

LIFT-OFF

Number 28

September/October 1986

Internal newspaper of Otis Elevator PLC (UK)

AWARENESS Q DAY AT CLAPHAM ROAD

THERE was a marathon Quality Awareness Day held at Clapham Road on 8 September.

Everybody in the building, including representatives of Wadsworth, Evans and our lovely canteen staff, too, received a personal invitation from the Clapham Road & Alpertons Quality Improvement Team (CRAQIT).

Each quality session lasted an hour for each group of people. That meant 16 sessions all day starting at 8.30am.

There was a general introduction to the Otis Quality Process followed by a video.

Then, in a bigger conference room, there was a ten-minute presentation with exhibits around the room showing

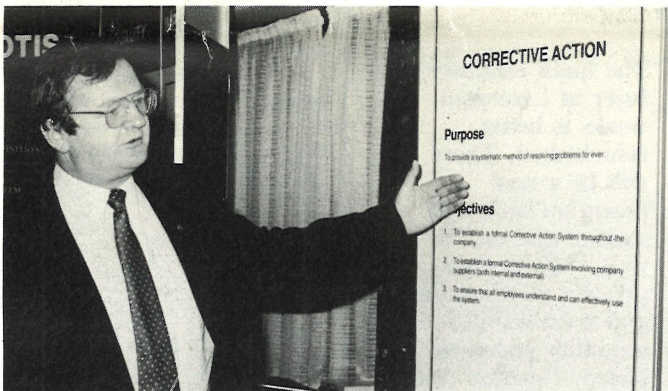
visually the pattern of the Quality Process.

This was followed by discussions with members of the QIT and with managers who talked about various aspects.

Everybody left with the Otis card indicating the four quality absolutes.

And they were also given a specially printed paper stack for use on a desk. On the plastic box there is a quality message — just as a reminder.

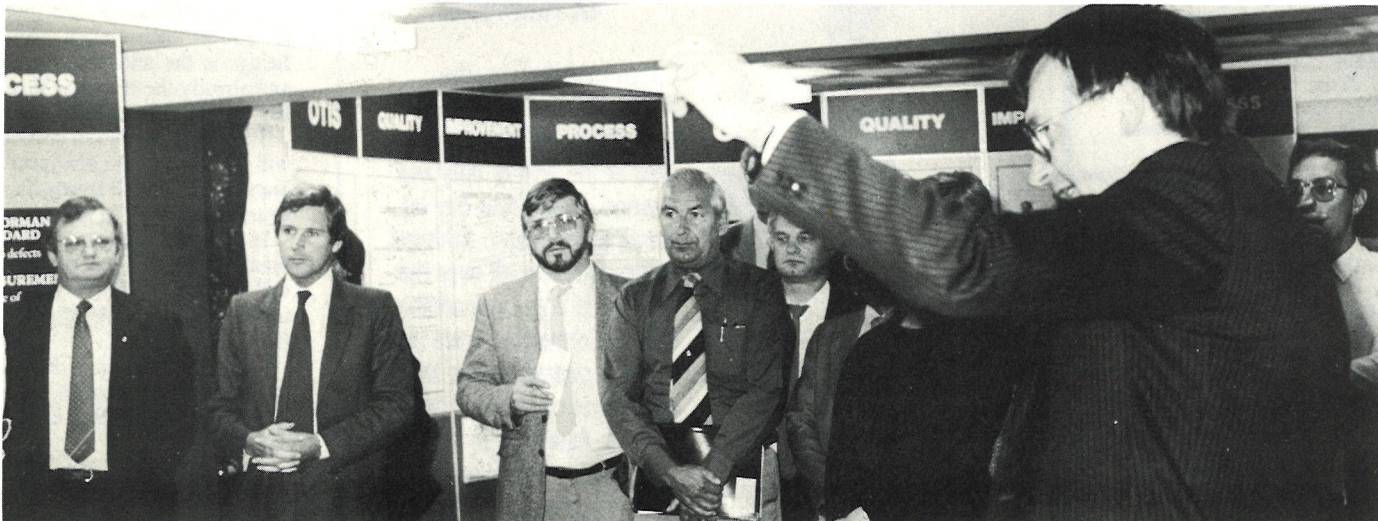
A great effort by the Clapham Road & Alpertons QIT which consists of John Marsden (chairman), Terry Baker, Bill Evans, Stan McCall, Mabel McPherson, Bill Noon, Mark Towner, John Anderson and Ken Jones.



Terry Baker explains corrective action



Mabel McPherson has joined the team



John Marsden makes a ten-minute slide presentation for the morning's first session

This is our new Otisline



Dorothy Powell (above) and Christine Lamey are the receivers on Otisline at Clapham Road

MEET Dorothy Powell and Christine Lamey.

These two charming young women in their smart uniforms are operating Otisline — a new concept for the call-out desk at Clapham Road.

With suitable breaks, Dorothy and Christine take customer calls on Otisline from 8am to 5.30pm, and then Christine continues until 8pm when the night and weekend men come on.

The aim of Otisline is a 24-hour service which always provides a live voice when a customer calls.

In the London area only there is a new call-out system.

Terminals and printers have been installed at London South, London West and London City divisions.

When a customer with a problem rings Otisline at Clapham Road the receivers, as Dorothy and Christine are

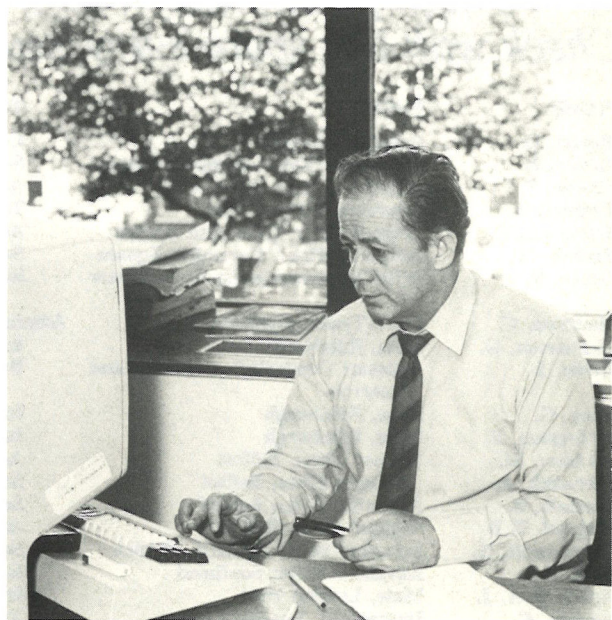


called, will record it on their terminals.

Keying the customer's code number on their screens will automatically transfer the problem, through the main-frame computer at Liverpool, to the appropriate London divisional terminal.

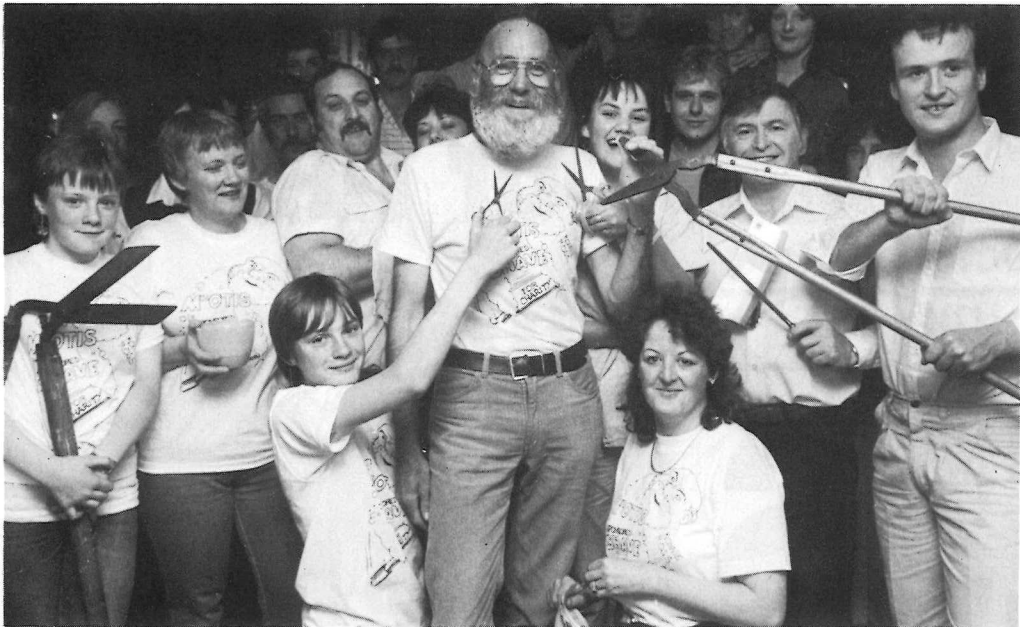
By placing terminals in

CONTINUED OVER



First allocator into a London division was Bill Briggs, now in London South

Shearing time for Ronnie



A fearsome array of implements about to attack Ronnie's eight-year-old beard and (below) the new look for Our Man in Inverness after the final shave

YOU HAVE heard of sponsored walks. But this was a sponsored shave.

Our Man in Inverness, Ronnie Ross, is proud of the beard he has worn for the last eight years.

But he was prepared to lose it to raise money for the Cystic Fibrosis Foundation.

The big night was a dance at the Smithton Hotel, Inverness.

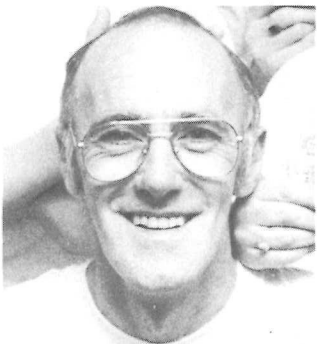
Over 100 people were there and paid 20p each to take a snip at Ronnie's beard. £22.40 was raised on that alone.

The band donated their fee, the local radio station, Moray Firth, chipped in with money from their DJ, and when all the pledges have been collected the total for charity should reach nearly £500.

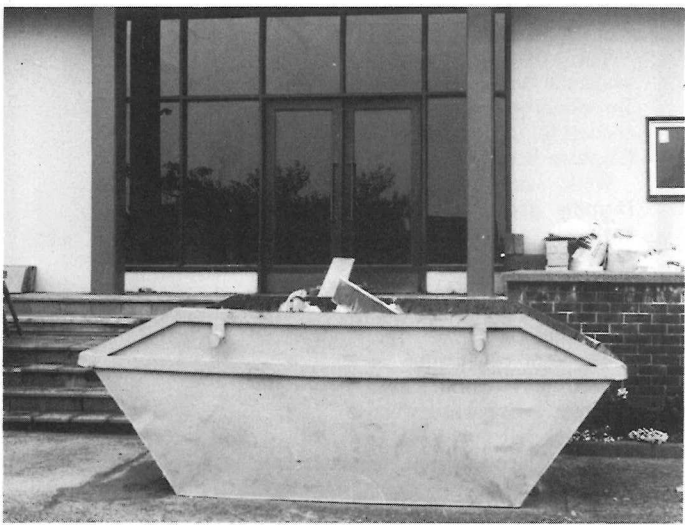
Not bad for one beard.

Clapham Road supplied special T-shirts — 'Mr Otis — Sponsored Shave' — and the story ran to nearly half a page in the Highland News Group.

PS — Doesn't Ronnie look young without the beard!



What's happening behind this skip at Liverpool?

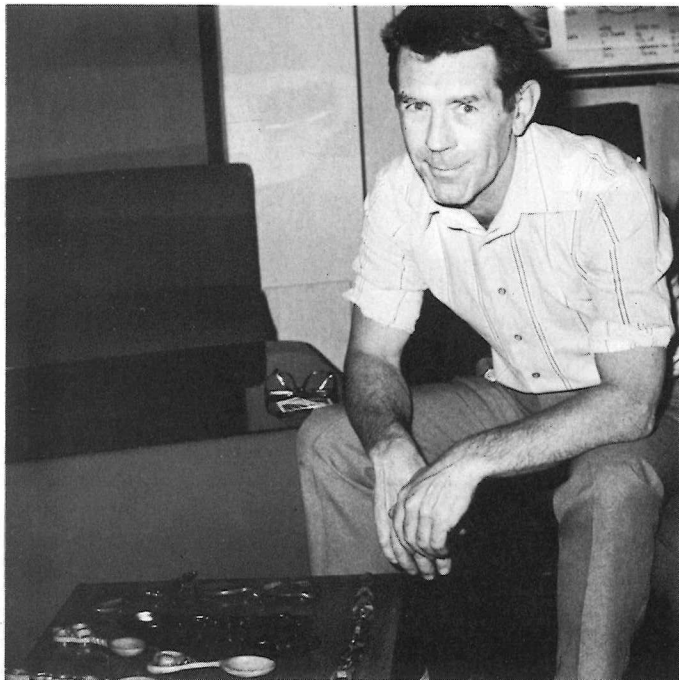


The main entrance foyer at Liverpool works is being refurbished. There will be a new reception desk and seating and on the walls will be Otis product photographs and memorabilia plus a quality statement board. Upstairs there will be a new conference centre with a small reception area for side meetings. All the toilets are being brought up to executive standard

ON THE MOVE

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

NAME	FROM	TO
Boyers, D.	Assistant Surveyor	Contract Controller, Northern Division
Brown, I.	Advanced Fitter, Cavendish Square	Senior Fitter, Cavendish Square
Clarke, T.	Adjuster 1, City Division	Adjuster 2
Cousins, A.	Improver, London West	Trained Fitter, London West
Duckman, K.	Trained Fitter, Cavendish Square	Advanced Fitter, Cavendish Square
French, M.	Advanced Fitter, Cavendish Square	Senior Fitter, Cavendish Square
Green, R.	ROSS Implementation Co-ordinator	Service Centre, Systems and Admin Supervisor
Harrison, C.	Clerk/Typist, Southend	Admin Supervisor, London Local Authorities
Henderson, G.	Mate, Edinburgh	Improver, Edinburgh
Keller, J.	Assistant Controller — Systems and Controls	Business Planning Manager
King, G.	Mate, Edinburgh	Improver, Edinburgh
Livingston, F.	Mate, Edinburgh	Improver, Edinburgh
McAleer, M.	Trained Fitter, Belfast	Advanced Fitter, Belfast
Meradith, A.	Advanced Fitter, Belfast	Senior Fitter, Belfast
Patchett, B.	Advanced Fitter, Belfast	Senior Fitter, Belfast
Pickard, T. B.	Trained Fitter, Brighton	Advanced Fitter, Brighton
Ravenscroft, H.	Secretary to W. Evans/B. Harden	Secretary to P. Hewlett
Reid, P.	Advanced Fitter, Southend	Senior Fitter, Southend
Spink, P. A. J.	Mate, London West	Improver, London West
Stevens, C.	Improver 2, London City	Trained Fitter, London City
Warnes, V.	Operations Analyst, City Division	Assistant Controller, Systems and Controls



Roy Fisher with a few of the many Welsh lovespoons he has carved

A different kind of spooning

SOME time ago Roy Fisher, a tester in London City construction, had a back problem and was unable to walk.

As a sort of occupational therapy he started to carve Welsh lovespoons.

Never heard of them? Neither had we. They go back certainly to the 17th century.

When a Welsh village boy wanted to court a girl he would carve a spoon out of wood for her — and also carve into it some emblem of affection, like a heart or a wedding bell.

And, of course, this is where the word 'spooning' comes from.

After Roy got better he continued the Welsh lovespoons as a hobby.

He made one, copied from the original in a museum, which is

two spoons joined together by a wooden chain — all carved out of one solid piece of wood.

FIELD QUIZ

Roy has a question he wants to put to field men. He first heard it from the almost legendary Charles Schofield of many years ago.

You are in a motor room where there are 100 wires, not numbered, and running from the motor room to the half-way point.

On your own, how do you number all the wires correctly by making only one journey to the half-way point and then back to the motor room?

Answer in the next issue.

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

Tommy's good times

Dear Jamie, Just to let you know that I finished in 25th position at the Edinburgh Marathon with a time of 2 hours 39 minutes. There were 3,000 runners.

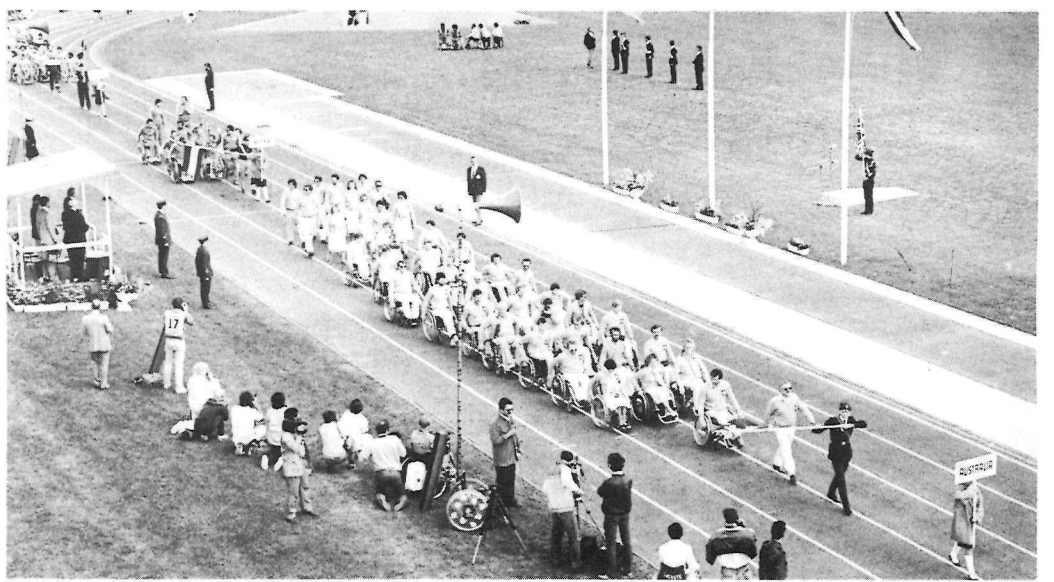
In the Pearl Half Marathon I finished in 1 hour 17 minutes to qualify for the Great North Run Half Marathon but was not able to compete because I was on holiday.

Many thanks to the company for sponsorship and running gear and to all the Edinburgh branch employees who sponsored me to help the Edinburgh Sick Children's Hospital. — **Tommy Combe, Edinburgh.**

● Too late to be reported in this issue, Tommy was running on 21 September in the Glasgow Marathon.

LAST CHANCE

Our 1986 Holiday Photo Contest closes on 1 October. All entries must be with Jamie Ader at Clapham Road by that date. First prize is a voucher for £125; second prize a voucher for £75; third prize a voucher for £35.



Traditional opening parade of the Games

WORLD WHEELCHAIR GAMES



An Otis helper at the Games was Eugene Egan. And, yes, it really is the Eugene from I & S department at Liverpool works — but minus quite a few stones in weight. A remarkable achievement, Eugene, and congratulations. A lot of people would like to know how you did it

Sponsored by Otis, the World Stoke Mandeville Wheelchair Games were held at the end of July and opened on the first day by the Prime Minister. Athletes competed from all over the world and some remarkably fine performances were put up. Our picture shows the traditional opening of the Games. Assisting in the press office were Jamie Ader, Eugene Egan, Su Frost and Debbie Jeal.

OTISLINE

from page one

London divisional offices we can get a much quicker response to customer calls.

London South was the first to go on this system (Bill Briggs is the allocator there) and already the response time has been cut dramatically.

The previous call-out system will continue for the provincial branches. But a call forwarding system is coming in for them.

If a customer rings a local branch after 5.30pm the call will automatically be transferred to Otisline at Clapham Road.

The aim, 24 hours a day, is for the customer always to hear a live voice at the other end of the line.

And, of course, the rapid growth of REM will benefit from the call forwarding system.



QUALITY — the story so far

LIFT-OFF ASKED THE CHAIRMEN OF THE SIX QUALITY IMPROVEMENT TEAMS HOW THINGS WERE PROGRESSING



BARRY JAMESON
Liverpool works

"HERE at Liverpool we are progressing extremely well.

"We have about 580 people on the site and wanted a large proportion of them to undertake the Quality Awareness Experience before taking any further action.

"We knew there was a real danger that without this the Quality Improvement Process might come across as a short-term motivational exercise that would not have lasting impact.

"A start was made with the 80 or so folk who by the nature of their jobs are the company management.

"They either have responsibilities for the activities of other people or they are responsible for key functions.

"It seemed sensible to start this way so that people from line supervisors upwards all understood what we were trying to achieve.

"The awareness experience is now being continued for everyone else at Liverpool works and we are moving into both measurement and corrective action.

LINKED

"We believe these two are inseparably linked. If there is a problem then measurement gives the dimensions of that problem. It would be very strange if one just wanted to go on measuring without considering corrective action.

"There is a standard form of measurement and we have selected seven areas across the plant.

"This across the board approach is important for us. Without it, there is a natural tendency to concentrate on the manufacture of components or the shipment of material.

"It would give the impression that the only area of quality we are interested in is at the component level. And that cannot be right.

"So we are ready to take the step into measurement and corrective action. It is a vitally important step.

"This is the stage at which the Quality Improvement Team pass the baton to the rest of the organisation.

TASK

"Clearly, it is not the task of the QIT to manage quality *per se*. It is to manage the Quality Improvement Process itself — which is something quite different.

"As we continue the Quality Awareness Experience for everybody in the plant we issue our own QIP bulletin and also the folded card which lists the four quality absolutes.

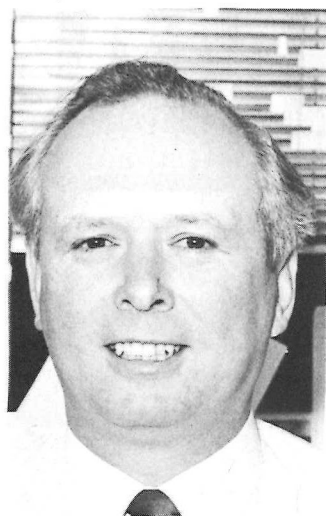
"These are not just scattered about.

"There is a risk of saying too much before doing anything. Then people think, as I have already said, that QIP is just another motivational programme and will take some notice of it but actually believe it is not a lot to do with them.

"The reality, of course, is that it is everything to do with them, and cannot work without them.

"We are a long way from Zero Defects Day. But we are not a long way from actually seeing some benefits here at Liverpool works through the corrective action which is about to take place."

The Liverpool works Quality Improvement Team consists of Barry Jameson (chairman), Tom Pratt, Jim Higgins, Les Roscoe, Alan Morgan, Peter Goodin, Alan McNamee, Ken Durward, George Easton and John Kemp.



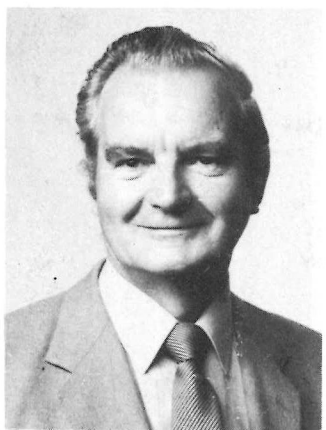
TONY GOVETT
The South

"THE Southern divisional QIT is now meeting regularly about once a month.

"An education and training programme is in progress on a planned basis to ensure that everyone in the division has a common understanding and appreciation of the Quality Process.

"The QIT has agreed a charter for quality, signed by all the QIT members, and this is prominently displayed in every branch office within the division."

The Southern division Quality Improvement Team consists of Tony Govett (chairman), Rob Spetch, Richard Hems, Alec Goatley, Bob Rayfield, Les Dickens and Barbara Pearman.



EDDIE MCGARRY
Ireland

"WE ARE having to take things very slowly because we ran into the holiday season just as we were setting up the Quality Improvement Process.

"But we have had people on the

Quality Awareness Experience and at the beginning of September Norman Casement started the Quality Education System for managerial levels.

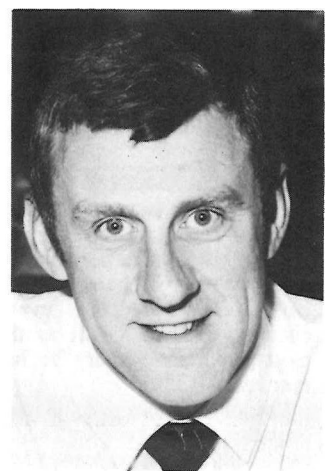
"We hope to have completed the QES by the end of October.

"It is essential for us to do this before we can be in a position to implement some of the strategies for measurement and corrective action.

"Over the next month or so our basic aim is to ensure that everybody in Ireland understands what the Quality Improvement Process is all about.

"Then we can take it from there."

The Irish Quality Improvement Team consists of Eddie McGarry (chairman), Brendan Holleran, George Houston, Jim McGovern, Norman Casement, Ray O'Donoghue and Barry O'Connor.



LEN HALSEY
London divisions and LRT

"UP TO now (late August) we have had about six meetings of the QIT and posters have gone up in the offices — 'Get it Right First Time'.

"There is a pilot scheme planned for West London for the field men on the Quality Awareness Experience and we hope to get some useful feedback from this.

"We are also planning an awareness meeting for key management in all four divisions in order that everybody knows what the QIT is here for, what our plans are, and how we hope to proceed in the future.

"It is necessary for everybody to see that something is actually going on and that quality is not just something they read about in Lift-Off.

"On the Quality Education System we have something over 100 people with managerial responsibilities who are listed to attend.

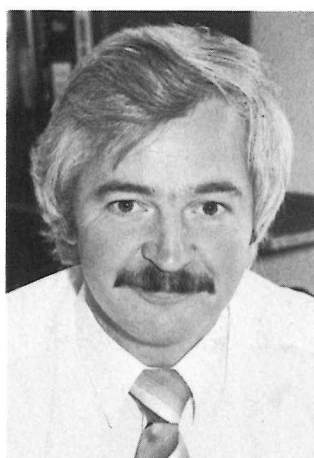
"Probably some 30 have been on the QES so far but I would expect that to be completed before the middle of next year.

"We are identifying problems which particularly affect the operating divisions and will be setting up committees to look at them so that they come up with some answers.

"But for the moment we are concentrating on making everybody aware of quality.

"Not until then can we move on to the next phase."

The London divisions Quality Improvement Team consists of Len Halsey (chairman), Paul Kirk-Browne, Tony Peace, Terry Viccars, Terry King, Ron Cooke and David Coles.



RON HOOD
Scotland and the North

"THE Scottish & Northern QIT has been meeting in Carlisle about every three weeks.

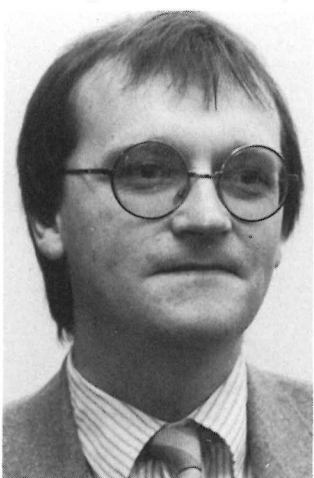
"We have Quality Awareness Experience planned for both clerical staff and field men between now and early next year.

"For the appropriate people the Quality Education System runs in Scotland during September and October and for the Northern division through October and November.

"Measurement is also being started but we must take things slowly.

"We are a big geographical area, covering a lot of branches, and it is essential to get necessary measurement of problems before thinking about corrective action."

The Scottish & Northern Quality Improvement Team consists of Ron Hood (chairman), George Simpson, Alan Brown, Murdoch Stewart, Ron Merritt, John Hughes and Keith Riley.



JOHN MARSDEN
Clapham Road and Alpertion

"OUR QIT has had formal meetings over the last couple of months and what we have all recognised is that the Quality Improvement Process is a long process.

"We need to take it very carefully to ensure that everybody is on board.

"It is essential that everybody has had the correct level of quality education before they can contribute properly to the process.

"Just take the measurement side. If someone has not been on a quality course of any kind they are going to be very suspicious of measurement charts appearing in the office.

"In fact, they could take them as a personal affront and a criticism of their work. And that is not the intention at all.

"So quality education is absolutely critical. I would not see any major steps forward until that has been completed.

"Our view at Clapham Road and Alpertion is that everybody should go through the Quality Education System as well as the Quality Awareness Experience.

"We have got about 240 people here and we reckon we can put them all through the QES by about March or April of next year.

"About 60 people have been through it by mid-August and, of course, on 8 September we held

our Awareness Day (see front page of this issue).

"But our aim is that everybody should have been on both QAE and QES before we start to introduce measurement, as only with the full understanding of the Quality Improvement Process can we move towards a defect-free operation in Otis."

The Clapham Road & Alpertion Quality Improvement Team consists of John Marsden (chairman), Terry Baker, Bill Evans, Stan McCall, Bill Noon, Mabel McPherson, Mark Towner, John Anderson and Ken Jones.

Always remember that the QIP is for everybody

THE Otis Quality Improvement Process starts with commitment.

The commitment of John Watkinson and the executive directors to quality is clearly shown in the video, Otis People Talking Quality.

Quality does not happen overnight. Achieving it is a matter of discipline and awareness, so the next step is education.

AWARENESS

Quality involves everybody. So each of us is to attend a one-day course on Quality Awareness.

This course is called the Quality Awareness Experience. It consists of four videos made by the BBC in collaboration with the Crosby Quality College.

The one-day course is run by an Otis leader who is there to relate the concepts specifically to what we do in our company.

The first aim is for everybody to understand the four absolutes of the Otis Quality Improvement Process.

Definition: Conformance to requirements.

System: Prevention.

Performance Standard: Zero Defects.

Measurement: Price of Non-Conformance.

The meaning of some of these terms and the way we set about achieving this standard are explained in the Quality Awareness Experience (QAE).

For people who have a managerial responsibility, this is followed by the Quality Education System.



Paul Hewlett

This consists of 15 two-hour sessions spread over seven weeks with a professionally trained instructor.

So most of us will start with the Quality Awareness Experience which is for everybody.

This teaches us how to change our own attitudes towards problems. It also shows the company approach.

FIX

It shows the difference between a temporary fix to solve the problem for the short term, which we all have to do, and real corrective action which makes sure the problem, and problems like it, never occur again.

I will be writing about corrective action in the next issue. — **Paul Hewlett, group director of quality.**

GOING STRONG

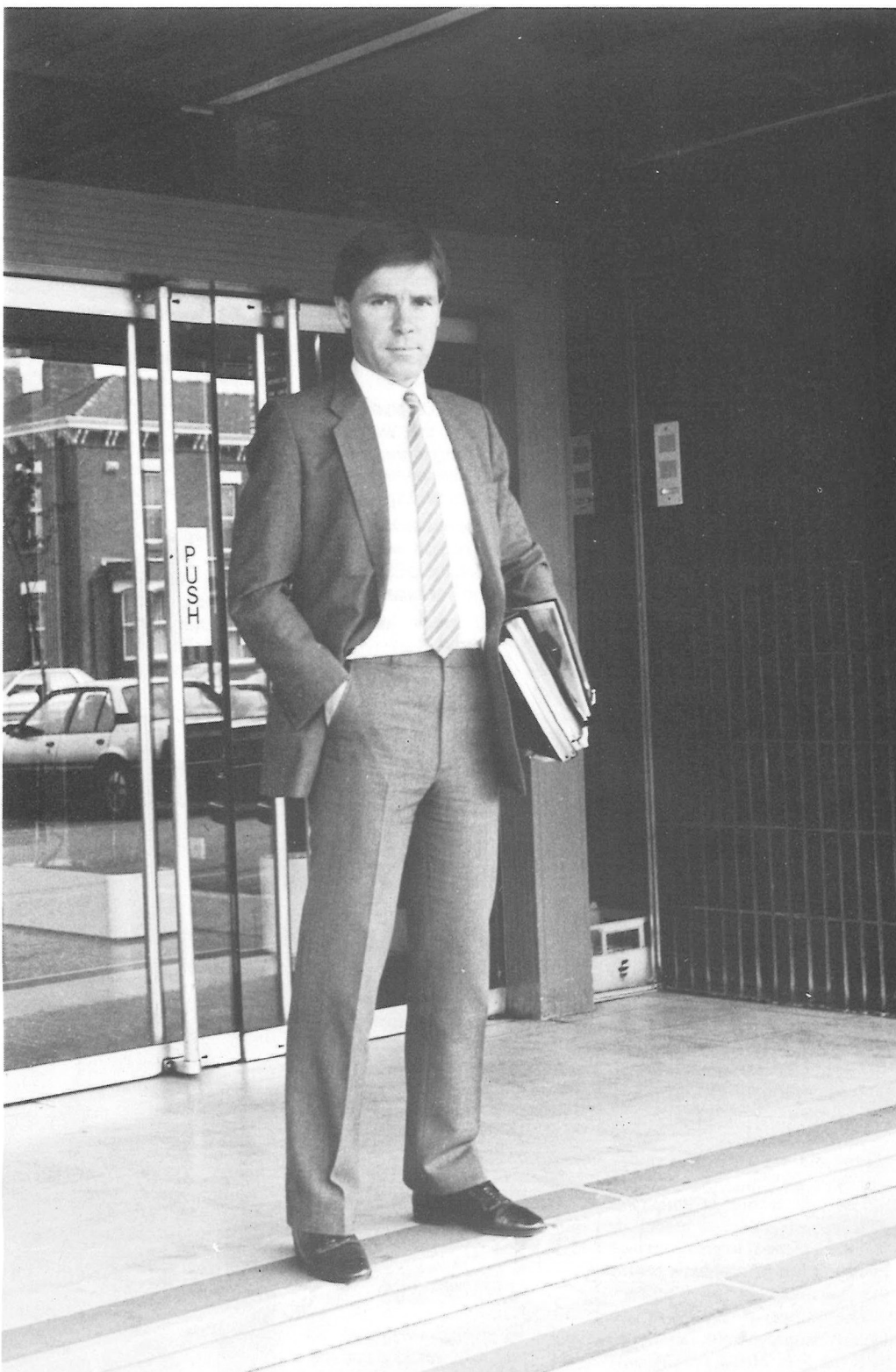
Several Otis people were curious about one of the oldest lifts in London, installed by Waygood around 1903, and still attendant-operated at Carmelite House off Fleet Street (Lift-Off, July/August 1986).

This is it. A great tribute to previous generations of craftsmen



John Mendes makes some calls
with a service salesman

A DAY IN THE LIFE OF GEORGE McMAHON



Leaving St Christopher House for the start of the day

A SALESMAN has to have two distinct sides to his personality.

On the one side he needs total enthusiasm, treating every enquiry, however small, as the most important enquiry he has ever received.

But, on the other side, he must be philosophical, because you just can't win 'em all, no matter how good you are.

Some days go well and a sale is quickly made. Other times, weeks of hard work end in disappointment.

George McMahon at Manchester branch has the qualities needed.

In 1983 he was one of four men who came off the tools in the field and went on a four-month course to train to become salesmen.

EXPERIENCE

All four were former apprentices with considerable experience in the field.

George began his apprenticeship at Glasgow in 1966 followed by six years on construction and ten years on the service side.

We left St Christopher House in Stockport, where Manchester branch office is located, and set off for Eccles for the first call of the day at Salford Area Health Authority. With us was Keith Riley, Northern division modernisation manager.

There are four lifts serving 14 floors, a hybrid installation, all of it non-Otis.

MODERNISATION

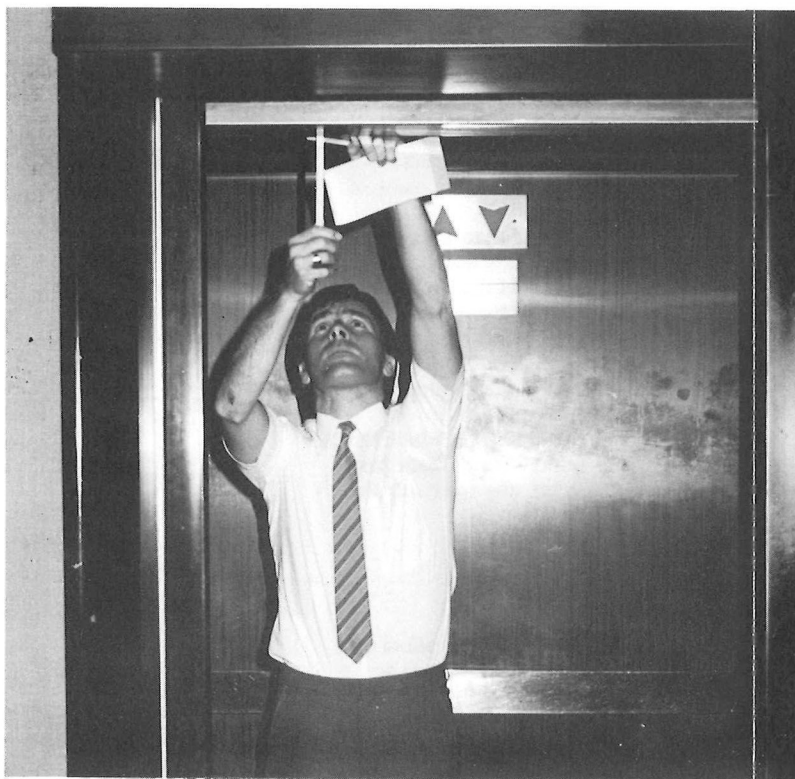
The buildings manager, Mr Tony Lingard, wanted advice with a view to modernising the lift installations. He was looking towards microprocessor control, new door operators and car refurbishment.

It took George and Keith three hours to make all the measurements. Painstaking work in the two motor rooms, the cars and down in the pits.

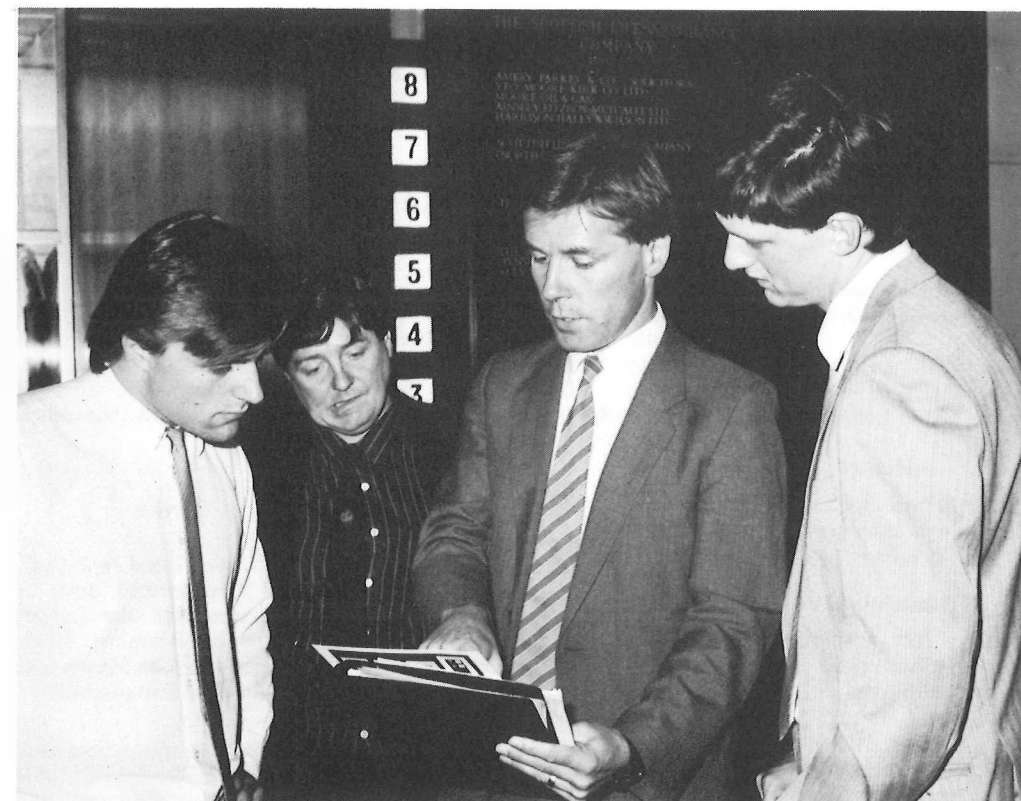
Afterwards, in Mr Lingard's flat at the top of the building, he



Keith and George make their recommendations to Mr Tony Lingard, buildings manager for Salford Area Health Authority



Measurements at Salford Area Health Authority



In the foyer of the Scottish Life Assurance building George and Dave Berisford, Otis service supervisor (second from left), discuss proposals with Mr Peter Wilcox and Mr Andrew Edmondson, representing the customer

enquired about telephones in the lift cars.

George told him about Remote Elevator Monitoring and explained that with Otis microprocessor control, REM, if acceptable, would be fitted as a standard option.

But these are early days and George will have to sell hard and convincingly to win the contract.

RADIO

Mr Lingard, by the way, is an amateur radio enthusiast, with transmitting gear in his office.

Many years ago Keith Riley was a wireless telegraphist and couldn't resist banging out a few words of Morse code on the key.

Mr Lingard was impressed. "You haven't lost your touch," he said.

We left Keith at Eccles and went into central Manchester for a courtesy call on Mr Graham Bagshaw, maintenance services manager at Granada Television.

IN TOUCH

Over the last couple of years considerable modernisation work has been done on Otis lifts in the TV complex and a good salesman likes to keep in touch with customers to make sure all is well.

There was no time for lunch or even a cup of coffee (the first call had lasted longer than expected) before going on to the northern offices of Scottish Life Assurance to meet Otis service supervisor Dave Berisford.

The whole of the foyer is to be refurbished with marble to the walls and the customer wanted to take the opportunity to update the two passenger lifts.

George and Dave discussed with Mr Peter Wilcox and Mr Andrew Edmondson, representing the managing agents, a scheme for refurbishing the cars with re-skinned doors and new detectors and door closers.

The following week George would take the customer out to show similar Otis installations in Manchester.

The final call of the day was at Arkwright House, near Kendal Milne department store, where there is a contract to modernise five passenger lifts.

Arkwright House is a superb example of the great days of the cotton trade in Manchester in the last century.

It was built, probably regardless of expense, as the head offices of the Lancashire Cotton Company, with great lofty rooms, some of them not far short of 100 metres long.

Until May of this year it was owned by Guardian Royal

Exchange and Otis had the full maintenance contract. Since May it has been unoccupied.

It is now owned by St George's Estates and Otis have been asked to modernise the cars and get the installation going again.

This will mean a lot of work. The entire interior of the building is being ripped out and will be split into three separate office areas.

In fact, the main reason for George and Dave visiting was to discuss with the site agent the protection of the lifts while extensive building work is going on all around.

By the time we got back to St Christopher House in Stockport it was 5.30pm. But for George it was not the end of the day.

PAPER

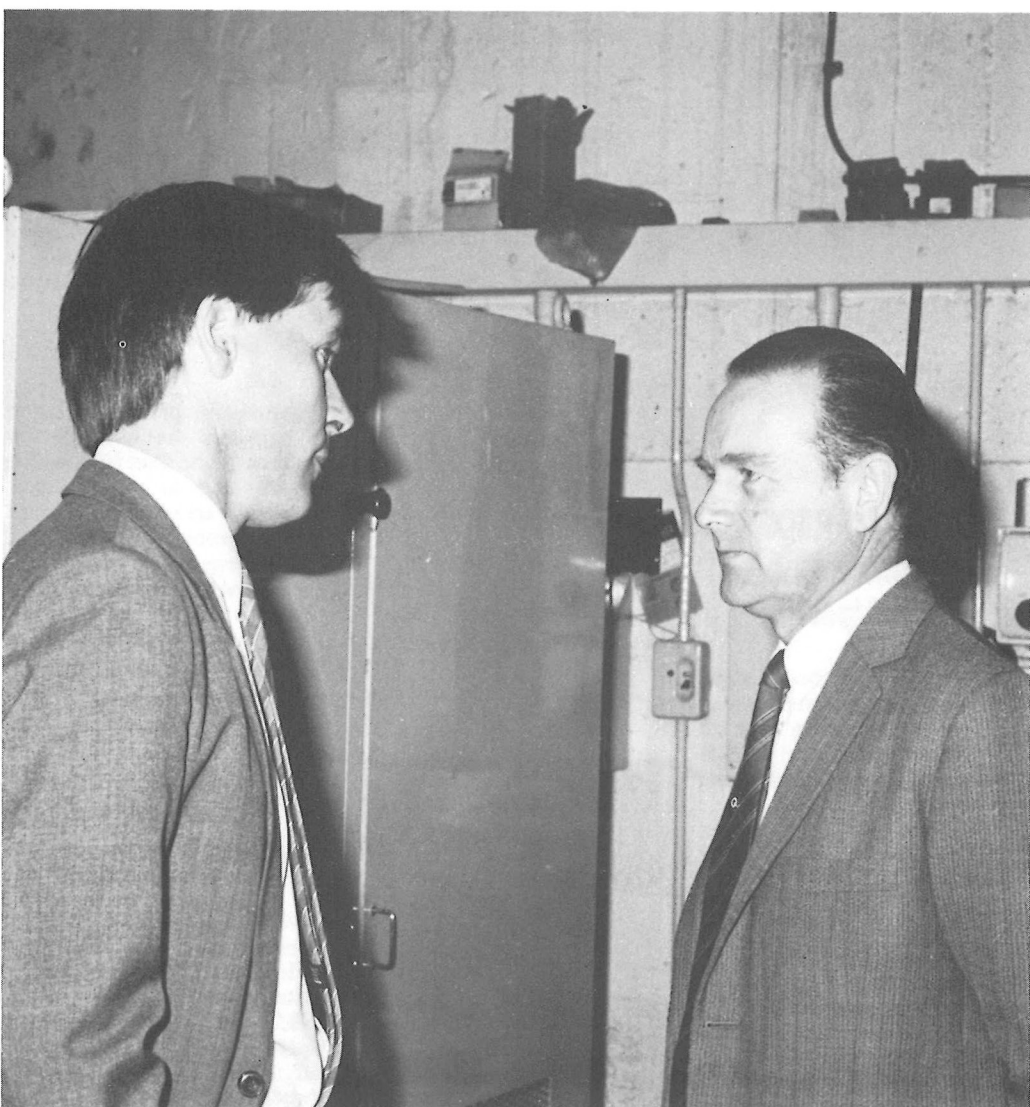
There was the inevitable paperwork to do and preparation for the following morning.

Provincial salesmen always do their own estimating and early mornings and late evenings are the only time to fit it in.

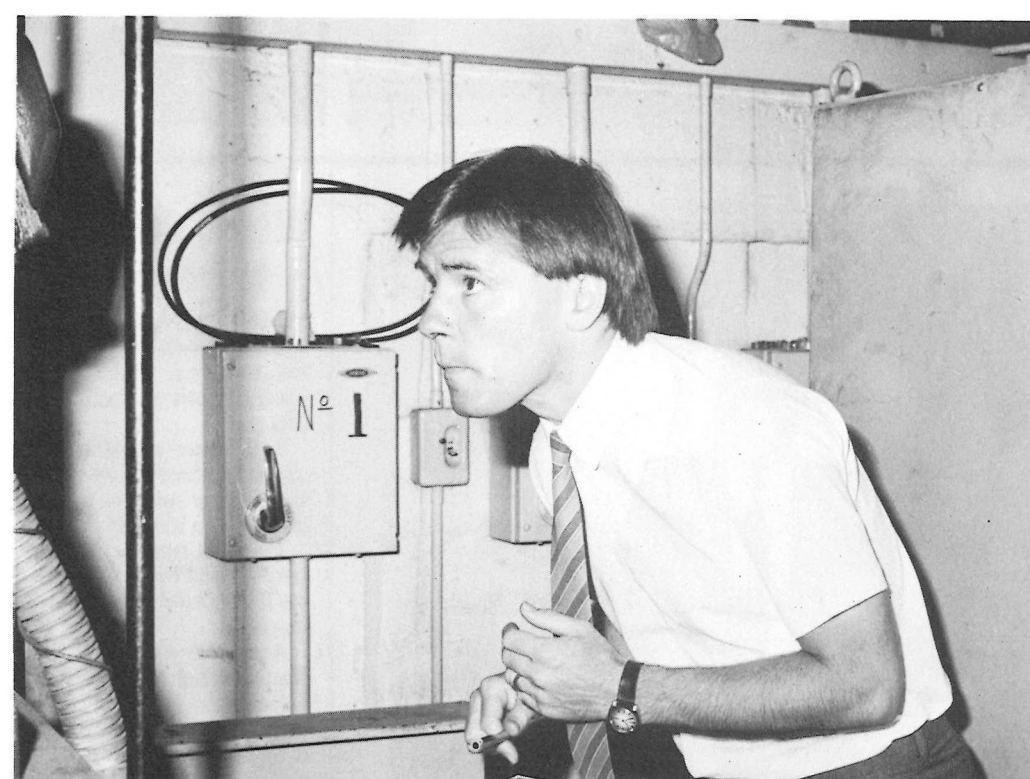
Not that George is complaining. As much as he enjoyed his years in the field he finds being a salesman an equally enjoyable aspect of the lift industry.



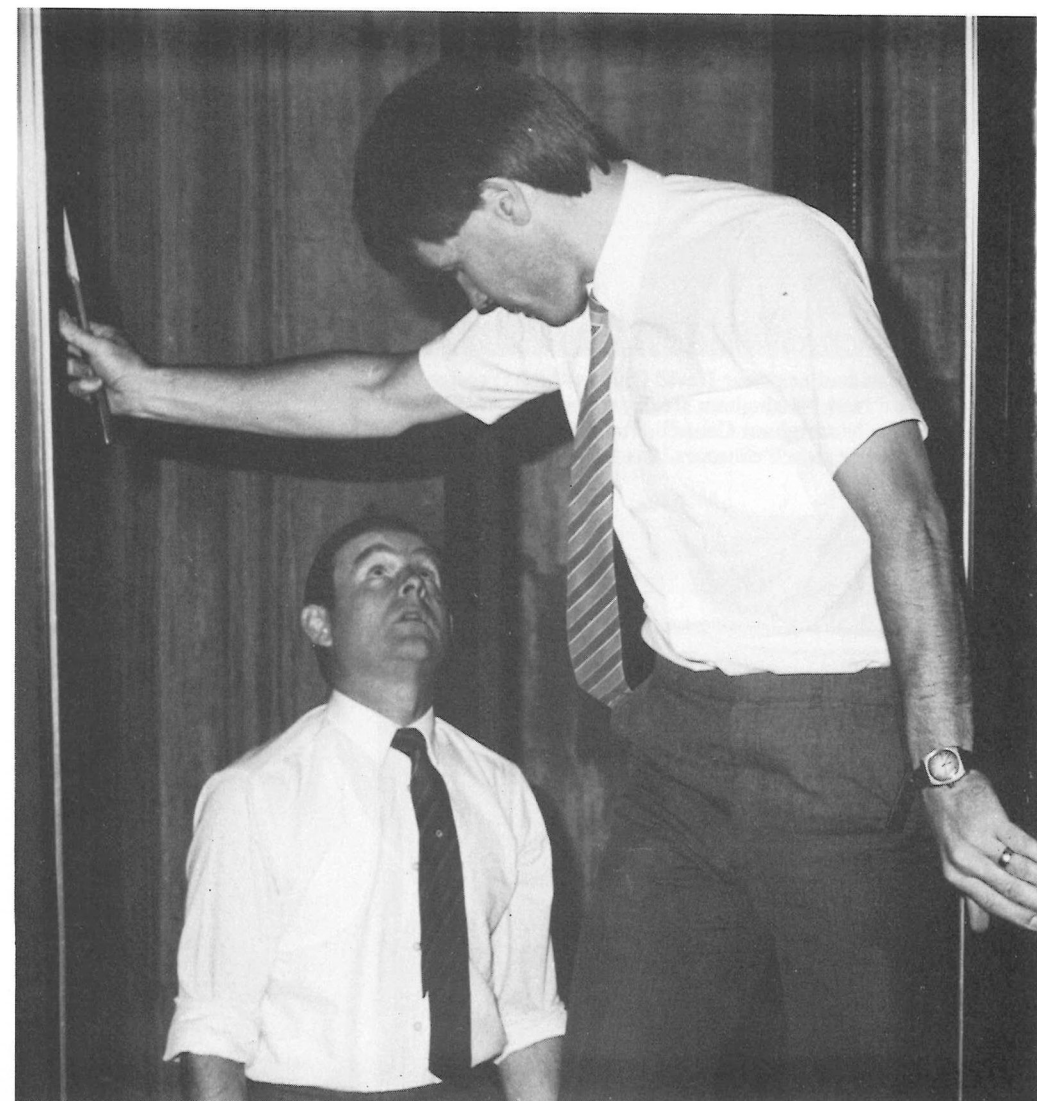
After a courtesy call on a good customer



With Keith Riley in one of the motor rooms at the Salford Area Health Authority building



More measurements in one of the motor rooms



It took Keith and George three hours to complete their job

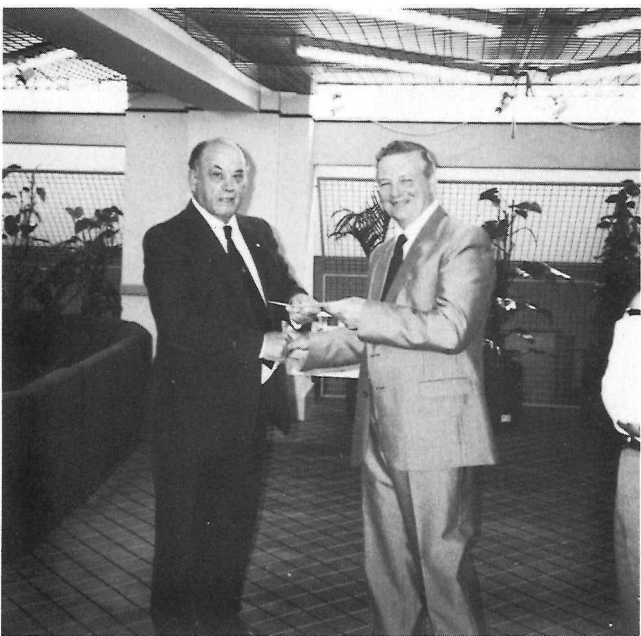
AWARDS AND PRESENTATIONS



Brighton service supervisor Mick Burrell (right) received his 25 year award from branch manager Les Bennett



Derby area resident engineer David Oakland (left) received his 25 year award from Nottingham service supervisor John Hands. Venue was the Nottingham Council House building where two 1930s gearless car switch elevators have been modernised to 260 control



Dick Elford (right), on buildings maintenance at Clapham Road, received a retirement presentation from John Critch, director of strategic planning

NEW CONTRACTS . . . NEW CONTRACTS . . . NEW CONTRACTS

Modernisation sales have done very well indeed this summer

New Sales

London City are going well this period with sales of four CM482 to be installed at Harcourt House, Regency Street, SW1. Salesman is Colin Pittman.

Two escalators at Peter Brown Store, Aberdeen, and three passenger lifts at Greenwich View, Isle of Dogs. Both jobs sold by Steuart Rattle.

Jim Hamilton and George Houston in Belfast, have sold five passenger lifts to Mater Infirmary in Belfast. In Cardiff, Thayne Taylor

Lowen has sold three Becker units to the Queenswest Development in Cardiff.

Barry O'Connor has sold five Evans units to be installed at the Dublin Castle Conference Hall.

Export

Ray Brizell has sold eight Custom units to the new 750-Bed Hospital in Karachi, Pakistan.

Modernisation

During July and August we were very successful with our modernisation sales.

British Home Stores have awarded us contracts at their Newcastle, Bradford, Edinburgh, Derby, Kirkcaldy and Southend stores. Bill Noon has been responsible for these sales in addition to the local representatives.

Robbie Edwards has continued his success with the BBC Television Centre modernisation schemes with a further order at Portland Place.

Notable sales mentions go to Chris Lane for Willis Faber, Trinity Square, two car 301 conversion, Steve Cordery, Gamma

160s on two lifts for Pfizer's, Sandwich, Ian Champion, E401M conversion of two lifts at Central Criminal Courts, and Steve Ellis for a four car group 301 conversion at Hill Samuels in the City.

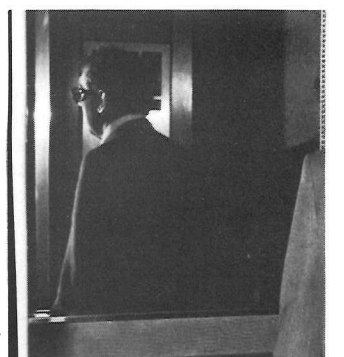
Service

The London Local Authorities branch have secured units on maintenance with the London Borough of Bromley. Ernie Marnham and John Mason were responsible for this contract.

—and two prestige Elevonic jobs have been completed in London's West End



First Elevonic modernisation in a hotel is at the Carlton Tower (above) off Sloane Street. As can be seen from the scaffolding covering the exterior the hotel is currently undergoing considerable exterior refurbishment. On the left is the massive site of Bowater House, dominating Knightsbridge, where Elevonic modernisation has also recently been completed. Below is the reflection in the wall mirror of supervisor Alan Rumbold while checking one of the cars



Steve Johnson is innocent!

MAINTENANCE fitter Steve Johnson walked into an Essex police station with Micky Booth to service the lifts.

They were asked by the superintendent if they would spare a few minutes to help make up an identity parade.

Then a woman witness went up and down the line to see if she could recognise the suspect.

And she certainly did. None other than Steve Johnson.

In true James Cagney tradition Steve said: "I wanna see my mouthpiece."

But no lawyer was necessary. The super just sighed heavily and told them both to go back to their lifts.



Construction supervisor Bertie Birch (right) in London City division received his 25 year award from divisional general manager Trevor Perry

Southend branch entertained their customers at a barbecue

OUR ROAD SHOWS ARE AN IMPORTANT WAY OF DEVELOPING NEW BUSINESS

SOUTHEND branch scored a first when they put on their road show promotion early in July.

It was a lovely sunny day and customers were entertained to a barbecue lunch around the rock pool and patio area of the Olde Plough House Hotel at Bulphan, Essex.

Custom 2000, along with a VR lift car, were displayed, and a great deal of interest was shown in REM.

There were 67 guests and representatives from major customers included Hammerson Group, British Home Stores, Sedgwick Group, Donaldson Property Management, Basildon New Town, C. E. Heath, Southend Borough Architects' Department, Ford Motor Company at Dunton, Ford Motor Company tractor plant, Orsett Hospital, Yardley, and Tanqueray Gordon at Basildon.

Looking after the guests were Southend personnel Rob Spetch (branch manager), Frank Henry (new sales, Southend and Luton), Bill Wren (Southend service supervisor), R. Mancini (Southend construction supervisor), Hazel Chandler and Carolyn Harrison (Southend office) and engineers Steve Rochford, Steve Johnson, Bill Fells, Eddie Atkins and Ron Woods.

And from Southern division were Bill Budden (divisional general manager) and Tony Govett (divisional construction manager).

Back-up was provided by Bill Evans, Tony Francis, Jamie Ader and Mark Shenker from Clapham Road.

These road show events are a most important means of meeting existing and potential new customers and a vital way of generating new business.



Otis service engineer Eddie Atkins definitely has the floor and shows he can be a good salesman, too. Left to right are Mr Pilkington (Orsett Hospital), Eddie, Mr Derek Lock (Ford Motor Company, Basildon), Mr Morris Pope (Ford Motor Company, Basildon), Hazel Chandler (Southend office) and Mr Victor Saunders (Orsett Hospital)



REM is always a big topic of customer interest at our road shows. On the left Mr Colin Stroud (The Sedgwick Group) listens to Tony Francis (centre) with Ron Woods, our resident engineer for the Norfolk area



Bill Wren (Southend service supervisor) explains some of the advantages of REM to Mr Howard Bone (Ford Motor Company, Dunton)



Rob Spetch (Southend branch manager), Mr Colin Stroud (The Sedgwick Group), Ron Woods and Bill Evans (Clapham Road)

LIFT-OFF

Lift-Off is edited by John Mendes

He's been horseman, printer, soldier and directors' chauffeur

DAVE SMITH — This Is Your Life

WHEN a man has worked for a company for 36 years, and been chauffeur to four directors, he must have a wealth of gossip stories to tell.

But you are not going to hear them from Dave Smith.

A good chauffeur needs more than driving ability. He must know how to keep a secret and respect a confidence.

Dave has done that all through his career and does not intend to change now he has retired.

He loves meeting and talking with people, and has friends in all walks of life — some in high places — but what they tell him is never revealed.

HORSES

Born and bred in Lambeth, Dave spent his early years with horses. South London hardly seems the place for them but his father ran stables and hired out horses to costermongers.

So Dave learned to ride as a child and at weekends would take the horses to Epping Forest for exercise. "It took all day to do that," he recalls.

After leaving school he was apprenticed as a machine minder in what in the trade is always known as 'the print'.

His wife was in the print when he met her and his father-in-law was a father of the chapel (shop steward) on the Daily Sketch and then the Daily Mirror.

Dave's two sons have continued that family tradition. John was a supervisor reader on the Sun until

the much-publicised move to Wapping and Ron is a reader on the London Standard.

His eldest grandson, David, is now a fully-fledged machine-minder, but his other grandson, John, did not want to go into the print and has just finished his apprenticeship as a TV engineer.

While Dave was an apprentice



he added a couple of years to his age and joined the peacetime reserve — the Territorials.

When the Second World War started on 3 September 1939 he was immediately called into the army. He was then little more than 16 years old and was to stay in the army until 1945 when he was demobilised at Wuppertal in Germany.

After the war, partly because he had broken his indentures, he did not go back to the printing trade, and drove motor coaches for a while.

Then in 1950 a job came up as

a spare driver at Waygood-Otis in Falmouth Road.

Dave says: "There were four chauffeurs in those days and I had to drive every vehicle in the company — cars, vans, the lot. Of course, there was not the big fleet that exists now.

"Our pride and joy was a big American Buick which was kept on blocks in the garage and only used for special occasions."

Eventually Dave started driving for a director, Denis Coles, an association that lasted for 17 years — and Denis Coles' son, David, is with the company today.

Dave followed on by driving for the next three managing directors — Bob Barbour, Norman Cunningham and Dr John Watkinson.

He well remembers driving directors all over the country in the early 1950s, including Crawley, Newcastle and Cardiff, looking for a site to replace the old Falmouth Road factory, before the final choice of Kirkby was made.

AWAY

After a bad illness (he collapsed at Waterloo station) he was away for three months, coming back for a time to reception duties at Clapham Road. Then he returned to driving again for Dr Watkinson before retiring on 10 May 1986.

Dave has thoroughly enjoyed his driving career but for him his years in the army were something special. "You can never get that kind of comradeship in civilian life," he says.

He went through some tough fighting but makes light of that. "When people ask me how I kept out of trouble I tell 'em I was a good runner."

The truth is that he was in the 1942 invasion of Algiers, then the assault on Sicily and the subsequent invasion of Italy across the Messina Straits.

SNOWED-IN

"During the bad winter in Italy," he recalls, "we were snowed in at Cassino and they sent the Canadians to teach us to ski. Can you imagine Cockneys skiing?"

"Then the RAF parachuted food down to us and it drifted away over the German lines.

"One thing I always remember was that we found an old wind-up gramophone with only one record. It was Silent Night sung in German.

"Several years later, in Vienna, I found another old gramophone,

again with only one record — and once more it was Silent Night sung in German. A strange coincidence."

At the end of the war in Europe Dave did garrison duties in Vienna. It was the time when there were four occupation zones — British, American, French and Russian.

Anybody who has seen the classic film, The Third Man, based on the Graham Greene story, will know what it was like.

Four military policemen, from four different countries, would patrol in the same jeep — and they made a film about that, too — Four Men In A Jeep.

TROUBLE

Dave recalls: "There was a club called The White Angel open to all troops. When there was trouble the appropriate policeman would sort out his own offenders.

"One source of trouble was that the Russians had never before seen men in kilts. They used to laugh at the Argylls — and that meant trouble!"

"My outfit had armoured cars. We had new uniforms, penants flying on the car aerials and we painted all the wheel nuts — on that international scene it was very important to show the British flag."

Dave is still very close to the army and does a lot of charitable work on two regimental committees. He also has a connection with the Otis personnel depart-



ment and visits the sick. A visit from Dave is definitely a cheering-up occasion.

At time of writing he is still living at the Elephant & Castle, only a few minutes from Clapham Road, but hopes to move out to Kent now that he has retired.

As a life-long south Londoner he well remembers the bad old days of gang warfare. He laughs:



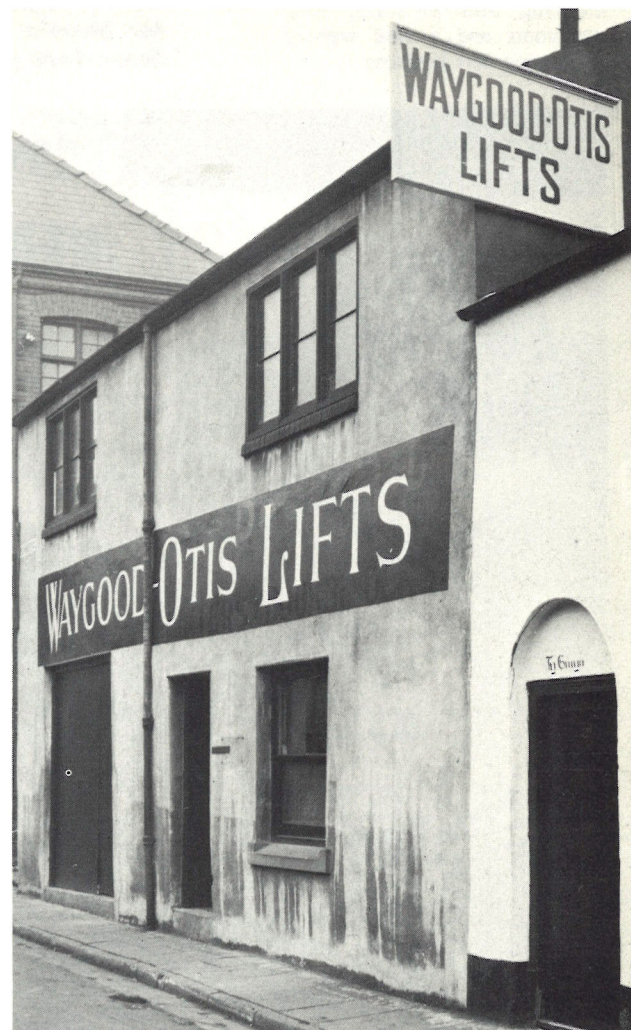
"Oh, yes, I knew all the villains. Where I live now there was a club where the Great Train Robbery was planned.

"They were a tough crowd — but they didn't hurt us. If you

didn't interfere with them they didn't interfere with you."

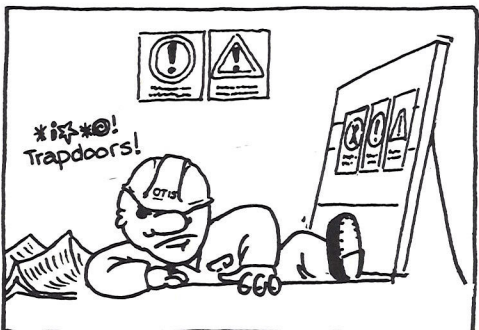
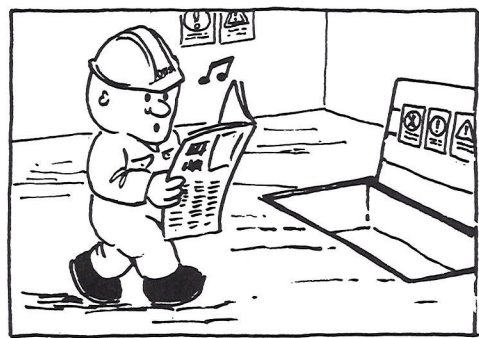
Happy retirement in Kent, Dave. You have well and truly earned it.

The way Cardiff used to be



Frank Seymour and his team probably wouldn't think much of it today but this was the Cardiff office and store at 1 Plymouth Street in the late 1920s. How long after that it continued to be used we don't know. Does anybody in the Long Service Association have any memories of this site? If so, we would like to hear from you

Safety First!



NEXT ISSUE

News and photos for the next issue of Lift-Off must be with Jamie Ader at Clapham Road not later than Monday 27 October.

Don't be shy. Just jot it down on a memo pad or pick up the phone and tell Jamie on 01-735 9131.

News can also be telephoned direct to John Mendes on 0787 281100. If he is not in his office leave your name and number and he will get back to you. And that's a promise.