

- 2 View from the M.D.
- 3 Contract Corner  
Project News
- 4 Safety - Brain or Pain  
Stockport Improves  
New from FOD
- 5 Apprentice of the Year  
ISM  
Service Centre Evaluation
- 6 Field Focus  
Training - Jan. 93  
Safety + You  
Security Alert
- 7 Field Focus  
Charity Corner
- 8 Marketing Initiatives  
Safety Equipment -  
*In the Bag*



## A ride to the stars !

Some very striking action photographs were shot as London Construction carried out a record breaking installation of ten escalators and a lift at the Warner Brothers Cinema in London's West End. Here we print a testament to the hours of planning that went into a triumphant day's work.

The narrow opening in the building's roof meant the escalators had to be slung vertically by crane; a challenge met by Ben Fox who designed special slings for the occasion. The December daylight hours were limited, so the team worked part of the time under floodlight. As the first escalator began its steady rise early on a Sunday morning, Principal Engineer Fred Norris and team, coaxed the equipment through the tight openings with a mixture of beautifully timed accuracy, long experience and strange

Anglo Saxon mutterings; two hours later it was in place and a successful installation method established. By the time darkness was falling, the last remaining escalators were being put in place at steady 45 minute intervals.

The job is nearly completed and all that remains is to level up and fix the escalators to receive cladding. These will then be decorated with mirrors and special effect lighting. An impressive achievement from the team made up of: Fred Norris, Fred Granville, Nick Killeen, Dave Mancini, Terry Houghton, Lester Thomas, Nimo Gillar, Bob Norman, Jason Argent and Danny Hodge. The contract was sold by Adam Butler and the Construction Supervisor was Frank Kilian.



### **BhS Escalators Sporrán Success**

In mid February, the Provincial Zone Escalator team in Scotland undertook two major escalator installations for BhS stores in Dundee and Glasgow. BhS's primary requirement was minimum downtime, and after a meticulous site planning job and a lot of hard work from the construction teams, the escalators on both sites were installed safely and handed over to a delighted customer on time. Full story on Page 3 ▶



## We are changing for the better ...

**We're not saying that our quality is right yet, but the method by which we are tackling the quality improvement has made great strides.**

A recent international audit placed Otis UK 7th in the Otis world improvement league. Overall we scored 49 out of 100. Five years ago we would have scored zero. However, a top class company such as Rank Zerox would have scored around 80!

The Quality auditors broke down our performance into the following areas:-

- Quality Systems  
- the UK scored 50%
- Management Commitment 45%
- Planning Process 37%

This breakdown shows that we are weakest at planning what we do. This is a fact borne out by the feedback we've received from our customers. We still have a long way to go before we become really systematic but planning our improvement process and communicating more effectively how we're going to change, are key priorities for 1993 onwards.

If this quality chart had been published five years ago, Otis UK would have been positioned at the bottom of the table. Now we're 7th in the Otis world. This is a really tremendous achievement from everyone involved.

Andrew Burrow

### 1992 QUALITY AUDIT SCORES

NOGALES FACTORY (best score in Otis)	68
JAPAN	65
SPAIN	57
OTIS ENGINEERING CENTER /FARMINGTON	53
BRAZIL	51
HONG KONG	50
UNITED KINGDOM	49
AUSTRALIA	48
FRANCE	48
INDIA	46
MALAYSIA	46
NAO	46
NEW ZEALAND	46
NETHERLANDS	41
ITALY	38
SINGAPORE	38
WORLD HEADQUARTERS	38
GERMANY	36
SWITZERLAND	35
MEXICO	31
SWEDEN	31
TAIWAN	30
EGYPT	26
SOUTH AFRICA	26
AUSTRIA	25
SAUDI ARABIA	24
DENMARK	23
BELGIUM	21
PORTUGAL	20
FINLAND	19

## VIEW FROM THE M.D.

# Where do we go from here?

We have talked a lot in past issues of Going Up about the state of the economy, the lift market and how these factors affect our business. We have also written about Safety and Quality and the importance of these to our future. However, we have probably not clearly explained how all these issues fit together to ensure that Otis remains the clear market leader in the UK. A complete explanation of our strategy will take more than one article, but it is essential to set out the broad outline of the situation, the pieces of the puzzle and how they fit together. Here I will focus on Safety as the first piece of the puzzle.

First let's start with our Mission Statement and pull out some key areas.

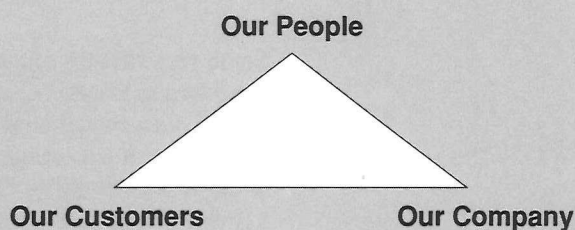
### Our Mission Statement

*We must satisfy our customers through the way in which we service, modernise and supply lifts, escalators and trav-o-lators. We will take the requisite action to understand their needs, and will work to meet or exceed expectations. We will accomplish this in a safe manner, and in such a way as to provide a competitive return to our shareholders. We will ensure that our people have the maximum opportunity to realise their individual development potential. We will at all times function with integrity, and will contribute positively to our environment.*

Initially this may seem like a very obvious statement, however, it involves certain relationships and values which deserve more detailed consideration. The most important relationships are those between the company, its people and its customers. This involves a two-way response from each group. These are key to the success of our business and any strategy which we follow must address the needs of each.

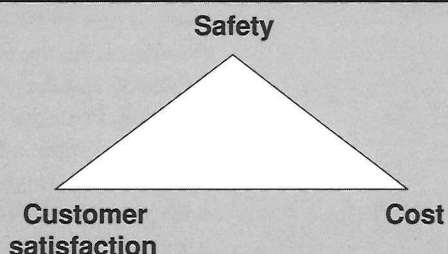
This can be visualised as follows:

### Our Three Strategies



Once we have identified the people to whom we must address our efforts, we then need to decide what we need to do. This is what I would call our 'Strategic Thrust', and it centres around three principal areas.

### Our Three Strategic Thrusts



Without **Customers**, we do not have a business. If we do not operate **Safely** then we will not have people to carry out the business. Unless we are **Cost Competitive**, we will slowly go out of business. I don't think that any of us can afford to focus on one of these elements at the expense of the others.

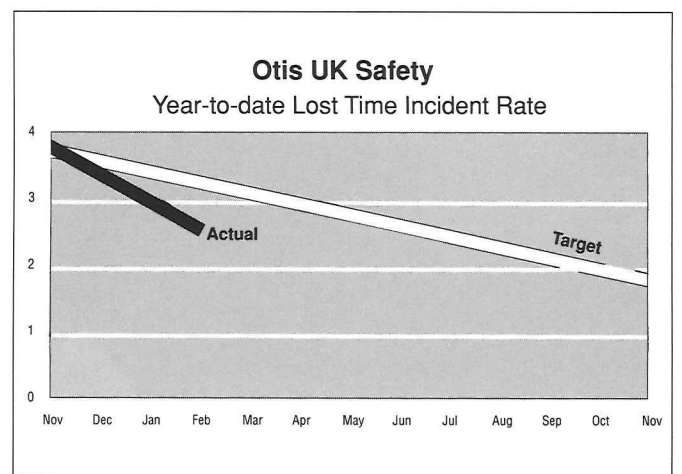
These must and will be, our areas of focus over the forthcoming months and probably years to come. How are we going to address such issues and how will we know if we are making progress?

Safety involves lives and livelihoods and that is why the issue has a special focus here. Future issues of Going Up will deal with other major Strategic Thrusts such as Customer Satisfaction and Cost.

There is an old saying-'that if you can't measure it, you can't improve it', so we need some ways of measuring our performance. How do we measure safety today? We have objective measures and some that have more of a subjective element to them.

Today we are working with rather basic measures and some of them are used after the event. Over the next few months we will be formulating more and more measurements to allow us to take preventative action before an accident occurs.

The graph below indicates our Incident Rate of Lost Time Accidents. You will see that we stand at a rate of three this year. This means that if as a company we don't continue to improve, three out of 100 people in Otis UK will suffer some sort of Lost Time Accident during the year. (Lost Time Accidents are measured as an absence of over three days.) In 1993 we have set our sights on improving our record from the Incident Rate of Lost Time of four which occurred in 1992 to two this year; a 50% improvement.



Until our Incident Rate of Lost Time is less than one, I don't think we can even consider the above as acceptable. Collectively, we can't accept that there is a high probability that one of us is going to be hurt this year.

And so that is why you see all the activity directed towards our Safety policy. By now all the Field should have been through the Safety Induction training and we are looking to tighten up all Safety reporting procedures.

Safety is one of our Strategic Targets to make ourselves a better company, and ensure that we're all here to be part of the future. I ask for your full commitment and support for these initiatives that have and will be taken. It makes good sense.

Jack T. Leingang



## Success for Skylines

After fierce competition, the London Borough of Camden recently awarded Skylines with a five month 265 unit service contract. A further three months extension has been given and Skylines is now hoping to win the contract for a further three year period. The team involved in the Camden Service Contract are: **Stuart Williamson** Principal Engineer and Team Leader, **Keith Swanborough** Engineer, **Stephen Dudley** - Eames Engineer, **John Cooper** Engineer, **Stan Dale** Engineer, **Calvin Dowle**, Assistant Engineer.

Skylines has also secured a 15 unit service contract in the Arndale Centre, from the London Borough of Wandsworth commencing February 1993 for 20 months. The South London Family Housing Association has awarded the branch a three year contract to service eight units.

In the last 14 months **Barry Rains**, Branch Manager of Skylines has doubled the portfolio of units from 400 to 800 units. An excellent achievement and a tribute to all the Skylines team.



## The Bentalls Centre, Kingston

The London Installation Division recently successfully completed a large contract for Norwich Union at the Bentalls Centre, Kingston.

Fifteen lifts were installed comprising; one group of three Scenic Passenger Lifts, two Firefighting Lifts and 9 Goods Lifts, all the traditional equipment was manufactured in Liverpool Works. The remaining unit was a Wheelchair Access Lift supplied and installed by Otis Handling. Much effort and care was taken by the whole

Otis team to ensure the client's requirements were met and surpassed in the areas of safety, quality, and site installation. The bulk of the units were finished early and used on builder's service to help transport personnel, plant and materials. Despite a demanding schedule, Otis achieved every handover date on or before the required time. The team comprised of:- **Gordon Stevenson** Project Manager, **Peter Mansfield** London Installation

Principal Engineer, **Roger Anthony** London Installation Field Test Engineer, **Mike Hayes** London Regional Administration Manager, **Paul Kent** London New Equipment Sales, **Brian Wykes** London Layout Drawing Office, **Alan Winders** Customer Service Liverpool Works, **Brian Kipps** AMT Co-ordinator Liverpool Works, **Peter Harris** London Service Supervisor.



## PROJECT news

## BhS Escalators Sporrans Success

The first of two challenges for the Scottish construction team began with the replacement of two escalators in BhS's Dundee store in the Wellgate Centre. A few months before a team from Dundee and Edinburgh had taken out six escalators, installed four new ones and repositioned a further two in the centre.

The construction team comprised **George Higgins, Donald Keen, Allan McNaughton, Harry Beckett, John Whyte, Derek McKay** from Glasgow: **Peter Clark, Gordon Henderson, Kevin Watt, Jim Duncan, Peter Janek, George King, David Whitley** from Edinburgh and **Wally Reid, Willy McKenzie** and **Dave Johnson** from Aberdeen.

The project at the BhS Glasgow store involved installing one escalator (better described as two halves) the first weekend and on the second, taking three escalators out and replacing them with two 506's. Approximately 50 tons of equipment had to be removed from the building using the energy of the entire team. **Eddie Whyte**, Construction Supervisor in Glasgow, **Jim Duncan** our Edinburgh Construction Supervisor and **Ben Fox**, Field Support Engineer, drew up an excellent site plan. Now its onwards to BhS Doncaster and over to the boys from the North East.

**Ken Gilley**  
Provincial Construction Manager



*Ian Holland,  
Site Supervisor  
Manchester Branch.*



*Keith Russell, Manchester Branch  
surveys the Otis escalators which were installed to  
link Terminals 1&2.*



## 510 Escalators to Manchester Airport Fixed Link

On a cold day in mid February, members of the Stockport construction team made up of **Ian Holland, Pat Kane, Eamon Brady, Bert Douglas** and **John Profitt** Construction Manager, successfully installed the 12 tonne 8m rise escalator. The job was made more difficult by the soft going underfoot and the two mobile cranes had to physically move the escalator into the hoisting position. This was the first of three escalators for the link

between the terminal and the new British Rail station; the remaining escalators will be the first 510E's for the UK. The 510E is Stadthagen's new low rise public transport escalator and could help us to increase our market share in this very competitive area. Following the installation of eight trav-o-lators at Terminal 2, this contract continues Otis' relationship with Manchester Airport.





## SAFETY

# A Matter of Brain or Pain . . .

After some considerable years at Otis, those who talk to me know that I like plain English and plain speaking.

Without fear of favour, there is no substitute for straight talking on an eyeball to eyeball, toe to toe basis.

To put it bluntly, we can have the best safety systems in the world, fine safety policy documents and send out a confetti of well written method statements in countless company memos.

That's all very impressive and well intentioned but if it is NOT designed for the people at the sharp end, the Manager, Supervisor and his team, then it is simply a waste of time and paper.

The only way to be successful in accident prevention is to become involved. We become involved through communication and the most effective way to communicate is with a series of regular 'Team Briefings'.

These briefings should be short, clear and concise - are we all clear about what that particular job involves; can we see, can we hear, can we understand what is required of us? Its no good standing apart on the touchline, minding our own business, we've all got to get involved.

May I offer this old proverb:

**"Tell me and I'll forget  
Show me I may remember  
But involve me  
and I'll understand"**

Accidents don't just happen, they are caused by sub-standard practices and sub-standard conditions. We need to ask ourselves, why did that sub-standard practice occur? Why did that sub-standard condition exist? What

failure in our system permitted that practice or condition? We have not developed enough skills through guided practice. We all need to practice safety.

What professional team would ever win a game without practice? Communication at a local level is a pre-requisite to developing a good safety culture and regular planned meetings help to increase awareness and understanding. The safety of our people calls for better Management/Supervisor leadership. It calls for communication, motivation and training.

We intend to do everything in our power to protect our people and to teach everyone to think safely. It just might save lives. Remember - involvement increases commitment.

John Nichols

# Stockport Improves

**Quality teams in the Stockport office have taken action to improve the way they support their colleagues in the Zone. The teams began their projects after receiving training in systematic problem solving from the Quality Department.**

## Less Is More

Ruth Corr, Dave Monk, Keith Griffin and Gerald Forsyth have been investigating the number of redraws in the drawing office that take place after and before customer approval has been given. The benefits of this exercise are apparent and the findings will be used to get the drawings right first time.

## Clearer Is Better

A project to review and improve Otis Tender and Specification documents sent out to customers is also underway. Existing tender documents are prone to be over complicated and verbose. This exercise will produce an end result

that is easier for customers to understand. Graham Jackson, Brian Payne, Dawn Frost and Kerry Palmer are working on this. The new tenders for hydraulic models will be introduced into the Provincial Zone with effect from the end of March. New Tenders for Traction equipment will be following shortly after. The Specification Summary has also been presented to the Sales Engineering Department and has gained approval for future use.

More groups are being set up in the office to tackle other problems including improving telephone answering and order processing procedures.

## Otis (UK) Long Service Association

Please make a note in your Diary for the 5th June for our Summer Outing and 15th October for the Annual Dinner.

Details of both will be sent direct to all members.

Valerie Keefe  
Hon. Secretary

Date 22nd February 1993  
To Branch Manager, Reading  
From H.S. Stamp,  
Service Manager Bracknell,  
Waitrose

**WAITROSE**  
*food shops of the John Lewis Partnership*



Last Thursday our photocopier supplier delivered a large copier for installation on the 4th floor of the office block.

On arrival it was discovered that their site survey had failed to allow for the removal of the old machine which could only be moved in the lift with the doors open.

I made a quick phone call to your site supervisor and two engineers were on site within 20 minutes. Their speedy response ensured the lift was ready for use when the carriers required it.

Please pass my thanks to your supervisor and engineers for their quick response which could have caused us and the carrier some embarrassment had we experienced a lengthy delay.

The Supervisor at this site is Tom Todd and the engineers Roger Trim and Andy McLellan.

# New from F.O.D

Last month Field Operations issued the new, greatly improved Field Engineering Tooling & Methods Manual.

As the name suggests, the manual is split into two main sections. The first deals with approved field tooling and covers everything from 6 ton escalator tackles through calibrated tooling to commutator brush angle gauges. Every page gives a description of the tool and its most common application; a photograph and a part number which tells you how and where to get it from. The second section deals with methods and has parts on service, repair, construction and general. At present this section is rather sparse but will be built up

considerably with updates. Every branch across the country has now been issued with a copy of this manual so please seek it out when you're next in the branch office, (or ask your supervisor for details). Please look through it and let me have any comments or queries you may have regarding its contents, (i.e. any tools/methods that should be included in the manual that aren't).

F.O.D. plan to issue an update to the manual in early Summer. The whole purpose of the publication is to help you identify and source the best tools and methods for the job so please let us know what you need! Call Ext 289 at Clapham Road.

Adam Scott



# OTIS APPRENTICE OF THE YEAR 1992

APPRENTICE	BRANCH
1 Jason Lane	Liverpool
2 Mark Disney	Cityside
3 Melanie Gaymer	Cityside
4 Simon Gibbs	Southampton
5 Lee Hookway	Reading
6 Phil Kelly	London Construction
7 Eugene Loughnane	Cityside
8 David Newport	London Construction (New Escalators)
9 David Turner	West End
10 Steven Vincent	Cardiff

Congratulations to **Jason Lane**, from the Liverpool branch, who was recently presented with the John James Award for the best Apprentice of the Year. This was awarded from a very high standard of nominees. As his prize, Jason will be going on a two week working holiday to the States, judging from previous winners reports he should have a great time.

Two more apprentices received awards for outstanding academic performance. These were:

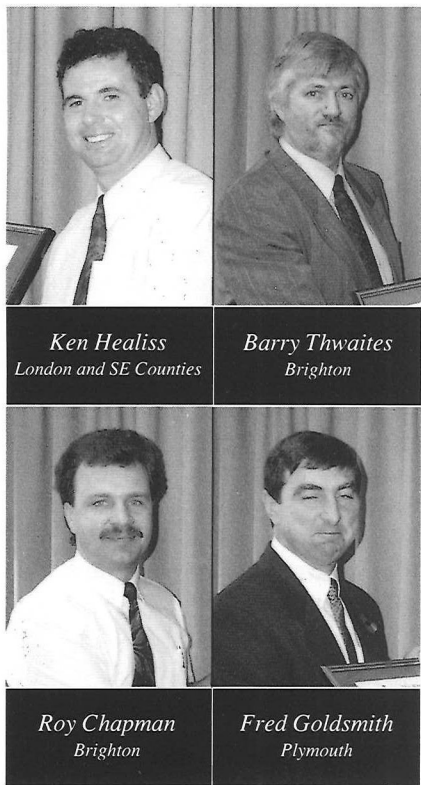
12 Matthew Roberts	Cityside
BILL HAVENS BEST LOG BOOK AWARD	
13 Stephen Pitchley	London Construction



## Gold Seal Award



Jimmy Greaves, Victoria Branch is presented with a Gold Seal Award for his excellent work on 99 Kensington High Street. Pictured from left to right: Phil Kearney, Jimmy Greaves, Del Cox, Service Supervisor and George Proderick, London Field Manager.



Ken Healiss  
London and SE Counties

Barry Thwaites  
Brighton

Roy Chapman  
Brighton

Fred Goldsmith  
Plymouth

## ISM INSTITUTE OF SUPERVISORY MANAGEMENT

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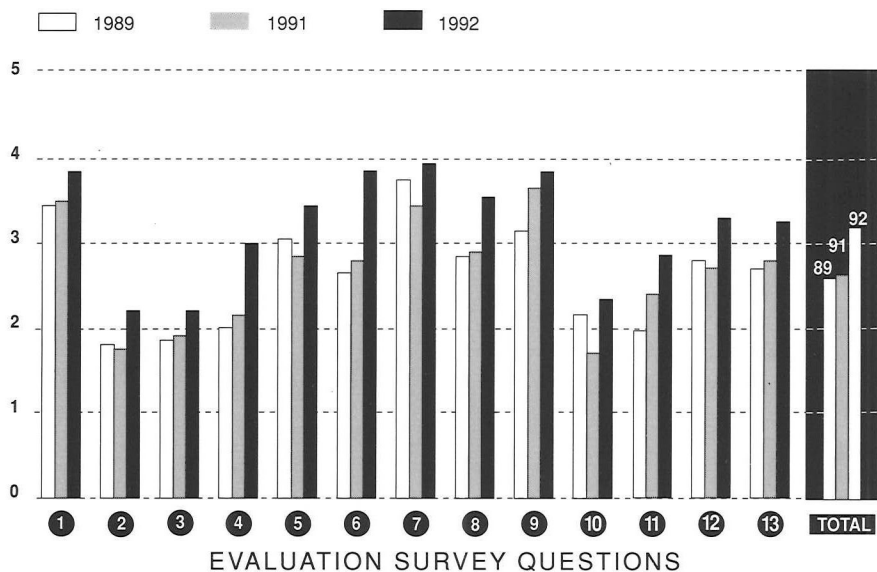
Last September four Supervisors, Ken Healiss, Barry Thwaites, Roy Chapman and Fred Goldsmith, attended the ISM certificate in Supervisory Management Studies. The ISM is a professional institute which caters for the first line manager. In order to qualify for the certificate, the Supervisors had to complete five modules, each dealing with a specific area of management skills. Each module involves a series of written assignments and workshops; in addition, each Supervisor was required to submit a written project which was then presented and assessed by the Institute's panel. All four chose highly practical projects relating to their everyday work:

Roy Chapman examined the cost savings that can be achieved between Otis and John Lewis Partnership; Ken Healiss looked at performance related pay for engineers, Fred Goldsmith studied the lift refurbishment for the Devonport Royal Dockyard and Barry Thwaites examined performance improvement through training and development. Commented Fred Goldsmith, "Whilst the course took a year to complete and involved working from home, it was a very worthwhile and rewarding experience. The knowledge we gained will help us immensely in planning and achieving our everyday goals. Hopefully there will be opportunities in the future for employees to gain this excellent qualification."

## TAR Service Centre Evaluation

A recent survey shows that the service operation at Twyford Abbey Road is winning the confidence of its customers.

Here are the results of a survey conducted by Alan Ellery to evaluate the standards of service offered by the service centre to its internal customers. The table shows that service supervisors feel that the centre has greatly improved over the last three years but there is still room for improvement. Alan and his team will be particularly focusing on points 2,3 and 10.



- 1 Performance on routine maintenance spares.
- 2 Performance on low-volume unusual spares.
- 3 Spares support on new products.
- 4 Technical support in emergencies for unusual spares.
- 5 Comparison of spares, against original parts.
- 6 Ability to provide answers to questions.
- 7 Ability to provide emergency response.
- 8 Concern and professionalism.
- 9 Accuracy & order correctness.
- 10 Turnaround time for drawings and wiring diagrams.
- 11 Follow through on credits, cancellation, changes.
- 12 Service provided compared to expectations.
- 13 Extent to which services match needs.

Average Score:  
5 Excellent  
4 Satisfactory  
3 Acceptable  
2 Unsatisfactory  
1 Poor

All service supervisors were asked to score the following questions out of five.



# F<sup>field</sup>OCUS

Left to right; Jeffrey Wheeler, John Judge, Mick Curtis, Gary Phelps, Dougie Ross, Peter Wilkinson, Shaun Barlow, Mick Dyer and Jimmy Ross.



6

## Training - January 1993

Tuesday 5th January saw the start of training for 1993. It was kicked off with a three day programme for engineers who had been moved from Construction onto Service at the end of last year.

The course was initiated by Phil Catterall and Reg Mowatt (Branch Managers for Brighton and Birmingham respectively). Reg and Phil approached me at the end of November 1992, asking me what training we could do for these guys as most of them had been on construction for well in excess of ten years.

After a few discussions it was decided that the initial needs would be to understand wiring diagrams. With this in mind I sat down with Peter Wilkinson, and drafted out a three day training programme to include:-

- Basic straight line wiring diagram
- Cad wiring diagram
- Understanding meters
- Practical fault finding
- Safety
- Service paperwork

On the 5th January 1993 the programme commenced, with the assistance of Peter Wilkinson, Frank Meyers, Gren Cropper and Justin Bazalgette as supporting Trainers.

We had a good attendance with Jeff Wheeler, Doug Ross, Jim Ross,

John Judge, Shaun Barlow from Birmingham, Mick Curtis from Nottingham and Mick Dyer and Gary Phelps from Brighton.

And what a great bunch of guys! It was a pleasure and a joy to be a trainer on the programme, as they were all keen, enthusiastic and willing to gain as much as possible from the course.

With comments such as; super, terrific, smashing, and seriously quotes like "The best course I've ever been on" and "Not long enough - I'd like some more training".

Now if they like it and want more, what more can we ask for, so we are currently structuring a Phase 2 Programme to include:-

- Programmed Maintenance
- Lock Adjustment
- Door Operators
- Practical Fault Finding

So if there is anyone else who would like to come on these or any of the other programmes in the Training Catalogue, then contact us in the Training department through your supervisor.

Finally, two things:

Thanks guys for a great three days and please thank your Branch Managers as without their support it wouldn't have been possible.

Paul Banks

## SAFETY + YOU 1993

Derek Smith, Technical Sales Support Director, reviews the latest safety legislation and describes what changes are afoot both to our working methods and to the products themselves.

On the 1st January 1993 various pieces of safety legislation came into force. This process will continue throughout the 90's and during this time you will start to see changes, not only to the way you work but to the products you work on.

Some changes will be subtle but very important, such as **Emergency Stop Switches** changing from a twist and pull, to a pull action. The idea is that a standard design action throughout the industry will make things safer.

Some changes will be more obvious such as a new design for **Top Of Car Control Stations**. Again the aim being a standard layout

throughout industry. You will see new **Working Signs**, new **Test Sheets** and **Procedures**. **Rope Grips** will be phased out and replaced by DIN tested **Wedge Sockets** that will avoid the need for frequent inspection.

*"It may all appear red tape but it really is the dawn of a new level of safety required by law and improved upon by Otis".*

Remember there is no Mr Otis anymore so Otis must be all of us.

If we all make up this company then we are the ones who make it safe or not, as the case may be. Lets all work together, individually and as a team to maintain safety at all times.

## SECURITY ALERT



An engineer recently changed a remote station with gong (see picture above) on a lift in a department store. As the original board was faulty, he threw it in a nearby waste bin. An alert security guard saw the board packed with electronics and a black pack at one end and assumed it was a bomb! This caused minor panic and great embarrassment to the Branch Manager when he was invited to a meeting with the customer.

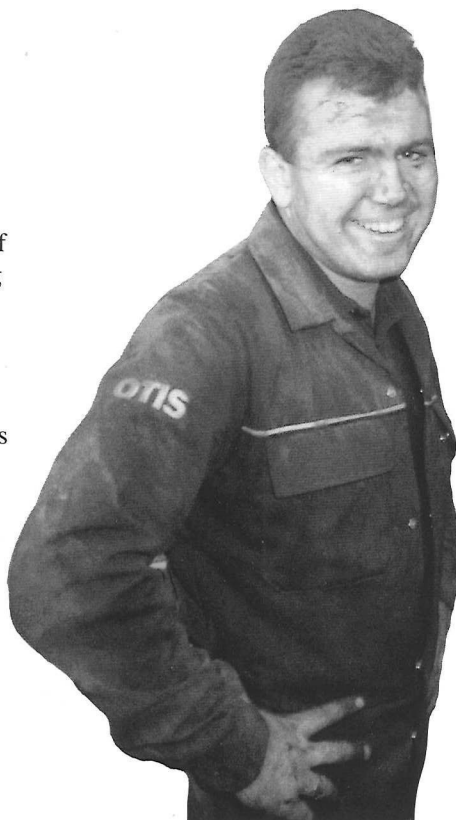
**If boards are defective, please throw them away sensibly, somewhere other than a public litter bin.**

### "WHO BLEEPED ME DURING A CLEANDOWN?!"

This is Steve Collins of Victoria Branch (son of Tommy Collins - Supervisor, Glasgow Branch) proving his commitment to Quality improvement within Otis.

#### STOP PRESS:

Steve has just been promoted from Trainee 2 to Engineer 1





# ZAP!

## There goes another PCB . . .

How many times have you heard "Oh, \*&^\$ that PCB has blown!"? Ever wondered what could have caused it?

The Victoria/Croydon branches have recently adopted the initiative in Otis maintenance to reduce failures of Manuals Printed Circuit Boards (or PCBs).

Their initiative is to wear special wrist straps when handling PCBs to prevent them from being damaged through Electrostatic Discharges (or ESD).

Electrostatic Discharges are generated when two dissimilar materials are brought together. Negatively charged electrons cross the interface between the two surfaces in contact to bring the materials into electronic equilibrium. The surface losing electrons will charge positively while the other charges negatively by the same amount.

The ESD problem only becomes apparent when the materials are separated and a real potential difference appears between the parted surfaces or between one of them and the ground, eg: the charge generated on a person walking across a synthetic carpet on a dry day can generate a

charge potential of 20,000 Volts on a human body. When the charge is suddenly discharged through some metal object, the shock felt is caused by a discharge lasting around 1 nano Second (10-9S) and having a peak current of 40 Amps. This sudden discharge is more than enough to damage the fine structures within electronic devices on PCBs.

The damage caused by ESD may destroy an electronic device on a PCB immediately or enough so it fails under load at a later date.

To ensure they are grounded and cannot damage the Printed Circuit Boards through ESD, FOD is continuing with this programme throughout the branches. So come on Field Test Engineers set an example and wear your wrist strap!

**If you require any further information on handling of Printed Circuits Boards, ask your supervisor for a copy of the Otis Maintenance Manual 1.1.0.1. There will shortly be a UK Field Engineering Instruction on this subject.**

FOD have recently issued the following:-

### CORRECTIVE INSTRUCTIONS

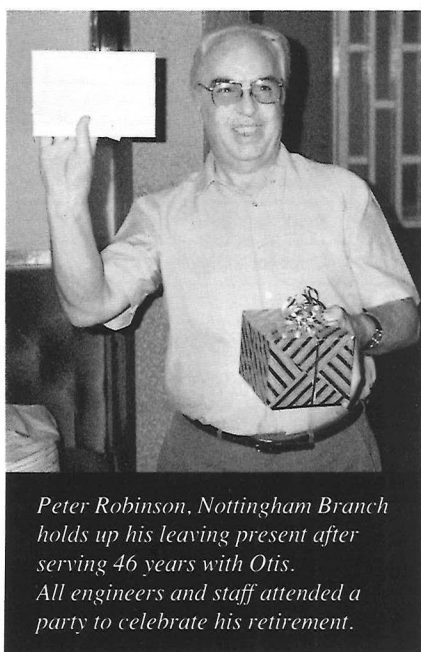
78-92-32 AA1	A6839 G3 HX Levelling Contact
78-93-03 AA3	E411 With 6970 REA Door Open Problem
78-93-04 C7	Kone Elevator ADX2 Car Doors
78-93-06 C9	FRD Switch On 506 SL, 506, 510, 606 and 610 Units

### FIELD ENGINEERING INSTRUCTIONS

AA3-120	9656 AY Timers
C5-1	Car and Hoistway Door Track Lubrication
C12-1	Flexible Cables To Safety Shoes/Door Detector

The following problems are under investigation:-

- E2000 Top Of Car Inspection Box.
- Cop Wiring And Fixtures.
- LCP Operation E411 Ward Leonard.
- E411 Software Upgrades.
- LSVF Retiring Cam Circuit.
- LSVF Slowdown Problem.
- LSVF Retiring Cams On Inspection.
- 506 Escalator Under Step Lighting.
- Operation Of Alarm Bell During Emergency Handwinding Procedure.
- Blower Motor Circuit Breaker Protection.
- Incorrect Relay MCS310 Units.



Peter Robinson, Nottingham Branch holds up his leaving present after serving 46 years with Otis. All engineers and staff attended a party to celebrate his retirement.

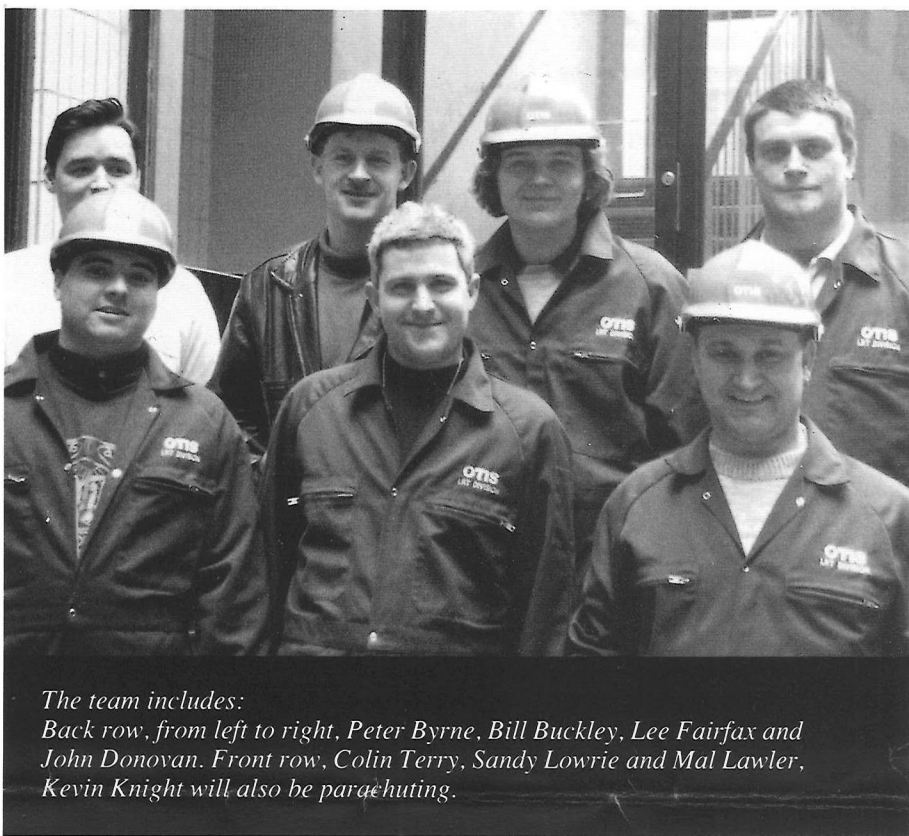
## The Flying Engineers

Mal Lawler is leading a group of engineers from the LRT escalator Division to undertake a parachute jump in aid of Cancer Research.

The group which is braving life and limb will prepare for their jump by undergoing two days arduous training at Headcorn, Kent. The preparation involves jumping with safety harnesses and most important of all, learning how to land.

The enterprising engineers, who

will be parachuting in the countryside from a fixed wing aircraft at 2,500 ft., hope to raise a substantial amount of money and will shortly be asking for contributions for the charity. Any contributions will be greatly appreciated and should be pledged to Mal and team in LRT.



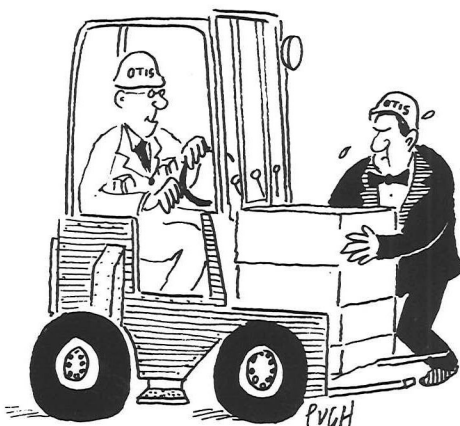
The team includes:  
Back row, from left to right, Peter Byrne, Bill Buckley, Lee Fairfax and John Donovan. Front row, Colin Terry, Sandy Lowrie and Mal Lawler. Kevin Knight will also be parachuting.

## A Moving Commitment

Tim Hitchins and Steve Bell, FED Construction thought they had discovered the answer to the problem of distributing equipment around construction sites. The "Saviour" seemed to have appeared in the form of a Moffat Mounty truck. So confident were Tim and Steve in the Mounty's abilities that they announced that if it didn't work they would offload the kit themselves. Tim confidently dressed in his best dinner jacket!

However, Rome was not built in a day! and these two pioneers were last seen in their overalls unloading car entrances! Tim is now testing a smaller more mobile truck and we wish them well in taking such an initiative.

Watch this space for an update.



## Otis support Wheelchair Bowlers

Otis continued its support for wheelchair sport when Zardoya Otis became a major sponsor of the World Wheelchair Bowls Championship in Mojacar, Spain. Tony Allen UK Purchasing Director, President of the British Wheelchairs Association and organiser of the event, is pictured (top right) with Gordon Riddle, a long service Otis employee and the South African team which swept the board in the men's paraplegic events. The ladies' events were won by the English pair Jean Dean and Hazel Randel, who also won the singles. The Tetraplegic events were dominated by the Welsh pair of Gareth Stokes and Jim Munkley.



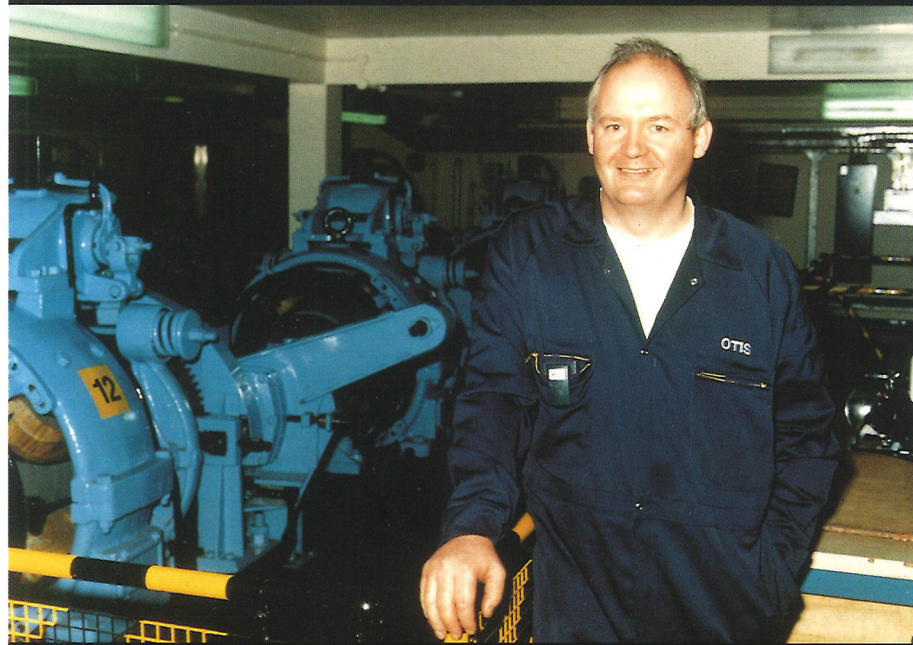
## A Key Goal for 1993 is Loss Avoidance

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Here we look at some new tools to help meet this challenge and respond to customers' changing needs.

Three trump cards were launched at the Service Conference in January; they are a Service Brochure, a 'T' Repair Brochure and Leaflets and three Otis Extra Services.

The **Service Brochure** will add considerable strength and focus to the Service and Modernisation operation and can be used to attract potential customers and to remind our existing customers exactly what Otis service is all about.



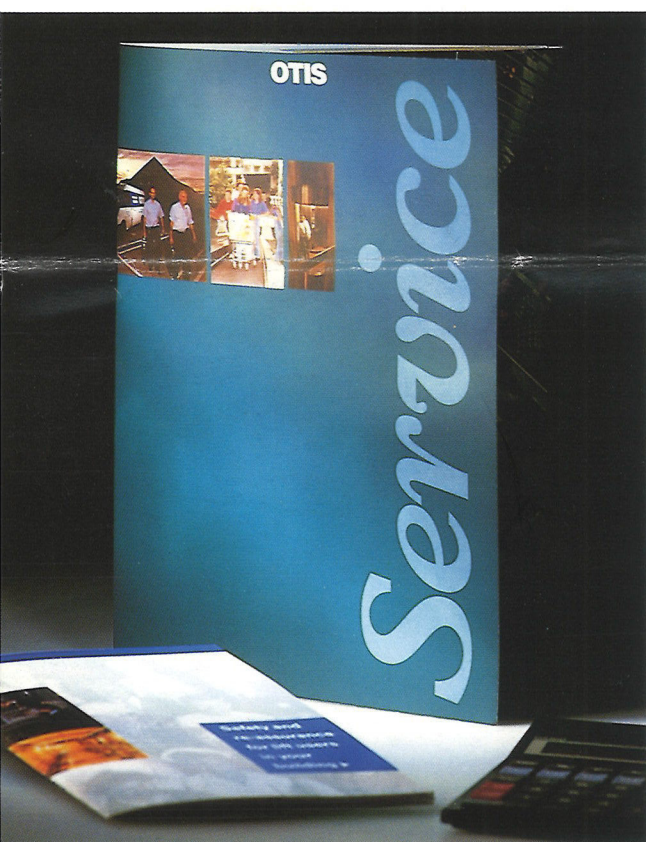
Since 1982 Otis has been implementing a major modernisation programme at The Shell Centre, London. The Service team of Phil Bergamo Service Engineer, Barry Everson, Peter Williams, Grant Buchanan, Don Kerner and Terry Gooch look after the 78 lifts on a full time basis supported by supervisor Alan Rumbol. However, the most familiar Otis face at Shell must be Principal Engineer Cliff Taylor. Cliff is now installing his 25th Elevonic controller and he has been a lynchpin of the programme since it started 10 years ago. Shell's Dave Scutt says, "The success of this programme is down to Cliff's experience and commitment. We are very pleased with this Elevonic equipment. Its proving to be very reliable and gives passengers a quality ride." Cliff Taylor has worked at Otis for over 20 years having joined Southern Construction as a mate in 1971.

## Safety 'in the bag' means Safety 'on the job'!

The last thing that Safety Officer John Nichols wants to see is clean safety equipment.

The more sparkling it is the less it is being used.

To help lift engineers in the Field keep track of their equipment, FOD is looking into issuing all Construction and Modernisation with safety bags. Each bag will bear the Otis logo and the slogan, "Safety - It's in the Bag," and will be large enough to hold all the safety equipment engineers need to do their job.



The brochure focuses on four elements of our service; customer requirements, tailored service, delivery and review. Customer benefits are visually highlighted by specially commissioned photography showing our service operation and its people in action.

### Instant 'T'

The 'T' Repair brochure offers customers a selection of "off-the-shelf" packages, from an Electronic Door Detector to Lift Hoistway Lighting. These again stress customer benefits, safety compliance and peace of mind. Each package is covered by an individual sheet outlining sales specification and terms and conditions. This allows the salesman to conclude a 'T' sale on the spot with minimal administration.

### Greater Flexibility

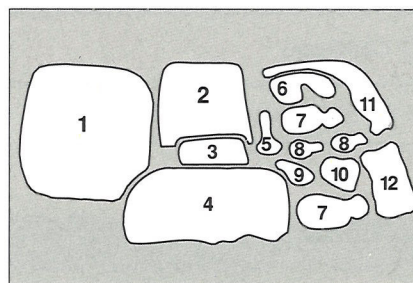
Thirdly, three new **Otis Extra** initiatives offer customers options to respond to today's environment. The **Vacant Building Service** assists customers wishing to cancel their maintenance contract for buildings becoming vacant and also provides a contract for a new building which remains vacant at the end of the NIS period.

The **Temporary Service** agreement has been developed to meet customer needs which fall outside the realm of current Otis service offerings. Finally the **Occupancy Discount Service** offers an alternative to customers wishing to cancel or re-negotiate maintenance contract pricing as occupancy rates decrease.

Now Otis has more tools to help accomplish one of our key goals. Here's to 1993 and sweet success!



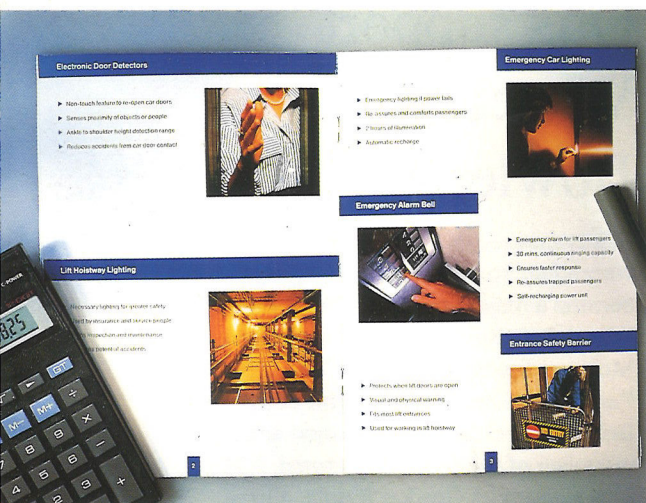
Photo: Pat Kavanagh



### EQUIPMENT CHECK LIST

1	Safety Bag
2	2 piece PVC Wet Suit
3	First Aid Kit
4	Safety Harness
5	Lock Guard
6	Clear Safety Goggles
7	Clip-on Ear Defenders
8	Blade Attachment for Ear Defenders
9	R-107 Karabiner Hook
10	Disposable Respirator
11	Lanyard
12	Pair Hide Rigger Gloves

Says Frank Kilian who is co-ordinating the scheme from FOD, "These safety bags will help everyone to organize his/her gear and it makes it easier to keep an inventory. We hope that it will reinforce the importance of using and wearing the right safety equipment and clothing." Date of issue and ordering details will be announced by FOD shortly.



"Recently an engineer at Cityside rang into the branch requesting a quote for a door detector. In direct response the salesman was able to immediately fill out a 'T' sheet and fax it to the customer to clinch the sale."

It has been a year now since we produced Going Up in its new format. This staging post provides a good opportunity to take stock. The verbal straw poll taken around the Company suggests that our lift engineers want more news and stories on Field issues. These are and will be forthcoming. Going Up exists to focus on current relevant issues, to inform and keep Otis people in touch with events. To give maximum participation and interest, this content should come from the widest sources. Good communication is a two way process. Share your news, thoughts, ideas and photographs. Send them in. Handwritten notes are fine.

Felicity Stonehill