardiff branch for spotting the cartoon which is reproduced by permission of the South Wales Echo

## Let's see some more good pictures this year

TAKE YOUR camera with you when you go away this summer because we will be running our Holiday Photo Contest during 1986.

For the best colour photograph taken on holiday during 1986 there will be a first prize of a voucher for £125.

The runner-up will get a voucher for £70, and third place will win a voucher for £35.

There are no restrictions on subject — but the picture must have been taken on holiday during 1986.

The three winning photographs will be published in full colour in the November/December 1986 issue of Lift-Off.

Closing date is Wednesday 1 October but entries can be submitted at any time before that date.

Please note that colour print negatives cannot be accepted. You must supply a print or a transparency — and only ONE picture can be submitted.

Please read the rules carefully before submitting your entry.

### THE RULES

(1) Entries must be colour photographs taken on holiday during 1986 and only ONE photograph can be submitted by any competitor.

(2) Entries can be either colour prints or colour transparencies but colour print negatives cannot be accepted.

(3) Entries must be clearly marked with full name and address of sender, location in the company, and a brief description of the scene photographed.

(4) Entries should be sent in appropriate protective packing to Cathy Foster, Communications Manager, Otis Elevator PLC, 43-59 Clapham Road, London SW9 0JZ, to arrive not later than Wednesday 1 October 1986, but will be accepted at any time before that date.

(5) Every effort will be made to return entries but the company cannot accept responsibility for loss or any damage to photographs.

(6) This contest is open only to employees and pensioners of Otis Elevator PLC. It is not open to employees of subsidiary companies within the Otis UK Group.

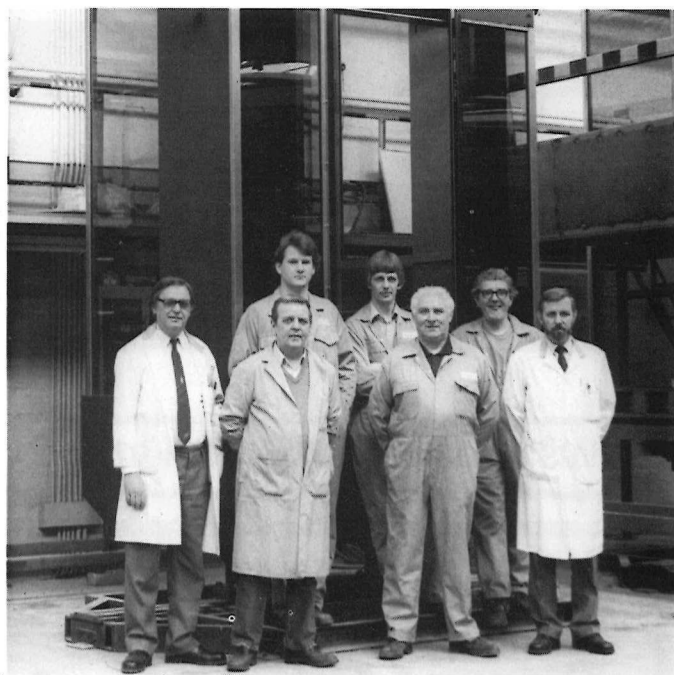
(7) The decision of the judges will be final.

(8) Acceptance of the above rules is a condition of entry.

## ON THE MOVE

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

NAME	FROM	TO
Bell, E.	Mate, London City	Improver I, London City
Blow, M. V.	Mate, Cardiff	Improver I, Cardiff
Brian, A.	Office Services Assistant	New Sales Administrator, Birmingham
Craney, C.	Trained Fitter, Birmingham	Advanced Fitter, Birmingham
Curt, C.	Mate, London South	Improver I, London South
Davidson, A.	Advanced Fitter, London City	Senior Fitter, London City
De Cristofano, R.	Accounts Trainee, Z15	Assistant Construction Accountant
Fromling, P.	Improver I, Southend	Improver II, Southend
Fuller, M.	Staff Adjuster 2	Staff Adjuster 3
Gordon, P.	Sales Engineer	Mosel Engineer
Green, R. G.	Mate, Southampton	Improver I, Southampton
Hilton, D.	Trained Fitter, Stockport	Advanced Fitter, Stockport
Ingram, G.	Salesman	Branch Manager, Stockport
Jenkins, B.	Trained Fitter, London South	Advanced Fitter, London South
Kearney, P.	Salesman, Birmingham	Branch Manager, Birmingham
Koduah, I.	Personnel Assistant	Building Systems Company
Legge, R. C.	Mate, Southampton	Improver I, Southampton
Light, C. F.	Improver I, Plymouth	Trained Fitter, Plymouth
Madden, C.	Improver II, London South	Trained Fitter, London South
Maguire, P.	H/P Supervisor	Staff Supervisor, Belfast
Manning, R.	VDU Operator, Z15	Accounts Analyst, Z15
Marsh, C. R.	Improver II, Cardiff	Trained Fitter, Cardiff
Millar, I.	Manager, OGED	General Manager, OGED
Morgan, R.	Mate, London West	Improver, London West
Murray, I.	Advanced Fitter, Aberdeen	Senior Fitter, Aberdeen
Naisbitt, P.	Improver I, Luton	Trained Fitter, Luton
Palecek, P. V.	Mate, Luton	Improver I, Luton
Pestell, G.	Technical Engineering Manager	Service Engineering Manager
Reeves, L.	Assistant Training Administrator	Training Administrator
Rose, L.	Improver, London South	Trained Fitter, London South
Shand, M. W.	Mate, London South	Improver, London South
Snowling, G.	Trained Fitter, London West	Advanced Fitter, London West
Stapleton, M.	Trained Fitter, Stockport	Advanced Fitter, Stockport
Sutherland, A.	Typist, Reading	Sales Co-ordinator, Reading
Thacker, R. J.	Advanced Fitter, Bristol	Senior Fitter, Bristol
Waldron, C.	London South Division	Construction Support
Wilson, A.	Trained Fitter, Stockport	Advanced Fitter, Stockport



First two wallclimber lift cars built at Liverpool works have been completed. They are 13-person two-stop hydraulic units for a shopping centre in Newport, Gwent. Pictured here are some of Ted Heywood's team in APW who worked on the job. Back row: Gary McAdam, Bill Tucknott and Tony Fitzpatrick. Front row: Cyril Dunscombe, Dave Carney, Bill Jones and Reg Dunscombe. Photo by Tom Penney



## These three total over 90 years of Otis service

THERE WAS a happy meeting of past and present local maintenance men at the Harrogate Conference Centre in Yorkshire.

The three men between them can total some 92 years of Otis service.

### RETIRED

Reg Wilkinson (centre in photo) started with Waygood-Otis in 1924 and retired in 1964. He is now well over 80 years old and lives in the Harrogate area with his wife.

In the early days he was responsible for maintenance throughout North Yorkshire,

taking in Harrogate, York, Whitby and Scarborough — about 120 units in those days.

Sid Pattison (left) took over from Reg in 1964, having joined the company in 1955, and looked after the Harrogate area. He has now retired after 30 years in the Leeds and Harrogate areas. He lives with his wife in Bilton.

The youngster in the group is Don Snowden who currently handles much of the workload in the Harrogate area. He started with Otis in Leeds in 1964 and spent some years in Southampton before returning to Leeds.

## Q ETR corrective action

A MOST important part of the quality process is problem solving.

Not just for fire-fighting, but going to the root cause of the problem and removing it for ever. This is called corrective action.

As quality director I have to see that we are tackling the problems reported in ETRs (trouble reports from the field).

Inefficiencies in dealing with them have led to backlogs, and where action is not taken the field has less incentive to write them accurately.

Together with John Anderson, construction support manager, and Roy Markham, executive director, we set up the ETR Review Group.

The regular members are Ken Jones (quality manager), Ron Cooke (technical manager of City division) and Albert King (field technical support co-ordinator).

They look at all ETRs once a week.

A few weeks ago an ETR from John Coss at Birmingham

branch was picked out.

The problem was the AMP plug and socket used on all Custom and Elevonic installations and had probably been highlighted before on many other ETRs.

Ken Jones is also chairman of the Liverpool factory quality committee and took this ETR to the next meeting where John Kemp, manager of the controller workshop, was present.

John did not at first believe the ETR. How could such an obvious fault not have been picked up during the two years these AMP plugs and sockets had been in use?

The problem was that the cables which are between the safety units and the shaft trunking harness were incorrectly connected.

Once John saw the problem he quickly sorted it out and all stock held in the Liverpool factory was also corrected.

Quality is conformance to requirements. Or do it right first time. This was an example of non-conformance.

## CATHY'S COLUMN

I'M OFF to Manchester in the first week in June to help with the Northern division's road-show.

Clients will see three sites of which Otis have every right to be proud.

The first Custom 2000 installation in the country will be shown, as well as a very neat duplex pair of glass-backed lifts and some mirrored escalators, and finally a E401M solution in a totally refurbished block of offices.

The REM display will also be exhibited.

It is a great idea to show the range and expertise that Otis can provide. I just hope the weather is good for the week.

The company are sponsoring the Paraplegic Games at Stoke Mandeville again this year.

The dates are 27 July to 3 August at the Ludwig Guttman Sports Centre, Harvey Road, Stoke Mandeville, Aylesbury.

Everybody is welcome. And if you do come, pop in and meet the Otis team at work in the press office, where we will be providing the daily news sheet again.

In the next issue of Lift-Off we will announce details of the Otis Award for Architecture.

The Award is for students only. The contest is designed to encourage them to think not only of the design of a building but to take into account what it is like to live/work/play in it.

What about the structure? And has ample thought been given to the services?

This year the subject of the contest is a "Centre for Design" with a museum, a study centre and an arena.

The brief has been based on proposals sponsored by the Conran Foundation and the Royal College of Art.

To keep the contest simple students have been asked to place their "Centre for Design" on an imaginary site in London's Hyde Park.

Otis sponsor this Award and run it in association with the Architects' Journal. — Cathy Foster.

John Kemp decided to work out how much this non-conformance had cost the company.

Number of incorrect cables made ..... 1800  
Approx. number of cables per unit ..... 9  
Units involved ..... 200  
Approx. investigative and rectification time .... 30 hours/units  
Total time on site rectification . 6000 hours  
Say £8 per hour ... £48,000

This fault will not happen again because full corrective action has been taken — so saving the company a great deal of money.

As the system for tackling ETRs evolves every ETR will be dealt with individually.

This will not happen overnight. Indeed, some solutions will take some time to achieve.

But action will be taken in every case. — Paul Hewlett, group director of quality.

# YOU WRITE TO LIFT-OFF

## Memories of the 1940s

Dear Cathy, in the March / April issue Mr Frank Graham, chief engineer at London University, mentioned seeing a flying bomb come down in Tottenham Court Road in the mid-1940s. I think I remember that bomb.

I was doing a repair at the women's hostel of London University in Gower Street and instead of having a cheese roll walked a block down Tottenham Court Road for a hot meal.

There was an enormous explosion, the windows were blown in and the ceiling came down. Fortunately nobody in the cafe was hurt but we were all badly shaken.

Had I gone to my usual cafe for the cheese roll I might not have lived. It was more badly damaged and American soldiers were helping the injured.

The time was around 1 pm. It would be interesting to know if it was the same bomb Mr Graham saw. — **Ted Saunders, Clevedon Road, Penge, London SE.**

● *Ted joined Otis in 1928 and retired in 1971. He is now 80 years old.*

## Flashback to the Cup Final



Dear Cathy, does Otis really care? Is there any chance of a ticket for the Cup Final?

Here is a photograph of yours truly in my Otis helmet, which I will be wearing for the match if I am lucky enough to get hold of a ticket.

Can anyone help? — *Please!* — **Eric 'Eager' Spencer, Machines Workshop, Liverpool.**

## — and from Eric's mates

Dear Cathy, with reference to Eager Eric's earnest plea for a 'final' ticket.

We, the undersigned, who have had to live with this lad's frustration, beg you to do all in your power to alleviate his suffering and ours as well.

Failing all, perhaps you could obtain an Irish Guard's uniform and a clarinet so that he can march with the band.

We would all like tickets (eight) but just one would make Eric a happy man, and with eight we'd all be over the moon. — **Yours pleadingly, Blaster, The Bat, John the Con, Tommy Two, Bouncer, Curly and Mo.**

● *Sorry about the tickets, fellows. We just refuse to comment on the result.*

# Training by video

## Packages can be taken back to branches for local use

**TRAINING manager Terry Mallard and his team have been busy developing a new breed of course in the form of video training packages.**

The training centre in Liverpool will continue the product-based courses. These are invaluable and are the core of the training process.

But the throughput is such that it just cannot supply enough people with the technical training required.

There is also a strong need to go back to basics with courses in areas like brake adjustment and programmed maintenance, to name but two.

To solve this problem part of

the training department at Clapham Road has been turned into what looks like a mini-TV studio.

There is a professional video camera, with full studio lighting, plus all the equipment necessary for the complicated job of editing video tape.

Basic training packages are being put on VHS video tape and will be accompanied by a written manual.

People will come from the branches to learn all about a particular package and be trained in how to use it. They can then take the package back with them and train others.

That way a lot more Otis people around the country will have access to training and methods will become consistent throughout the UK. They will be able to see and hear what to do and have it backed up by the written words in the manual.

The additional advantage of various video packages is that it is easy to refresh your knowledge when you need to.

And here a word of advice for



Training sequence being videoed at Clapham Road

branch managers. Please don't go out and buy a VHS video recorder — hire one as you need it.

The reason? By the end of the year a decision may be made as to whether training packages will be made available on inter-active video. This cannot be run on a VHS machine.

There is also another change coming. In the past, product-based courses have often contained an element for people who need help with basic technology — say in solid state electronics.

This element will slowly be

phased out.

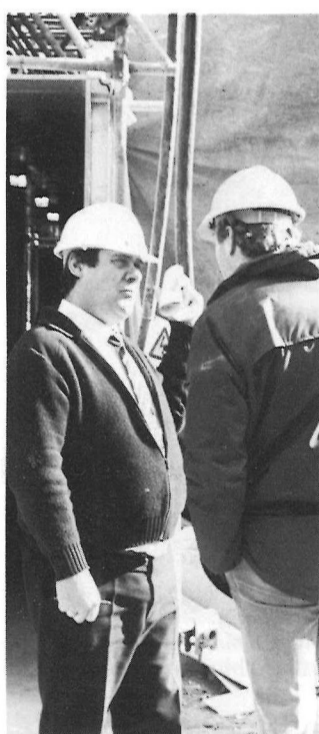
Instead, Otis have arranged with the EETPU training centre at Cudham Hall, Kent, to run courses on solid state electronics and digital electronics.

Six courses have been booked for this year and the first was held at Cudham Hall from 27 April to 2 May and will be reported in the next issue of Lift-Off.

The courses are practical hands-on stuff, so that people can learn by doing, and Terry Mallard and his team are very confident that they will be of enormous help.



This equipment has been installed for the job of editing video tape



Otis project manager Eddie Edwards (left) with a contractor's engineer.



Part of front elevation along Tooley Street. At the rear is the Thames east of London Bridge



A four-car group nearing completion

## There's a lot of action down by the Thames

**THERE IS continuing activity at London Bridge City where 40 Otis lifts are being installed.**

The site of massive office blocks stretches for several hundred yards along Tooley Street near London Bridge BR station on the south side of the Thames.

Project manager Eddie Edwards is there with supervisor Arthur Dunne and a considerable crew of fitters.

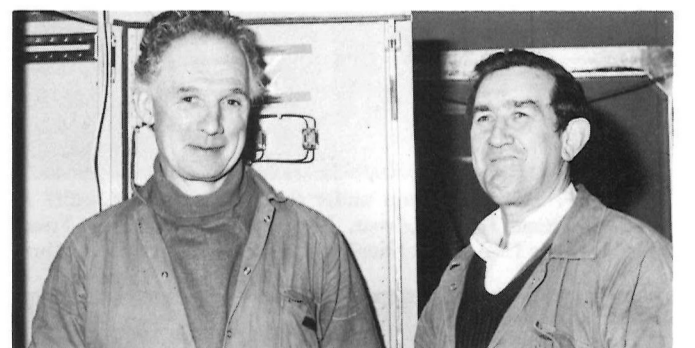
Construction by the main contractor is now at the stage where vast atrium windows have

been installed.

At the rear of the development they face right on to the Thames and from the upper floors there are views across the river which have probably never been seen before.

When Lift-Off visited, Eddie pointed out a number of new buildings on the skyline across the river and we said: "You certainly know your London, Eddie."

He replied: "I ought to know these buildings across the river. I have worked in most of them."



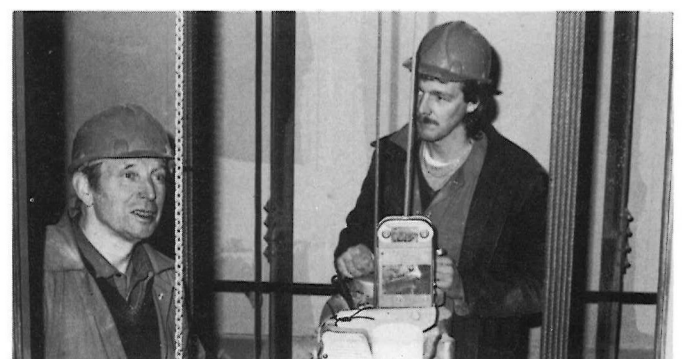
Roy Boteler and Pat Brennan



Peter Barrett, Joe Dacey and apprentice Bob Clayton



Terry Jones



Stan Young and Terry Jones working on false cars

## NEW CONTRACTS

# Good sales for REM

**New Sales**  
FIRST EVER installation of Otis travelators in all of Ireland will go into the Merrion Shopping Centre in Dublin.

They were sold by Dublin's Barry O'Connor to the H. Williams chain of supermarkets. Estimators were Steve Marsh and Alan Dornier with Tom Pratt in Liverpool working on delivery dates.

Ray Bealey in Birmingham has had a successful couple of months. He has sold three Custom units for offices in Manchester owned by French Kier Developments and two Simline escalators to Whitakers store in Bolton. These are the first two Simlines to be sold in the country.

Ray has also sold 14 hydraulic freight lifts, five VR passenger lifts, one wallclimber and two EA861 escalators for Market Square, Wigan.

Alan Whitley in Reading has sold two LM892, one S1892, one 1092, one HR891 passenger lifts and one HR1010S goods lift for a development of offices, retail units and a snooker club in Staines, Middlesex. The owners are Crowngap Developments.

'S'

Graham Saxby in Southampton has sold a further 13 VR units of special design to Southampton City Council. These are in addition to the previous 18 units reported on the front page of this issue.

The recently completed

modernisation of the Billingsgate Development is to be changed to a seven-car group. This is being handled by Chris Lane in London City.

Modernisation programme for the BBC continues with a further unit for the Elstree site (Robbie Edwards and Ernie Neal) and four E401M units for BBC Wood Lane (Robbie Edwards).

Jim Mullen of Liverpool has secured the modernisation of a four-car group to 301M in the Corn Exchange.

The six units in United Africa House, Blackfriars Road, London, are being refurbished. Salesman is Harry Bunn of London South.

### Service

Nine units for the London International Hotel on 'OM' secured by Graham Johnson, London South.

Eleven units upgraded from 'L' to 'OM' for the North Ayrshire District Hospital secured by Ken Wright in Glasgow.

Thirteen units under 'OM' for Duke Street, Reading, secured by John McQuillen in Reading.

Eleven units on 'OM' for the House of Fraser in Aberdeen, and eight units on 'OM' for the Norwich Union in Aberdeen, secured by John Balsillie, Aberdeen/Dundee.

Eleven units on 'OM' for the Richmond Centre, London-derry, Northern Ireland, secured by George Houston and Jim Hamilton in Belfast.

Nineteen units for Eastbourne Health Authority on 'L' and a renewal of an 'L' contract for 19 units with the Hastings Health Authority, secured by Steve Cordery at Brighton.

### REM

Remote Elevator Monitoring (REM) sales are going well. First off the mark in their divisions were Peter Jones (Southern), George McMahon (Northern), Ken Wright (Scotland), Steve Ellis (London City) and Graham Johnson (London South).

Special mention must go to Dave Coe in Newcastle and Jim Mullen in Liverpool who have sold REM units in difficult markets.

### Intercompany and export

The PAO team of Ian Millar, Clive Worrall and Ray Brizell have sold four bed lifts and two SM1092 passenger lifts to the Mayo Hospital, Lahore, Pakistan.

They have also sold three heavy duty freight lifts (Wadsworth Becker) to the Dangerous Goods Godwin in Hong Kong.

The Northern Europe team of Henry Pugh, Gareth Thomas and Phil Jones have sold two observation elevators for the Koski Project in Finland.

The Ministry of Finance in Monrovia, Liberia, have ordered two 13AS Custom units from David Leventhorpe. Gareth Thomas was the estimator.

## Fine table tennis season

LIVERPOOL works entered four teams for the 1985/86 season in the Liverpool Business Houses' Table Tennis League.

Two were in the first division, one in the second division and one in the fourth.

In one of the most competitive first division seasons for many years the Otis first team did extremely well to finish runners-up in the league and finalists in the Team Knock-out Cup. Team members were Les Gee, Alan Kelly, Geoff Edmunds, Frank McMann and Mike Kean.

The second team, captained by Tom Lynch, did very well to finish halfway up the first division.

Captained by Frank Keenan the third team had a very enjoyable season (both playing and socially!) but will once again be in the second division next year.

The fourth team — our newest — was ably captained by Alan Mills and made a good start by finishing in sixth place in the fourth division. — Alan McNamee.

## Farewell to Jim Green

JIM GREEN retired on 27 March after serving almost 50 years with the company.

It was then Waygood-Otis and he started in July 1937 as a post boy in the Falmouth Road works earning the equivalent of

87½p per week.

After the war years Jim returned to Falmouth Road and joined the field payroll section of the accounts department where he worked for the next ten years or so.

In May 1957 he transferred to the sales administration department where he was responsible for recording incoming contracts and maintaining many statistics.

In addition to his business activities, Jim will be long remembered for his many voluntary efforts for Long Service Association functions which he organised with aplomb.

In addition, the "Jimmy Green Staff Loan Club", which he ran successfully in London for many, many years, is legendary.

Jim will be remembered particularly for wanting things right and he strived to this end. His many friends throughout the company all wish him and his wife a long and happy retirement.

## Wadsworth Becker managing director

AFTER FIVE years of service with the Otis UK Group Richard Wilson resigned his appointment as managing director of Wadsworth Becker last March to pursue his business interests outside the lift industry.

Alan Mainwaring is now managing director of Wadsworth Becker.

For the time being he will retain his appointment as group director of engineering.

Alan joined Otis as director of engineering in 1974 and has held a number of senior appointments both in Otis and at Wm. Wadsworth.

Lift-Off May/June 1986

Lift-Off May/June 1986

SOME 65 per cent of the products manufactured in Liverpool works are sold overseas and this figure can rise some years to 70 per cent.

In the case of Joe Power's gearless motors from the machines workshop a remarkable 98 per cent is exported.

Looking after overseas sales is the job of Otis Group Export Division (OGED).

It is based at Liverpool works with recently appointed general manager Ian Millar reporting to Ken Durward, director of sales and marketing for new equipment business.

OGED is different from other divisions in that it is the shop window for the whole Otis UK Group which includes Wadsworth Becker and Evans.

The bulk of the sales are inter-company — that is, to Otis sister companies around the world.

But there is also inter-works, where overseas Otis factories place an order for work with Liverpool.

And there is export work for clients in the UK (usually architects and main contractors) who are involved in an overseas construction job and invite enquiries from the UK.

### BEST

When an enquiry is received, OGED analyse it and decide which would be the best source to supply the product.

Although they are based at Liverpool works OGED always have to keep the whole Group in mind.

But no way is it a question of just sitting in Liverpool and waiting for enquiries and orders to come in. OGED go out and sell — and they sell UK hard.

### FRONT-LINE

The front-line people are the territorial managers. Each has his own sector of the world to cover and is backed up by his own team in Liverpool.

David Leventhorpe is territorial manager for the African countries, the Middle East and parts of the Caribbean, and is supported in the office by Gareth Thomas and contract administrator Chris Gurling.

Jack Proctor, in addition to his role as sales engineer for OGED, covers North America (NAO) with Pat McNulty and contract administration also handled by Chris Gurling.

Henry Pugh looks after Northern Europe within ETO with Phil Jones and a contract administrator still to be appointed.

Bob Percy covers Southern Europe within ETO with Maurice Mathe and contract administrator Sharon Hubbard.

Bob is based permanently in Paris. He is a Newcastle man who married a French girl and settled in Paris to work for Ascinter Otis. Now he works for the Otis UK Group. Unfortunately his photo did not arrive from Paris in time for this feature.

Ian Millar continues for the time being to look after his old territory in the Pacific area (PAO) with Clive Worrall and Ray Brizell.

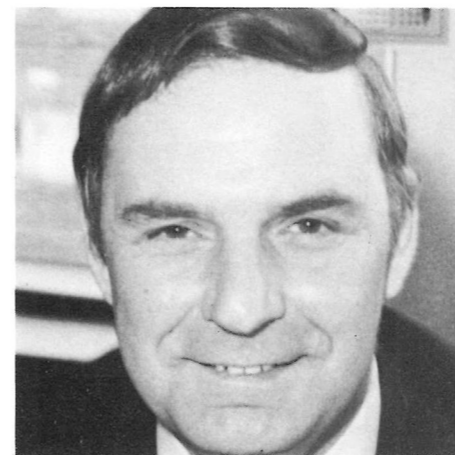
Alistair Ventris looks after Latin American (LAO), and more recently has become involved in Iran, which is a UK responsibility.

The territorial identity built up by OGED pays off. Each manager has his own mini-team and clients get to know their names. When the territorial manager is travelling abroad his own team pick up enquiries and handle them.

To complete the staff of OGED there is Ian's secretary, Val Coutts; David O'Brien, who

# They sell UK around the world

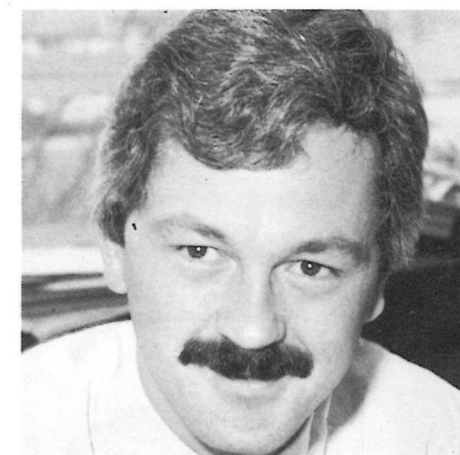
EXPORTS ARE ESSENTIAL FOR OUR BUSINESS AND FOR THE BRITISH ECONOMY. OTIS GROUP EXPORT DIVISION HAVE A PROUD RECORD OF SALES IN EVERY PART OF THE GLOBE



David Leventhorpe — Africa, Middle East and Caribbean



Jack Proctor — North America



Henry Pugh — Northern Europe



Alistair Ventris — Latin America



OGED general manager Ian Millar also looks after the Pacific area

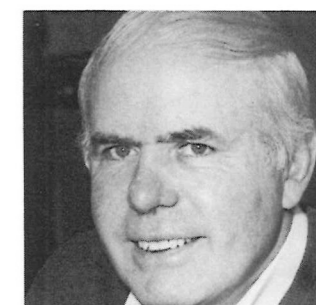
These are the people who give support to the territorial managers



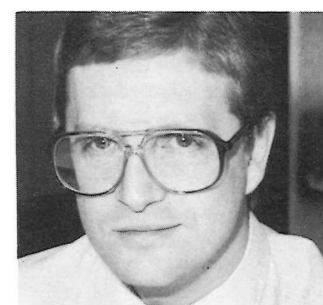
Gareth Thomas



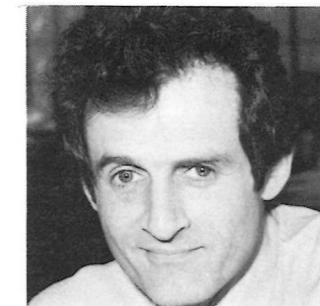
Chris Gurling



Pat McNulty



Phil Jones



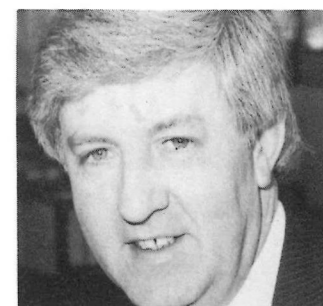
Maurice Mathe



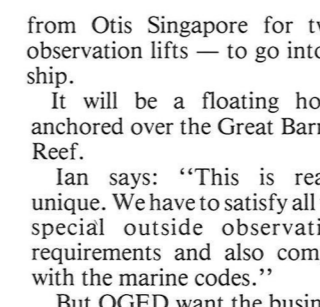
Sharon Hubbard



Clive Worrall



Ray Brizell



Val Coutts



David O'Brien



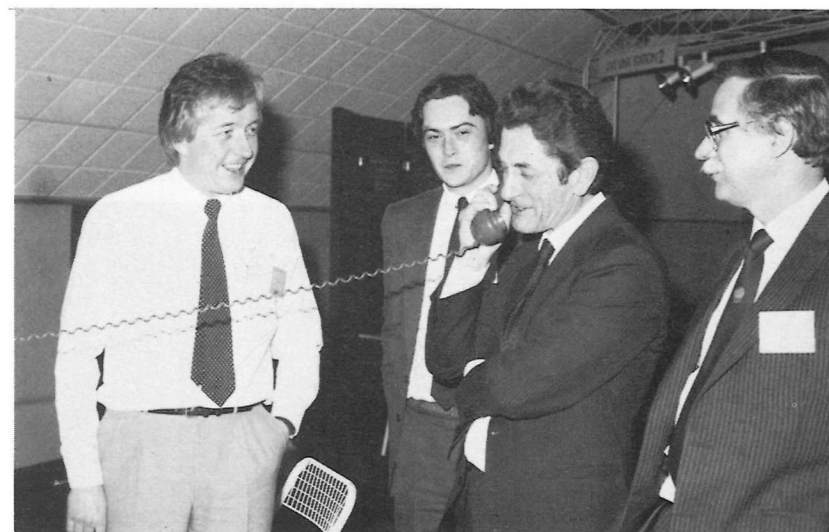
Jack Buchanan



CARDIFF. The REM team under the goal posts at Cardiff Arms Park: Eddie Watson, Thane Taylor Lowen, Dilys Walsh, Bill Evans, Frank Seymour, Tony Francis, Anne Clee, Mark Shenker, Cathy Foster and John Hurn



LONDON WEST. Peter Chapman with guests at the REM presentation at the Cafe Royal in London's Regent Street



BIRMINGHAM.. Mr Bill Westmoreland of Norwich Union on phone with Bill Evans, Vance Cunningham and Jack Roy at the National Motorcycle Museum



LONDON WEST. Guests from the BBC, a major Otis customer, take a keen interest in what REM can do for them

ENTER OUR HOLIDAY PHOTO CONTEST  
Details are on page 2

# THEY NEVER EVER CLOSE AT THE CLAPHAM ROAD CALL-OUT DESK

**OTIS CUSTOMERS** expect the highest standard of service and they get it — 24 hours a day.

Behind the showroom on the ground floor at Clapham Road is the call-out desk.

Supervisor Charlie Curtis (29 years with the company) likes to quote the famous slogan of the London Windmill Theatre during World War Two — "We Never Closed".

The call-out desk never closes. It operates 24 hours a day and 365 days of the year.

## DAY

During the daytime it is run by Charlie, Frank Callaghan and Bill Briggs. They look after all the daytime call-outs for London plus the reporting in every day for the London fitters.

Each operator has two telephones and a terminal linked to the mainframe computer at Liverpool.

When a customer on service in London has a problem he rings the call-out desk and quotes his code number.

The number is keyed in and up on the screen comes full details of the installation and the name of the serviceman on the route.

The operator asks what the problem is, logs it in the computer and then bleeps the fitter. When the serviceman calls in he can be sent to the customer.

## NIGHT

At night and weekends the duties are taken over by Glenn Baldwin, Sid McDonald and Graham Nicols. Unfortunately Graham has been off sick and was not available to be photographed.

When the branch switchboards are closed down around the country all calls are directed to Freephone 2159 — which is the London call-out desk.

Calls are re-directed to the whole country from here.

Outside of London the call-out operator will contact the local supervisor.

Our customers expect service 24 hours a day, 365 days of the year. And they get it — thanks to the men in the field and the call-out desk.



Supervisor Charlie Curtis. He has 29 years service



Far left, Bill Briggs



Left, Frank Callaghan

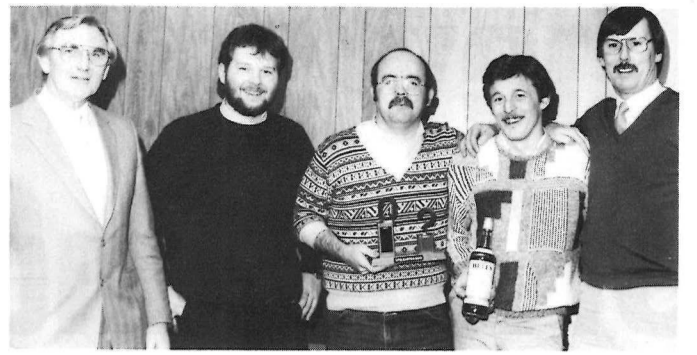
Far right, Sid McDonald



Right, Glen Baldwin



## Easter Quiz winners



John Kemp (far left) presented the winner's trophy to Colin Norbury, Chris Purcell, John Rawlinson and Gordon Rushton, victors after a tie-break in Liverpool works Easter Quiz

## Knowsley Half Marathon



Some of the many runners from Liverpool works who raised £661 for local charities in the Knowsley Half Marathon

## QES at Liverpool



First QES course at Liverpool works. Standing, Ken Wright, Peter Thorp (instructor), Phil Kearney, Don Milne, Jim Dowell, Joe Power, Derek Brewer, George Ingram, Ken Gilley and Geoff Wells. Seated, David Leah, Tony Cooney, David Coe, Bill Bruen, Keith Riley and Dave Murray. Photo by Tom Penney

**ALL NEWS AND PHOTOS FOR THE JULY/AUGUST ISSUE SHOULD BE WITH CATHY FOSTER AT CLAPHAM ROAD NOT LATER THAN 1 JULY**

*Liverpool photos are by Tom Penney*

# Awards and presentations



Before his retirement Albert Davison, service supervisor in Newcastle (left), visited friends at Liverpool works and received gifts from colleagues presented by Peter Larsen, field workshop manager



Gloria Cassels has retired after 12 years in Liverpool works accounts department and Jim Higgins, financial controller, presented her with gifts from colleagues



John Turner in technical support group at Liverpool works has reached his 25 years and received his award from Peter Goodin, technical support group manager



At Liverpool works Brian Kipps (right) received his long service award from John Simmons, production planning manager



Steve Ford (left) in architectural products workshop received his long service award from workshop manager Mike Hirst



Another APW man, Les Turner, has done his 25 years service and received his award from Mike Hirst



And a third makes it a hat-trick for APW, this time with a long service award for Arthur Clayton



John Gregory, repair clerk in branch 24, has retired and received gifts from colleagues presented by John Williams, London South general manager

## Avoid accidents with Safety Sam

THE NEW Pocket Phase Manual for field men, which covers the Programmed Maintenance system, features Safety Sam.

The task force working on Programmed Maintenance (Lift-Off, March/April 1986) wanted to put over a strong safety message.

Safety manager Tony Miles had the answer, and he asked artist Chris Edwards to create a cartoon character who was always getting into trouble

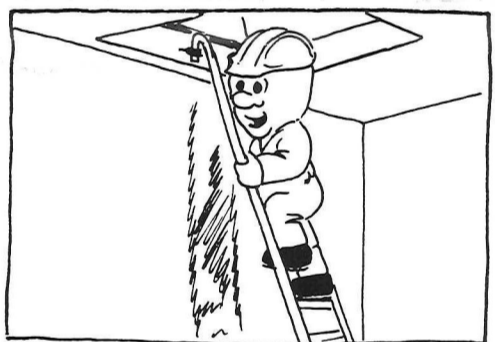
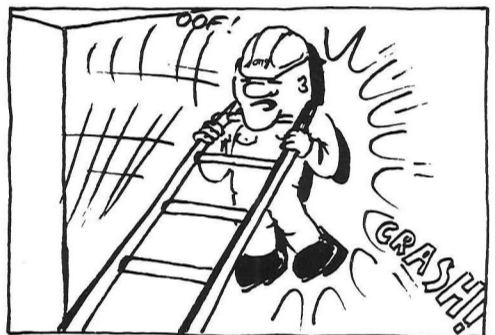
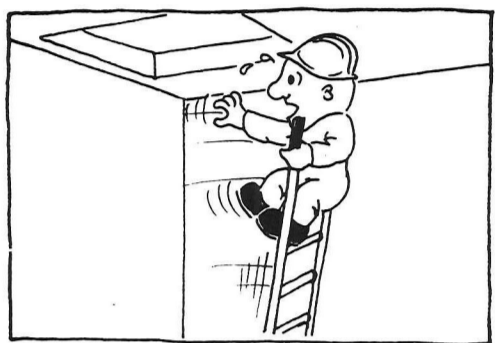
because he wouldn't think Safety First.

Some changes were needed to the first set of drawings and Tony Miles sat with Chris in his home while the job was completed just in time.

There are ten Safety Sam cartoon strips in the Pocket Phase Manual and we will be showing them one per issue in Lift-Off.

The strips may be funny but the message is loud and clear. Think safety all the time.

### Safety First!



## Dick Turner retires

AFTER an Otis career that goes back to 1947 Dick Turner has retired at Newcastle.

He started as a labourer and became a fitter in 1950 when Harry Pettinger was branch manager.

In his early days he was a maintenance fitter covering the Lake District as well as Newcastle and pushed his equipment around on a hand cart. It was the normal practice at the time.

He later transferred to the repair team and carried out many major repairs and modernisations.

Friends gathered at the Bay Horse, Cramlington, to give Dick a good send-off.

His son, Michael, will continue the Turner family connection with Otis. A former apprentice, Michael Turner is currently a service salesman in Nottingham.



Dick Turner (right) with Newcastle branch manager David Coe at Dick's retirement party

## Cathy Foster meets our resident engineer in Hull

# A DAY IN THE LIFE OF JIM RHODES



WHEN I joined Jim as his mate for the day he thought it was a hoax. He was sure that Leeds office were playing a joke on him.

On the road from Hull to Grimsby we talked about his Otis career.

### 26 YEARS

Jim has lived in Hull all his life and before joining Otis 26 years ago worked in a fish-processing factory, where he maintained machines, and then in a paper mill.

But he wanted to work outside and came to Otis through a friend, Peter Kinch, who looked after Jim's present route until his untimely death 18 months ago.

So Jim started as a mate and was then a fitter for four years. There was no modular training in those days — the supervisor just threw you in at the deep end to see if you could cope.

He had 4½ years on construction at various sites during which time he helped put 14 units into the Royal Infirmary at Hull and stayed on site for a further year during the free service period.

Since then he has been on service except for a short stint on construction in Wales.

Jim's route, No 057, covers Scarborough, Hull and down to Grimsby.

At the time I visited he was temporarily covering for Reg Britton on route 058 (Hull only) while Reg recuperated after an operation.

Reg's mate, Bob Burnham, who was in the Royal Fleet Auxiliary before coming to Otis, was helping Jim cope with the extra work.

My apologies to Bob for taking his place for the day. But he went to assist Leeds tester Chris Clubley and three construction fitters from Newcastle branch on a conversion of two passenger lifts in Britannia House, Hull, for the DHSS.

After 36 miles on the road to Grimsby in the rain Jim and I reached the first job of the day. Very dusty and smelly, it was at British Titan, where they manufacture titanium pigments.

The site is dominated by a huge chimney which belches out white dust covering everything. Jim showed me his worksheet to prove the job was on his route — otherwise I would have thought he was getting his own back.

### FLOODED

The lift, in use 24 hours a day, carries heavy metal waste up one floor for reprocessing.

We were there for a routine maintenance. The car top was cleaned and door locks and car gear locks examined. Then we checked the doors and the pit, which is always being flooded.

When we finally escaped from the white dust it was raining again.

Our next stop was Imperial House, Grimsby. Not on the worksheet but Jim had been

unable to replace the generator brushes at the last visit.

The two passenger lifts had 14 LEO (DC) machines. As well as changing the brushes we cleaned the commutators and checked the lifts for levelling.

Then it was time for lunch. Grimsby is short of cafes so we went to Cleethorpes just down the road. It was now raining buckets, and I could only just see the beach, which must be great on a sunny day!

### CALL-OUT

After lunch Jim got a call-out for British Home Stores in Hull, but as the lift was working, and it was just a matter of looking at the doors, Jim decided to see to it at the end of the day.

So we went on to the Midland Bank, Grimsby, where they have one two-speed AC passenger lift and two type LL escalators.

After cleaning and checking the lifts and motor room it was 3.30pm. We could now go to the main banking hall after customer hours to look at the escalators.

It was the first time I had examined an escalator in detail and could not believe there was so little working space around the motor. Jim spent some time showing me how it all worked and how the various tests were carried out.

By then it was 5.10pm and we had a problem. A call-out at Debenhams in Hull. But it

would take us an hour to drive up the motorway and over the Humber Bridge — a fantastic Debenhams and British Home Stores in Hull close at 5.30pm.

Jim told Leeds office he would handle both jobs first thing in the morning — Debenhams first because the lift had actually stopped.

We drove back over the Humber Bridge — a fantastic sight when it is not raining! It costs £2.40 return to cross.

But the old ferries cost £6 each way, took a bit longer, and had a tendency to get stuck on the sandbanks on a very wide but shallow river. Jim once got stuck for two hours.

By the time we got back to Hull we had travelled 88 miles that day. Jim reckoned we had been lucky not to get a call-out in Scarborough. It is further away from Hull than Grimsby but in the opposite direction.

Jim says the branch secretaries do a good job with customers so that he ends up with the least chasing about to do.

But some bad days he just seems to drive up and down from Scarborough to Grimsby and back. And it is 58 miles each way.

So ended my day with our resident engineer in Hull. I wished it had stopped raining so that I could have seen some of the lovely countryside.

But no luck. It poured down with rain and hail in a series of thunderstorms all the way back to London that night.

## Q Education for quality (QES)

IN PREVIOUS issues you have read of the Otis Quality Improvement Process (QIP).

Like any introduction of something new, to be successful there must first be education and training.

The most important part of that education is the Quality Education System (QES).

The purpose of QES is to introduce the student to the concepts and techniques needed for quality improvement. Then he learns to apply them to his work place.

QES provides all the necessary tools and techniques for quality improvement.

It will be given to everyone with managerial or supervisory responsibilities and also to specialists, such as salesmen and engineers, who normally work with them. Some 500 people in all.

QES consists of 15 sessions each lasting about two hours. Each session, which consists of six elements, is taught by specially trained Otis instructors.

The six elements are:

**Text:** This introduces the session's concept and is read before the session.

**Video:** This shows the concept being applied in both home and work environment.

**Overview:** In which the instructor further explains the concept, and ties together the concept and its application in relation to Otis.

**Workshop:** In this the students work in groups to apply the concepts and techniques to given situations.

**Workshop Discussion:** Dur-

### NATIONAL GOLF

THE 1986 Otis National Golf Championship will be held at Cleckheaton Golf Club, near Leeds, on Thursday 4 September, and will be organised by Leeds branch.

Entry forms are available from Leeds branch or from Alan McNamee at Liverpool works.

More details in the next issue.



To mark the end of the first QES course at Liverpool works Don Milne (left) presented instructor Peter Thorp with an anvil (compliments of Brockhouse Castings). Photo by Tom Penney

ing the discussion the workshop exercise is reviewed, any problems arising are discussed and resolved by the whole class.

**Action Assignment:** At the end of each session, the student takes back to his work place an assignment based on the

session's concept.

It is by applying the concept to his work place that the QES student brings about quality improvement.

The first seven of the 15 sessions cover the need for quality improvement, explain how measurement can be used to identify areas needing corrective action, and introduce the "Four Absolutes" of Quality Improvement:

- (1) Definition: Conformance to requirements.
- (2) System: Prevention.
- (3) Performance Standard: Zero defects.
- (4) Measurement: Price of non-conformance.

The next four sessions introduce the "Quality Brief-Case Company" and show how to apply problem elimination techniques to solve problems forever.

The final sessions deal with the role of the company, the manager and the supplier in bringing about quality improvement. — Ken Jones, quality manager.

# LIFT-OFF

## LET'S TAKE A BREAK FROM ELEVATORS AND ESCALATORS

### AND LOOK AT ANOTHER KIND OF TECHNOLOGY

# How you get your Lift-Off

IN HER travels around the company Cathy Foster is often asked: "How is Lift-Off produced? How is it all put together?"

Perhaps the interest is because turning out a newspaper is a very different activity from the manufacture, marketing and servicing of lifts.

Or perhaps it is because newspapers, and the much-publicised new technology, are themselves so much in the news these days.

There cannot be many people, for instance, who have not heard of Mr Murdoch and Mr Shah.

Ironically, a lot of the so-called new technology, unavailable in Fleet Street for so many years, is routine in the production of Lift-Off and many provincial newspapers. But more of that in a minute.

On this page there is a photograph of Cathy examining one of the first sheets of the January/February issue to come off the printing press.

But let us look at the issue after that, March/April, and follow it through from the beginning.

#### OUTLINE

Early in February Cathy and journalist John Mendes met to plan the broad outline of the March/April issue.

During February interviews were carried out, features written, photographs taken and processed and everything checked.

Cathy also had to deal with the news items and photographs which more and more are coming in from Otis people — and which we welcome.

A month may seem a long time in which to do this, but remember that Cathy has many other responsibilities apart from Lift-Off, and that John does not work for Otis full-time.

By late February all the articles and news items were ready to go to our printer,



Fred is a compositor. This machine sets type electronically and photographically. There is no metal type

Newman Thomson Ltd in Brighton, so that they could be set in type. And here we start to edge into the new technology.

Quite simply, there isn't any type used in Lift-Off. Not metal type, that is.

The 'type' is produced electronically on a machine which is basically a dedicated micro-computer, with a keyboard and VDU, then converted photographically on to a long strip of paper called a galley proof.

If you imagine this article set as one long single column — that is a galley proof.

On 6 March John received photostat copies of the galley proofs. They contained all the words for the issue except the headings and picture captions.

After checking the proofs he began to lay out the pages.

The proofs were cut and roughly stuck down on to a white board the same size as the Lift-Off page. Headings were written in by hand with a pen, photo captions typed on separate sheets, and photographs sized and indicated on the board by white spaces.

You can see below the rough layout for the front page of the March/April issue.

The layouts and all photographs were sent to the printer on 11 March and the headings and picture captions were set in type to the sizes indicated by John on the layouts.

Then, in the printer's studio, using the original photographic galley proofs, everything for each page was carefully stuck down on boards to follow the rough layouts, and the photographs were also reduced to fit the white spaces.

By 13 March page proofs were at Clapham Road for checking and distribution to Otis executive directors for their comments. At this stage changes can be and often are made.

The page proofs were returned

to the printer on 18 March, where any changes or corrections were effected, and a final set of proofs came back to Otis for a last check on 20 March. An OK was given the following day.

At the printing works the original pages, all stuck down on individual boards, were then photographed full-size on to film. The pictures have to be photographed separately and then incorporated, but we are not going to get technical about that.

#### FLEXIBLE

The final result is that each page ended up photographed full-size on a sheet of film.

This film was printed down on to light-sensitive plastic plates which are flexible so that they can be wrapped around the cylinders of a printing press.

We are not going to get technical, either, about the sheet-fed offset litho press which prints Lift-Off, except to say that the paper goes through the machine in flat sheets rather than on the continuous reel of paper used by big newspapers — and which everyone has seen in movies and on TV.

The important thing to understand is that the printing process is completely different from the conventional letterpress method which has been used to print newspapers for so many years.

There is no metal type and all the preparation before actual printing is done photographically.



Cathy Foster with one of the first sheets of the January/February issue to come off the printing press

ally, even down to getting the final image on to the printing plates.

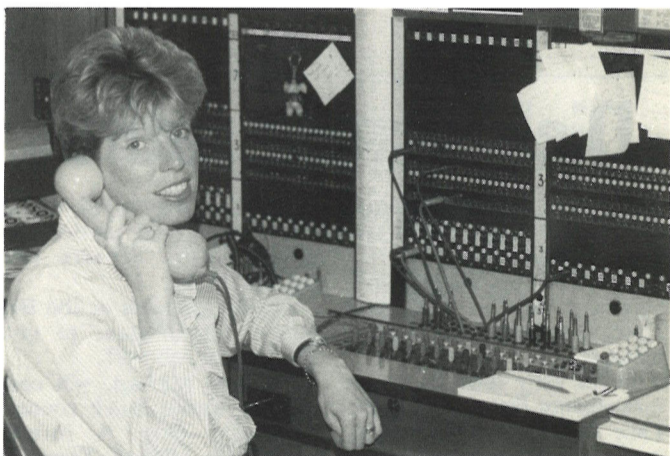
On 24 March the press began to run. The printed sheets were folded down and collated automatically as they came off the machine and the issues stacked and packaged for delivery.

The March/April issue of

Lift-Off arrived at Clapham Road on 26 March, right on schedule, for distribution throughout the company.

But in the office Cathy and John were busy planning the next issue — the one you are reading at the moment. The production process never really stops.

## - and here's still more new technology



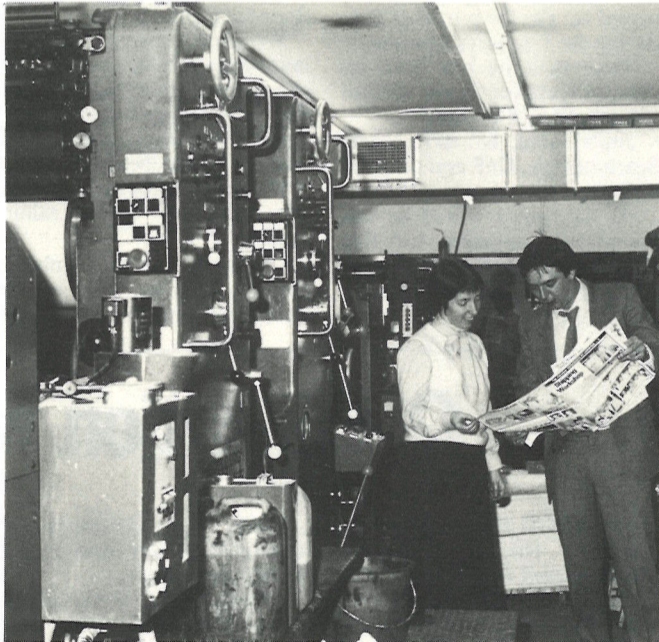
ABOVE IS Lorraine Gouldbourne with the old manual telephone switchboard installed in the early 1960s at Liverpool works.

And below is Lorraine with the new desk-top console of the

Plessey IDX system.

With just a small screen and keyboard it will do everything and more that could be done by the old board.

Lorraine shares the telephonist's duties with Diane Cook



Above, in the press room (part of the press is on left) with Newman Thomson executive Colin Sansom. Left, rough layout of the front page of the March/April issue. Below, Colin, the studio manager, follows the rough layout to produce the finished paste-up page which will eventually be photographed

