

LIFT-OFF

Number 23

November/December 1985

Internal newspaper of Otis Elevator PLC (UK)

THIS IS OUR CUSTOM 2000

It's tomorrow's
lift for today

IN late October there were three days of in-house presentations at Clapham Road to introduce the new Custom 2000 range.

This is the high performance passenger lift which will set standards for the next ten years.

The first orders are now on site in Manchester.

Three of the different car models — Concept, Modular and Contract — have been installed in the refurbished Clapham Road showroom.

And in the redesigned foyer one of the prototypes is running well within performance standards in an existing lift shaft.

On successive days there were presentations to senior management, the selling teams and managers, and to the in-house support groups.

Custom 2000 is the result of intensive research into current and future customer needs in the high performance sector of the market.



Ron Baker, Murdoch Stewart, John Critch and Barry Wheeler at one of the Clapham Road presentations for Custom 2000.

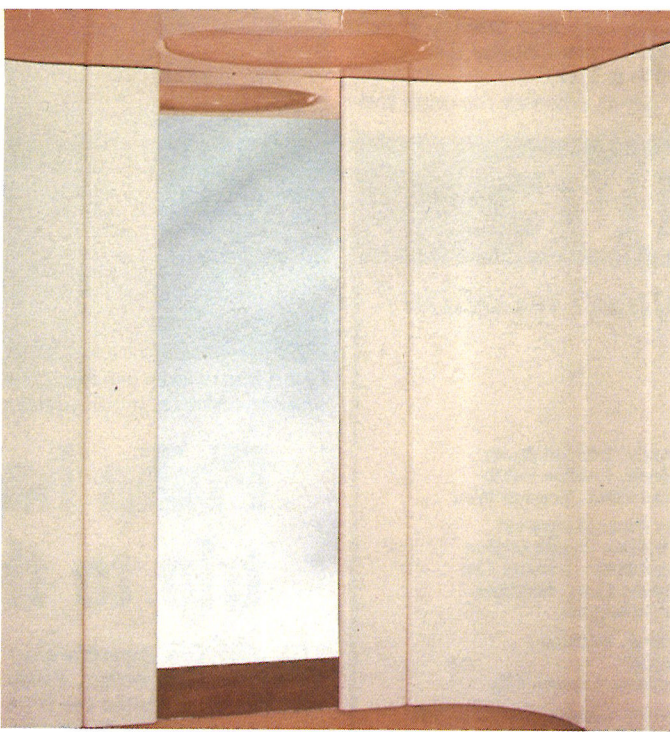
British-built at Liverpool works it was evolved by Liverpool and London teams led by John Critch and Peter Kerrell to make sure we got it right first time.

Having established the requirements of the market it was essential to build in performance and styling aspects from day one.

But Custom 2000 is based only on proven components and systems backed by rigorous testing and prototyping under the watchful eye of Paul Hewlett and the quality department teams.

Custom 2000 adopts the MOSEL system where all elements are not only proven but fully interfaced with each other to ensure total system compatibility and performance to requirements.

This 'pre-engineering' concept allows extremely high levels of system and data integrity throughout all stages of Sales, contract administration and production.



Concept car. Designed to anticipate tomorrow's trends in decor it is simple, functional, stylish and the car of the future.

Also this means that following a customer order less time is needed to produce drawings, a price and details for the production departments.

And all that helps, in the course of daily production in the factory, to continue getting it right first time and on time.

Custom 2000 offers an extensive choice of finishes and furnishings to allow architects and designers the greatest scope in meeting customer needs.

From eight to 21 passengers can be carried at speeds from one metre per second to four metres per second.

Drive options are geared AC servo or gearless DC with Elevonic technology.



Modular car. A good-looking but more traditional approach in the Custom 2000 range.

A CHRISTMAS MESSAGE FROM THE CHIEF EXECUTIVE Down the Quality Road



On 5 November Dr John Watkinson, Otis UK chief executive, visited Deansgate and Brazennose Street, Manchester, where the first Custom 2000 orders are being installed. In our picture are chargehand Keith Russell, Dr Watkinson, construction supervisor John Proffitt, apprentice Gavin Le-Brouque, fitter Eddie Reeves and construction manager George Simpson.

CHRISTMAS is traditionally a time for remembering all the good things that have happened. We recall old friendships and past achievements, with warm and pleasurable feelings of comfort and security.

A few days later, come the end of the year, we all make our New Year resolutions. It is then that we remember the realities of the present, and prepare to face the challenge of the future.

With each year that goes by, we have to admit that we seldom live up to all the commitments that were aspired to at the outset. Recognition of this, however, sets the scene for a positive new beginning. Every problem becomes an opportunity to learn, and to improve performance.

BEGINNING

The year ahead offers us, in Otis, the opportunity to make a new beginning. Its theme is our determination to improve performance in all our companies throughout the world.

As distinct, therefore, from individuals' traditionally personal resolutions, there is now a common company one. Our commitment to a 'Quality Improvement Process' is a worldwide New Year resolution for Otis as a whole.

My task is to engage your enthusiasm for this new drive for quality. Success depends on all of us appreciating what it means for ourselves individually, for the company — and above all — for our customers.

At Otis, we must define quality, quite simply, as conforming to customer requirements. This is a much more realistic statement of our aims than vague definitions such as 'excellent', 'being better than the rest' or 'looking good', and one that takes us

straight to the central issues — customer satisfaction and job satisfaction.

Clearly it is those issues which will generate improved sales, and provide a more secure future for us in the competitive markets of the 1980s.

Customers count. There is only one way to keep the customers we have, and to attract the new ones we need; and that is to give them the right products, at the right price, and by the right date — every time.

By this we very simply improve the value our customers derive from Otis products and services.

Many employees, of course, do not meet the outside purchaser, whose decision to buy reflects his confidence in Otis.

But we all have a customer for our individual contributions, even though it might be a colleague who takes our own work on to the next stage. We are all links in the chain of operations that satisfy the true customer who buys Otis.

TEAMWORK

Therefore, having identified our customers and their requirements, we must all appreciate the importance, and possess a clear understanding of our role in the Otis team. We must work as a team, overcoming weak links and misunderstandings, to achieve our goals.

This is not unreasonable, since, when we ourselves play the customer role, we expect perfection and usually complain grievously when it fails to materialise. For example, who tolerates errors in bank statements, wage packets, gas bills or dirty and

CONTINUED
OVERLEAF

Happy Christmas to you all

CONTINUED ON
BACK PAGE

CHRISTMAS MESSAGE

from page one

broken merchandise in a local store?

People seldom enjoy doing a job with less than whole-hearted commitment. The desire for pride in our work is built into everyone.

The Otis Quality Improvement Process offers all our team members greatly enhanced job satisfaction. It is a challenge to us all to make the best possible use of our skills, experience and abilities, and we can take pride in knowing that our individual efforts are contributing to the success of a total company commitment.

How will the Quality Improvement Process work?

First, my colleagues and I are totally committed to its success, and to helping everyone achieve our common goal.

DEFECT-FREE

Our aim is to deliver defect-free products — ensuring that we always conform fully with the customer's requirement — and 'do it right first time'. Management's role is to see that our teams know what 'it' is that they have to do right — to provide the working processes they need.

For example, an Otis employee may discover an obstacle which prevents him from doing his job right first time, and on time. He must feel encouraged to discuss this with his manager, who, in turn, must initiate action to remove the obstacle — and so eliminate a source of future defects, whether it be in products, delivery or service.

By this approach we control quality by prevention and not by appraisal, in itself a corrective process to overcome error or non-conformance.

Our reasoning is simple. All

defects have a cause and can therefore be prevented. Time spent putting them right is better deployed in preventing them from occurring in the first place.

For the price of not doing the job right first time — of failing to meet the customer's requirement — is very expensive. Every year, Otis wastes millions of pounds because of wrong specification, late deliveries, time-consuming callbacks, replacing defective work, inaccurate work by vendors, errors in records and simple inefficiency.

When this happens, Otis lose money, and our customers lose confidence; losses which neither of us can afford.

Implementing our quality improvement process will take several years, and be a structured programme that we undertake deliberately and with great care. Quality improvement is certainly not a short-term programme, it's a journey that never ends, and one on which we have already taken the first step.

I assure you it will be a worthwhile journey which will allow the natural development of a new Otis culture that fosters teamwork, innovation and decentralised responsibility. It will optimise on the minds and talents of Otis people and tap the creative energy that all of you possess. Above all it will give satisfaction to all of us who wish to perform our task professionally and to take **PRIDE IN PERFORMANCE**.

Clearly, with the total commitment of Otis UK management, we have already made a start — taken the first step, and, over the next one or two years, each and everyone of you will benefit from the group training sessions which will guide your first steps along the Quality Road. — *John Watkinson*

THE MAGNIFICENT SEVEN

— they all look so happy because they have given up smoking



Graham Parfett, personnel projects manager; Jeremy Lancaster, personnel services manager; John Payne, deputy accounts controller; Frank Koduah, personnel assistant; Cecilia Matthews, office services supervisor; Steuart Rattle, new salesman; Gordon Bell, divisional personnel officer.

DURING the summer seven brave Otis people at Clapham Road decided to try to give up smoking. But they also got themselves some help.

Each one paid £200 to an organisation called Habit Breakers for an eight-week course.

That sounds a lot of money. It is a lot of money.

But Habit Breakers pointed out to Jeremy Lancaster that if he went on smoking at his present rate until he was 80 years old he would have spent £38,000 on cigarettes — and that is at today's prices.

The organisation, which came to the UK about three years ago, claims in excess of a 90 per cent success rate and to have cured celebrities like Lauren Bacall and Leonard Nimoy (Mr Spock in Star Trek).

Every Monday the seven met

at Clapham Road after work for a 2½ hour session with a Habit Breakers counsellor.

They were not allowed to stop smoking until the fifth week of the course. But they had to switch to low tar cigarettes and keep records of their smoking, among many other disciplines.

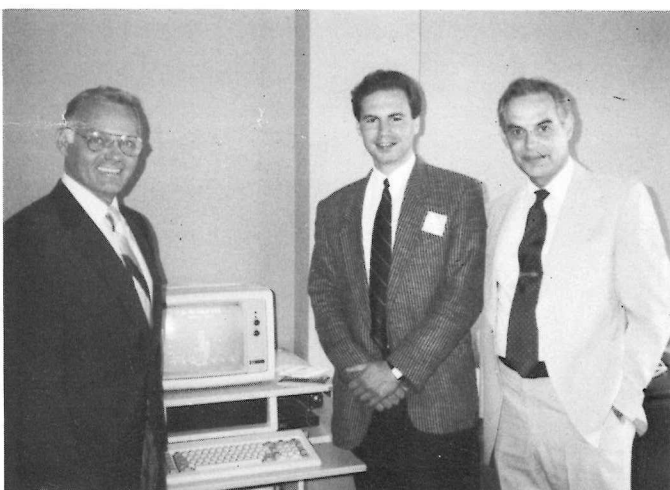
Jeremy says: "By the fifth week most of us were begging the counsellor to allow us to stop smoking."

All seven stopped smoking on 23 July. And as Lift-Off goes to

press there have been no backsliders.

Habit Breakers are planning follow-up sessions to see how everyone is getting on and a counsellor is on 24 hour call should anyone feel the urge to start smoking again.

The seven all say it was probably easier because they gave up smoking together and, along with professional help, were able to give moral support to each other.



Our Award winner in America with NAO executives Mike Dizio (left) and Mert Meeker junior (right).

Philip had a great trip to the States

THE 1985 Otis Award winner for architectural design, Philip Christodoulou, visited the USA as a guest of Otis North America as part of his prize.

The trip took in New York, Chicago and Hartford, Connecticut, with visits to many architectural and engineering practices.

They are usually much bigger than in the UK and he was impressed to find a large number of women as partners in architectural practices, particularly at Skidmore, Owings & Merrill in Chicago. This is apparently not yet the case in the UK.

His overwhelming impression of the buildings he saw, and the designs he studied, is that huge American skyscrapers are multi-tenanted, so no attempt is made to provide a 'corporate image' reception area as in the UK.

The reception areas are anonymous and neutral. But the most important feature is the lifts as the gateway to each tenant. So architects make a big show of lift entrances.

Philip was most complimentary about Otis NAO and their hospitality. They obviously looked after him very well and did us proud.

BOOK NOW

THE London Sports & Social Club will hold their annual dinner and dance on Saturday 1 February 1986 at Colonial & Dunster House, Mincing Lane, London EC3.

This always popular event will include a four-course meal and dancing to an excellent band.

Tickets are £10 per person.

Contact Jim Green on Clapham Road extension 211.

FIND THEM IN CORK

FULL address of the new Otis branch in Cork is Court House Chamber, 27/29 Washington Street, Cork, Republic of Ireland. Telephone Cork 273747. The manager is Jim O'Connor.

CATHY'S COLUMN

TWENTY-TWO shopping days to Christmas and I'm panicking.

The first Christmas cards have already arrived and I haven't even bought mine yet — let alone sort out Christmas presents.

In this issue Dr Watkinson and Paul Hewlett write about quality and what Otis are going to do to improve it.

In October I found out when I went to a quality college.

Each course was made up of 22 people from all companies and levels within the UK Otis Group.

On my course they came from field, factory and administration — all together with managing directors and general managers.

We were all equal for the week. Everyone listened to what you had to say regardless of your status or experience.

Consultants discussed our problems and we were taught how to look at them and work out why we couldn't do a good job every time. Sometimes we discovered problems we didn't even know we had! But the course showed us how to overcome them.

It was stressed there were no easy solutions — we wouldn't have believed that anyway. We all know we have problems no one person has solved so far.

But we came to realise that each of us must accept the responsibility for doing a quality job — and this way each one of us is responsible for the company's future.

This may sound like the usual old rubbish but there was a difference. If each one of us acts on a problem instead of talking about it then Otis is secure. And the Quality Process is going to give us that freedom to act.

Some people thought I had been away on holiday. That was no holiday — that was hard work! I'd forgotten what homework was like. But it was worth it, and it's really exciting watching the Quality Process take shape.

And now to real holidays. The annual Holiday Photo Contest (see page 8) attracted fewer entrants than normal but the general quality was better.

The entries were judged by content, atmosphere, technical quality and the difficulty of the shot. Congratulations to the winners. — *Cathy Foster*

Tony says 'well done'

OUR national safety officer, Tony Miles, is a very persuasive fellow.

The company won a Golden Hand safety award from the Engineering Employers Federation for 1982 and 1983.

So last year Tony asked for a further reduction in accidents on the 1983 target to make it a hat trick in 1984.

And you have done it. For the third year running there is a Golden Hand award with the final three-year injury rate for 1984 at 17.6 as opposed to 22.2 for 1983.

Tony sends his sincere congratulations to everyone in the field.

It makes all the safety department's training sessions and efforts to keep everyone safe really worthwhile.

ON THE MOVE

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

NAME	FROM	TO
Agini R.	Mate, London South	Improver, London South
Alison R.	Mate, London South	Improver, London South
Atkins G.	Improver, London West	Trained Fitter, London West
Barnes B.	Fitter, Liverpool	Senior Fitter, Liverpool
Blake F.	Senior Fitter, Overseas	Senior Fitter, Southampton
Braidwood M.	Apprentice, London City	Trained Fitter, London City
Brashill A.	Trained Fitter, Brighton	Advanced Fitter, Brighton
Broughton K.	Apprentice, Stockport	Fitter, Stockport
Clarke E.	Mate, Reading	Improver, Reading
Conway J.	Senior London Buyer, Surveying	Alpertor
Curd W.	Hourly Paid	Supervisor, London City
D'Monte G.	Mate, London Construction	Improver, London Construction
Dodd P.	Hourly Paid	Supervisor, London City
Eugene H.	Apprentice, London City	Trained Fitter, London City
Flynn C.	Senior Fitter, Leeds	Senior Fitter, Manchester
Ford I.	Improver, London South	Trained Fitter, London South
Ghosh K.	Estimator, New Sales Admin	Trained Sales Engineer
Ginno A.	Apprentice, London City	Trained Fitter, London City
Hague R.	Senior Fitter, Leeds	Senior Fitter, Manchester
Hamblin S.	Apprentice, London South	Trained Fitter, London South
Hearley P.	Senior Fitter, Overseas	Senior Fitter, Southampton
Keller J.	Operations Analyst Z15	Assistant Controller — Systems and Controls
Kennedy J.	Apprentice, London West	Trained Fitter, London West
Knight D.	Hourly Paid	Supervisor, London South
Langley A.	Advanced Fitter, London Construction	Senior Fitter, London Construction
Mancini R.	Supervisor, London	Supervisor, Southend
McGregor F.	Apprentice, Dundee	Fitter, Dundee
McLeod P.	Mate, London West	Improver, London West
Minns S.	Apprentice, London South	Trained Fitter, London South
Murphy J.	Apprentice, London City	Trained Fitter, London City
Newman P.	Advanced Fitter, London West	Senior Fitter, London West
Nye A.	Apprentice, London South	Trained Fitter, London South
O'Connor S.	Apprentice, London West	Trained Fitter, London West
Ogilvie M.	Apprentice, Aberdeen	Fitter, Aberdeen
Rathbone D.	Apprentice, London South	Trained Fitter, London South
Webb R.	Apprentice, London City	Trained Fitter, London City
Wheeler G.	Apprentice, London City	Trained Fitter, London City
White M.	Hourly Paid	Supervisor, Service 26
Williams A.	Improver, Newcastle	Trained Fitter, Newcastle
Willis G.	Improver, Overseas	Improver, Southampton
Wilson J.	Apprentice, London City	Trained Fitter, London City

In Hong Kong they know Otis really care about customers

NEW ARMATURE WAS MADE WITHIN A WEEK AND FLOWN OUT TO THE SITE

IT is very easy to have a slogan like 'Otis Care'. What is important is the ability and will to back it up when the need arises.

At the Hong Kong & Shanghai Bank they know that Otis UK really do care about their customers.

Over the last year or so Liverpool works have shipped to Hong Kong 23 special lift cars with type 219 motors for the Hong Kong & Shanghai Bank building due for completion very shortly.

It is the most expensive and advanced building in the world and was designed by the eminent British architect, Norman Foster.

The last lift car left Liverpool works in June and for Otis UK the job has been completed perfectly — not only on time, but before time.

But on site the last of the 23 motors to be tested — in situ on the 42nd floor of the building — gave trouble.

Liverpool works were informed on Thursday 26 September and Alan White, a specialist on motors in the engineering department, packed a tooth brush and flew immediately to Hong Kong.

By the weekend he reported that the armature would need replacement. This is the big rotary part of the motor and weighs over 3 tons.

Joe Power and his team in the machines workshop straight

away began to manufacture a new one. It is a complicated and lengthy process but they finished ahead of time on Saturday 5 October.

Meanwhile, project manager Arthur Fairweather in Hong Kong asked Otis UK for expert help in taking off the sheave over which the cables run — and that weighs over a ton in itself.

Not too difficult a job on the factory floor with overhead cranes available. But a very different task in a tight-fitting machine room on the 42nd floor of a skyscraper.

FIELD MAN

It was decided that an experienced field man would have the best skills and on the Friday Terry Lattimore came to the works from London with supervisor Tom Crisp to plan how the job could be done.

The floors of the bank are not designed to carry heavy loads so a ramp was designed and then erected in Hong Kong from the machine room (one wall had to be knocked out) across to the builder's hoist outside the building.

Wally Murphy and his Liverpool team in the shipping workshop designed and built a special crate in which the new armature could sit in the hoist while the change was made.

The armature would be



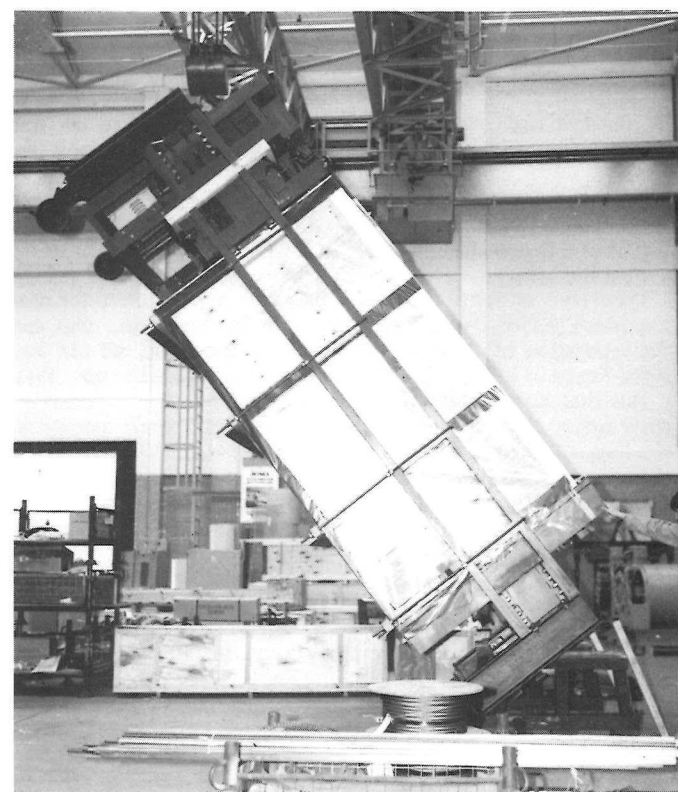
Alan Blackburn and Ken Nolan in APW at Liverpool works with the prototype lift car for the Hong Kong contract.

hydraulically jacked up, rolled along the ramp out to the hoist, where the sheave would be removed, the new armature with sheave replaced and rolled back along the ramp to the motor room.

A very delicate and difficult operation out there at 42 floors

above ground level.

On Saturday 5 October the new armature in its crate was trucked down to Gatwick Airport and flown out to Hong Kong on the Sunday — after being booked by Geoff Higginson and his team in traffic department on every



Last of the 23 cars for Hong Kong leaving the works last June — and it was ahead of time.

possible standby flight.

Terry Lattimore flew out the same day and near miracles had to be performed to get him a hotel room — it was a Canton Travel Fair in Hong Kong and all hotels were booked solid.

But everything went just as had been planned and last

reports are that the motor is now running well.

This was an Otis UK combined operation with many people in Liverpool works and London pulling out that extra stop for the customer.

And that is the way to show that Otis really care.



Driver Steve Stanton removes his ropes and covers.

Getting 'em in early at London Bridge City

STRETCHING for several hundred yards east of London Bridge, along the south bank of the Thames, a very big complex of new and refurbished buildings is being developed under the name of London Bridge City.

Forty Otis lifts will be installed and project manager Eddie Edwards and supervisor Arthur Dunne are permanently on site.

The main contractors, Laing, are using a rapid building system which uses clip-on techniques and the floating of concrete over metal deck flooring.

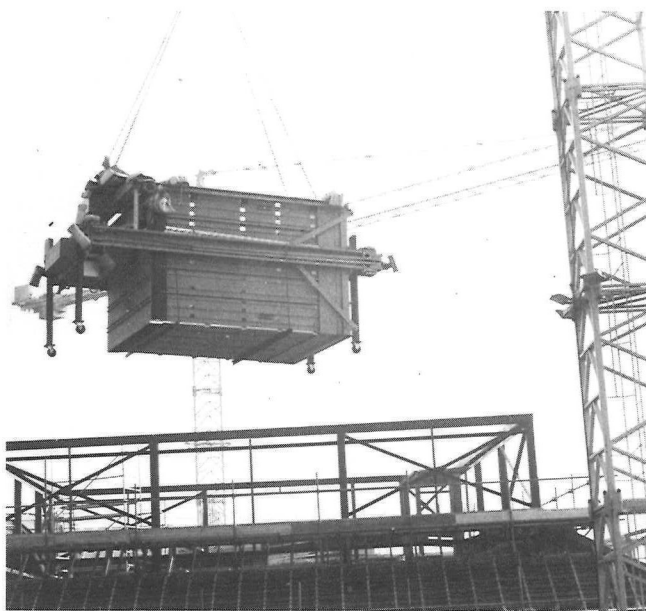
Such is the speed of the system

that late in October three lift cars had to be delivered ahead of the programme for installation otherwise the building would have been closed off.

Our pictures show one of the lift cars being hoisted into the side of the fifth floor by tower crane.

On the fifth floor were Eddie Edwards (in white hat), chargehand Stan Young, Roy Boteller and Pat Brennan.

At ground level were Arthur Dunne, John Allan, who fixed the slinging, and lorry driver Steve Stanton.



First lift car goes up off the lorry, carried by the main contractor's tower crane.



Easy and gently does it. With a bit of manhandling the car passes over the railings as it swings in.



The car swings into the fifth floor of the building. Eddie Edwards watches it cautiously.



Nearly down. Another couple of seconds and the car is being rolled away to await installation.



Paul Hewlett, group director of quality.

IN the last issue we said you would be hearing more about quality.

The Otis Quality Process is now under way and we can tell you what is happening and why. First the 'why'.

Quality is enormously important to Otis. We still have the reputation of 'Otis — the Rolls-Royce of lifts'.

But that doesn't help if our costs are too high, our deliveries too long and we are not seen to be getting it right first time.

We have to become even better at what we do.

This is not impossible. All over the country there are cases of Otis getting it right first time, on time.

If we can do it sometimes, then we can work at doing it more often, and in the end

Otis are going for Quality

remove the problems so that we do it right first time, every time.

We get it right when every person does his or her bit right at every step of the way. That is how each person produces quality work.

But to avoid delays and mistakes each person needs to know exactly what to do, and have the knowledge and the tools to do it.

THE CHAIN

Only then can each person pass on a quality job to the next person in the chain, who can then do the same, all the way down the line, to our final customer.

That means every person in this company must be involved. The Quality Process is about sorting out the communications. It means seeing you have the knowledge and the tools — whether you are in the field, the factory or in administration — so that all of us can take a pride in doing the job right first time.

This will not happen overnight. But we have to start

sometime — and Otis are starting NOW.

We are investing time and money in our greatest resource — Otis people — to safeguard our future.

We in the UK are part of the Otis worldwide Quality Process. Both Otis Corporate and ETO are working to bring quality into their performance, and Otis UK are one of the leaders looking constructively for quality.

Dr John Watkinson is a member of the ETO quality steering committee.

The Quality Management Committee for the UK Otis Group is directly responsible to Dr Watkinson for getting the Quality Process started and consists of:

John Critch (director of strategic planning and chairman), executive directors Tony Allen, Alan Mainwaring, Roy Markham and John Miller, Richard Wilson (Wadsworth Becker), Peter Bailey (Evans) and Paul Hewlett (group director of quality).

This committee meet regularly to decide on the strategy for

quality throughout the UK Otis Group.

Responsible for creating and directing the Quality Process inside each company will be quality improvement teams. Their membership will be described in the next issue of Lift-Off.

In preparation for the Quality Process 100 managers from all three companies in the UK Otis Group have already attended quality courses. This will rise to 150 early in 1986.

Any change has to be planned and managed so these managers have been given an in-depth training to start off the Quality Process.

OPPORTUNITIES

As time goes on more training and education opportunities will be announced.

Lift-Off will keep you up-to-date with the Quality Process as it grows. — Paul Hewlett, group director of quality.

FOR STRATEGIC PLANNING



ON 4 November John Critch assumed the role of strategic planning director, reporting directly to Dr John Watkinson, Otis chief executive.

John is now located at Clapham Road.

Dr Watkinson says: "I would like to take this opportunity of thanking John for his outstanding contribution during his time at Liverpool.

"I am sure you will all join me in wishing him well in his new assignment."

LIVERPOOL OPERATIONS

BRIAN Jameson has joined the company as general manager, Liverpool operations, reporting to executive director John Miller.

Married and with two children, Brian served a technical apprenticeship with GEC and after a brief period of voluntary service overseas returned to take up posts in the O & M and finance areas.

In 1978 he was appointed general manager of Ruston Diesels based at Lincoln and has subsequently held general



management positions with two other GEC divisions.

His most recent appointment was as manufacturing director at Ruston Diesels, Newton-le-Willows, near Warrington.

BILL WHITTAKER HAS LEFT

AFTER being with the company for 15 years Bill Whittaker left at the end of August to further his business interests.

Joining as a new sales representative in Bristol, Bill was made branch manager in 1972.

In 1975 he was made southern regional sales manager and in his move to London in 1977 he became national sales manager.

In 1978 he became marketing manager, in 1978 southern London district service manager and finally in 1983 he was appointed London service manager.

On 30 August Tony Allen presented Bill with a crystal decanter and glasses which were bought from a generous collection by his friends and colleagues.

INFORMATION AND SYSTEMS

ON 2 December Alf Halliburton joins the company as manager, information and systems, reporting to executive director John Miller.

After graduating in computer science Alf spent five years in systems design with ICL before moving to his first management appointment at Hygena.

Over the last 11 years he has held five senior I & S appointments with Michelin Tyre.

Alf was born in Liverpool and lives in Sandbach, Cheshire, with his wife and three children.

SPOTLIGHT ON THE LONDON SERVICE CENTRE

Supporting the field

DURING the early part of this year Becker Lifts moved north to Bolton from their Alpertown works near Wembley and the new company of Wadsworth Becker was formed.

The vacant premises at Alpertown were an ideal site for the setting up of a service operation which has become ETO policy throughout Europe.

In April of this year Mark Townner joined the company at Alpertown to organise a service centre in London with a warehouse and distribution facility for the supply of parts for lift maintenance, plus a workshop to complement the service supplied to the field by the Liverpool field workshop.

Walls had to be knocked down, general refurbishment carried out, new machinery installed and personnel recruited.

By July the zone stores at Clapham Road had moved to Alpertown, joining the workshop which had started operating there in April, to carry out repair and manufacturing jobs in support of the field.

Today, they have developed the capability for more ambitious work including the supply of guards, division screens, architraves, transoms, top beams and facias on a supply and fit basis.

Previously the zone warehouse supplied parts only for the UK domestic market, with the Liverpool service centre handling intercompany.

In the near future inter-

company spares will also be transferred to Alpertown plus additional domestic items not previously stocked there.

Reporting to Mark Townner is the service centre manager, Stan Elford, who was previously zone stores manager at Clapham Road. Stan is responsible for the service centre administrative staff and for the service warehouse supervised by Nolan Innes.

Also reporting to Mark is the workshop supervisor, Allan Ellery, previously with Becker. He works jointly with Terry Wilkinson, a former Otis field man, who is the workshop representative and surveys jobs and liaises with the field on their requirements.

The services of the workshop are available to the total Otis Group operation for the repair and manufacture of parts for lifts and escalators.

They have a daily delivery service to the London Division for spares and will, by request, make en route deliveries.

Just ring Allan Ellery or Terry Wilkinson at Alpertown on 01-902 5477 direct.

And for your spares requirements call 01-903 9522. The postal address for all departments is Otis Service Centre, Minavil House, Ealing Road, Alpertown, Wembley, Middlesex HA0 4PA.

● Sorry, but we got the warehouse telephone number wrong in the last issue. Please check in your directories that the number is 01-903 9522.



Nolan Innes, warehouse supervisor; Diane O'Brien, admin clerk; Roy Salmon, order promoter; John Conway, senior buyer; Michael Proctor, order promoter.



Peggy Dosani, computer operator.



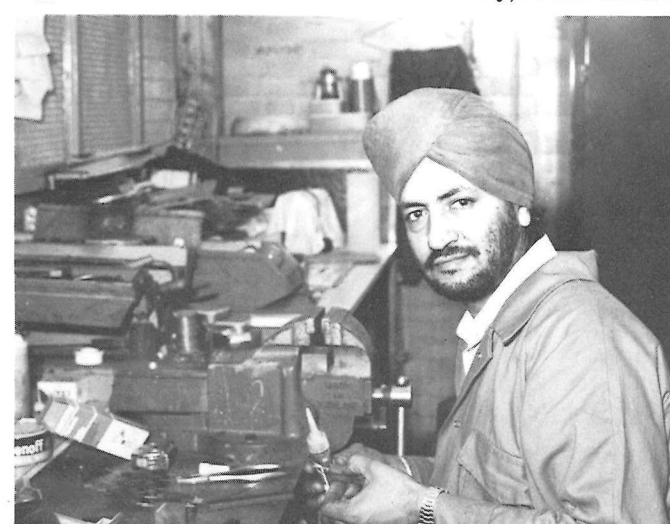
Allan Ellery, service workshop supervisor.



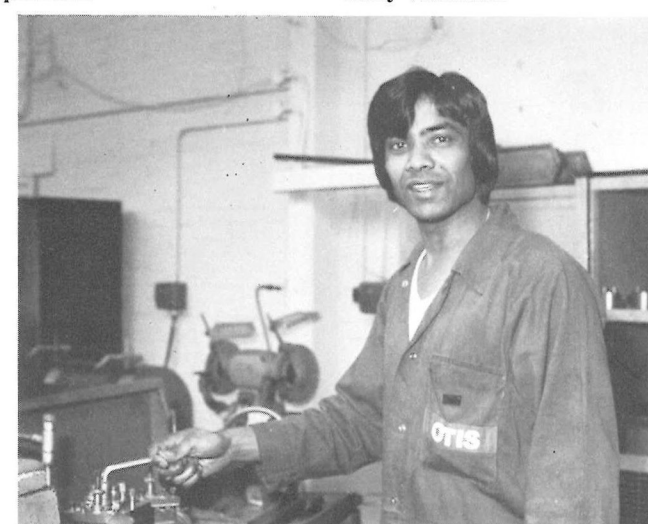
Terry Wilkinson



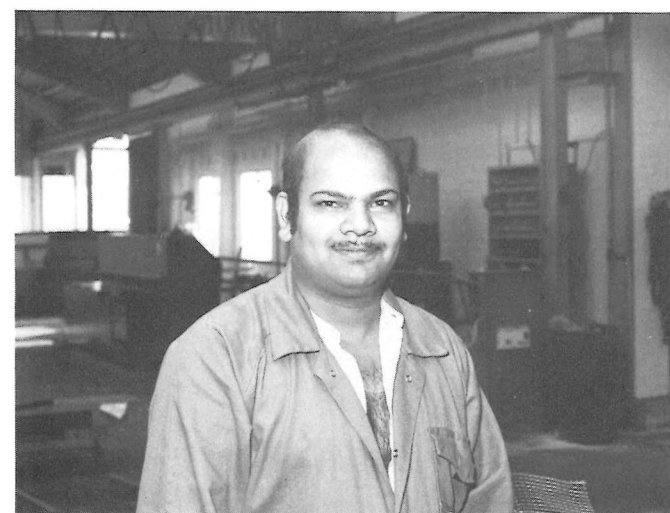
Lata Patel, receptionist.



Harbans Sagoo, fitter-welder.



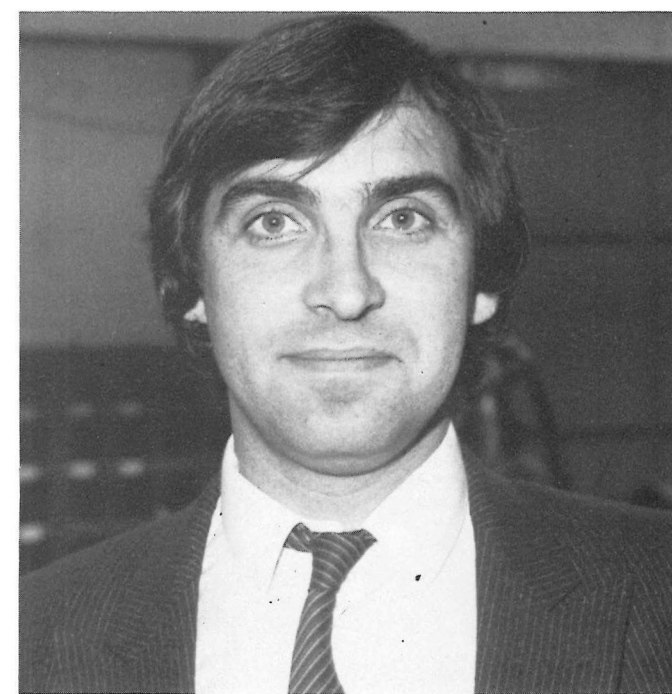
Ashok Kanji, machinist.



Vinu Salat, fitter-welder.



Frank Yon, fitter-welder.



Mark Townner



Stan Elford



Richard Jones, senior storekeeper.



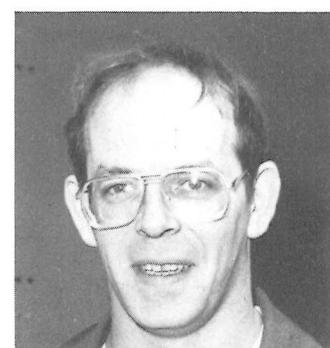
Bill Mabin, packer.



Gijubhai Shah, storekeeper.



Jim Smith, storekeeper.



Jim Baillie, sheet metal worker.



Bill Ridley, parts leaflet engineer.

NEW CONTRACTS

Our business is increasing with St Michael

THE team of Ted Meatyard and Jim Lloyd continue their sales breakthrough with Marks & Spencer.

They have obtained orders for two EA 851 escalators at the Peterborough store together with a further order for two EA 851 escalators at the Eastbourne store.

Supporting them has been Alan Dormer in sales administration.

Tight completion dates are involved but our German colleagues in Stadthagen have promised delivery.

Other contracts by the team have been obtained for goods lifts, customer lifts and modernisations at Watford, Swansea, Maidstone and the Edgware Road, London, plus a major order for the Marble Arch store.

Project co-ordinator for the installation of equipment with this important customer is Jon Patterson at Liverpool works.

And as we go to press an order has been received for two more escalators for the Marks & Spencer store in Blackpool.

Robbie Edwards, London West, has sold five units for the BBC in Bristol.

Six VR 892 units have been sold for local authority housing to Coventry City Council by Ray Large, Birmingham branch.

Two Bex escalator contracts have been obtained by David

Leah, Liverpool branch, from Owen & Owen department store in Liverpool. He has also obtained an OM contract for the four units at the Guild Centre, Preston.

John Legge, London West, has sold a comprehensive maintenance contract for the 18 units at the Trocadero complex, Piccadilly Circus, London. Supervisor is Peter Roberts and fitter is Alan Smith.

Ernie Marnham branch 26, has gained 24 units from the London Borough of Hackney.

Hamley's toy stores have taken over the old Debenhams store in central Birmingham and Phil Kearney, Birmingham branch, has secured a contract for eight units (four OM and four L).

Four units have been secured for comprehensive maintenance from Motorola, East Kilbride, by Alan Brown, Glasgow branch.

Eight units at St James Court, Buckingham Gate, London, have been secured under comprehensive maintenance by Alan Spencer, London South.

Because of pressure on space our final article on the focused workshops at Liverpool has been held over to the next issue.



One of the 506 escalators going into St. Ann's Square.

Photo by Frank Sinclair

A swift job was done in Manchester

AT St Ann's Square, Manchester, four 506 escalators, a duplex 10-person passenger lift group and one passenger/goods lift have been installed for Royal Life Properties, reports Frank Sinclair of Liverpool branch.

The escalators serve three shopping levels and have glass mirror exterior panels to both the sides and soffits.

The passenger/goods lift from Liverpool works serves 11 floors.

The duplex group is quite special with full height, full width clear glass panels at the rear of the car enclosure and marble side walls.

The car and landing doors also have clear glass panels and the metalwork is polished brass.

The lift shaft has a clear glass screen the full height of the

building so that the lifts are always visible from outside.

A Liverpool construction team was involved and they off-loaded and installed all four escalators on a Sunday. These were tested and handed over within 1½ weeks of delivery.

The team were chargehand Tommy Bedford with Eric Carroll, Allan Lester, Sid Guy, Barry Barnes, Dave Sellors and tester Arthur Green. The construction supervisor was Harry Percell.

Architect was David Backhouse, who designed the Cavern Walks development in Mathew Street, Liverpool, on the site of the club where The Beatles started. Main contractors were Tysons, who were also involved with the Mathew Street development.



Alan Winders (right) receives congratulations from Alan McNamee.

ALAN WINDERS TAKES 1985 NATIONAL GOLF TROPHY



In the group from the left are Alan McNamee (Liverpool), Alan Beattie (Liverpool), Mark Gibson (Liverpool), Mick Woolley (Birmingham guest), Bert Phillips (Leeds), Alan Winders (Liverpool), Harry Manks (Leeds), Jack Varley (Evans), Ray Hadley (Birmingham), Gil Lockyer (Birmingham), Terry Meredith (Evans), Alan Brown (Glasgow), Wally Murphy (Liverpool), Brian McFetridge (Leeds), Derek Allen (Birmingham), Bob Rayfield (Bristol), Alan McClelland (Liverpool), Malcolm Derrick (Liverpool), Ron Sutton (Liverpool), Graham Johnson (Nottingham), Bob Potts (Liverpool), Jim Coyle (Glasgow), Geoff Hollingsworth (Leeds), Sean Kenny (Birmingham guest), Don Powell (Liverpool), Ken Wright (Glasgow), Ken Cookson (Liverpool guest).

FIFTH annual Otis Group golf competition was won by Alan Winders of Liverpool at Moor Hall Golf Club.

He was followed by Ken Wright (Glasgow), Bert Phillips (Leeds), Mal Derrick (Liverpool), Alan Beattie (Liverpool) and Alan Brown (Glasgow).

Just for a change the weather was perfect and at the end of the morning round Alan Beattie was

the leader with 40 points, followed by Harry Manks (Leeds) with 36 points, and Mal Derrick and Alan Winders with 35 points.

The afternoon round was completed with Alan Winders maintaining his excellent standard by scoring 32 points for a total of 67.

Ken Wright produced an excellent afternoon round of golf, scoring 38 points for a total

of 65 and finishing second after a card play-off with Mal Derrick, Alan Beattie and Bert Phillips.

Two of the playing guests were customers and it was nice to welcome this year new competitors Alan Brown and Ken Wright from Glasgow and Vic de Costa from Wadsworth Becker.

I look forward to meeting you all again next year. — Alan McNamee.

Golf with the Royal Household at Windsor

FOR the last four years Otis have put up a team of ten golf players against the Royal Household Golf Club.

The 'away' match this year was played on the private course behind Windsor Castle and the Otis team won this leg by 3½ points to 1½ points.

There was a return match at the end of September which Otis won by 5 points to 0 to take the trophy.

It should be the Royal Household's turn next year, though, because the annual

trophy has gone to alternate sides since its inception.

Otis players in the first leg were Roy Mills, Art Masciere, Dave Sundborg, Bob Rayfield, Vic Davies (guest), Malcolm Mapp (guest), Lindsay Jones (guest), Frank Seymour, Roy Foster (guest) and Dave Hillier (guest).

In the second leg the players were Dave Sundborg, Roy Foster (guest), Bob Rayfield, Lindsay Jones (guest), Vic Davies (guest), Ian Millar, John Yulett (guest), Barry Lane, Mike Hill and Frank Seymour.

Glasgow win John Lowe shield

THE annual Otis inter-branch challenge football match for the John D. Lowe shield was played between Glasgow and Liverpool works in Glasgow on 14 September.

It was an entertaining game though in atrocious weather conditions with Glasgow securing victory by 3-2 with a late goal.

The hospitality shown by our Glasgow hosts both before and after the game was greatly appreciated by the Liverpool contingent. We look forward to

entertaining our Glasgow friends in 1986.

Thanks also to the Liverpool works supporters who braved the wretched weather to cheer the lads on and who, later, took full advantage of the new Scottish opening hours. — Ron Sorrel.

GOOD TIME

SPONSORED by Otis, Tom Combe finished 37th out of 3,500 runners in the Edinburgh Marathon with a time of 2 hours 43 minutes.

In the Glasgow Marathon he finished 212th out of 11,000 runners with his personal best time of 2 hours 42 minutes.

A really worthy competitor.



Senior engineer Tony Cooney at Liverpool (right) received his 25 year award from Alan Mainwaring.



Roy Blackman in service sales London South (left) received his 25 year award from Roy Markham.



Senior fitter Donald Montgomery in London West (right) received his 25 year award from Roy Standen.



Eric Harrison in the machine workshop, Liverpool works (right) received his 25 year award from Ray Ball, workshop superintendent.



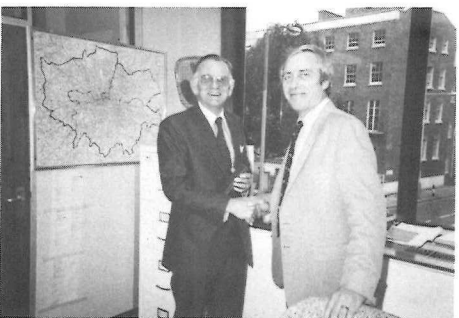
John Swain in the machine workshop, Liverpool works (right) received his 25 year award from workshop manager Joe Power.



Field workshop manager Peter Larsen (left) received his 25 year award from executive director John Miller in Liverpool.



Service supervisor Jack Harmieson at Newcastle branch (left) received his 25 year award from branch manager David Coe.



Senior service supervisor John Mason at Clapham Road (left) received his 25 year award from John Williams, general manager London South.



Dave Dupoy in the construction department at Clapham Road (left) received his 25 year award from John Williams.



Simon Burton in the construction department at Clapham Road has left the company and was presented with a car radio by John Williams on behalf of all his colleagues.



Senior service fitter Brian Ward at Birmingham branch (left) was presented with his 25 year award by branch manager Keith Riley.

AWARDS & PRESENTATIONS

It was a very happy evening for everyone

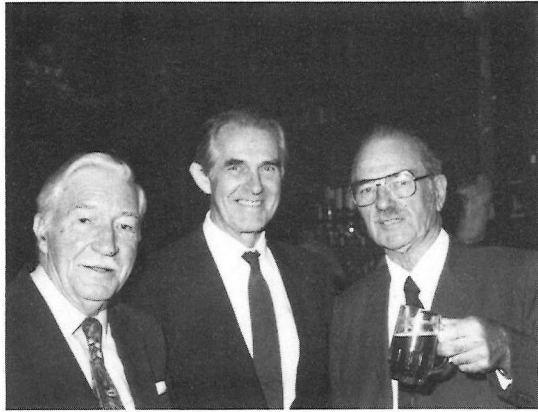
LONG SERVICE ASSOCIATION ANNUAL DINNER

THERE were 236 members and guests at the 32nd annual dinner of the Otis (UK) Long Service Association held at Colonial House, Mincing Lane, London on 18 October.

It was also an historic occasion for the considerable Liverpool contingent because for the first time ever three women members — Felicia Vickers, Margaret Pollock and Betty Quayle — attended the dinner.

There was much good talk all the evening, with many happy memories revived, and a great time was had by all.

Chairman Don Wood proposed the Queen and Mike Lyons proposed the toast of the Association and absent members, responded to by Harry Pettinger. The chairman proposed the toast of retired members, responded to by Arthur Aitchison.



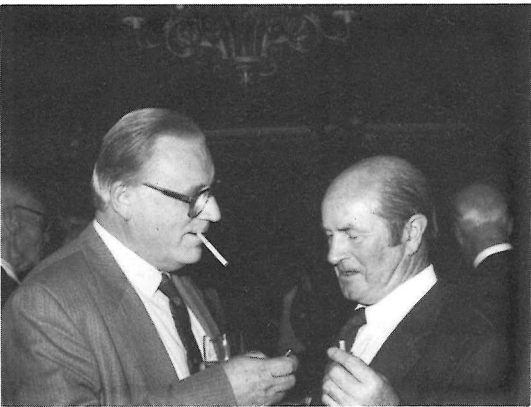
Jim Bell, Ken Paige and Ron McBrien.



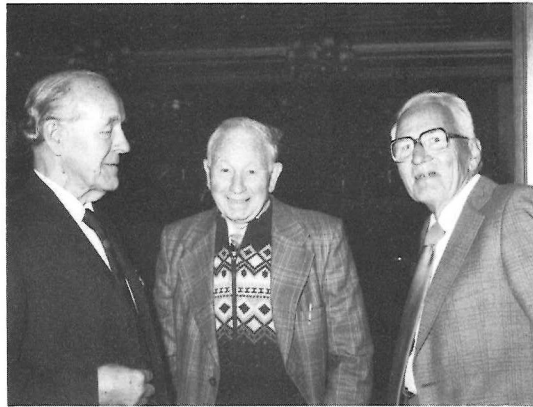
Wally Kelly and Bertie Hoy.



Arthur Aitchison and Jack Atkins.



John Bridge and Jack Harper.



Fred Lee, Ernie Sherwood and Fred Martin.



Frank Dobson, Ron Gaywood and Bill Ayling.



Standing, L to R, an Otis friend, Paul Burton, Stuart Rattle, Ted Meatyard (manager), Keith Parfett, Simon Burton, Dr John Watkinson, Nolan Innes and Peter Murray. Kneeling, Terry King (captain) and Steve Ellis. Not in picture was Barry Lane.

Otis Holland play UK cricketers

AT the end of the season an Otis UK cricket team journeyed to Holland to play a Dutch Otis team.

The venue was Uithoorn, near Amsterdam. In the 45 over match Otis UK scored 108 in 45 overs while Otis Holland made 109 for five in 33 overs to be worthy winners.

Keith Parfett made 36, Stuart Rattle 24. In the bowling Keith took two wickets for 10 runs in nine overs. Paul Burton took two wickets for eight runs. Keith was awarded the Man of the Match trophy.

Ted Meatyard was team manager and told Lift-Off: "I cannot express enough appreciation for the warmth of the hospitality extended to us by

Simon Drilling and Willy Duchart of Otis Holland.

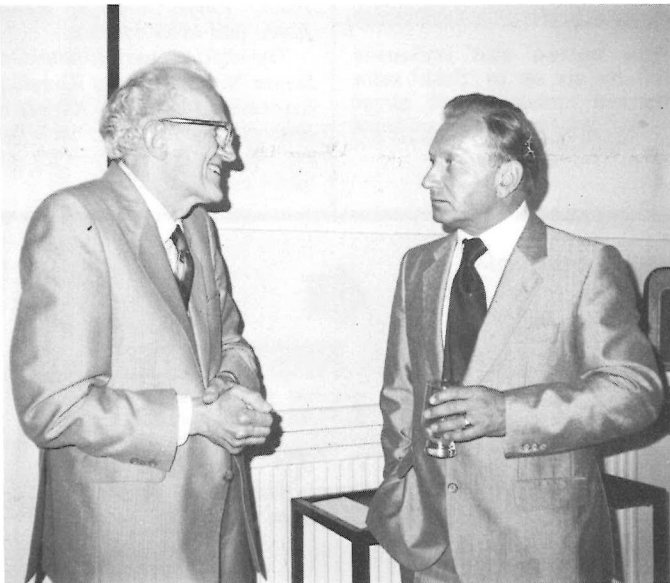
"There is enormous friendship between the UK and Dutch companies — and I may say that provisional arrangements are being made for a return match in the UK next year."

The UK team were entertained to dinner and a canal trip on the Friday of their arrival, and after the match there was a barbecue and dancing.

They returned on the Sunday, bringing with them the gift of a metre of beer. This is a long, wooden receptacle containing beer glasses to the length of one metre.

When our Dutch friends come to the UK next year that gift is going to take some beating.

Norman has really retired!



Norman Atkinson with Dr John Watkinson at the retirement party.

AFTER a remarkable 53 years of service Norman Atkinson at Clapham Road has retired — for the second time.

Pre-eminent in the field of architectural products, when he came to retirement age the company asked him to continue in a consultancy capacity.

But Norman has finally decided enough is enough and that it is time for a quiet retired life with his wife in Exmouth, Devon.

He joined Waygood-Otis on 4 April 1932 in the construction department but within a year transferred to the construction drawing office at Fetter Lane where he specialised in the preparation of proposal drawings.

He is always remembered as a very well-dressed young man who rode a series of motor cycles and was later to be seen at the wheel of an early Austin Seven.

At this time his older brother, Len, was the chief engineer at Waygood-Otis.

Norman transferred to service when the Second World War closed down the construction department and at the end of the war he was a service draughtsman.

By 1951 he was a service representative and became involved in a great deal of very high-class modernisation work with the then service director, Sidney Courtney.

This led to his appointment in 1958 as architectural products specialist — an appointment he retained until his official retirement in November 1978.

During this 20-year period he became pre-eminent in the field of architectural products. His advice was constantly sought not only by Otis staff but by architects and customers throughout the country, and it was for that reason that the company asked him to stay on as a consultant.

He will be greatly missed, at Otis and in the whole industry.



George David visits the London Underground

While in London George David, executive vice-president and chief operating officer of Otis Corporate, visited Marble Arch Underground station to see a heavy duty escalator HD C with a refurbished 60-year-old gear. In the picture are Eric Newman, Otis LRT general manager; Dr John Watkinson; Alan Mainwaring; George David; David Jobling, London Underground principal projects manager; Tom Hester, LRT superintendent.

Otis help Channel 4 programme

TAKING 'buildings and people' as its theme, the current "Space on Earth" series on Channel 4 TV surveys several aspects of modern architecture.

Episodes 3 and 4, earlier this month, dealt with skyscrapers and the critical role of building services in their development.

The adviser to the series is Charles Kneivt, architectural correspondent of The Times, who was helped in his research on skyscrapers both by Otis and our sister company, Carrier.

GONE FISHIN'

AT Liverpool works the Otis Pleasure Fishing Club have kept nice and dry with waterproofs bought with the help of company sponsorship.

The club have a year-long competition fished every other Friday afternoon in which points are awarded according to the weight of fish caught.

At the end of the season the points are added together to determine the champion. Current champion is Alan 'Lucky' Whelby in department 44.

Applications for membership are welcomed. Contact Jim Edwards in the architectural products workshop.

Quicker wages for the field

AT the beginning of November another ROSS milestone was reached.

The time taken to pay our field mechanics was reduced from 13 days to seven.

That meant everyone hourly paid received an extra wage packet one week.

The achievement was due to

the efforts of branch staff who now enter each person's weekly pay details direct into the payroll system from the branch.

So let's all say a big thank you to the many secretaries and clerks up and down the country who made this possible.

Over the coming months more and more information will be

recorded from the branch at the touch of a button.

As a result we will see branches becoming increasingly independent and acting like little local businesses.

A Merry Christmas from all your ROSS friends. Remember to call us when you need help. — The ROSS team.

LIFT-OFF

CUSTOM 2000

from page one

to contract. Interiors can be lined with wood, laminates, fabrics, mirror glass or selected special finishes.

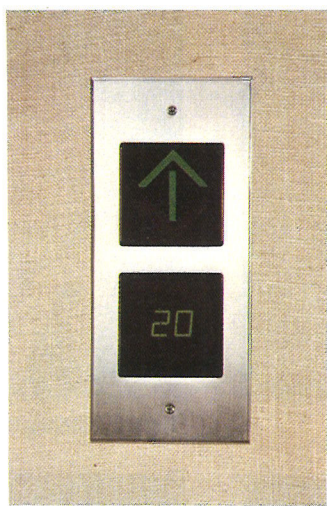
All three versions offer options such as intercom systems, emergency lighting and forced ventilation.

In addition, the car operating panel can be positioned to provide easy access for the disabled.

There are generous door heights of 2100mm with clear opening widths of 800mm, 900mm or 1100mm set in 'small trim' frames or full depth architraves.

Landing fixtures are satin finish stainless steel set virtually flush.

All Custom 2000 models can be fitted with key code access for security, either in the car operating panel or as a landing fixture.



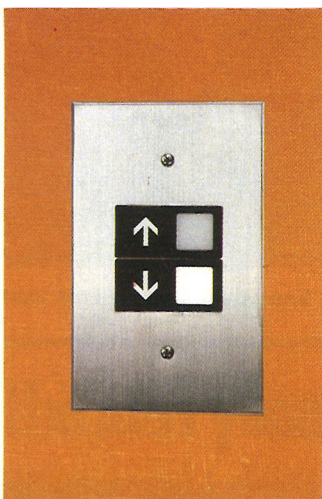
Indicator plate.

Custom 2000 is tomorrow's lift for today. And also for the next ten years.

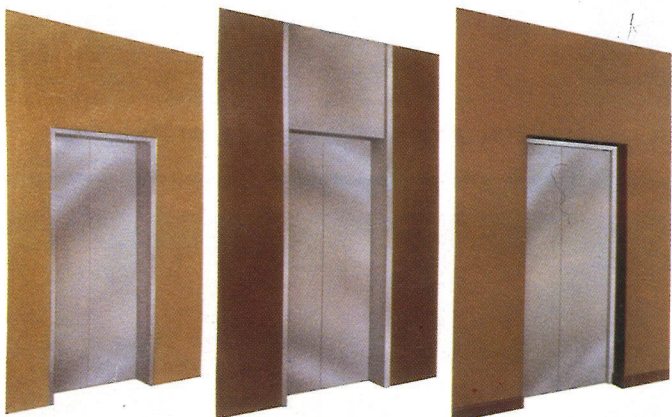
Congratulations to all involved on a splendid and stylish achievement.



Ted Meatyard with Doug Richards at one of the Clapham Road Custom 2000 presentations.



Hall button and indicator fixtures are set in 'flush' satin finished stainless steel plates which project only 3mm from the finished wall.



The entrances in a variety of styles.

At the Lord Mayor's Show



On their way. The Otis float, escorted by Barry Harden plus umbrella, moves out of London Wall for the start of the procession.

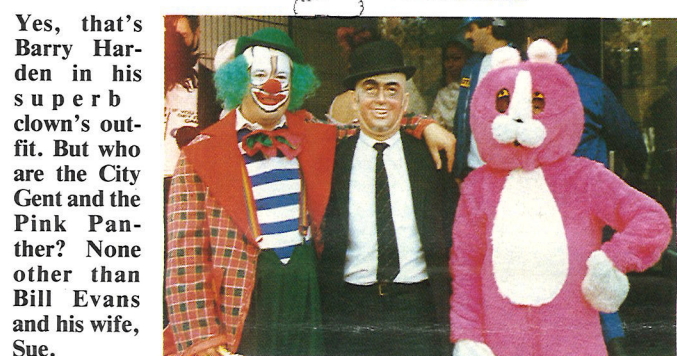
Our full-of-fun float in the London Lord Mayor's Show on 9 November very much reflected this year's theme of 'Service with a Smile'.

Joining in were Sue and Bill Evans, Lynne Kinsella, Jane Wheeler, Shirley Carter, June Davis, Suzette McCloud, Cathy Foster, Christine East, Vicky Turner, Joanne Walsh, Dawn Spring, Bill Noon, Barry Harden, Mark Shenker, Steve Tully, Philip Grange, Keith James and Mike Morley.

The children were Emma and Simon Noon, Jennifer Kinsella, Lorraine Falon, Kirston Beecroft, Adam Hart, Caroline and Elizabeth Large, and Jason, Sarah and Stephen Peace.



The crowd roars its approval in the City of London. On the float the Otis people wave back.



Yes, that's Barry Harden in his superb clown's outfit. But who are the City Gent and the Pink Panther? None other than Bill Evans and his wife, Sue.



FIRST PRIZE: £100 VOUCHER

'Holiday Lift-Off', by Dave Murray in APW, Liverpool works.



SECOND PRIZE: £50 VOUCHER

'Sails in the Sun', by Phil Buckels at Liverpool works.



THIRD PRIZE: £25 VOUCHER

'Painting the Town', by L. J. Castle at FOD, Clapham Road.

1985 HOLIDAY PHOTO CONTEST WINNERS

Congratulations to this year's very worthy winners. Entries were down on last year but the standard was as high as ever. The judges thank everyone who competed and admit they had the always difficult task of deciding the result when faced with such good quality photographs.