

depth

No. 17, MARCH, 1977

For the Australian
New Zealand staff
of Hewlett-Packard



New Faces.

MADELEINE SPEIKMAN has taken the position of Receptionist and **MIRIAM HIGGS** has moved into the MARCOM Group.



Madeleine Speikman

There are two new members in the Melbourne Accounting Group, **CHRIS HALLWORTH**, Accounts Payable Clerk, who replaced Barbara Goodman, and **JEREMY LIVERA**, Assistant Accountant. Jeremy knew HP pretty well before joining us. He was previously employed by our auditors. FELLAS – we understand Chris' hobby is KARATE.



Jeremy Livera and Chris Hallworth

DENISE COMAN joined Hewlett-Packard on March 17. She will be secretary to Graham McVie in Papua New Guinea.

SYLVIA PHILLIPS and **NANCY BAYSINGER** have joined John Bieske and the Southern Area Instruments Sales Group to provide secretarial and clerical assistance.



Nancy Baysinger (l) & Sylvia Phillips (r)

KAY NIMICZECK is the most recent addition to HP. Kay is sharing her time between Personnel and Medical/Analytical Sales.



Kay Nimiczeck

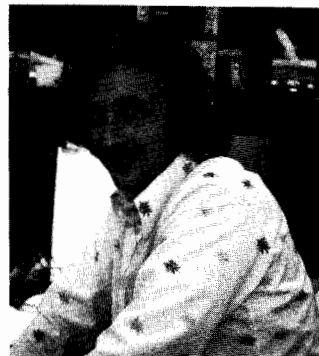
DUANE BISHOP has joined the Sydney Service Group as an Analytical Service Engineer.

ANN WHYTE – joined the Brisbane office in February in the Industrial Calculator Secretary's position. Ann is originally from Dublin and was educated there.



Ann Whyte

PHIL GEORGE – worked as a temporary in the Parts Store and later in Order Processing while he waited for a position in Service. He is now an Instrument Technician in the Melbourne Service Center.



Phil George

Courses & Seminars.

TRAINING AND DEVELOPMENT

Special emphasis has been placed on training and development in FY77.

Geoff Windsor has presented two Management Development Programs, one in Melbourne and one in Sydney. Twenty-two managers and employees in senior positions have attended M.D.P. which gives a complete appreciation and understanding of management, particularly management by objectives, performance planning, individual motivation, behavior and development needs, communication and selection.



Sydney MDP Group (l to r); Ron Pritchard, Alan Fern, Geoff Windsor, Dave Knight, Harold Norrie, Michael Stevens, Wayne Squires, Colin Howard, Bruce Ibbotson, Bruce Thompson, Mike Mallalieu, John Williams.



Melbourne MDP Group - Standing (l to r); Jim Creed, Geoff Windsor, John Deftereos, John Bieske, Mike Muller, Robin Schmidt, David Barr, Ron Hodgson, Ralf Pfisterer. Kneeling (l to r); Rob Stewart, Ted Cooke.

One "BASICS" program, which develops an understanding of business strategies and decision making processes, especially related to purchasing decisions was presented to six Melbourne and Sydney managers.

Jim Creed has presented one "Counsellor Selling" Program for Sydney staff with six participants. Counsellor Selling is a course which recommends a philosophy of selling. It explains the selling process in terms of Customers' motivation, problem analysis and need satisfaction.

Jim has also conducted two "Customer Contact" programs, one in Sydney and one in Melbourne with 11 participants in the two classes. The program is conducted around Transactional Analysis and concentrates on individual behavior and effective business communication.

Twenty-six have attended the two "Effective Listening" Courses conducted by Jim. This course is designed to help the listener organize what the speaker is saying and extract the key points.

Geoff was the leader for the Supervisory Development Program presented in Melbourne with 12 Melbourne and Sydney supervisors participating. This program emphasises the role of the supervisor in performance planning, interpersonal relations, behavior, communication and selection.

Three Orientation programs have been presented, one in Sydney and two in Melbourne. This program is designed to welcome new employees to the Hewlett-Packard family. Company philosophy and objectives are discussed as well as people, products and HP locations. Benefits Programs and Working conditions are explained in detail and questions from participants are encouraged.

Programs scheduled for the future are:

Counsellor Selling - July - Melbourne, 12 invited.

Customer Contact - April - Melbourne, 15 invited.

Basics - July - Melbourne - for selected Field Engineers and others.

Management Seminars - Follow-up to M.D.P. - HP Australia Management strategy, planning and accounting - July and August - Melbourne - 12 invitations each program.

M.D.P. - September - Melbourne - 11 invited.

S.D.P. - October - Melbourne (tentative).



COURSES IN PNG

Our support to calculator users now extends beyond the (controversial) national boundary to Papua, New Guinea. There is a big interest in our 9830 desktop calculator systems. Sufficient sales have been made, with more to come, to warrant training courses.

A successful course was run in October last year by Chris Simpson to sixteen attendees, who were all most enthusiastic about the 9830, mass memory and 2645A terminal.

Graham McVie, our HP man in PNG, has arranged for another visit by Chris Simpson to Port Moresby to present the good news to a further group of fifteen users and prospects. Good selling, Graham!

Miscellany.

OUTINGS!!!

During December Brisbane staff headed west for Somerset Dam for a 'SKI DAY'. With Bruce's boat for skiing and Healey's for sailing, we were all kept busy. It was a barbecue lunch of course, and the biggest steak belonged to Dave R. – who else?

Although it was an overcast day (what – in Brisbane!) a good time was had by all.

P.S. Have you ever seen Healey ski???

FIRST-AID

With the number of personnel in Sydney Office amounting to 37, it was felt that we should have a person trained in First Aid on the premises. Subsequently, **Yvonne Warner** (Service Secretary) attended a St. John's Ambulance 2-day course, and returned the following week to take the Exam. Yvonne has not yet heard whether she passed or not – but we in Sydney Office will certainly scream to Yvonne if an emergency occurs!

If illness befalls the reader, just call on **Tom Bryant** and **Ken Braszell** from the Parts Store who are doing a renewal First Aid Course to reinstate their St. Johns Ambulance Certificates. Tom is majoring in mouth-to-mouth resuscitation.

KURT TANNER has recently purchased an ex ambulance complete with air conditioning for his extra curricular activities.

I really don't think these activities are in the interest of the St. Johns Ambulance Brigade, however, in an emergency -----

"IT MUST BE INTERESTING" – The photo shows (from left) Col Colquhoun, John Daly, Healey Blessing, Tim O'Sullivan at the Calculator Group Northern District Meeting towards the end of last year. They were, in fact, watching and trying to understand an integrated accounting system for the 9830 system.



TED COOKE disgustedly found the Perth staff on a health-kick at the time of his recent visit.

No smoking (Bring your own ashtray when you visit Perth). Diets – Yoghurt and Celery.

Some have joined keep-fit programs at local health clubs.

Can't see the Perth Office being crowded with visitors from other offices.

Can You Top This ?

Telecom in Adelaide have reason to believe they have the biggest 9830 system. The system consists of –

1 x 9830B plus 9 Roms

1 x 9866A

1 x 9861A

1 x 9865A

1 x 9862A

1 x 9871A

2 x 2645A

1 x Data Comms., and obviously one off I/O expander.

The system is used in telephone surveys and will be connected to the central Telecom computer.

New H.P. Director.

JAMES D. HODGSON, former U.S. Secretary of Labor and U.S. Ambassador to Japan, has been elected to the Hewlett-Packard Board of Directors, it was announced on 18th March, by Dave Packard, Board Chairman.

Hodgson's background includes a 27-year career in the Industrial and Labor Relations side of the Aerospace Industry. He was Senior Vice President – Corporate Relations with Lockheed Aircraft Corporation, Burbank, California, before entering Government Service.

After serving as Undersecretary of Labor from 1969 to 1970, Hodgson was appointed Secretary of Labor and served in the Cabinet from 1970 to 1973. He was Ambassador to Japan from July, 1974, until March, 1977.

Upon leaving Government Service, Hodgson plans to divide his activities among private enterprise, public service and lecturing.

He is a Graduate of the University of Minnesota and has done Graduate Work at Minnesota and Ucla. He holds Honorary Degrees from the University of Cincinnati, Temple University, and was awarded the Distinguished Achievement Award from the University of Minnesota.

Hodgson and his wife live in Beverly Hills, California.

From The Managing Director.



I noticed that in the March issue of "La Prensa", Phil Scalzo the Region Manager made reference to a region review and took the trouble of spelling out just what the Operations Council consists of and some of their functions. With Phil's approval, I am taking the liberty of using some of the contents of his talk which started by indicating that the Operations Council would be meeting at the Neely region head office located in North Hollywood on March 29 to have a review of the total region activities. The Operations Council is made up of the following people:

Bob Boniface, Executive Vice President.

Ralph Lee, Executive Vice President.

John Young, Executive Vice President.

Bill Terry, Vice President, General Manager, Instrument Group.

Ray Demere, Vice President, Operations Manager, Instrument Group.

Paul Ely, Vice President, General Manager, Computer Systems Group.

Dean Morton, Vice President, General Manager, Medical Group.

Emery Rogers, General Manager, Analytical Group.

Bob Watson, General Manager, Calculators.

Dave Weindorf, General Manager, Components Group.

Bill Doolittle, Vice President, International.

Dick Alberding, Director, European Operations.

Al Oliverio, Vice President, Marketing.



Phil goes on to say that you can't tell the players without a program. We have therefore included a double page spread in this issue of "Depth" which will give our Australian and New Zealand staff a much better indication as to which people are involved in senior management decisions and maybe a better appreciation as to just what they look like.



All staff will be able to identify the functions and responsibilities of all those attending the review.













The Operations Council meets on a monthly basis to discuss, update and plan the directions we as a company will take. When a company becomes as large and as complex as Hewlett-Packard the need for good communication and close teamwork at all levels is an absolute necessity. The council, which is made up of those individuals that are charged with running Hewlett-Packard, also receives feedback from the groups, manufacturing divisions and sales regions on a worldwide basis. This data is important to evaluate established policies, procedures and decisions. It helps determine whether modifications or changes should be made to existing ground rules. When you consider the many decisions to be made in order to operate a company such as ours, the importance of this particular group, meeting on a regular basis, becomes very apparent.





(continued on page 8)

HEWLETT-PACKARD CORPORATE ORGANIZATION

BOARD OF DIRECTORS
Dave Packard, Chairman
CHIEF EXECUTIVE OFFICER
Bill Hewlett, President


ADMINISTRATION		OPERATIONS	
Bob Boniface, Executive Vice President		John Young, Executive Vice President	

Corporate Staff	
	Corporate Controller Jerry Carlson, Controller
	Corporate Engineering Eb Rehtin, Chief Engineer
	Corporate Services Bruce Wholey, Vice President
	Government Relations Jack Beckett, Director
	Human Resources Ray Wilbur, Vice President
	Patents and Licenses Jean Chognard, Vice President
	Personnel John Doyle, Vice President
	Public Relations Dave Kirby, Director
	Secretary Jack Brigham, Secretary and General Counsel
	Treasurer Ed van Bronkhorst, Vice President
	Marketing Al Oliverio, Vice President
	International Bill Doolittle, Vice President

			
INSTRUMENT Bill Terry, Vice President and General Manager Ray Demere, Vice President		COMPUTER SYSTEMS Paul Ely, Vice President and General Manager	COMPONENTS Dave Weindorf, General Manager
Divisions Böblingen Instrument (Germany) David Rose Civil Engineering (Loveland) Bill McCullough Colorado Springs Hal Edmondson Delcon (Mountain View, California) Brian Moore Loveland Instrument Bill Parzybok Manufacturing (Loveland) Don Cullen Manufacturing (Palo Alto) Jim Ferrell New Jersey Art Darbie San Diego (California) Dick Moore Santa Clara (California) John Blokker Santa Rosa (California) Doug Chance So. Queensferry, U.K. Peter Carmichael Stanford Park (California) Rod Carlson Operations Japan		Divisions Automatic Measurement (Sunnyvale, California) Al Seely Boise (Idaho) Ray Smelek Computer Service Tom Lauhon Data Systems (Cupertino, California) Dick Anderson Data Terminals (Cupertino, California) Jim Arthur Disc Memory (Boise, Idaho) Dick Hackborn General Systems (Santa Clara, California) Ed McCracken Grenoble (France) Cyril Yansouni Operations Japan	Divisions Microwave Semiconductor (Palo Alto, California) Dick Soshea Optoelectronics (Palo Alto, California) Bob Zettler Operations Singapore/Malaysia
Instrument/Civil Engr. Sales/Service Bob Brunner		Computer Systems Sales Ben Holmes	Components Sales/Service Milt Liebhaber

U.S. and Canada Sales Eastern: Rick Weaver • Midwest: Walt Wallin • South: John Corporate Customer Support	International Sales and Support Europe: Dick Alberding, Managing Director — Germany: Fra Marketing: Fra Intercontinental: Alan Bickell, Director — Japan: Kenzo Sasaoka • Sou Marketing: Al
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CTORS
 Chairman




FFICER
 President






TIONS


Ralph Lee,
 Executive Vice President




Groups

 MEDICAL Dean Morton, Vice President and General Manager	 CALCULATORS Bob Watson General Manager	 ANALYTICAL Emery Rogers, General Manager
<p>Divisions</p> <ul style="list-style-type: none"> Avondale (Massachusetts) Burt Dole Böblingen, Germany Karl Grund McMinnville (Oregon) Bill Craven Waltham (Massachusetts) Lew Platt <p>Operations</p> <ul style="list-style-type: none"> Brazil Japan 	<p>Divisions</p> <ul style="list-style-type: none"> Calculator Products (Loveland, Colorado) Don Schulz Corvallis (Oregon) Ray King Fort Collins (Colorado) Tom Kelley <p>Operations</p> <ul style="list-style-type: none"> Böblingen Brazil Japan Singapore 	<p>Divisions</p> <ul style="list-style-type: none"> Avondale (Pennsylvania) Mason Byles Waldbronn, Germany Dieter Hoehn Scientific Instruments (Palo Alto, California) Karl Schwartz
<p>Medical Sales/Service Bob Hungate</p>	<p>Calculator Sales/Service Bob Rogers</p>	<p>Analytical Sales/Service Dave Nelson</p>

Corporate Development
 Fred Schröder
 Director



Research & Development
 Barney Oliver,
 Vice President



HP Labs

- Director
 Barney Oliver
- Administration
 Dan Lansdon
- Electronics Research
 Paul Stoff
- Integrated Circuits
 Bob Grimm
- Physical Electronics
 Don Hammond
- Physical Research
 Len Cutler
- Solid State
 Paul Greene
- Corporate Libraries
 Mark Baer

Administration
 Saylor, Eastern: Phil Scalzo • Canada: Chuck Williams
 Report: Carl Cottrell

Sidary Administration
 Eberhard Knoblauch • United Kingdom: Dennis Taylor
 Franco Mariotti
 Southeast Asia: Dick Love • Brazil (Manufacturing): Guenter Warmbold
 and Bickell



(continued from page 5)

You will all be interested to know that the same group of people are involved in the ICON region review which I just took part in during February, however apart from the Operations Council those participating on the Corporate level include all the Group Marketing Managers and some of the Finance Group, for your information I detail those who did attend:

*Dave Nelson, Analytical Group Marketing Manager.
Milt Liebhaber, Components Group Marketing Manager.
Ben Holmes, Computer Systems Group Marketing Manager.
Bob Brunner, Instruments Group Marketing Manager.
Bob Hungate, Medical Group Marketing Manager.
Bob Rogers, Calculator Group Marketing Manager.
Ed van Bronkhorst, Vice President and Treasurer.
Jerry Carlson, Corporate Controller.
Bill Johnston, Deputy Corporate Controller.
Ed Valencia, International Financial Analyst.*

Phil goes on to say:

The Region Review will allow the Neely management team to give direct feedback on the performance of the Region. We will spend a full day in North Hollywood with formal presentations made to the Council on all aspects of the Region. Sales, service, support objectives for 1977, projections for the future, areas of concern regarding all aspects of the Region, i.e., need for personnel in sales, service and support, facility requirements, training needs, etc. are some of the topics to be covered.

We are geographically close enough to Corporate headquarters to allow the March meeting to be held in North Hollywood. What is really very exciting for all of us is to have the opportunity to input to the council on what the sales region is doing today. This certainly not a one way presentation. Let me assure you that there is also a very direct input to the Region management as to the council's evaluation of the Region. This type of open communication has always been the "Hewlett-Packard way". I've no doubt it is also a primary reason for the company's success.

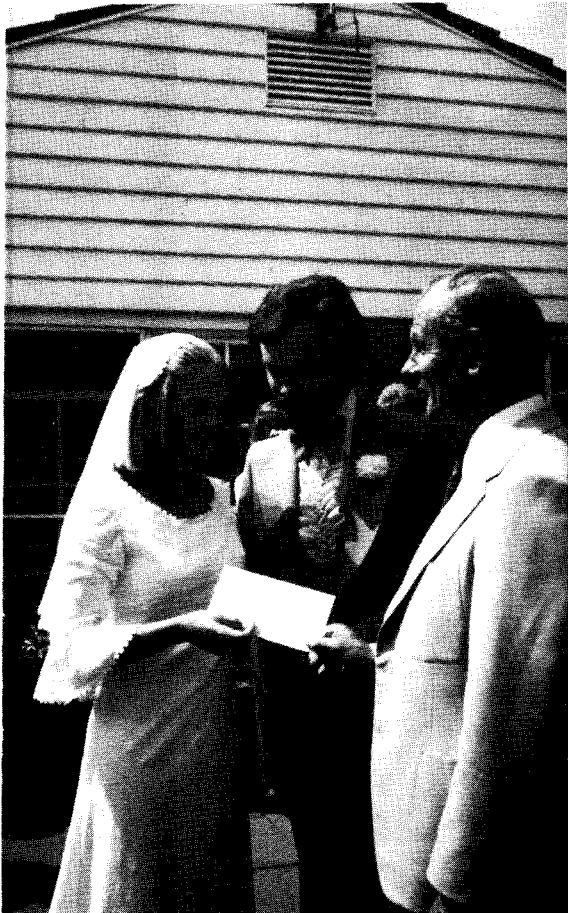
Obviously he is referring to a review relating to the U.S. domestic regions but we in the International area are also reviewed in a similar way but perhaps with more time constraints in the amount of time that we have to present our case to the Corporate offices.



J. WARMINGTON

Weddings.

JAN EMMETT BYERS – ACCOUNTING DEPARTMENT. Jan decided that the name Emmett didn't suit her anymore and on the 29th January officially changed it to Byers. All reports of the happy event have been very much to Jan's credit; the wedding cake was delicious, the wedding dress beautiful and Jan, well, she was radiant. The very clever (and brave) lady made the dress and cake herself. No-one came down with any strange maladies the following week . . . Jan is now back at HP and only having trouble getting used to the new name – to sum up her feelings about the marriage scene . . . "married life is great and honeymoons are fun" . . . You can draw your own conclusions about that.



Farewells.



BARBARA GOODMAN and **VIJA KIRBY** left us to wait for the stork and in a few weeks **JO HUMPHRIES** will become a member of the **WAITING MOTHERS CLUB**.

MARGARET TIMMINS of the Marcom Group for seven years, left us recently to become a small business owner.

Jim Creed presented Margaret with an Australian landscape on behalf of the HP staff.



CAROL STREAMES said good-bye to her friends at a Friday luncheon and later was presented with a silver service. She became Mrs. Neil Sims a few days after leaving HP.

Carol was employed in the Systems Operations Group for a few years and later in Personnel.



Babies.

ROHAN PAUL, second son of Ralf and Marilyn Pfisterer arrived just before Christmas.

JEFF MARSHALL became the proud father of a son, when Glenis presented him with Paul Jeffrey on February 25.

RON HODGSON, Melbourne Instrument Group has become a Grandfather.



Comings & Goings.

FROM THE U.S.

MIKE HALABURKA – Computer Systems Service.
JON JACOBSON and **KAREN FOVALL** – from ICON in Melbourne to install the Service Contract Module.
MALCOLM KERR – ICON – Computer Systems, Regional Marketing Manager.
RANDY FOSTER – ICON – Calculator Sales Manager, Australasian/Far East and Africa.
TONY ABBIS – ICON – Analytical Regional Marketing Manager.
GEORGE COBBE – ICON – Instruments and Components, Regional Marketing Manager.
LEN POLNOFF – ICON – Internal Auditor.
GARY RHEA – ICON – Internal Auditor.
BRAD MILLER – ICON – Calculator Products Division at Loveland.

NEW ZEALAND

WAYNE SQUIRES – New Zealand General Manager/District Instrument Discipline Manager.
IAN PARKER – New Zealand District Calculator Discipline Manager.
MIKE MALLALIEU – New Zealand Administration Manager.
DAVE KNIGHT – New Zealand Service Manager.

TO THE U.S. FOR TRAINING

BOB CONGDON – Adelaide Service.
GEORGE LISTOPAD – Melbourne Instruments, Staff Engineer.
BRIAN SMITH – DMI Field Engineer.
DAVE ROBERTSON – Brisbane Instruments Field Engineer.
IAN LITTLE – Melbourne Systems Engineer.
JOHN KLIMCZAK – Sydney Systems Engineer.
BRUCE McCORMACK – Auckland, New Zealand, Instrument Engineer.
TERRY WILDE – Industrial Calculator Field Engineer.
JOHN DEFTEREOS – Australian Sales Manager for Consumer Products.

TO SINGAPORE

BERND ROTTINGER for training – Computer System Services.

TO HONG KONG AND TOKYO

BOB CONGDON – Leaving on April 4 to install a Gas Chromatograph/Mass Spectrometer.

Warning!!

RAY HARTLEY has stopped smoking and we are told he wanders around the Melbourne Service Center like a bear with a sore head, consuming more food with noticeably expanding results.

Community Service.

The gifts generously donated by so many of HP Melbourne personnel for needy children, have been supplied to the "Reach Out For Kids" organisation. This local organisation provides a home environment for children who, for various reasons, are suffering from hardship or neglect.

"Reach Out For Kids Association" expressed their extreme gratitude for the toys, and assured us that they will be directed to children who, without your help, would not have received gifts last Christmas.

Below is a copy of some of our correspondence with R.O.K. –



16th February, 1977

Ms. Lyn Conben,
Roulett-Packard Aust. Pty. Ltd.,
31 Joseph Street,
BLACKBURN NORTH. 3130

Dear Lyn,

I would like to convey our thanks to those concerned at your Company for the generous gift of toys we received prior to Christmas. As you are probably aware, all the children with whom we are in contact have been referred to us for a number of reasons by welfare agencies, institutions or individuals involved with the care of young people.

The toys brought a great deal of pleasure to some children in large families, single parent families and some who are in institutions.

Enclosed are several photos you may be able to use in your magazine. If you would like any further information or photos please don't hesitate to get in touch.

Yours sincerely,

June Wickart
JUNE WICKART
SECRETARY

The Calculator Group thanks you for your overwhelming response that made this effort so successful.

To continue on the community service scene, Vin Wilson has instigated the collection of unwanted reasonable condition adult and baby clothes.

These will be given to the infant welfare centre, which is run by the Nunawading City Council. The sister at this centre passes on these clothes to needy families in the district, such as deserted wives, families suffering hardship, or in the case of an emergency such as fire etc.

If anybody is interested in helping in this crusade, please bring along your unwanted clothes and give them to Vin.

For further details, please contact Vin Wilson, HP Melbourne.

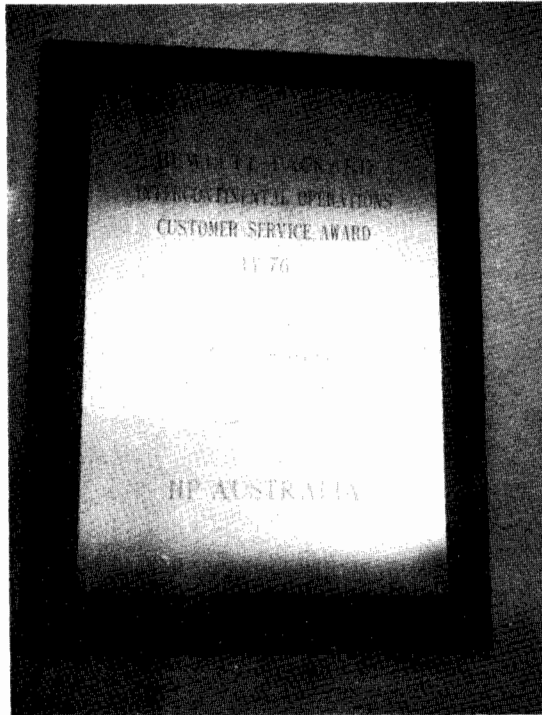
Achievements.

GORDON SMITH, Senior Field Engineer for the Sydney Instruments Group has successfully completed the Marketing and Management Diploma Course at the N.S.W. Institute of Technology.

COLIN KINROSS, Mini Calculators is a student at R.M.I.T. in the Electronics Technician Course.

BRUCE GRAHAM – The Advanced Marketing Program with The International Marketing Institute of Australia at Bathurst, New South Wales.

The International Operations Customer Finance Award for 1976 for the most improved service performance in the ICON Region belongs to HP Australia.



John Springall treated all members of the Service group present to coffee and donuts when he told them that only through each individual's contribution to the team effort was the performance achieved for which the award was given.



Their FY77 objective is to be the BEST Service Operation in the region.

Australasian Management Council.



This group was formed in June 1976. The aim of the Council is to consider and develop broad Australasian objectives, medium and long range plans, policies and procedures with particular emphasis on our resource requirements beyond a current financial year.

Weekly meetings are held where on-going operational and administrative matters are discussed. A major feature of the Council's activities are off-site residential meetings, typically scheduled for February/March, June/July, October/November. On these occasions a wide number of topics is covered and it provides a forum for in depth discussion on matters that are not normally explored on a day-to-day basis.

The Council consists of Senior Management and members are the Managing Director, Product Sales Managers, Service Manager, Administrative Manager and Personnel Manager. The last off-site meeting was held at Eildon on March 7 to 9. On this occasion, the following subjects were explored – Report on John Warmington's January/February U.S. visit; New Zealand Operations; Australasian Policies and Procedures; Branch Management; Christmas Shut-Down and Stand-By Arrangements; Computer Systems Demonstration Facilities; First Quarter Results and Forecast for balance of FY77; HP Australia and HP New Zealand 10 year Anniversaries; Management Development Program; Approval Levels for Expenditure, Quotations, Credit, Returns and Discounts; Sales Commissions; Employee Benefits Program; Company Vehicle Policy; Data Processing Development Program; Staff Subscriptions to Professional Associations; Golf Day; Telephone and Telex Order handling.

Similar Area Management review groups exist in most regions in HP, thereby reinforcing the decentralised management approach throughout the Company. The next Australasian Council Meeting is scheduled for July 3-6 at Eildon.

Appreciation.

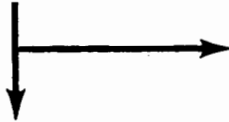
During February we had two "thank yous" for a job made easier by HP.

The first was the use of a HP-25C to work out distances and set the course for the swim across Moreton Bay by Olympic swimmer Steve Holland. Unfortunately the date set provided difficult weather conditions and now is set for April. He will be attempting to break the record 7 ½ hrs (\$4000 prize) and swim it under 6 hours (\$7,500).

The HP-25C will also be used to check his timing throughout the swim.

The other was a HP-55 used by the Queensland Cruising Yacht Club to compile results of an annual yacht race held in November.

Sometimes, we
win a few...



WORLD ARCHERY CHAMPIONSHIPS

The World Archery Championships were held in Canberra recently – the first time in the Southern Hemisphere.

Scorekeeping is very complex indeed. There are hundreds of competitors from many different countries. Each competitor shoots many arrows at six different distances. Results have to be assessed as to male or female, score at different distances, and country.

Recently, they have undertaken this task via a time-sharing to a large computer. This year, the officials were so pleased with the scorekeeping system and said that they had never seen anything approaching the efficiency of the system used.

The system used? A 9830 calculator and the 9871 printer, and programs written by John Daly.

... and there are
times when we
just can't win any!



ASSOCIATED APPRAISAL CONSULTANTS
(INTERNATIONAL)

PHONES: 80-4249
86-3785

70 GLOUCESTER RD., EPPING, N.S.W., 2121

P.O. Box 381, Epping

1st February, 1977

JHJ/HJC

The Marketing Manager,
Hewlett-Packard Aust. Pty. Ltd.,
31 Bridge Street,
PYMBLE, N.S.W., 2073.

Dear Sir,

This is to express my appreciation for the very kind attention given me by one of the members of your staff - in particular, Mr. Harold Norrie, and the sales staff in the hand calculator section generally.

I had a problem with my Model 25C calculator and the people concerned have, to use an old sales expression, "gone that extra mile" to help a customer who had purchased one of their Company's products from a retailer unable to provide the technical help needed.

In these times where "after-sales service" appears much more difficult to obtain, it is very refreshing to have dealings with your Company.

As a consultant in a specialized field and travelling throughout Australasia, I will not hesitate to pass on to others the satisfaction I have gained from purchasing a Hewlett-Packard product, even though it is only a very small one in your product range.

Thank you,

Yours sincerely,

(Jim Jackson)
ASSOCIATED APPRAISAL CONSULTANTS
International
Senior Consultant



44700190CT68903190613

3 JOHN SPRINGALL/VICTORIA PAGE 1 OF 1
4
5
6 THE UNSIGNED TWX ABOUT YEAR END BUSINESS IS FROM ME. SORRY ABOUT THAT.
7
8
9
10
11
12 This telex was received by John Springall
13 and to quote the MDP TRAINING MANUAL
14
15
16
17 "What we've got here is a
18 communication problem".
19

CREDITS:

- | | |
|--------------------|--------------------------|
| Jim Creed / Layout | Vee Kirby |
| Chris Armstrong | Jenny Mudge |
| Lyn Comben | Glen Taylor |
| Sheila Lowe | Ann Tredrea |
| Liz Lynch | Leonie Hion |
| | Service Dept / Melbourne |