

Up going

Autumn

93
OTIS

The new Otis 2000 series is built around customer needs and benefits. The series has original stylish aesthetics, high technology efficiency and faster installation methods. This is an integrated product range made up of components which can be combined in many different configurations to meet almost any customer requirement. Exceptional design and a very distinctive appearance - these are the characteristics that set the Otis 2000 apart.

Otis 2000

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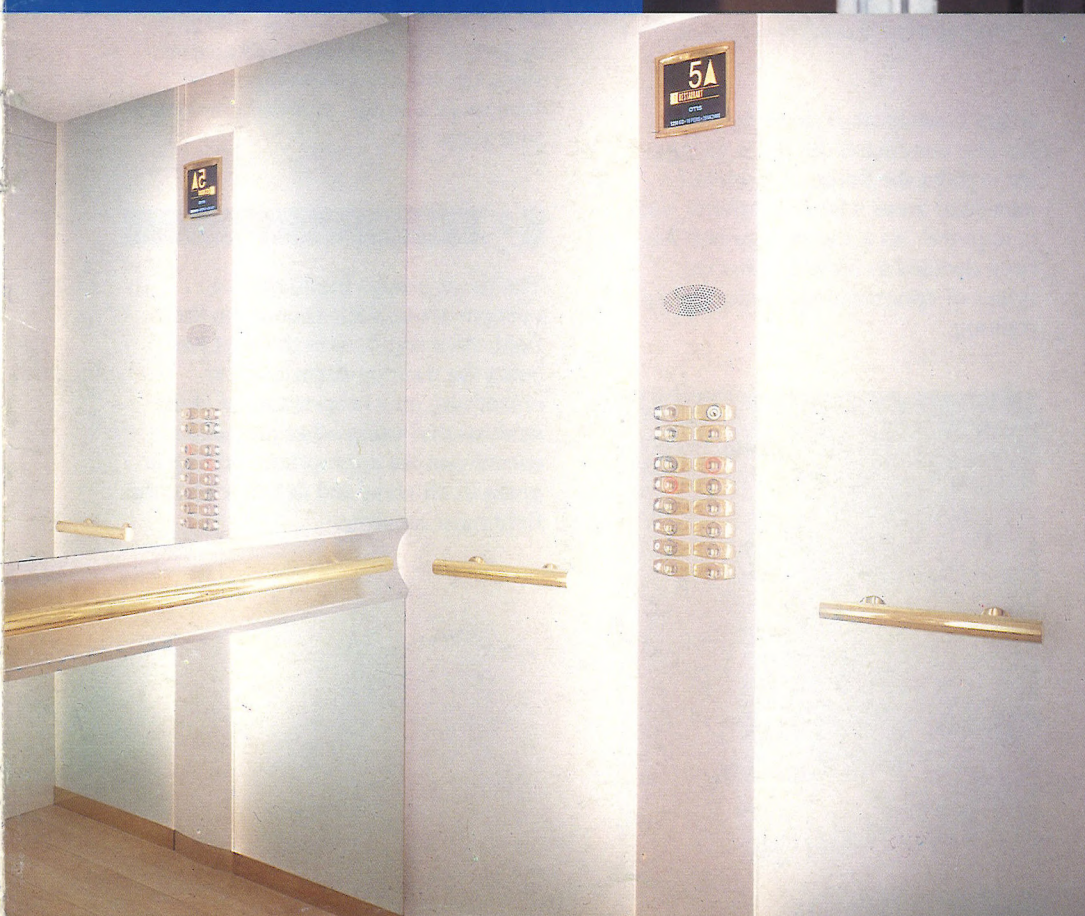
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Good Connections

*Eric Thistlewaite
production wireman,
makes the final connections
in a junction box to complete
the wiring in a passenger lift car
from the Liverpool factory.*





VIEW FROM THE M.D.

Recipe for Success - Cost Leadership

We have been talking in these last three issues of *Going Up* about the three main strategic thrusts for our business.

Our Three Strategic Thrusts



We have discussed Safety and Customer Satisfaction in past issues, and here I would like to talk about Cost Leadership. This seems rather simple on the surface, fundamentally we need to be less expensive than the competition. On the other hand there is great variability in products and services delivered by the industry, and the successful company will give the customer the service he wants at a competitive price. Finding the right balance is very important. The one constant, however, is that the customer is looking for good value.

From all of our surveys and customer interviews, we know that Otis is perceived as the leader in the lift and escalator industry in the U.K. We also know that Otis commands premium prices for its services, and for the most part we are able to sustain a differential with the competition, but that differential is narrowing as the competitors improve their product offering and as the customers exercise greater purchasing power. As we are the biggest, it is expected that we should be the most cost effective solution. This is probably a reasonable expectation, and we have begun to move in this direction.

Much has already been done in the new equipment business. Otis has already invested heavily in product development to come up with cost effective solutions and the various versions of the Europa line have demonstrated that the decisions taken were correct. Our factories in Europe have specialised their efforts and effected significant cost reductions, beating inflation year after year. Our construction teams have improved productivity more than 30% over the last few years through introduction of new methods and efficient operations. The result has been a very significant increase in our share of the new equipment market, nearly

doubling in the last five years. This certainly gives us some idea of the power of Cost Leadership.

The Service part of our business is a little more difficult in that the range of services offered varies so greatly. Some competitors offer a call out service to fix a lift when it breaks down, while the Otis philosophy is based on prevention and protecting the value of the customer's assets. While our customers continue to value the Otis approach, we cannot ignore the fact that the customer is more and more interested in today's cost as well as protecting long term asset values. The message is loud and clear, given equal costs the customer will choose Otis. Sounds simple, but we have a few things to do.

It goes without saying that to improve our productivity and reduce our costs, we must invest, and we have begun that process. Firstly, we have invested in the Working Partnership to attract and keep the best people in the industry. We have expanded our training facilities and offerings. We have invested in the Service Centre to provide better support. We have invested in ISO 9000 and have begun to look for new approaches to maintenance procedures which are more in line with recent changes in equipment technology. We are investing in REM

and a new Elevonic Product Improvement Centre. And these investments are beginning to show returns. We have demonstrated a marked improvement in the number of hours required to maintain our portfolio, while at the same time improving our overall quality rating. We have demonstrated that it can be done. We need to continue to find new ways to improve even further. We are well on the way to Cost Leadership, and it doesn't happen overnight. The common denominator is continuous improvement, and if this sounds a lot like Quality that's because a commitment to quality will lead to cost effectiveness. In fact, the link between all our strategic thrusts is Quality.

Safety is about following Quality procedures in the way we go about our work. Customer satisfaction is really nothing more than delivering to the customer what we promise to deliver, that is exactly what ISO 9000, our Quality System is all about. Cost Leadership demands that we continuously improve our methods of operation to improve our effectiveness. That is synonymous with Quality improvement. Improved Quality will bring reduced costs. We need to keep doing it.

J.T. Leingang

The last issue of *Going Up* reported on the Opinion Survey carried out this year among company employees. As announced, this preliminary survey has been followed up by smaller in-depth 'focus groups' with the aim of identifying key issues and developing initiatives to ensure that concerns are adequately dealt with. The groups picked out certain excellent practices carried out in the branches, departments and by individuals. These include:

"The Principal Engineers in Glasgow run an excellent training programme with both sessions at the branch and meetings on-site"

"Victoria Branch have good team meetings which cover: problem solving, the state of the market, how things are going generally both locally in the field, in the branch and company-wide"

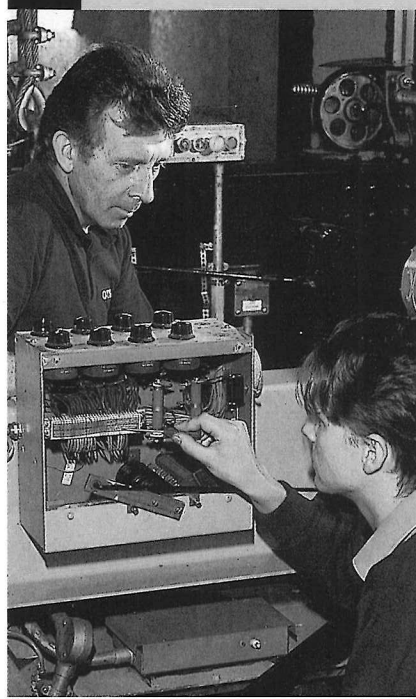
"When Mike Hirst took over as manager of the LRT division he made a point of holding briefing meetings with all his new team."

"Phillip Catterall at Brighton was commended for specifically taking the time to appreciate and recognise good work done"

Jenny Davenport of the Industrial Society conducted the focus groups throughout the Summer to identify particular areas where additional work is required. As a starting point it has been decided to focus on two key issues of concern, communication and training.



Otis employee opinion survey 1993



1 Communication

The main concern here was one of consistency in approach to communication within the company. We will be looking at ways of improving the whole communication process and this will involve examining such areas as team briefings, ensuring that the process is working and effective and extended to all support departments. In the first quarter of 1994, Jack Leingang and his directors will be conducting a series of meetings throughout the company to involve all employees. These meetings will give opportunities for question and answer sessions and will aim to repeat the success of a similar practice conducted four years ago.

2 Training

The focus groups highlighted a concern about skills training in the field. As a result, over the next two years the training department is embarking on a programme of skills analysis and using other methods to ensure that the appropriate training is given in all areas and delivers what the field most requires.

Three new MH-B heavy duty escalators being completed at the manufacturer MTE in Blantyre, Scotland prior to installation at the Waterloo International Terminal for connection with the Northern Line in June '94. The Otis construction team of Tom Hester, Peter Clewes, Lenny Meredew and Lenny Van West began work on site in September.

Currently LRT is tendering for the pre-qualification process to replace or refurbish 20 escalators at various London Underground stations.



Newcastle Civic Centre

Brian Stonehouse, Newcastle branch has sold a gearless 411 modernisation contract for two units as part of an ongoing programme involving 10 lifts. The supervisor for the job is Chris Clubley and the mechanics are Brett Cram and John Hood. This modernisation is progressing on target for completion by 5th November with input from Alex Rankin, estimated by Jim Mangin, engineered by Mike Berry and special delivery from John Bagg at Twyford Abbey Road.

Commercial Union has awarded Otis the order to modernise four escalators. The contract which is worth over £230k was sold by Derek Constable.

Escalators for Newcastle Airport

George Ingram reports from Leeds that Jackie Denham has won the contract to supply four new escalators for Newcastle Airport.

Our Lady of Lourdes Hospital Drogheda, Co. South

After several years of discussion, John Potter of the Dublin office has secured the order to upgrade the control system to 311DD and to include new fixtures and fittings on the two main hospital lifts.

The value of this contract is £90,000. The lifts were originally installed in the early 1960s and have been on a comprehensive contract since.

Mark Jones, London Service Division has sold three lifts to City accountants Arthur Anderson.

Convent changes to Otis

Anne Sutherland of the Wokingham office recently secured the service contract for four lifts at St. Mary's Convent in Wantage. Until recently the units were serviced by their manufacturer Hammond and Champness who by failing to satisfy their service contract lead to the Convent's turning to Otis. Apparently it is some years since passengers have been able to get in and out of these lifts with ease, a problem which Otis engineers took little time to rectify.

Greater Manchester Council

Greater Manchester Council has awarded Ray Bealey the contract to supply the lifts for the new concert hall in Manchester. The contract involves 4 x Geared Preferred Duty lifts and 1 x Evans unit.

The job will be project managed by Steve Gorman in Stockport. The contractors are John Laing.

The Edinburgh office has won a contract for seven lifts for the Victoria Hospital, Kirkcaldy. The contract is worth around £350k.

Hale & Pace?

Karl Travis and Dave Francis, London Construction, donned their dinner jackets for the opening of the new Warner Brothers multi-screen cinema in Leicester Square. The occasion for such Hale and Pace attire was the Royal Premier of The Fugitive attended by The Princess of Wales. Happily the ten 506 Otis escalators transported the two hundred or so dignitaries and stars without a hitch so Karl and Dave remained impeccably clad throughout and even managed to see most of the film.

PROJECT news



Steve Johnson and The Ford Connection

Steve Johnson, working for Otis since the early 1970s is Principal Engineer at Eastern Counties branch in Southend. Formerly at Cityside, Steve now looks after one of Eastern's largest customers, the Ford Motor Company. The car giant's headquarters, built in 1966 is situated

at Warley in Brentwood, Essex and is served by fourteen lifts and ten escalators. With two thousand staff on site, the units are in constant use and according to Steve, have excellent reliability. With so many people working at Warley, the restaurant is in great demand and is itself served by no less than half of the fourteen lifts on site.

Steve also looks after the other Ford locations served by Otis Eastern Counties which include the Tractor plant at Basildon and the Research and Engineering centre at Dunton.

Selfridges praise Service Engineers

On a recent trip with Jack Leingang, Peter Gibbs of Selfridges went out of his way to tell Jack of the outstanding job which Graham Atkins and Mark Essex were doing on lift maintenance at Selfridges. One of the main reasons for the trip was to discuss the possibility of Otis securing the next phases of escalators at the store and according to Jack Leingang, the efforts made by the engineers made for a strong position in bidding for the new work.

The Root of the Problem

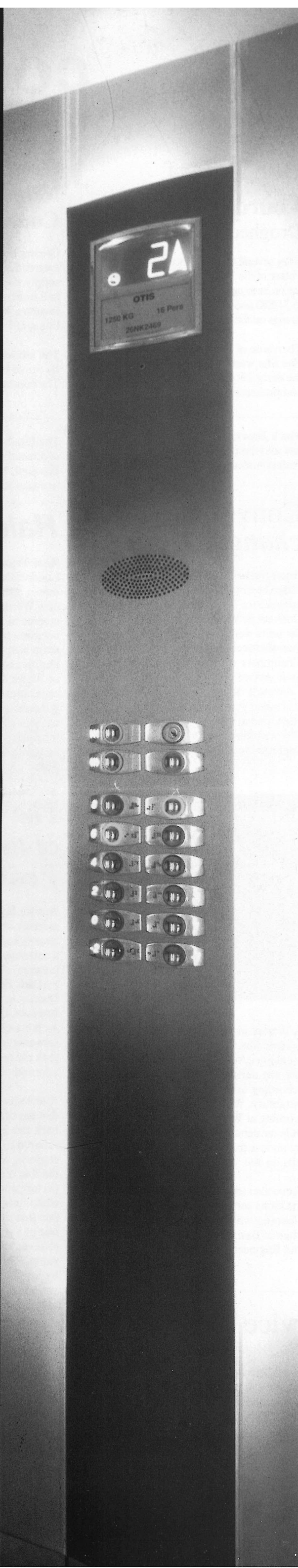
Service Engineers at Victoria Branch recently set a creditable example in responding to a complaint and solving a customer's perceived problem. An informal remark was originally made by Dick Hawkins, a Director of Quality in the USA to Andrew Burrow, Quality Director for the UK. As it concerned Piccadilly House in Lower Regent Street, Victoria Branch took the matter up and registered it as a formal complaint.

A technical investigation revealed that the lifts actually had a low call-back rate and a night-time trap-in referred to had been attended by an engineer within ten minutes. It turned out that the general feeling of poor performance was not a result of Otis equipment or service but due to the fact that the user, a bank, was taking one of a pair of lifts out of service up to seven times a day while using its vaults. This problem was overcome by installing new door operators and various other items which would speed up lift operation and mitigate the bank's need to regularly take a lift out of service.

This example shows how taking complaints seriously and finding the root of the customer's problem not only pays in new orders but also ensures customer satisfaction. Well done to Alan Spencer, Dave Knight and Alan Seaton for putting in so much effort.

Otis 2000

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The Otis 2000 is the most comprehensive lift range ever offered in Europe. It represents a multi-million pound, five year investment in customer research, technical innovation, safety improvements and modular engineering.

Over 2,300 configurations from 4 to 21 passengers at speeds 0.25 m/s to 2.5 m/s.

At one end the range covers low speed, low rise simplex hydraulic systems; at the other you can have eight group, high rise systems for 21 person duty which have Otis VF and speeds up to 2.5 metres per second.



Otis 2000 H

The hydraulic range has been designed to satisfy customer needs covering duties up to 13 passengers and speeds up to 1.0 m/s. Primarily chosen for low rise buildings with a moderate traffic pattern, it is especially appropriate when there is a problem with roofline pollution.

Otis 2000 E

Equipped with an electric drive this is the solution for buildings with medium traffic demands and which require speeds up to 1.0 m/s and duties up to 21 passengers. Importantly the range offers a choice of two motion controls; the conventional AC 2-speed and optionally, the sophisticated Otis VF variable frequency drive technology. As an electric drive the Otis 2000 E has a lower installed power requirement and so there is less energy consumption.

Otis 2000 VF

Otis 2000 VF introduces high technology to the standard, geared range of equipment with speeds up to 2.5m/s and duties up to 21 passengers. Designed for prestigious offices, hotels and apartments the advantages it offers to medium and high rise buildings are considerable. Essentially this is because the Otis VF digital drive markedly outperforms conventional AC servo drives. Passenger service is faster and smoother acceleration and deceleration leads to improved comfort. Lower starting and running currents offer significant energy savings. As with the Otis 2000 E the machine room can either be located on the roof, at any floor level adjacent to the hoistway and also below it.

Design, Fixtures and Fittings

The UK is proud that the Otis 2000 has been styled by leading British designers McColl Associates who were the outright winners in an international design competition. For the first time the COP has been acknowledged as the focal point of the car interior.

Lit by a single source of diffused light the car is designed to evoke a friendly and reassuring atmosphere. Infact the COP was conceived as an electronic 'travelling attendant' or a communication link standing against the side car wall in a white or stainless steel finish. The car position indicators incorporate high-clarity and high-visibility Liquid Crystal Displays. As an alternative customers can be supplied with Electro Luminescent Displays which can be additionally be programmed to carry information.

Care for the disabled has been a particular consideration in the design of the new range. The series is particularly accessible to those with difficulties in mobility, sight and hearing. Tactile braille floor indicator markings are standard. In cars and fixtures the button ring is made of two half circle groups of 4 LEDs, with an operational life of each 30,000 hours. If one group fails the other remains in use. All the equipment in the new range is REM prepared and for a very small additional sum Otis customers can install REM in their lifts.

Technical Innovations and Quality

A large range of new modular controls and variable frequency drive systems, doors and machines and the new Lambda 11 door protector highly increase passenger safety, comfort and greatly reduces energy consumption.

The Pilot

As a part of the introduction of the new Otis 2000 hydraulic model in the UK, a pilot order will be installed at the Service and Training Centre at Twyford Abbey Road. The purpose of this is two-fold:

- (1) It will allow early access to the product for training.
- (2) It will form a key part of the Quality approval plan for the product.

The Product at T.A.R

The unit is a two stop indirect (i.e. roped) model with a rise of 3.5 metres. Initially it will be fitted with the current range of 9691 entrances and a 9550CC door operator. At a later stage it is planned to change the door operators to the new variable frequency door operator the D02000. For training purposes the unit has been ordered on a 'mix and match' basis. For example the entrance at one floor will be with 'Small Frame' (SF) and 'Concrete Sill Condition', where the other entrance will be with 'Total Frame' (TF) and be for 'Sill Angle Condition'. Even in the car, the finishes have been specified to give a combination ranging from solid panels to mirrors and handrails. The unit will be powered by a new hydraulic aggregate. This will be fitted with a new valve block that electronically compensates for temperature and pressure.

Training

The installation of the new pilot order will provide an excellent opportunity to test the new installation methods which have been trialed over the last six months.

The Quality Process

As part of the Otis Quality Improvement process, this new range of equipment will be subjected to a very detailed and intensive quality plan. The pilot order at T.A.R is only one of many such pilots which will be shipped throughout Europe. This will ensure that all the necessary processes are in place and that they are working correctly; starting with ordering through to specifying, production, delivery, installation and maintenance. When the unit is complete, packed and ready for shipment in the Italian factory at Cernusco, all the boxes will be re-opened for an objective and full audit to be carried out. The audit will check the equipment against the UK order and specification sheets, and check the number of pieces in the boxes against the quantities on the packing lists. This will be carried out by representatives from the UK field and FOD.

The process will not stop in the factory, it will cover shipment from Milan and the delivery to T.A.R. The audit will also involve visits to T.A.R by representatives from the production engineering and field departments of the Italian company.

Field Documentation

Although most of the field documentation being provided by the two key contract companies, France and Italy is the same as the current Europa range, there will be some changes. In addition to the normal field documentation i.e. Field Component Manuals (F.C.M's) and Construction Methods, additional manuals will introduce the new processes and procedures.

Field Construction Manuals

To help the installation team there will be two types of manual: (i) a manual detailing the sequence of the installation, methods and tooling etc. (ii) a manual made up of 13 separate booklets, one booklet for each sub-system which will give precise details on how to fit all the components. This modular approach means that the field engineer needs only to open the appropriate box or boxes for a certain activity and then refer to the appropriate manual for that 'sub-system'. For the first six months of deliveries, a full set of manuals will be delivered with each unit. After that time, all comments, revisions, and suggestions will be incorporated into a master manual which will be issued to each engineer as his/her own personal copy. These manuals will be controlled and updated as necessary.

Field Component Manuals

The 'Technical Manuals' and 'Construction Method Manuals' will be supported by 'Field Component Manuals', (these are component based manuals with details of installation, adjustment, maintenance and repair). The Construction and Field Component Manuals will be issued and controlled by FOD.

New Material Organisation

Otis Italy has introduced a new method of organising their materials right from the specifying stage through manufacturing to site delivery. This process is called the 'Sub-system' concept and has been developed to suit the field's requirements for packing and sequence of installation. The concept of 'sub-systems' will be used for all documentation, field manuals, shipping lists AMT's etc.

Packaging

Each box/package will be labelled in English to give general details of its contents. Also attached to the outside of the box will be an additional more detailed list of contents. Inside each box there will be a detailed material list showing all the parts and their part numbers. A new feature of this sub system approach will be that although there may be more than one box for each 'sub-system', there will never be materials from different sub-systems in the same box.

Otis 2000 E & Otis 2000 VF

As the Otis 200 E and Otis 2000 VF products will be more complex than the hydraulic product, (ranging from 0.63m/sec, two speed A.C. through to 2.5 m/s MSVF), Otis France is taking a different approach to the Italian Company. France intends to issue a 'Field Technical Manual' with each unit. Each manual will be contract related i.e. it will include all the necessary drawings for installing the hydraulic buffers for units 1.6 m/s and above.

Shipping

When a shipment arrives on site, in addition to the normal 'Shipping notice' there will be a 'Distribution Chart' indicating where all the boxes should be stored i.e. 'Sub-System 8.1' (Hoistway material needs to be stored near to the shaft).

Otis 2000 E & Otis 2000 VF (Traction Model)

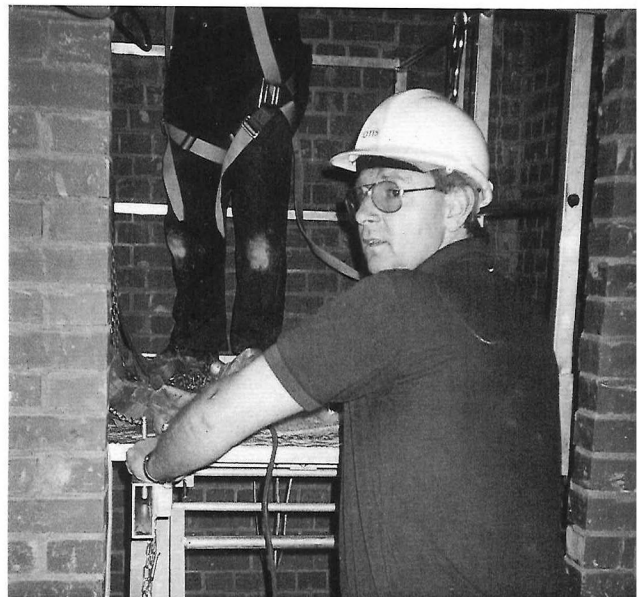
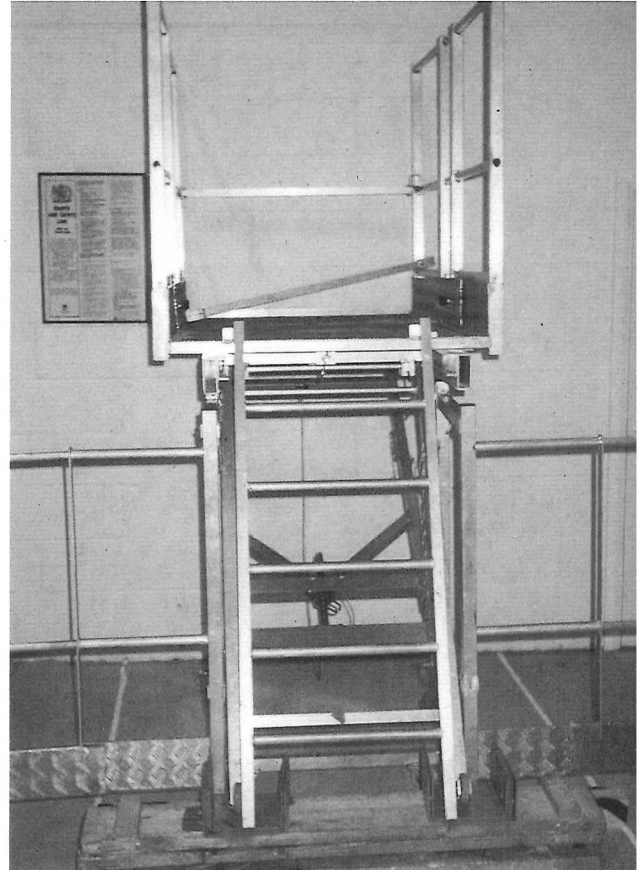
Otis France has introduced a colour coded system process to identify the material delivered. The packing will be coloured in accordance with a coloured 'Distribution Chart', in addition smaller boxes will also be clearly labelled with their contents and include detailed parts lists. As with the hydraulic model, it will be easy to identify the final location of material from the 'Distribution Chart', so where practical, materials can be immediately stored near to where they will be used.

Both countries have installed the necessary processes and audit systems to ensure that what has been ordered will arrive on site at an agreed time and date. Deliveries will be on a lorry equipped with a crane to ensure that the correct material can be offloaded quickly and safely.

Construction Methods

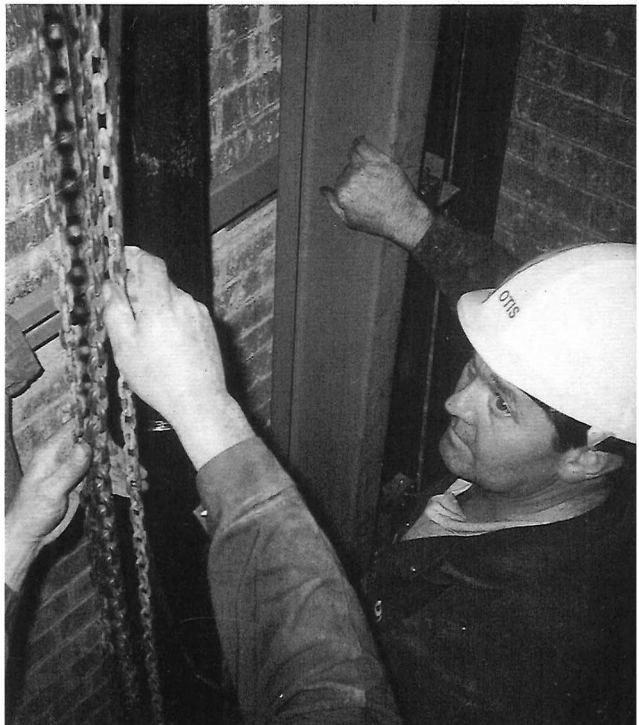
With the introduction of the new product a scaffoldless method of installation using an adjustable platform will be available to enhance the existing methods. This is an adaption from the French/Spanish design amalgamated with Otis UK's method of installing traditional lifts. This will be the time in the UK that this method will have been applied to model lifts and it has some considerable benefits:

- Faster than existing method which is both beneficial in terms of cost and efficiency
- Standardises the construction procedure
- Provides uninterrupted access with fewer interfaces with the builder
- Matches the customer and market demand
- Involves less dependence on the builder



Steve Bell, carrying out new scaffoldless training at Twyford Abbey Road.

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Otis 2000

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Sales Engineering

Chris Bowler and John O'Neil from Sales Engineering are producing technical and sales orientated material. This includes Standard Equipment Binders (SEB), New Sales Instruction (NSI), Product Matrix Binders for each Sales Consultant, Architect Specifications and the Manual Tender Binder. The factory data is sent over on disc and converted into the UK format using Word, AmiPro and Lotus software packages.

Technical Advances

Significant technical advances include:

1. A hydraulic controlled valve which improves the performance of hydraulic lifts by using a microprocessor to control the operation of a solenoid valve.
2. Advance Liquid Crystal Displays as standard give an improved quality of display on the car operating panel.
3. A VF controlled door operator, D02000, which gives smooth door operation and automatic velocity profile adjustment to suit lift demand.
4. Improved fixtures with circular buttons and mounted fixtures which do not require a cut-out in the wall.
5. A Modular Control System (MCS) employed across the full range, giving improved flexibility both for new equipment, service or modernisation.

Eureka - Simplicity in Ordering At Last!

Currently, Otis has fifteen sales administration forms. Enter Rodney Turtle and life becomes easier! Rodney is the project director of New Equipment systems and has designed a new Sales Negotiation Form to coincide with the launch of the Otis 2000. The forms have been revised to combine the best of existing documents wherever possible but to minimise repetition and ensure that information is requested once and only once. This will lead to consistency between forms, manuals and systems. The new forms will save Sales Consultants' time and avoid confusion in the regional offices. All new forms are now available from Helen Finn in Building Services, Clapham Road.

Administration Training

Introduction of the new models will coincide with a review of our existing New Equipment ordering procedures. Regional Administration staff are already receiving training in AmiPro which will be used to generate tenders. In the next few weeks they will receive detailed training in the new order procedures in documentation and also the operation of the new SST ordering system.

Liverpool Factory

Liverpool and Otis 2000

Liverpool has risen magnificently to a late challenge which involved engineering from high performance duties within the Otis 2000 range. Standard products of 1250/1600 kg at 2.00/2.50 m/s will be produced by Liverpool with up to four car group configurations. These models which have a family background of geared Preferred Duties will complement the Gien range and feature all the aesthetics and technical innovation that is now afforded us. This has provided Liverpool with a wonderful opportunity to roll in such technical goodies as the DO 2000 Door Operator, the Lambda 11 Detector, MSVF drive and new wiring and car construction systems, meaning that we can be more competitive.

Liverpool is supplying all lifts with duties from 1250kg - 1600kg at speeds of 2.0/2.5km/sec and supplying the model duties to complement the new Otis 2000 Gien product. The project team working alongside Jaques Coulon is made up of John Turner, Jack Locker, Jeff Savage, Brian Hart, Dan Gurney and Geoff Hull. They have all visited Gien for an information transfer process. Other members of the team coordinating this activity include Derek Smith, Neville Sheldon, Jim Peacock, Harry Purcell and Barry Wheeler.

Closer factory co-operation with suppliers

The Liverpool factory has been busy establishing closer relationships with the suppliers of glass, stainless steel and bronze in a drive to improve product quality. By involving suppliers in the design stage a better specification is obtained in supplied materials. Stainless steel manufacturers have assisted the factory in developing a process for the use of stainless steel in fabrication to required tolerances and finishes. A bronze supplier has worked with Otis to provide the confidence that their supplied material can be used without inward inspection. This enables Liverpool to process the material without removing its protective coating, reducing damage in the fabrication process. Tyneside Glass are participating in the design of cars for a specific contract as a pilot to the technique supplier involvement in contract design. The benefits work both ways as Otis has assisted four sheave manufacturers to improve their casting process to reduce porosity in product supplied to Liverpool.



From left to right: Geoff Hull, Jack Locker, Jeff Savage, John Turner, and Brian Hart.

OTIS UNIVERSITY 1992-1993

Six representatives of Otis (UK) recently completed the Otis University programme. The programme is divided into Advanced Field Management, Manufacturing and Purchasing courses. Each course helps develop specialised skills and techniques in Field Management and Factory Operations respectively with both courses sharing the common theme of developing the field/factory interface.

This year's Otis University was completed by a total of thirty-two people from ETO and from as far afield as China, Russia, Brazil, Canada and India.

The course involved nine months of individual project work and visits to the main European manufacturing centres. The project work was related to each course member's own job in order to maximise the benefits to Otis. The visits to the manufacturing centres allowed the Field Management course to improve their understanding of factory operations and also give vital feedback to the factories as to how product design, manufacture and packaging could be improved in order to assist efficient installation or service activities by the field. The delegates on the Manufacturing and Purchasing course visited site-installations at various stages of completion in order to develop their understanding of field operations and needs.



Photo (Left to Right): Keith Ball, Ian Moore, Len Halsey, Richard Braxton, Tony White, Graham Mallet, Joe Harris and Trevor Perry.

Brief details of the UK Course members' projects are given below:

ADVANCED FIELD MANAGEMENT

LIFT USAGE AND AVAILABILITY

Richard Braxton, Service Supervisor (now Salesman), West End Branch
The monitor of traffic demand and availability and the adaption of maintenance procedures to suit.

THE NEW EQUIPMENT LINE-NEW METHODS

Len Halsey, Area Construction Manager, London
Determination of the safest and most efficient methods for the installation of the new Product line.

REM AND AVAILABILITY

Joe Harris, Regional Service Manager, Stockport
Improvement of maintenance procedures and reduction of call-backs through efficient use of REM system data.

REDUCTION OF REPEAT CALL-BACKS

Graham Mallet, Branch Manager, Reading
Determination of information required to help reduce repeat call-backs.

ADVANCED MANUFACTURING AND PURCHASING

MANUFACTURING PERFORMANCE IMPROVEMENT

Keith Ball, Production Control Manager, Evans Lifts
Establish methods to increase inventory turns and reduce the rate of non-service.

CONTROL OF WORK ORDER RELEASE

Tony White, Production Controller, Liverpool Factory
Measurement and improvement of Work Order Release in order to improve contract delivery performance.

Tony the Torch Ignites the 'Otlne

That certainly could have been a tabloid headline following the success of the newly-launched Otis Service 'Otlne. Why Tony the Torch? Well, following my return to Otis after 12 years absence it seemed that all my early sales success followed conflagrations started by an anonymous Liverpool arsonist. (Thanks Dad!). Of course I am just kidding, as I have always relied on good and proven sales techniques.

This was the case when one Friday morning in July, I was informed by the Service Supervisor (Graham Roberts) that a Norbit controller at Willow House, Seaforth was irreparably damaged following some guerrilla action by what are known locally as 'smackheads'. It was here that the new Otis 'Otlne slipped smoothly into place.

Accompanied by Steve Otty (the local service engineer), a site survey was completed where the new relevant 'Otlne sheets were filled in. This information was then relayed by phone to Pradip Patel who was at the Twyford Abbey Road end of the 'Otlne. Within minutes, a fax was received at the Warrington office detailing requirements and price.

I then contacted Alan Ellery at Twyford Abbey Road who told me I could have a new controller within 48 hours of an order being placed. So far, so good; and it was still the same day! The order was secured on the following Monday morning from the client Sefton Borough Council and Pradip was immediately informed at Twyford Abbey Road. The Otis 'Otlne system again hit top gear resulting in a new MS300 controller being on-site and ready for installment on Wednesday.

Many thanks to all concerned!

The 'OTLINE' 'OTS-UP! LS Modernisation sales

In previous communications, we described Otis' new attack in the LS modernisation market. Since Tony "The Torch Torres" groundbreaking sale in late July, LS package orders per month have more than doubled their pre-initiative levels. More importantly, this increase in sales has occurred mainly without London who only came on line in September. Though not everyone has used the Torch's *unique* sales technique, sales still have been recorded in every region of the country, and all types of packages have been sold.

Sales consultants are so enthusiastic about their prospects that they are now wondering whether we will meet customer installation time requirements. This is one worry, however, we are happy to have.

To keep the ball rolling, towards the end of this year or early next year, sales consultants will have a new package of goodies - *for example, fixture packages* - to add to their repertoire.

For further information please speak to Francois Guelfucci, Service Marketing.

Trevor Perry, Director of FOD said that he will use the results of the project for the benefit of the whole UK.

The Otis University provides the tools and methods to enable Otis to continually improve and turn our efforts to Cost Leadership, Cycle Time Reduction and Performance Excellence, all of which lead to Customer Satisfaction.

VISIT TO OTIS CANADA

Otis Apprentice Peter Hann was recently given the opportunity to visit Otis operations in Vancouver. His site visit was to Pacific Boulevard in downtown Vancouver where Peter joined a team of seven Otis engineers. The site consisted of two 14-storey towers to be sold as residential apartments.

Fast Track

The Canadian engineers use an installation technique known as 'Fast Track' which they say is quicker and easier than the previous method as it avoids the problems of scaffolding being in the way. Peter described the Fast Track method: 'First they put the bottom guide rails for the car in, position all the pit equipment and fix it in. They also position all the motor-room equipment, wire in the trailing flexes and have voltage ready for the motors when it is necessary. When this is completed they build the car sling and place a platform on top of it to be used as a moving platform to get the rest of the guide rails and brackets in position. Once this is done, the entrances are bolted in position and the rest of the car is built'. The visit was arranged through John Wenzel (Field Operations Manager of Western Canada) and Randy Hnatko (Branch Manager of the Vancouver office). Peter Hann, grateful for the opportunity to visit said that 'Mr. Hnatko was very encouraging because this was the first time that an apprentice in the UK had wanted to find out about construction of elevators in Canada'.

F^{field}OCUS

BACKGROUND

The NAO (advanced fixture) incandescent lamp, Otis Part Nos: 424H1 and 424H1, used comprehensively from the Service Centre and outside vendors, is designed to have a rated life of 5000 hours.

However, due to vibrational shock, inrush currents and short illumination periods, the filament contained in the lamp is constantly heating and cooling which causes premature failure. There is a high cost implication involved in the labour required to continue to replace this component whilst alternative cost effective solutions do exist. In the worst cases, callbacks are generated which result in even higher costs to Otis and lead to customer dissatisfaction.

SOLUTION

LED (Light Emitting Diode) cluster lamps which have a rated life of 100,000 hours, have been selected as the optional replacement and are now available in three colours; yellow, red and green.

The yellow device produces a very reasonable light output, which is the closest possible match to the existing white incandescent lamp. The other two colours have been included to cater for increased customer requests for alternative indicator lamp colours. An FEI Publication will soon be distributed to all branches which will provide more details.

Equivalent to 424H1
LAA629B1 Yellow
LAA629B2 Red
LAA629B3 Green

Maintenance engineers will appreciate the fact that the laborious task of changing indicator lamps is coming to an end. This will save a lot of time and aggravation as they will not have to check or replace lamps at the rate that they currently do.

PROPOSED POLICY ON FITTING LED LAMPS

- 1 It is suggested that LED lamps are only fitted as part of Programmed Maintenance on OM/Otis Extra type contracts.
- 2 The contract must be of at least 3-5 year duration and not be 'at risk'.
- 3 LED lamps should only be fitted as failure occurs on existing types.
- 4 When replacing one lamp in a set, it may be necessary to replace the whole set (i.e. both tell tale lamps at landings and complete C.O.P.) due to differences in light intensity and colour between lamp types and HPI and CPI.
- 5 Units should not have LED lamps fitted during their NIS warranty period.
- 6 'L' and 'POG' contracts where lamp replacement is excluded from the maintenance contract should be given the option between lamp types, filament or LED.
- 7 Any derivation from the above must be made by the Branch Manager and should be made only for reasons beneficial to Otis.

The photograph below was taken to mark a double celebration:-

1. Otis has been voted Safety Sub-contractor-of-the-Month for the second month running.
2. John Cooper has won this quarter's £100 cheque (amid loud cries of "fix").

Well done to all on site. Now let's win again and don't forget the Volvo!



Ross - Otisline

L I N K - U P

At present our service business is supported by two separate computer systems: ROSS, the service management system and Otisline, our call handling system. There are two major difficulties with this current set-up. Firstly, two systems mean that there are two customer databases and inevitably on occasions, they differ. Secondly, we cannot get an overall picture of a call-back from customer call through to final booking and allocation of costs.

To resolve these two issues and also to gain other benefits, a project was started in May 1992 to combine the two systems. The project is headed by Berna McGuckin, manager of Otisline, supported by a team from I&S, headed by Phil Watson with input from FOD. The new system is due to go on trial early next year with two pilot branches and then will be rolled out to the other branches.

As the project involves putting two customer databases together, checks will be made to ensure that all the data is correct. These will start later this year in the pilot branches and then spread into the other branches in early 1994. The major effect on the field will be that CARR numbers will no longer be printed on the CARR sheets but will be given out when the call is allocated. This number will remain with the call until it is finally closed and the customer's lift is running again.

As part of the roll-out plan, full training will be given at branch level to all administrators, supervisors and engineers. In the meantime if you have any questions, please contact, Berna McGuckin at Otisline or Graham Brightwell at Clapham Road ext. 326.

Keeping Up with the Best

Glaxo Group Research, in conjunction with LMK Contract Management, are building a major research facility at Stevenage described as 'the safest site in Britain'. Half way through construction, safety statistics are already six times better than usual and the Otis team are striving to improve this creditable position.

Glaxo is prepared to back its safety requirement with an incentive scheme for all on site, the top prize of which is a Volvo car. Six Volvos have been given away so far, each one for one million safe working hours. Currently the site has worked 3.75 million hours since last reportable accident and we all await the next car draw.

Otis won the contract to supply 31 lifts on this site (13 from Liverpool, 16 from Gien and 3 Service lifts) and in the true spirit of incentives decided to hold a draw for a £100 cheque every 3 months completed without accident.

The Abitger scheme sponsored on site by Glaxo is the election of a safety sub-contractor-of-the-month in each building. Project managers of LMK, Safety Department and Glaxo make the selection with cash/voucher prizes for all site personnel of the selected sub-contractor.



Unique double spiral escalator unearthed

A relic of London Underground and Otis history was unearthed during routine maintenance of the Piccadilly line. Installed in Holloway Road station in 1906, the spiral escalator which moved at 100 feet per minute was an experimental design. However, it was never put into service and remained incarcerated beneath concrete slabs which were moved as they required replacing. This escalator predates the first passenger escalator installed by Otis, also on the Piccadilly Line at Earl's Court in 1911. The Spiral escalator will be dismantled and sections of it donated to the London Transport Museum to be put on permanent display. When Otis installed these early escalators they were expected to last about 30 years but as we know the majority have worked for much longer.



Another outstanding result by the *International Otis Service Vehicle Spotters!* This time the location was Toulouse Airport where an alert Otis marketeer snapped this shot of a French service engineer about to prove that he really does have 30 million passengers in the back of his van!



Letter from the Four Seasons Hotel

July 1993

To John Baker

Dear Mr Baker,
Please extend our thanks to the two engineers Peter Spink and Sean O'Conner who worked through the night and morning of the 19th July on the hotel's goods lift.

Despite a number of unexpected obstacles the duo persevered and the lift was back in service by 07:30 on Tuesday morning.

Thanks also to the support of Mr. John Sanderson and Mr. George Bentley the necessary resources were made available and disruption to our operation was minimal.

Yours sincerely,
Roy F. Purcell
Director of Engineering

NALM Results

NAME	GRADE
Robert Bygrave	Pass
David Cooper	Merit
John Funnell	Merit
Lee George	Merit
Neil Hambley	Pass
Howard Heyd	Merit
Aidan Hopewell	Merit
Alan Laird	Pass
Martin Leighton	Pass
Tara McDonald	Distinction
Michael McKee	Merit
Alan Mills	Distinction
John O'Neill	Distinction
Pradip Patel	Merit
Gary Phelps	Merit
David Roberts	Distinction
Steven Smith	Merit
Elspeth Vovk	Distinction
Jeffrey Wheeler	Distinction
Philip Wingrove	Merit

Robin Cheeseright	Pass
Brett Crame	Merit
Gary Fitzgerald	Pass
Geoff Hamilton	Merit
Scott Hubbard	Pass
Oliver Langford	Merit
James Mangan	Pass
George Snead	Pass
Edward Stone	Merit
Lisa Lelliott	Pass
Jeffrey Wheeler	Merit
Peter Williams	Merit

Christopher Bowler	Merit
Simon Gannon	Merit
Brian Johnson	Merit
John Wampamba	Merit

Michael Berry	Distinction
Paul Mitchell	Pass

Graham Atkins	Merit
Robert Burnham	Merit
John Cooper	Merit
Michael Hanley	Merit
Michael Pavoux	Merit
Kuldeep Rana	Pass

Ian Champion	Merit
Ivan Gorewal	Merit
Kenneth Griffiths	Merit
Bryan Hart	Merit
Kevin Lockwood	Merit
Robert Miller	Merit
Michael Pavoux	Pass
William Riley	Merit
John Wampamba	Merit
Peter Wilkinson	Pass

Kevin Lockwood	Merit
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HEALTH AND SAFETY

and Another Fine Example

In recognition of the efforts made in promoting health and safety awareness by the East Coast of Scotland Construction team, the Safety Department decided to make a special award. Gren Cropper, the Provincial Safety Advisor presented Jimmy Duncan (construction team supervisor) with a wall clock inscribed with the Otis ETO Safety logo. Gren then went to site to present sweat-shirts and tee-shirts to the construction team members.

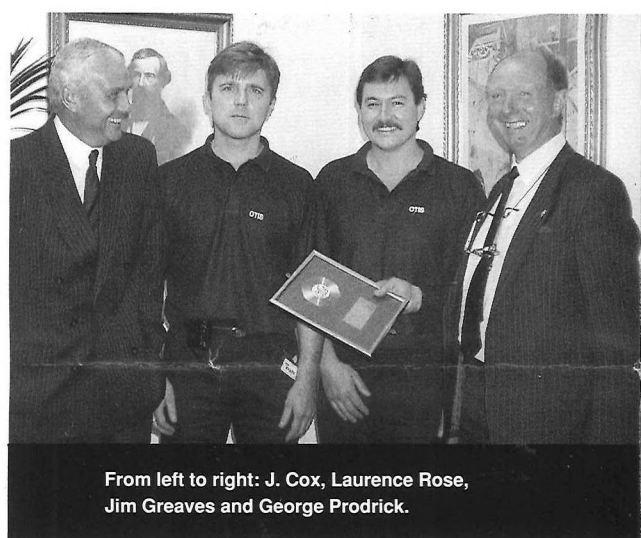


Members of the construction team are:- Jimmy Duncan, Peter Janek, Gordon Henderson, George King, George Seaman, Dave Johnson, Kevin Watt, Willie McKenzie, Wally Reed and Dave Whitley.

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GOLD SEAL AWARDS FOR ROSE AND GREAVES

Laurence Rose and Jim Greaves of Victoria Branch were awarded the Gold Seal on 8th July for work of a consistently high standard undertaken at Kings Road in Fulham. The award is given for not only achieving but maintaining the very high standards which Otis as a company sets for itself.



From left to right: J. Cox, Laurence Rose, Jim Greaves and George Prodick.

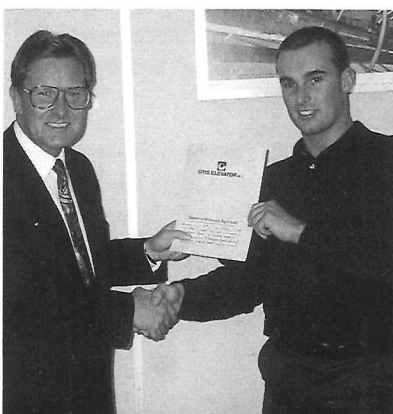
Midlands Team Building

On Friday and Saturday 17th and 18th of September, the administrators, sales consultants and supervisors from the Midlands took part in a Team Building exercise at the Novotel in Birmingham.

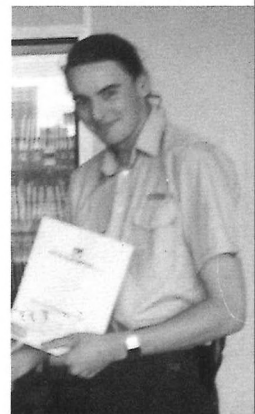
The purpose was to improve the way that the separate functions work together to achieve the branch's objectives. The meeting produced a number of ideas which will be piloted in the branch over the coming months.



AWARDS AT BIRMINGHAM OFFICE



David Cooper, (left), receives his indentures from Reg Mowat (Midlands Manager) after four years hard work. David now runs a route in Birmingham City Centre.



Reg Mowat also awarded John Gowing, (right), with his final indentures recently. John is now Route Engineer in Shrewsbury.

A Polish Gentleman From Vilnus

Going Up Interviews Joe Baker who remembers his job at Otis as being 'One of the happiest times of my life.'

Early Years

Seventy eight years ago Joe Baker was born in a small village in the Polish countryside near Vilnus, the only son in a family of three daughters. Joe's father died when he was 8 years old and from this early age he worked in his village as a shepherd. His wage was 'payment in kind' of one tonne of wheat a year. In 1939 when he was 22 he joined the 81st Division of the Polish infantry. Up until this time he had never seen a factory or been to a big city. In 1939 Joe's division along with many others was attacked and captured by the Germans and Joe and many thousand Polish prisoners of war were captured and imprisoned. On the 4th April 1941 Winston Churchill asked Stalin to release all Poles who had been deported to Siberia. In Russia all the POW's were deported and Joe travelled across Persia joining the British Army in North Africa in 1942. From here Joe fought bravely all over North Africa and across to Monte Cassino in Italy.



Joe receiving a recent visit from his friend and former colleague John Nichols.

Otis Days

On joining Otis on construction at King William Street, Joe established himself from the first as being a great worker. Here he met up with his great friend Charlie Harrington. These two then went onto the Shell Centre where John Nichols had just completed his apprenticeship. At the time Joe remembers earning £9 per week. Next it was to Cherry Orchard Road where Joe worked with supervisors Ben Champion and John Nichols. His other colleagues included Ken and Ian Champion with whom he worked at the Law Courts and Tavenor House, also Ted Randall whom he joined at Baker Street. Today after a life which has involved much bravery, gallantry and hard work, Joe is enjoying his retirement from his flat in Putney, South West London, where his stunning window box of pink geraniums are the pride of the apartment block. Now with the opening up of Poland and the easing of the political situation there, Joe hopes to receive news from his surviving family in Vilnus. And as he said at the end of our talk, "I am always happy to hear news of or receive a visit from my former colleagues at Otis"

Diary

BIRTHS

Congratulations to Peter Newnes and Rosa on the birth of Rebeca and also to Denis Scharrer and Lynn on the birth of Christine.

DEATHS

Tony Bernard, 19th May 1993 aged 57. Tony will be remembered as a quiet, well respected and popular member of the storekeeping activity at Liverpool.

Jack Harmieson died suddenly of a heart attack while on holiday in Tenerife on 13th September. Jack who joined the company in 1960 worked as a supervisor in the Newcastle office.

AWARDS

Congratulations to John Hilton (Contract Engineering, Liverpool factory) on being awarded his B Eng. in mechanical engineering, having studied part-time with the Open University and the Liverpool John Moores University.

Ted Walker of the Liverpool Factory was honoured for his years of service to the Scouting Movement with a Duke of Edinburgh Award. Ted collected the award at Buckingham Palace in July.

The Long Service Association was recently joined by Jim Millar, Jack McVeigh, Joe Nugent, Mike Bukata and Alan Mills. Joe, Mike and Alan all began with the company as apprentices.

Jersey Branch Manager Retires

Michael Giles (Branch Manager of Jersey) retired in May this year.

Michael originally worked for a company which was acquired by Otis in 1985 at which time he was appointed as branch manager. This February, Otis opened an office in Guernsey with a local resident engineer so that the Channel Islands is now staffed by a manager, two administration clerks and five engineers.

Taking over the running of 'Otis Channel Islands' is Barney McKenna who joined Otis in 1974 as a fitter and who worked as an engineer with Michael Giles before they joined Otis.

A retirement party was given in honour of Michael and Dulcie Giles at one of Jersey's historic restaurants.

SERVICE SALES MANAGER TURNS CANNIBAL AT PARTY!

Ann Sunderland's birthday was the opportunity for a party in Reading recently put on by members of staff at the Wokingham office. The paparazzi arrived in time to scoop this shot of Bill Noon of Provincial Region tucking into a spare rib of a salesperson who failed to achieve their target. Asked if this was not an unusual occurrence, Bill replied that he thought it medium rare!



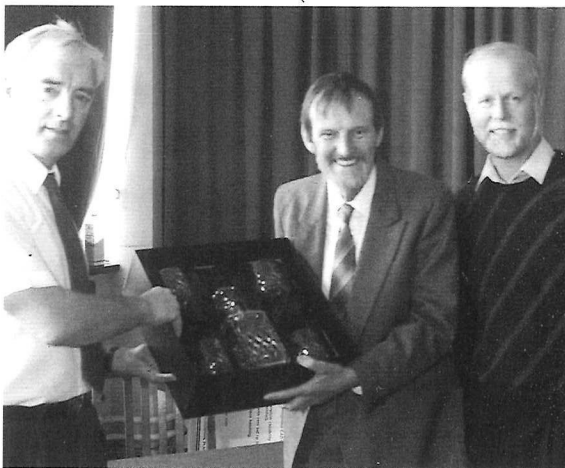
Tom Woods

Most of you by now, will be aware that Tom Woods has left the company under the current redundancy/early retirement scheme. For many years, Tom was an active Committee member of the Sports and Social Club, and was the Secretary for almost twenty years, providing great support for Ron Sorrell and Dave Allen in recent years.

In recognition of this sterling service over many years, a presentation was

arranged on behalf of all the Sports and Social Club members, and we were delighted that Tom (accompanied by daughter, Diane) was able to come into the factory to personally receive the engraved cut glass decanter and tumbler. He was delighted with this mark of recognition and friendship, and wishes to thank all Sports and Social Club members for their kind thoughts and generosity.

We all wish Tom the very best for the future. Our picture shows Tom receiving his gifts.



Harry Phillips

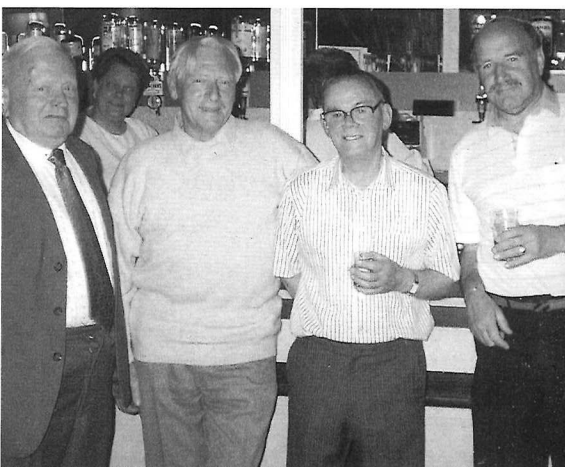
Harry worked in the Liverpool factory as a setter/operator on the vertical boring machines from 1970 to 1983 when he left under a redundancy scheme. Several months ago, the factory was contacted by his niece who was arranging a surprise 70th birthday celebration for Harry. She asked that any former colleagues of his at Otis be contacted and invited to attend.

On the night in question, Ernie Brown, Alan Blackburn and Alan McNamee went along to join in the celebration.

Ernie was machine shop superintendent at the time of Harry's employment, and had also served in the Royal Navy with him during World War II. Our picture shows the group, which represents a total of 110 years of Otis Service:

Ernie Brown 1946 - 1984
Alan Blackburn 1959 - 1990
Harry Phillips 1970 - 1983
Alan McNamee 1964 - (still going strong!)

The night was a great success and was thoroughly enjoyed by Harry and all his family. Thanks to his niece - Betty Wallwork - for inviting the Otis connection.





Sport • TALK

Gymnast sweatshirts for Romanian visit

Otis took part in sponsoring a team of young gymnasts on a recent visit to Constanta in Romania. The team from Bristol sported the blue Otis sweatshirts with the logo: 'Otis Caring for Romania'. The team spent several hours a day training with their Romanian counterparts and took part in various activities and excursions including a boat trip along the Black Sea coast.



BIRMINGHAM BRAVES THE RAPIDS

In August a small band of explorers left Birmingham to head for the wild and rugged countryside of North Wales. Their destination: the white-water rapids near Bala where they braved the throwings and soakings of a two mile course (which they ran four times!). We have it (on good account) that Phil Collins lost his grip and fell in, while Jane Harper-posed as figurehead-took several duckings.

The trip was arranged through a scuba club to which Tony Hiorns belongs (Tony in fact spends much of his life underwater). The team apparently had a good time and would be willing to brave it again. (How about for charity next time? Ed.)



Photo left to right: Tony Hiorns, Jane Harper, Tony Merrick and Phil (Stan Laurel) Collins.

Otis Group Golf Tankard for Ian Fraser

The 1993 Otis Group Golf Championship took place at Wolstanton near Newcastle under Lyme on 10th September. This was the Championship's first visit to Wolstanton and both the course and the weather proved ideal for the event.

The 30 competitors played over 27 holes after the first nine of which Ian Fraser of Otis Glasgow had taken the lead with 22 points. He held on to his narrow lead to win the Championship with 61 points, followed closely by Trevor Grocott of Universal Lifts (runner-up for the second year running) with 58 points. Third place (also for the second year running) went to David Coe from Otis Birmingham with Graham Johnson a close fourth.

The whole event was, according to Alan McNamee, very successful and thanks are given to all those who took part and to Jack Leingang, Joe Kruger and Marketing for sponsoring the Championship.

Charity golf

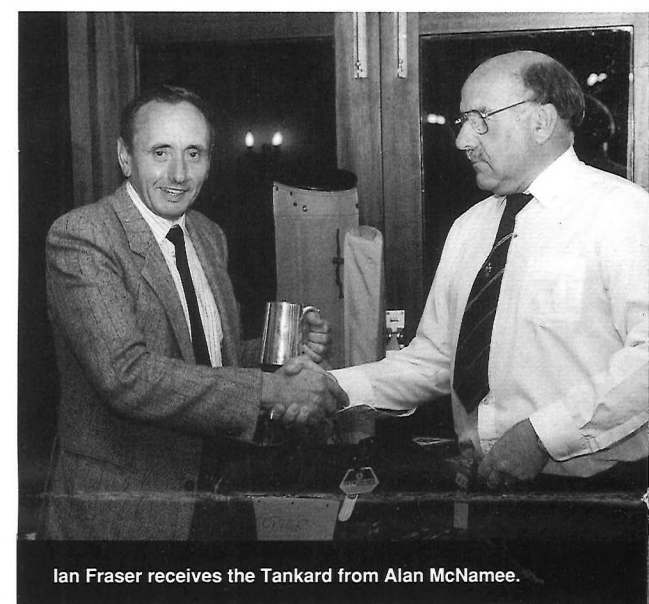
Mick Burrell, Brighton office, along with customers Richard Rood and

Kevin Weller, of GF Electrics,

recently took part in a Pro/Am charity golf tournament at Littlehampton. The game was in aid of the Macmillan

Nurses Fund and raised over £5,000.

Otis sponsored two of the holes.



Ian Fraser receives the Tankard from Alan McNamee.

11

G
U
No.1

CROSSWORD

COMPETITION

Winners!

Sally Rickelsford
(Cityside)

Brian Kipps
(Liverpool Factory)

Ian Baulch-Jones
(Quality)

Sponsored balloons for hospital charities

Eastern Counties recently took part in the Heath Road Hospital Garden Fete in Ipswich by sponsoring a balloon stand. The Otis contact at Heath Road is John Stanley who has been servicing the ten lifts there since it opened in 1969. Steve Rochford (Eastern Counties Area Representative) said that Otis was only too pleased to accept the invitation to join in the Fete which raised £8000 for local hospital charities.



Caption: John Stanley (left) with hospital electrician T. Rorke.

Silent twins find their voice!

A few years ago, many people at Otis Liverpool and London helped with a collection to send autistic twins Tony and Phillip Casson to the States where they were to receive treatment at the Higashi Institute in Boston. The father John Casson who worked for Otis died four years ago after losing his battle against a brain tumor. His wife Kathy and the twins however are doing very well in Boston according to an article in the Liverpool Echo. Now nine years old, the twins have managed to speak which is a great step forward. They are also budding athletes enjoying basketball, running and brawling at home! This Summer in fact, they took part in the Massachusetts disabled Olympics. Kathy said: 'It's still a miracle to me and I have got a lot of people in Merseyside to thank for it'.

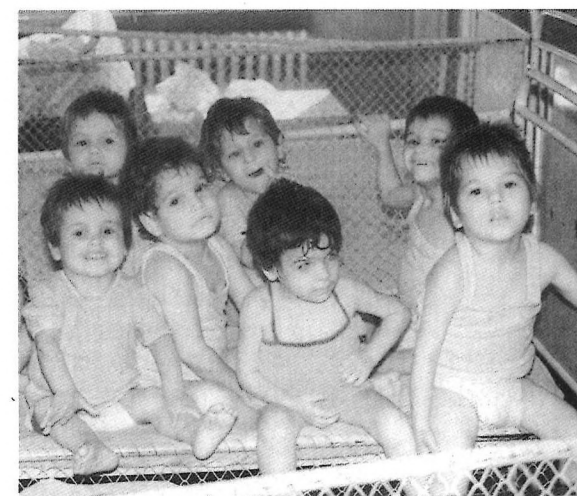
Charity News

Romanian Children's Appeal

You may remember that last year Going Up reported on John Corley's trip to Bucharest where he was involved in making repairs to a children's home. Well, support of this worthy cause continues with Tony Grant, an Otis service engineer from Dublin who was in Romania once again this September. This was set up in the wake of the fall of Ceausescu's regime when the desperate conditions in which so many children existed appeared on the television screens of the Western world. The Appeal has been involved in a large way with a hospital in Bucharest which cares for 70 children all under the age of six, diagnosed as being HIV positive or to be suffering from AIDS. The Appeal also runs an information campaign to help prevent the spread of AIDS in Romania. Tony has been very active both in Romania, where he helps in the refurbishment of children's homes and Dublin where he has been involved in fund raising projects.

Blazing Saddles for Tony Glancy

Not a man to shrink in the face of a challenge, especially if it's cycling for charity, Tony Glancy from the Dublin Office is off to Australia next August to join in the 'Gold Coast 1000' charity cycle tour. The cycle journey organised by the Irish Charity NCBI Blazing Saddles will raise money for the blind and visually impaired in Ireland. This June Tony completed the Co-Operation Worth Cycle Marathon among a number of other charity events.



CHARITY CORNER

UTC President Outlines National Strategy

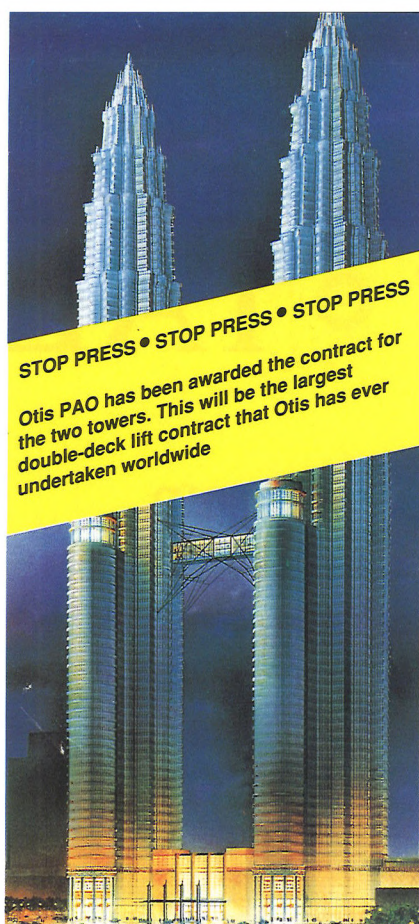
Excerpts from a speech given by George David to an audience of Senior Business Executives this summer.

From Moscow to Beijing, UTC is investing aggressively in the former Soviet Union and the emerging markets of the Far East. Quick returns are unlikely but the long-term result for the Group will be market position, orders and influence.

George David said that Otis, which he described as the most international company in UTC was among the first companies in the West to invest in the former Soviet Union, Eastern Europe and China.

Otis now has four joint ventures in Russia, one in the Ukraine and four in China. Otis has acquired the maintenance for more than 100,000 lifts in Russia and has built a new 400,000 square-foot plant in St Petersburg.

David described the Chinese elevator market as 'explosive': 'We think that this market is going to grow by more than four times over the next ten years and will be the largest single elevator market in the world'.



Otis joint bid for tallest building in the world

Described as currently the largest commercial development in the World, the Kuala Lumpur City Centre project or KLCC as is called locally, is set to make its mark on the world's list of tall buildings. Phase I which is now underway includes the twin towers of Petronas, Malaysia's National oil company which on completion will be the tallest building in the world. The identical twin towers will each contain 29 double-deck gearless lifts in six groups plus 5 single deck gearless units along with a number of escalators and geared passenger lifts. A total of 58 double-decks will represent the largest concentration of these type of lifts anywhere in the world. Otis UK is assisting in this major bid represented by Ian Millar who has been seconded to PAO as Project Director, responsible for tender preparation and negotiation.

Guardians to the Sistine Chapel



which threatened the ancient frescoes. They discovered that continental draughts of warm moist air were being fanned by the large number of visitors, carrying dirt and damaging particles up to the ceiling. The 'eyes and ears' of the new air-conditioning system are provided by 92 modern sensors which monitor conditions and provide environmental stability in the Chapel. The conditioning system and its sensors have been installed so as to be virtually invisible, preserving the Sistine Chapel's integrity and beauty.

Every year millions of visitors flock to view Michaelangelo's famous frescoes which decorate the ceiling of the Sistine Chapel in Rome. Unfortunately, these frescoes have deteriorated with time as a result of atmospheric conditions which is why Carrier was brought in to provide a unique air conditioning system for the Chapel. The conditioning system filters the air of pollutants and controls the Chapel's air temperature and humidity.

Carrier engineers used computers to perform air-flow modelling studies of the chapel and its ceiling. These studies identified the primary dangers

BEHIND THE engineer

'Going Up talks to Bill Dunderdale'

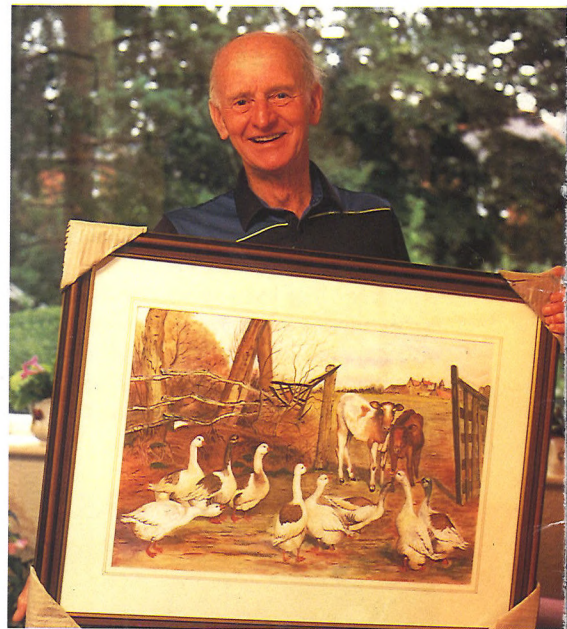
Many people either dread retirement because they do not know what to do with themselves or long to spend idle days pottering around not doing too much. It is rare to find someone who has developed what was formerly a part time hobby and turned it into a special artistic talent.

Portrait of an Artist

Bill Dunderdale worked for Otis for over 30 years in a number of different jobs in the Leeds area. For many years Bill was a construction supervisor and then construction manager in Sheffield. Says Bill, 'I always enjoyed doodling and sketching and years ago I worked as a surveyor which did involve drawing. However it was my wife Joyce who persuaded me to enroll at the local arts club. Up until then I really hadn't done any painting, only sketching and pen and ink and initially the part I found hardest was learning to mix the paint. Bill is now an excellent watercolourist singled out in a recent review in the Yorkshire Post for his delicate and detailed brushwork. Today he paints wildlife, birds, fish, wild animal studies, flowers and rural scenes - subject matter often taken from the dales and lakeland landscapes around his home. Fittingly Bill's first commission came from an old Otis friend, Frank Myers, Service Support Manager in FOD, who asked him to paint an eagle. Now he regularly exhibits in the local exhibitions and counts the Nat West bank as a corporate clients. The current 'piece de resistance' is a large oil painting called The Disputed Gate which Bill has just completed for a delighted Frank Sinclair, Branch Manager of Liverpool & Manchester. Frank had a late friend whose estate had to sell the original painting a Christies the auctioneers. Frank had always loved the picture and asked Bill to make a copy of it. Says Bill Hogg, 'This lovely scene of waddling geese must rate as one of Bill's best to date. He has been particularly skillful at creating a full size painting from a photograph.'

Three Musketeers

Apart from painting and his wife Joyce (a skilled oil painter), Bill's other passion in life is fishing. Today almost 30 years on, Jack Roy, former Branch Manager of Leeds and Regional Service Manager for the North, Bill Dunderdale and Bill Hogg (Director of Purchasing) are still casting their lines into some of the best rivers and lochs in England, Wales and Scotland. In the early days it was a small tent and panfried trout under the stars; today its the warmer and drier comforts of a cottage hired for a week. On these 'Boys Own' forays, Bill 'D' is the group leader. Being of a practical nature he is the one who actually does the food shopping in advance so that the threesome can start the day (sometimes if the river is right for at 4am reveille)



with porridge and a full English breakfast. They then fish all day stopping only for a quick sandwich on the riverbank. Recently Bill caught a magnificent 25lb salmon on a size 12 hook with a 6 lb breaking strain and using a handtied homemade orange fly. On this occasion Bill Hogg's legs were numbed by standing almost motionless in the river for half an hour before safely landing Bill's salmon in a small trout net. Said Bill (Hogg), 'I was well aware that if I failed in this task I would have lost perhaps the biggest fish that Bill had ever hooked and played.'

However fishing is not all about heart pounding, adrenaline flowing and the playing of big fish! The other major element is the charm, peace and tranquillity that being close to nature brings.



On a recent fishing trip, one of the highlights for the Three Musketeers (as they were aptly christened by a friend) was feeding a badger at the back door of a rented cottage in the grounds of Dynefwd Castle, Llandeilo, South Wales (photograph taken at arms length by Bill Hogg).

There has been an encouraging increase in contributions of quality and interest. Thank you everyone and please keep sending the news. We always appreciate more contributions particularly for "Behind the Engineer." The new Otis 2000 series is a competition beater. It's been great to be able to cover the new product release in this edition. With such a distinctive new product, aided by a strong countrywide promotion and an Otis team to be reckoned with we are positioned to take the marketplace by storm.