

LIFT-OFF

Number 20

May/June 1985

Internal newspaper of Otis Elevator PLC (UK)

Let them show you what they can do

The London field workshop is now fully operational and able to handle orders for the repair and manufacture of parts for lifts and escalators.

Based at Minavil House, Ealing Road, Wembley, Middlesex HA0 4PA, this service is available to the total Otis Group operation in

London, and there is a well-equipped machine shop with full steel burning, cutting and welding facilities.

The workshop area covers 6,500 square feet with travelling crane at three-ton capacity servicing two under-cover loading docks.

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Road Shows at Glasgow, Inverness and Aberdeen

We have been meeting our customers in Scotland.

At the Albany Hotel, Glasgow, on 1 May; The Caledonian Hotel, Inverness, on 21 May; and Gordon House, Aberdeen, 23 May, customers have been entertained and introduced to the latest Otis units, packages and services.

This was a combined operation involving Glasgow, Aberdeen and Dundee branches, with back-up from Ron Baker and his Scottish divisional team, Our Man in Inverness, Ronnie Ross, and support with the mobile exhibition unit from Cathy Foster, Mark Shenker and graduate trainee Richard Wandzel.

All the personalities and photos in our next issue.

And a party in Croydon

More customers were entertained in Croydon on 21 May when London South division had between 70 and 80 guests at a reception in Green Park House.

This new prestige building for the Prudential has a group of four 10-person passenger lifts with Gamma 160S and a 15-person wallclimber.

Guests were met by four field men and escorted up in the wallclimber and then down in the lifts to the reception.

They were addressed by John Williams and met staff, salesmen and management of London South.

Executive directors Roy Markham and Tony Allen were there and back-up was provided by Barry Wheeler and his staff.

The Clapham Road canteen provided a splendid buffet and a group of girls, also from head office, acted as receptionists and helped to make the evening a great success.

Names and photos in our next issue.

NATIONAL GOLF

OTIS national golf tournament for 1985 will be held on Tuesday 17 September at Moor Hall Golf Club, Sutton Coldfield, near Birmingham.

Full details will be made available as soon as possible. Entry forms from Alan McNamee in personnel department at Liverpool works.

BIG VR JOB IN MANCHESTER

Seven lifts are going in and a further 18 will follow

There have been two recent firsts in Manchester.

In an initial phase of work seven VR lifts are going into flats on a Manchester Corporation estate at Hulme.

They will have MS300 controllers — the first to be installed in Manchester.

There is one lift for each of seven blocks and chargehand Ian Holland says:

"All the lifts are identical so it has been possible to tool them up together and install them almost on an assembly line basis."

A further 18 lifts will eventually be installed in phases two and three.

The job is supervised by Manchester's John Proffitt and with Ian Holland on site are Alan Jukes, Sean Gibbons, John Hood from Newcastle, Don Liddy and apprentice Gavin La Brocq.

At Ship Canal House in King Street, central Manchester, an extensive refurbishment is being carried out on the building by Norwest Holst for Guardian Royal Exchange Assurance.

Three passenger lifts, one serving 11 floors and two serving ten floors, are being installed and will have Elevonic 301 control — the second first for



On site at Hulme. Construction supervisor John Proffitt, Alan Jukes, Ian Holland (chargehand), Sean Gibbons, John Hood, Don Liddy, Gavin La Brocq (apprentice)

Manchester.

On site are chargehand Tommy Bedford from Liverpool, Eric Carroll also from Liverpool and apprentice Stuart Baron.

And, finally, something to gladden Ted Meatyard's heart. At Marks & Spencer's store in Manchester chargehand Keith Russell and mate Bill Chick did a rush job of lift modernisation which just had to be completed in time for the Easter trade.

Their message to Ted: "Yes, we made it."



Above. One of the blocks of flats on the Hulme estate where the VRs are being installed. Right. Bill Chick and chargehand Keith Russell at Marks & Spencer's store in Manchester



Left. In the motor room at Ship Canal House, Eric Carroll, Tommy Bedford (chargehand) and Stuart Baron (apprentice). Right. Exterior of Ship Canal House in King Street, Manchester



Awards and presentations



Charles Meredith, product administration manager at Liverpool works, has retired after 18 years service. On behalf of the management team Alan Mainwaring presented him with an engraved salver and crystal glassware. Photo by Tom Penney



Joyce Price (left) and Audrey Taylor have been waitresses for many years in the management dining room at Liverpool works. With the introduction of single status dining they will no longer attend daily but will still serve at buffets. They were presented with gifts by John Miller. Photo by Mo Jepson



Paul Matthews (right) presented tester Jim Baynam with a watch from his colleagues at Clapham Road. Jim, famous for his MG car racing activities, has left the company to work for the British Home Stores group and takes with him the best wishes of all his fellow testers



Einar Kismul, works accountant at the Liverpool factory, has moved to Wadsworth. At a buffet attended by colleagues and staff Alan Mainwaring presented him with a camera and travel bag. Photo by Tom Penney



Geoff Wells (right), in the technical support group, has reached 40 years service and was presented with a carriage clock by Peter Goodin at Liverpool works. Both have been friends since joining Otis as teenagers and now have 80 years service between them. Photo by Geoff Dixon



Dennis Tromans (right) is one of the best known faces at Clapham Road where he has been a security officer for many years. On his retirement he was presented with gifts on behalf of his many friends by Bob Hamilton, group director of personnel



Senior fitter Fred Capon in London service branch 23 has celebrated 25 years of company service. At a party in his honour the presentation was made by Terry Viccars, service field manager

Few home comforts here

Otis Group export division's demanding contract with Clasp-Tarmac to install 12 MC1682 models into the Mascara Hospitals, Algeria, is nearing completion.

It has been a great success story for the UK installation team.

This team has included, at various times, Bill Curd and John Allen from London construction, Bill Paton and Trevor Ayres from Plymouth, Brian Bosworth from Leeds, John Rice from Dublin and Dick McAleer from Belfast.

They had to overcome early

difficulties and inhospitable site conditions. But they have improved on an original phased programme of 52 weeks to such an extent that hand-over is expected after only 33 working weeks.

ESTABLISHED

Credit for laying the foundations of this achievement goes to Bill Paton and Trevor Ayres. They established Otis on site and dealt with the early problems of tooling and builders' work requirements.

Their good work was built on

by Bill Curd and John Allen who reprogrammed the erection period through close liaison with the main contractor.

The final phase and commissioning is being carried out by John Allen, Mick McAleer, Brian Bosworth and John Rice, who have all shown great flexibility in dealing with the conditions.

Indeed, flexibility has been all-important. The sites are literally miles from any kind of civilisation and pretty short on home comforts.

But our team have shown their adaptability by getting on with

the job — and in record time.

When the early teething problems had been sorted out the team were installing blocks of three units of four entrances each in six weeks ready for test.

Ken Durward, Otis Group export manager, says: "I would like to thank everyone involved on this particularly difficult site."

"Their performance has been a marvellous advertisement for UK installation and shows what is possible even under the hardest conditions."

City seminar

A number of major customers were at a seminar in April put on by London City division.

The subject was the conversion of existing groups of lifts to Elevonic 401 group control.

After lunch the guests were taken to 40 Basinghall Street to inspect a newly completed conversion.

Among the customers represented were the Stock Exchange, Guardian Royal Exchange Estates department, Barclays Bank, Chase Manhattan Bank, Morgan Guaranty Trust, Jones Laing Wootton and the Prudential.

The seminar was entirely arranged by Steve Ellis, senior service salesman, and the talk on Elevonic was given by Derek Smith using information slides.

Also present were Norman Davies, City division service manager, Tony Pringle and George Ingram.

Norman praises the professional back-up supplied by Bill Evans' department.

Standing up

AS we go to press David Leah, Liverpool branch manager, was preparing for a sponsored wind-surfing attempt to cross the Dee estuary and back at high water.

His intention was to sail the 15 or so miles in 2 hours on 19 May. We hope he had every success because all proceeds will go to local charities.

CATHY'S COLUMN

I've decided that Otis does not have many practical jokers.

There were only two reports from April Fool's Day.

The Otis team in the Scottish Highlands convinced the porter at a hotel that the fuses in 13-amp plugs had to be inserted so that the maker's name could be read. The manager entered into the spirit of the day and told the porter that all plugs for the electric kettles in every room would have to be checked starting 8am 1 April.

After entering a few rooms, with guests still there, the porter rang the manager to explain that guests were being seriously inconvenienced.

The manager started laughing and the porter realised what day it was.

And at Clapham Road Terry Scott had a lot of trouble with a lady who spoke very little English, from an overseas company with an office in the City of London who complained about a stopped lift.

The lady was in fact Gwyneth Hamilton, secretary to Alan Bryant and Jim Walsh.

The company is now sponsoring the following marathon runners:

At Liverpool works, C. Duffy senior, APW, and C. Duffy junior, APW; P. Williams, APW; G. Glover, APW; T. Gouldbourne, D/O; T. Nolan, machine shop; B. Sutherland, EDP; J. Radcliffe, EDP; M. Ryan, APW; T. Wadkin, machine shop; J. Tanner, maintenance.

And from the rest of the country, Bernie McKenna, Southampton; Douglas Ross, Birmingham; Tom Finn, Dublin; Rob Spetch, Southend; Dave Leah, Liverpool; John Balsillie, Aberdeen/Dundee; Brian Stonehouse, John Regan and David McKensie, Newcastle; Stephen Shivers, Belfast; Thomas Combe, Edinburgh; T. Pavey, C. Edwards, D. Water-

man and D. Jones, service administration, Clapham Road.

Some marathons have already been run and there are many more to come.

Best of luck to everyone, especially those who are going through all that agony for charity.

Are there any more long-distance runners out there?

If so, write and tell me what you are doing. — Cathy Foster.

FIELD WORKSHOP

from page one

The machine tool shop, with stock for repair and prefabrication work, is well-equipped for turning, milling, shaping, cutting or welding steelwork.

There is a highly skilled workforce of machinists and fitter welders, engaged from Becker, all experienced in the manufacture of lift equipment and component parts.

For enquiries ring Alan Ellery, supervisor, or Terry Wilkinson, representative, on 01-902 5477. For information on workshop planning and development contact Mark Towner, project manager, or Joe Nortcliffe, service support manager, at Clapham Road on extension 434.

They will be pleased to answer your queries and more than pleased to show you around their workshop.

They have a daily delivery service to sites, their prices are competitive, and they aim to provide customer service — right first time and on time — and so become your first choice for any work they are capable of undertaking.

Let them show you what they can do.

NEWS AND PHOTOGRAPHS FOR THE NEXT ISSUE OF LIFT-OFF, OUT AT THE END OF JULY, SHOULD BE WITH CATHY FOSTER AT CLAPHAM ROAD (EXTENSION 566) NOT LATER THAN 28 JUNE

ON THE MOVE

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

NAME	FROM	TO
P. Naylor	Zone Systems Accountant	Operations Analyst
P. Perry	Supervisor, City Division	Technical Supervisor
G. Biggs	Estimator, Contract Admin	Contract Estimator
M. Morley	Trainee Salesman, London West	New Sales Rep, London West
G. Willis	Improver I, Southampton	Improver II, Southampton
R. Skelton	Improver, Aberdeen	Trained Fitter, Aberdeen
I. Coleman	Maintenance Clerk, GLC26	Estimating/Sales Clerk, GLC26
G. Carlton	Trained Fitter, Leeds	Advanced Fitter, Leeds
R. Echeumuna	Construction Systems Supervisor	Marketing Services Manager
S. Mansfield	Advanced Fitter, Reading	Senior Fitter, Reading
J. Balsillie	Branch Manager, Aberdeen	Branch Manager, Aberdeen and Dundee
M. Stewart	Branch Manager, Dundee	Construction Manager, Scottish Division
R. Cooke	Field Engineer, Adler Street	Technical Manager
J. Peacock	Superintendent Adjuster	Technical Manager, London West
J. Lodge	Improver, LSR24	Trained Fitter, LSR24
A. Nye	Improver, London Construction	Trained Fitter, London Construction
D. Balster	Mate, London Construction	Improver, London Construction
L. McNamara	Improver, London Construction	Trained Fitter, London Construction
T. Watson	Trained Fitter, Brighton	Advanced Fitter, Brighton
S. Michael	Trained Fitter, Brighton	Advanced Fitter, Brighton
H. McGlashan	Trained Fitter, Edinburgh	Advanced Fitter, Edinburgh
J. Pringle	Advanced Fitter, Edinburgh	Senior Fitter, Edinburgh
J. Payne	Manager, Finance & Planning	Deputy Controller, Finance & Planning
D. Morgan	Advanced Fitter, London South	Senior Fitter, London South
J. Taylor	Trained Fitter, LSR24	Trained Fitter, LSR23
D. Butcher	LSR24	LSR23
I. Harmieson	Trained Fitter, Newcastle	Advanced Fitter, Newcastle
R. Lowrie	Advanced Fitter, LRT	Senior Fitter, LRT
G. Allen	Mate, Belfast	Improver, Belfast
D. Frame	Mate, Belfast	Improver, Belfast
G. Jeffry	Mate, LSR23	Improver I, LSR23
B. Harden	ROSS Project Manager	Project Development Manager
N. Johnson	Mate, Luton/Southend	Improver I, Luton/Southend
N. Doyle	Improver, London West	Trained Fitter, London West

Francois Jaulin finishes the wall

During March the president of Otis Corporate, Francois Jaulin, paid a three-day whistle-stop visit to the UK.

While at Liverpool works he put the finishing touch to Project Jericho — the wall which now divides the works from John Mason's storage site — by very professionally cementing in the final brick bearing the date and his name.

A commemorative granite tablet mounted on the wall reads: "Otis Liverpool Focused Workshops. Project Jericho. To commemorate project completion. F. Jaulin, President Otis Corporate. March 1985."

Presenting Mr Jaulin with a carriage clock as a personal memento of the occasion, Wally McAdam, the works convenor, said:

"Two years ago there were a number of alternatives open concerning what might happen to the Kirkby site.

"Everyone is pleased to have you here today to cement the last brick in a wall which means retaining the Liverpool operation under one roof.



Top. Francois Jaulin with Dr John Watkinson (left) cements the final brick into the wall to complete Project Jericho. Above. Works convenor Wally McAdam talks with Mr Jaulin after presenting him with a carriage clock to commemorate the occasion

"I would like to present this clock on behalf of all the people on site, hoping it will stand in your office reminding you daily of Liverpool and encouraging you to put work with our plant."

Following Mr Jaulin's visit Dr John Watkinson requested John Miller and John Critch to pass the following message:

"Please convey to all at Liverpool my pride in the performance of everyone which culminated in the visit by Francois Jaulin.

"We are on the way but not yet there. I have every confidence in our further progress. To all of you, congratulations on progress so far."

THE BIG SWING

At University College Dublin six 506 escalators are being installed in the new library extension. Construction supervisor John Hanley took these dramatic pictures.



TWO JIMS FIXED IT FOR CRAIG



Take One. BBC TV's Jim'll Fix It camera team film Jim Peacock from Clapham Road and Craig Rowley at Sovereign House in London where young Craig was able to take charge of the very latest lifts

Young Craig Rowley from Newcastle-under-Lyme is a lift enthusiast.

His dream has been to spend a day in London operating and riding in the very latest.

So what did he do but write to Jimmy Saville to see if Jim could fix it.

As we all know, Jim can fix practically anything for young people, and with full co-operation from Otis, Craig's dream

came true at last.

He wanted the very latest lifts and he got them — at Sovereign House, Wilton Road, just by Victoria station. He also visited Harrods and saw a Paternoster.

Of course, Craig is still only an apprentice lift operator, so he needed a bit of assistance, and he got that, too, from our own Jim Peacock, who accompanied him on his visit.

Deidre Rowley told Lift-Off:

"Thank you for the lovely things Otis have given Craig, including the car switch, with which he is really thrilled.

"Will you please pass on our thanks to everyone in your company who ensured that everything went well and that Craig had a really good time.

"As you know, he is a real lift enthusiast, and this was a dream come true for him.

"We shall never forget Otis."

Bouquet for John Conway

United Technologies showed Otis lifts at the Moscow International Trade Fair.

The Kulwin Electric Supply Company in Indianapolis, USA, contracted to supply the lighting and ran into trouble over non-standard lights.

The president of Kulwin, Herb Kulwin, was in London and contacted Otis UK for help.

John Conway, London purchasing office, went into action, found exactly what was needed, and 24 hours later the lights had arrived at Otis, Bloomington, Indiana, for shipment with the

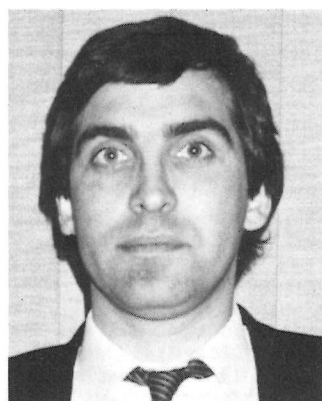
rest of the equipment to the USSR.

Herb Kulwin wrote to John: "I really appreciate all your effort and time.

"If I can ever be of any assistance to you, please feel free to let me know."

And Lowell Deykes, senior buyer at the Bloomington plant, wrote:

"The company can be very proud that it employs people such as yourself, who extend themselves as you have in this matter. Thank you."



Welcome to Mark

In April Mark Towner joined the company as project manager of the Alperston Service Centre.

His initial task is to assist with the transfer to Alperston of the Zone warehouse and to establish the system and back-up services required to support the workshop and material supply operation (for more about the workshop, see page one).

Mark reports directly to Tony Allen for his project activities and will work closely with Joe Nortcliffe who retains responsibility for the day-to-day running of the service support operation.

Before joining Otis Mark was operations manager, KDG Instruments Ltd, Flowmeter division in Croydon. He is an honours degree graduate mechanical engineer and began his career with the P&O shipping line as an apprentice marine engineer.

WHERE THEY WILL RACE

Support your Otis-sponsored colleagues in their sports events this summer.

In London City division repairs, Hartley Kerner will be riding his big Suzuki motorcycle in the following events:

9 June, Isle of Man TT; 23 June, Donnington; 15 June, six-hour endurance race, Snetterton; 14/15 July, 24-hour endurance race, Barcelona, Spain; 3/4 August, British Grand Prix, Silverstone; 26 August, Oulton Park; 14/15 September, Scarborough; 22 September, Thruxton; 20 October, Brands Hatch.

Peter Felton, service engineer in London branch 24, races a Mini 1000 with modified engine under Croydon Motor Sports rules.

At his home track, Layhams Farm, Biggin Hill, he will be in Croydon Motor Sports Meetings on 23 June, 14 July, 28 July, 18 August, 8 September, 29 September, 19 October.

On 6 October he will be at Worthing for the South Eastern Grass Track Organisation open championships.

WELL RUN

OUT of 1600 runners Brian Stonehouse finished in the first 200 in the Stockport Daffodil Marathon in April with a time of 3 hours 16 minutes.

It was a very hilly course and there were strong winds all the time.

Brian is a service sales representative in the Newcastle office.

Return of the Shuttle brings work for Wadsworth and the Liverpool factory

A few years ago the engineering department at Liverpool works was involved in the development of the Otis Shuttle.

This was a horizontal transportation system using a 219HT gearless machine to haul a hovercar along and above a track.

UK design work was carried out by senior engineer Alan White and design craftsman Harry Clitherow, and Ray Borrett (now retired) developed a special controller.

This and a number of other components were made and supplied from Liverpool works.

The unit was required for a

site in Colorado, USA, and because of widely ranging temperature conditions the expansion and contraction of the ropes had to be countered by a purpose-designed tensioning frame.

A similar installation is now needed for Sun City, South Africa, and additional work has been placed with the factory.

A number of large sheaves have been machined from castings supplied by Wadsworth in Bolton.

It is another example of inter-company co-operation spanning thousands of miles. Report and photo by Geoff Wells.

His connection with Otis lasted 85 years

The oldest surviving Otis pensioner died last March at the age of 98.

He was H. C. 'Bert' Bradbrook who first joined the company in 1900 — a continuous connection with Otis for 85 years.

From a humble position he rose to sales director before he retired in 1955.

In the First World War he served in the London Scottish and, returning to the company, was responsible for setting up the Waygood-Otis operations in Australia and South Africa.

For many people now retired he will be remembered for his inimitable sales manner and his close association with many of the company's most important clients.

Almost his last sale before retirement was of 99 units for Shell including those in the Shell Centre on London's South Bank. At the time it was the largest single order ever booked by one man.

He was a past Master of the Worshipful Company of Foundrymen in the City of London and after retirement maintained his links with Otis through the Long Service Association.

Until five years ago, when he was 93, he attended every annual dinner, travelling from Dover to London.

Bert Bradbrook was a truly remarkable character the like of whom is unlikely ever to be seen again. He will be sadly missed by all who knew him.

IAN IN HONG KONG



Otis UK's Ian Millar with Hong Kong & Shanghai Bank building in background. He is project manager for this worldwide Otis operation for which Liverpool works has supplied a lot of units

They have moved in

More about 'The Wall' at Liverpool works.

Four senior Otis executives, trowel in hand, became one-day only brickies to speed its completion (Lift-Off, January-February, 1985).

And Francois Jaulin, president of Otis Corporate, returned to cement in the final brick (see page 3, this issue).

Now we can reveal what is on the other side.

John Mason International Removals and Storage have taken over the 114,000 square feet of space freed at Liverpool works after the focused workshops reorganisation.

Mason's will use the area for storage and packing, though retaining their antiques storage and packing facility in Lees Road, Kirkby, and the yard near their offices in Wavertree, Liverpool.

A local success story, Mason's having been working with Otis for over 25 years and celebrated their centenary last year.

These days the firm has Eurovan connections and specialises in import-export of household effects, household removals at home and abroad, storage of household and commercial goods, and storage and containerisation of antiques.

John Mason is still very much a family firm with Mrs Jean Mason and her son, Paul, both



Mrs Jean Mason signs the contract with Mr Ken Holt (seated). Standing are Otis

director Alan Bryant, Mr Fraser McColl (Otis solicitor), Mr N. Jones (Mason's solicitor) and Bob Davies, Otis facilities manager at Liverpool

strongly involved as directors.

Ken Holt will be the director in charge of 'John Mason Storage, Moorgate Road' — their part of the Liverpool factory. He will be assisted by Roger Paskell and David Grellin will be the warehouse manager.

Jean Mason told Lift-Off: "We feel welcomed by Otis. Everyone involved in the move has been very helpful and we are grateful to them for smoothing our path."

And if any Otis person needs to use the John Mason services, just ring Paul Mason or Tony Morton on 051-722 2352.

Stan has retired



After 39 years' service with Otis, Stan Lucas has retired from Brighton branch.

Well known in the company, especially in London, Stan started as a fitter's mate in 1946, working at first in the Great West Road area of London.

He became a fitter in 1953 and had a route in the Holborn-Camden Town area. Stan then had 14 years at Peter Jones store, Sloane Square, on maintenance, and followed this with a further eight years covering Oxford Street and stores like Debenhams and D. H. Evans.

He transferred to Brighton in 1976 and moved to Haywards Heath, Sussex, working a country route until he retired.

Everyone wishes Stan and his wife, Kath, the happiest of retirements.

The B team's finest hour

At the end of the season Otis London B football team faced their greatest challenge.

In the semi-final of the Evelyn Cup they were matched with Craybrook, a team close to the top of the division. Otis went down 2-3 and Claybrook went on to the final at Dulwich Hamlet FC.

But this was no disgrace, reports Steve Ellis. It was a classic match, worthy of the final, and it could be said 'this was their finest hour'.

With just five minutes to go Craybrook forced a goal from a corner to earn their place in the final.

Otis team: Peter West, Steve Ellis, Terry Jameson, Dave Hoskins, Steve Pratt, Craig Wallace, Tony Saville, Gary Rains, Alan Banks, Ronnie Smith, Mark Crawford, Ian Coleman. Manager, Barry Rains.

125-mile paddle

AN Otis-sponsored London Fire Brigade two-man crew completed the non-stop Devises to Westminster canoe race in April in 23 hours 57 minutes.

TOP JUNIORS

This year Otis Junior Badminton Club, trained at Liverpool works by Peter Dawson from the field workshop, have come top of the Liverpool & District League under-16 division and won the William Morrison Memorial Trophy. It is a high spot for Peter who is calling it a day after seven years of coaching the juniors. "I need leg transplants," he jokes. In the photo by Peter Dawson junior are Peter Dawson, Peter Waugh, Nicholas Mullin, Neil Cooper, Betty Ward (League secretary), Colin Hanley, Lorraine Sloan, Joanne Kenney and Rachel Chesworth



Holiday Photo Contest is open

We will be running our ever-popular Holiday Photo Contest during 1985.

For the best colour photograph taken on holiday during 1985 there will be a first prize of a voucher for £100.

The runner-up will get a voucher for £50, and third place will win a voucher for £25.

There are no restrictions on subject — but the pictures must have been taken on holiday during 1985.

The three winning photographs will be published in full colour in one of the winter issues of Lift-Off.

Closing date is Tuesday 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 please carefully read the rules before submitting your entry.

The Rules

(1) Entries must be colour photographs taken in 1985 on holiday and only ONE photograph can be submitted by any competitor.

(2) Entries can be either colour transparencies or colour prints 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 descrip-

tion 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 Tuesday 1 October 1985, 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.

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

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

NEW CONTRACTS

203 units on service for Lancashire

David Leah's Liverpool branch has been awarded a three-year maintenance contract for 203 units with Lancashire County Council.

The lifts vary from service units in schools to UMV geared equipment in colleges and offices.

With close co-operation from the union an operation has been set up overlaying the two new routes with five existing routes crossing the Liverpool and Manchester branch areas.

The new operation will be self-sufficient apart from out-of-hours calls which will be handled by the resident engineers.

David Leah is initially handling sales, Frank Myers is supervisor, and the fitters are Reg Mowat, Keith Langton, Stan Sutch and improver Roy Walton.

LONDON service south have won an order to convert three lifts to Elevonic standards at the Hyatt Carlton Hotel in Knightsbridge.

GRAHAM Saxby in Southampton branch has sold the modernisation of 18 units in various flats for the City of Southampton. More about this contract in the next issue.

Annual corporate audit in July

Mike Hayes, field quality manager for Otis UK, has heard that Chuck Ruzkowski will be here during July.

Chuck is an Otis corporate auditor based at West Palm Springs, Florida, USA.

At least once a year he visits the UK and samples a prescribed number of new and old units on O service maintenance contracts.

There is a corporate audit trophy for the top-scoring branch.

At the moment Mike only knows that Chuck will certainly be going to Ireland — and Dublin branch were top scorers in 1984.

Where else he will go we must wait and see. So everyone is in with a chance for that trophy.

Long Service

AGM of the Otis UK Long Service Association was held at Clapham Road on 26 March.

It was well-attended by retired members but it was rather disappointing that only six working members were there.

The Association is in great heart and with the help of all members will go from strength to strength.

The committee would be pleased to hear from any member with new ideas for Association activities.

Also of interesting news of holiday activities, hobbies and meetings with other members.

Just get in touch with Valerie Keefe at Clapham Road on extension 517.

Because of pressure on space our regular Spotlight feature has been held over to the next issue.

THE FOCUSED WORKSHOPS AT LIVERPOOL — 2

Controller Workshop

It is small compared with the Architectural Products Workshop, for instance, with 52 personnel in all of which 40 are direct labour.

Because of the nature of the work the workshop is also very manually orientated.

Manager John Kemp says: "You won't see any CNC machines around here."

"We have very light assembly and from then on it is the electrical skills and manual dexterity of the operators — plus a lot of concentration."

The Controller Workshop is mainly concerned with the manufacture of machine room equipment — controllers, selectors and harness wiring — and very modestly it is beginning to break into the field of electronics.

Under ETO policy the German factory has concentrated on new technology but at Liverpool they have found there is a very considerable worldwide market for the relay controller.

The Controller Workshop's future over the next four or five years is in maintaining and increasing Liverpool works' share of that market. This will give a breathing space while moving into the new technology. Jack Proctor in the Otis Group export department has been visiting the United States and has booked a number of useful orders for the Controller Workshop.

These have been mainly for traditional equipment for refurbishment and wanted on short lead times, and also on several occasions for fire-damaged property, where the lead times have been very short indeed.

Despite the distance across the Atlantic, the workshop, often by air freighting, have delivered on time, and compliments have been arriving from the United States.

Conventional equipment for



Derek Brewer

which at one time the workshop would have wanted 20 weeks for delivery is now down to 12 weeks and sometimes four weeks.

As from July 1984 the workshop have had 98 per cent delivery performance, and this has been a great boost to Liverpool's reputation, not only in the United States, but at home and elsewhere around the world.

How this has happened is an interesting story.

After the focused workshops reorganisation there was a need for a new manufacturing system to back it up. The system chosen was Man-Man, a software package which has the advantage of being an on-line system. Updated data is good from the minute it is put in.

The Controller Workshop became the pilot scheme for the use of Man-Man in inventory control.

The system went live on 2 July 1984 — and it worked. There is now credibility in the manufacturing system and the workshop is very proud to have a 97 per cent record accuracy between the physical figures and what the

Below. Bert Wilkinson, controller wireman

book says the inventory should be.

Eventually other modules of the system will be extended to the whole factory.

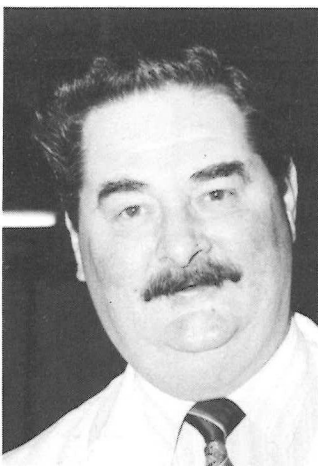
There was another benefit, too. In the past there had been a lot of shortages related to the finished product which had created a bad reputation for delivery.

Under the new system lead times have been reduced, including the very short lead times for special work which have brought bouquets from customers in the United States and elsewhere.

John Kemp is high in his praise for his work force, which has co-operated wholeheartedly over the period of change since the introduction of the focused workshops in Liverpool.

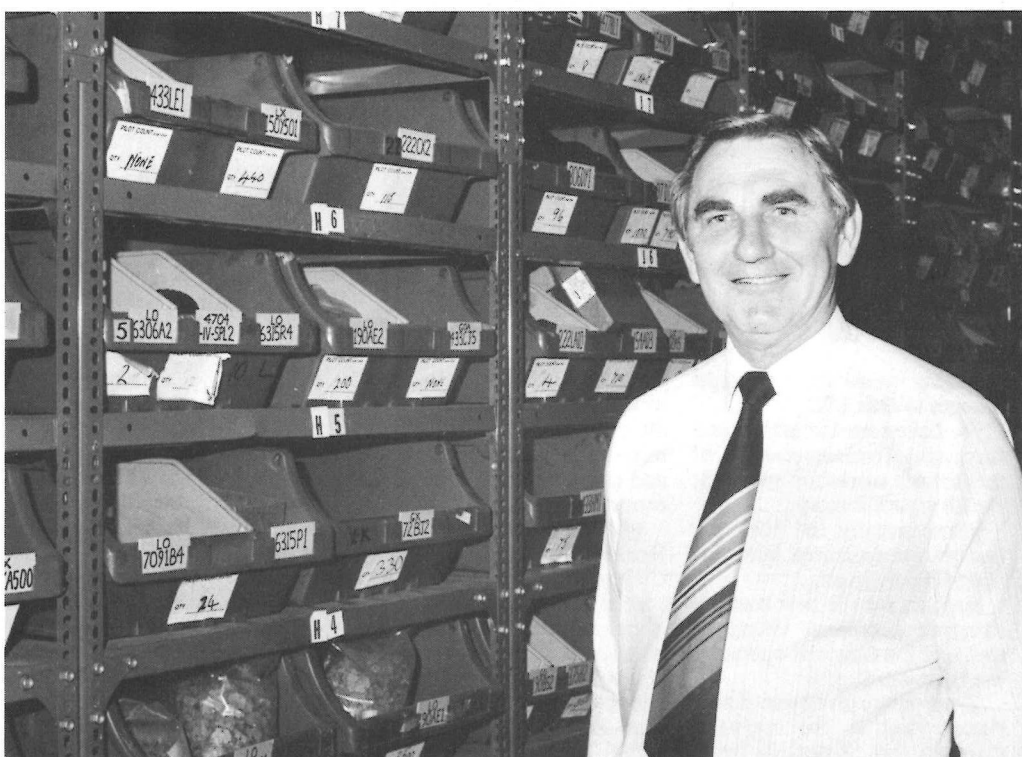
He says: "A workshop of this size just cannot support one person for just one function. Now we are a dedicated team with considerable flexibility."

"We have got our deliveries right, we held our costs in 1984/85 and it is our intention to hold them through 1985/86."



Jack Holme

There are two production supervisors in the Controller Workshop. Derek Brewer, with 28 years' service, has half the



Manager John Kemp in the stores section of the workshop

work force under his control and looks after the controller wiring, selector assembly and sub-assembly.

The other supervisor, Jack Holme, was always traditionally the test foreman, but these days he also looks after controller build and the harness wiring.

On the administration side Les Wright is production controller and Tom Penney, who has a roving commission which covers other workshops, played a big part in the implementation of Man-Man and continues to help maintain the credibility of the system.

John Kemp sums it up: "The advances we made in the first year cannot be repeated so

dramatically. The first year was the year of change; the second year, to quote Dr Watkinson, must be the year of excellence."

"We are getting it right first time and on time. Communications have improved, management is much closer to the people on the shop floor, and we can talk man-to-man about our problems."

"In effect, in the Controller Workshop we are running a small business in which everyone is personally involved and in which anyone can, and is encouraged, to put up ideas which will increase efficiency."

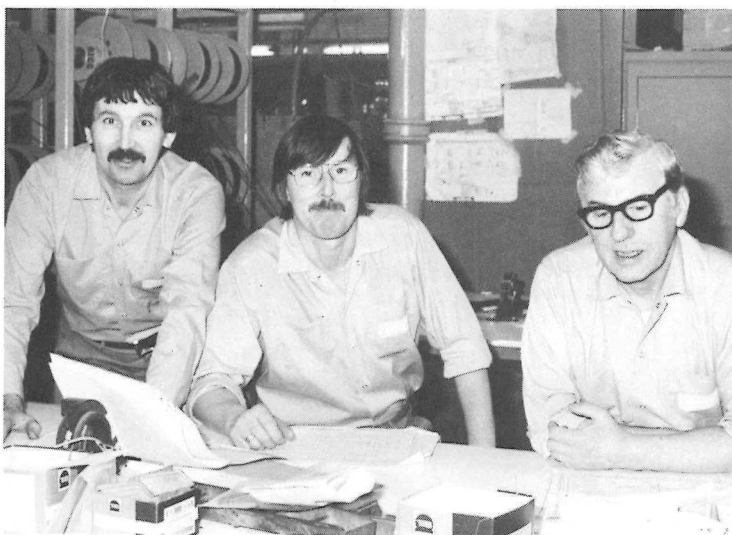
Last winter Project Jericho was in progress and the famous Wall was being built to divide the works from John Mason's stor-

age facility across the site.

The Wall runs right alongside the Controller Workshop and during construction, says John Kemp, "it was like working in a builder's yard. But we maintained production."

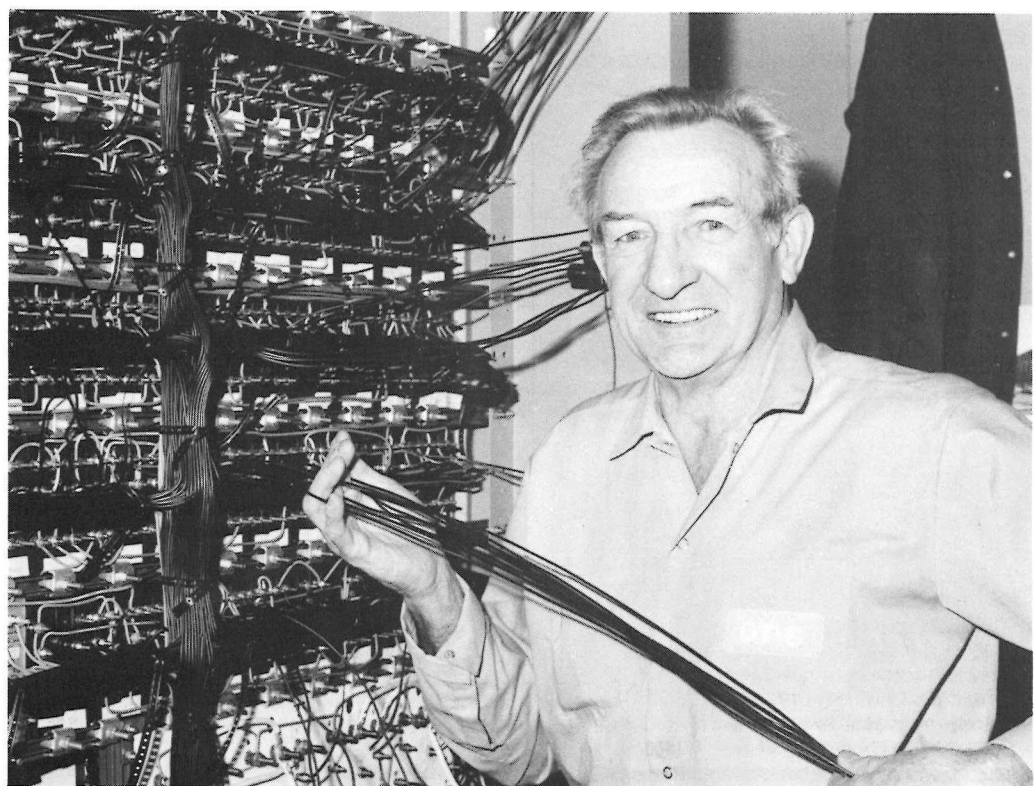
They are nice and shipshape now. Everything has been newly painted and personnel proudly wear their Controller Workshop colours of blue trousers and shirts.

They are all looking forward to a productive and successful future.



Left. Harness wiremen in D44. George Greaves, Gordon Rushton and George Mitchell

Below. Controller testers in D43. Frank Lucas, Jim Davies and George Formby



In the administration department. Arthur Griffiths, industrial engineer; Frank Biggar, progress chaser; Carol Breen, inventory control planner; Derek Bradley, industrial engineer; Les Wright, production controller; Val Asplin, inventory control planner; Tom Penney, systems auditor



LIFT-OFF

We take a look at the financial operation in the company

THE NUMBERS GAME

Changing times have brought changes to Otis UK.

We have seen the arrival and successful implementation of the focused workshop system at the Liverpool factory.

More recently the company has been restructured into nine operating divisions.

Support for the new business structure has been changing, too, and the financial operation has been regrouped.

The aim is to give better financial support to the operating divisions and to provide better management information for the control of the business.

There has also been rationalisation of the department at Clapham Road so that all accounting is now under a single Controller and all planning analysis is under the Business Planning Manager.

Headed by Philip Hunter, Director of Finance, the financial function divides into five groups.

(1) The Controller's group. Headed by Mark Wollner at Clapham Road, this is the heart of the accounting system.

Mark has responsibility for all accounting transactions (excluding the Liverpool factory), the development and integrity of the support systems, and for all statutory and corporate reporting to ETOHQ in Paris and to Otis Corporate in Farmington, Connecticut, USA. He is supported by John Payne, Deputy Controller.

(2) Planning & Analysis group. The manager, Steve Green at Clapham Road, is responsible for overall co-ordination of the company plan and analysis of company performance.

He also provides a service to the divisional operations. All queries from the divisional general managers are handled by this group.

John Keller looks after London City, the South and Ireland, while Paul Naylor handles the North, Scotland, London West and London South.

This means the divisional general managers know exactly who to go to when they have a problem involving the financial function.

(3) Works Financial Controller's group. At Liverpool works Terry Baker has responsibility for factory accounting and

planning and financial support to the factory management. By the end of 1985 he will also be responsible for financial control and support to the Otis Group export department.

(4) Chief Surveyor's group. Headed by Chris Knapp in Clapham Road, this provides a specialist service on contractual claims and counter-claims. Chris is also responsible for credit control and is on the contract conditions committee of NALM and CASEC.

(5) Treasury Services. The manager, David Sewell in Clapham Road, is responsible for banking arrangements, foreign exchange and capital investment. He is currently

reviewing the company's banking arrangements to ensure the most up-to-date facilities.

The financial control of a company the size of Otis UK is a considerable undertaking. On this page are the faces of some of the people involved.

And a word about Philip Hunter. He came to Otis UK in 1972 as a financial accountant and after two years moved to ETOHQ in Paris where he held a number of positions until 1981.

He returned to Otis UK as Business Planning Manager and in September 1982 was appointed Director of Finance.

Right. Philip Hunter, Director of Finance



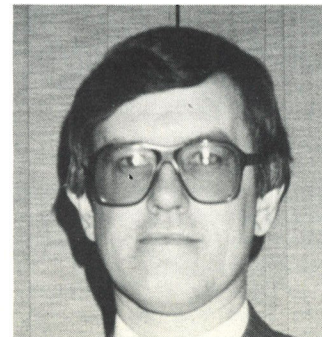
Mark Wollner, Controller



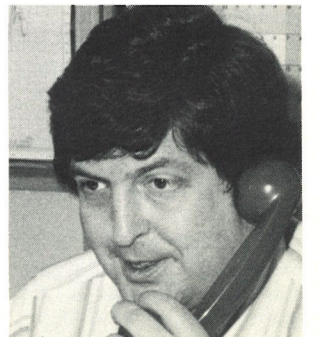
Steve Green, Planning & Analysis



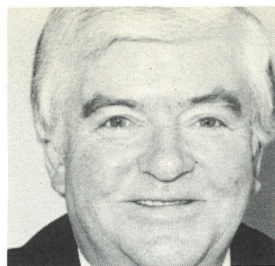
Terry Baker, Works Controller



Chris Knapp, Chief Surveyor



David Sewell, Treasury Services



John Payne, Deputy Controller



In the Planning & Analysis group. Colin Sears, Paul Naylor and John Keller



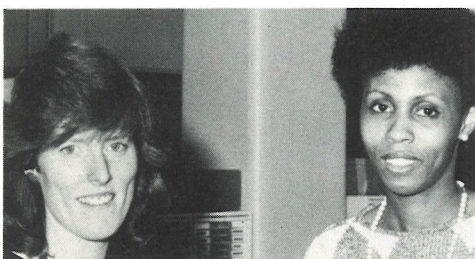
Terry Eytel, Emmi Bojanowski, Les Lisney, Nahio Etminan, Simon Mainoo-Adae



In Credit Control. Mark Unwin, Gina Ali, Rod Cranfield, Darren Trowers, Pauline Greenburgh



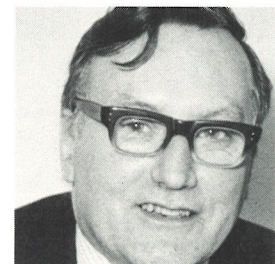
APR section. Chris McDonagh, Janet Weller, Tony Orlebar, Frank Forbes



Senior clerk Sue Reynolds and O billing supervisor June Griffiths



In the Controller's group. Shasin Beharry, David Oliver, Sara George, Doreen Robinson, Carl Walwyn, Rose Manning, Roberto de Cristofano, Steve Layzell, Gretiaen Soysa, Ben Calverley



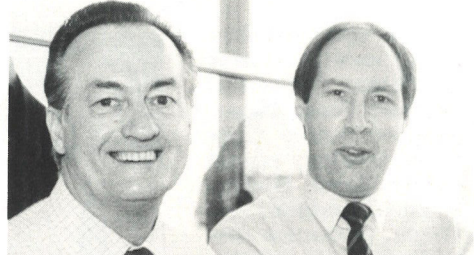
John Conway, London Purchasing Officer



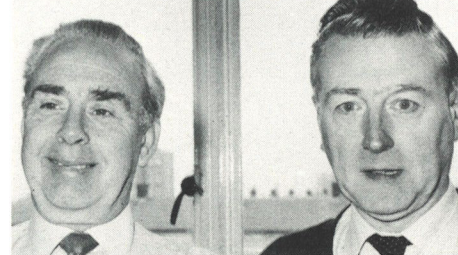
Horace Chaimoff, Contract Services Manager



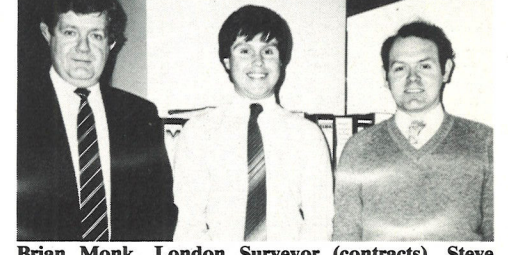
Payroll Officer Ron Hosier and his assistant, Mabel McPherson



At Liverpool works. Billing Supervisor Les Gee and Financial Reporting Manager Jim Higgins



At Liverpool works. Invoice Supervisor George Roberts and Payroll Supervisor Ron Williams



Brian Monk, London Surveyor (contracts), Steve Tully, London Surveyor (construction), David Ellans, Building Surveyor