Architect with model of Hewlett-Packard's new Wellington office building

Quality calls for total effort

Total Quality Control is one of HP Australasia's major FY85 goals.
TQC is an operating philosophy that is totally committed to quality and applies to the whole of an organisation.

It assumes that everything is a process which can be statistically analysed to find out the source of errors and devise appropriate changes that rectify whatever detracts from overall quality; the ultimate goal is few defects.

TQC is not a five minute wonder; it does not solve everything in a week or a year; it is the continuous and never ending improvement of processes, employing the scientific methods of constant data collection and analysis.

Changes brought about by TQC need to be institutionalised so that they become intrinsic in standard operating methods.

Quality Teams, which we started in Melbourne two years ago and have so far extended to Sydney, are but part of TQC.

They will continue. They have undertaken some good studies, made good presentations and achieved good results. They are a natural component of TQC but only one way in which it tackles quality issues.

With Quality Teams we have followed the American model, which is "hands-off, let volunteers brainstorm and solve problems of their own choosing."

Now we are moving towards the Japanese model where managers ask teams to focus on specific problems. Anyone and everyone is involved.

We will need to concentrate on failure rates rather than take satisfaction from what is going well. Ninety-nine per cent correct sounds great but it represents 1% failure. Or 10,000 things in a million are not right.

Our money transactions are in the millions. Could anyone condone wasting $10,000 in every million?

In future we will be striving to improve not by 10% or 20% but by factors of 10 and 20.

Hewlett-Packard is proud of its reputation for quality but we want to improve upon it. There is a cost for poor quality. We have fierce competition from other quality companies and with our failures they go ahead. There is rising customer expectation which errors don't fulfil.

I repeat that TQC will take time to implement. It is a major change that will impact everyone. It will cause us to change our habits. We will have to become more disciplined and analytical.

We will be seeking to fix systems that permit error, not just attend to a problem that is but symptomatic of an imperfect system.

In the short term, it may involve us in more work. We will have to gather data and pinpoint scientifically where we go wrong.

But long term there will be less pressure, less firefighting. We look forward to a more predictable environment.

Our desire is not to scramble forward like an undisciplined hockey team, just flailing around. We want to perform like a finely tuned orchestra — everyone knowing what has to be done, grimacing at a single sour note and wanting to make sure it won't repeat.

This is not the end of this message, just the beginning.
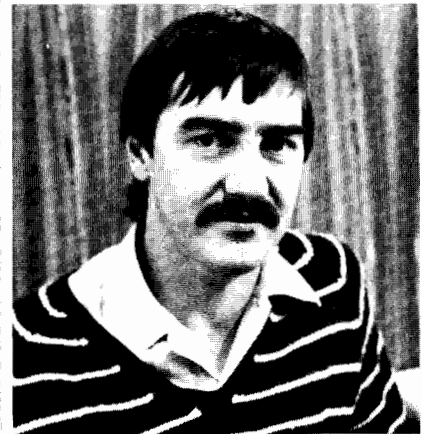
DAVID BOOKER

● Region Administrative Manager **Bruce Thompson** represents H-P Australia Ltd on the board of bbj Computer Services Pty Ltd following HP's agreement to buy 27.5% of equity and assist bbj to develop the Australian and US markets for bbj/HP solution.

FAYE PERCHARD
Customer Supp Rep/AAC
Sydney

CRAIG SHAW
TSE (02)
Canberra

GUESS WHO?
Only clue: Taken
circa 1949

New Wellington office building

Wellington's new 10-floor building in Willis Street promises to set a new standard for HP offices.

Ian Athfield, pictured on the cover, is a trend-setting New Zealand architect. He has made most of the site, which will be a landmark to motorists approaching the city along the main freeway from the north.

He has worked closely with Regional Operations Manager **John Springall**, Country/District Manager (NZ) **Wayne Squires**, Admin Manager **Brian Leighs** and consultant **Phil Towle**, of Hawaii, on environmental as well as purely design aspects.

Although the area was run down and invited development, there was local affection for the old Victoria Market, which was bought and enlarged by acquisition of adjoining properties.

Residents and workers in the area were consulted and kept informed of planning. Care was taken to ensure that a 200-year-old Norfolk pine would be saved. It will be a feature of the rear parking area.

Likewise, the front blends with rather than dominates nearby buildings. A first-floor glassed conservatory with indoor hanging garden visible to the street will be the equipment display area, instead of conventional segregated rooms.

All customer contact will be on the second floor; the ground area of the 76,000 sq ft building and the high floors will be tenanted.

The third floor will be for operations and the fourth for training and the cafeteria.

The contract was let on July 16 and occupancy of three floors is promised for August next.

All new buildings present problems in their shake-down period but Willis Street, while promising a first-class working environment eventually, will offer special difficulties for about a year. Parts of each floor will need to be screened off for workmen to have access to floors above.

May, 1986, is the scheduled time for the builders to leave.

Wellington has a strict earthquake code. Plans and scale models have passed both the city's earthquake and wind tests.

HP's present office is in Cruickshank Street, Kilburnie, a suburb near the airport. Now the company has come to town.

John Springall has shuttled across the Tasman four times since Christmas and expects to look in on construction every couple of months for the next two years.

Commercial Services Manager **Craig Robinson** will become increasingly involved as construction progresses. ∎

● Old Victoria Market — site of new HP office

Graduates interviewed

Interviewing for the FY85 Graduate Recruiting program has started.

Interview teams arranged facilities to consult with young men and women in their last year of studies at these campuses:

● Melbourne and Monash Universities, the Royal Melbourne Institute of Technology and Chisholm Institute of Technology.

● New South Wales University, and NSW Institute of Technology.

Each team had the expertise of managers from Sales, Software, Administration, Customer Engineering and Personnel. They were accompanied to the campuses by two or three graduates of previous years.

At introductory presentations, the old graduates gave talks as well as the managers. Their involvement demonstrated commitment to the company but they were not rehearsed in what they were to say.

"Their genuine spontaneity was one of the persuasive things about the exercise," Personnel Manager **Geoff Windsor** remarked after his visit to Monash.

David Peake, himself recruited as a graduate of Latrobe University and Chisholm, co-ordinated the program.

It is expected that 32 to 34 graduates will be hired, more than double the intake for 1984. The Executive Committee has set a goal that graduates will comprise 15 to 30 per cent of the estimated hirings for the year.

The plan is to make offers in October and employment to start with a Melbourne assembly on February 1. ∎

Words and pictures for Depth: To ALISON TEED (extension 2643) or DIANE CONDON (2628).

Murphy says: The more cordial the buyer's secretary is the greater the chance that the opposition has got the order.

New training

An innovative training program introduced in Sydney this year was the Career Development Workshop with the subtitle "Is Management For You?"

It was designed to give an insight into effective management and the skills it requires. Sessions ran from 4 to 6 pm twice weekly.

Timing was important because it required HP to release staff for one hour and participants to give an hour of their own time. The objective of this was to create an atmosphere of commitment from both parties.

Sessions ran for six weeks and culminated in a weekend residential at a Catholic seminary at Manly.

Personnel Administrator **Keith Burson** reported that it was "a unique atmosphere to work in."

The pictures of participants holding hands related to the negotiating stage of a management game called "Star Power." ■

SOCIAL NOTES

President of the Adelaide Social Club is District CE Manager **Brian Avery**. Secretary is SVC Co-ordinator **Suzanne Bosley** and treasurer is CE (11) **John Townsend**.

This is the Adelaide calendar:

SEPTEMBER — Movie night at th?0Gle elg Cinema on the 7th and BBQ at Woodside Log Cabin on the 23rd.

OCTOBER — Car rally followed by Southern Vales winery tour and BBQ.

NOVEMBER — Tennis day.

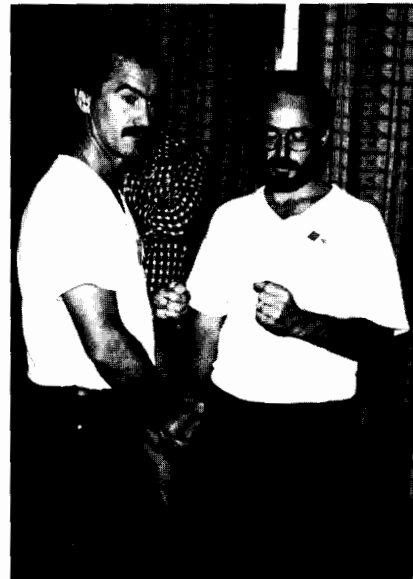DECEMBER — Christmas party at Waterfall Gully Restaurant on the 12th. ■

● **Greg Kershaw** (left) **and Roger Payne** at seminary workshop

Objectives

Staff meetings in all offices were called to communicate organisational changes and the strategic objectives for the remainder of the decade.

The Executive Committee as a team gave presentations in Melbourne and Sydney and at least one member went to other states.

Managing Director **David Booker** went specially to New Zealand to complete the Australasian briefing.

As expected, the objectives place emphasis on customer satisfaction, the most important single ingredient in the company's continuing success.

The first objective is an umbrella objective covering the mission of the company. This is to market "information systems" of excellent quality and lasting value in Australasia.

Then followed revenue projections up to FY89, figures being based on a targeted annual growth rate and an additional allowance for inflation.

Other objectives:

● To ensure that HP Australasia generates sufficient funds to be self-financing.

● To ensure that HP Australasia maximises its marketing opportunities in the long term. To achieve this, we will imple-

● **Geoff Keir** (left) and **Rob Deters** — also "negotiating"

ment immediately an HPA corporate group, headed by **Bruce Marsh**, which will define and monitor our strategic business, marketing and value added opportunities and provide plans to exploit these.

● To implement value added programs which exceed all Government offset requirements in a viable manner; and lead to the establishment of a full HP Division in Australia by the end of FY86.

● To ensure that HP Australasia recruits and develops sufficient people to meet its business growth and objectives. To achieve this, we will immediately implement an HPA corporate group, headed by **John Bieske**, which will define and monitor recruitment and training needs, manpower and succession planning, and management development; and control this on a consistent company-wide basis.

● To develop organisational structures which reflect the ongoing business requirements of HP Australasia. To achieve this, we will prepare plans for review annually and the first will be by the end of September 1984.

● To ensure that all of our strategic business objectives are achieved in a manner totally consistent with the HP Way. ■

● Barry Jones, Federal Minister for Science and Technology, was an interested visitor to Joseph Street. Picture shows Bruce Graham, Southern Zone General Manager, explaining features of HP equipment
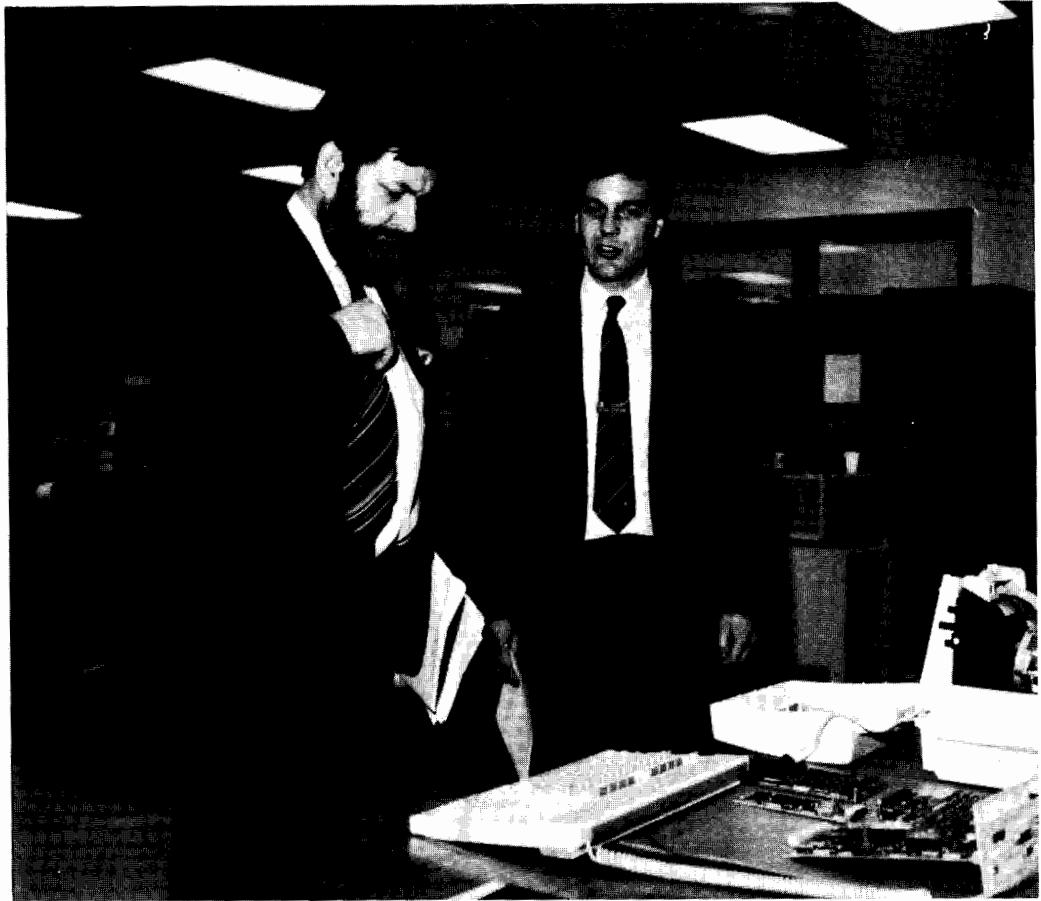
Sponsoring art

Fourteen million dollars is the valuation put on an exhibition of **Philip Guston** paintings which HP is sponsoring on a three-city tour.

Works by the American abstract impressionist, who died in 1980, were shown from August 17 to September 16 at the Arts Centre of Victoria.

The Perth season at the Arts Centre of Western Australia is from September 24 to October 28.

The Arts Centre of New South Wales will take the exhibition from November 8 to December 30.

In each city, HP staff and customers enjoy privileged admittance.

In Melbourne, two HP150s were prominently displayed for the public to obtain information from a data bank. Details of the life, work and statements of the artist were but a finger touch away.

The Minister for Science and Technology, **Mr Barry Jones**, opened the Melbourne season.

The exhibition was brought from America by the International Cultural Corporation of Australia. ■

□

Leading lady **Zoe Caldwell**, actress **Patricia Kennedy** and actors **John Gregg** and **Frank Wilson** met HP staff and guests over supper after a performance of "Medea" by the Melbourne Theatre Company,

MTC also gave the Social Club 50 tickets for "Botany Bay on a Bondi Tram".

Sponsorship was arranged by Marcom Supervisor **Di Condon**, who received many congratulations from guests who appreciated the company's sponsorship and Di's efforts to make them welcome. ■

Murphy says: Failures don't appear until a unit has passed final inspection.

● The "mystery" lady pictured in p 2 is Executive Secretary **Sheila Lowe.**

HP and spor

Modern technology is applied to many facets of the modern Olympics and HP at corporate and regional levels has had important involvement.

And with Australia not defending the America Cup in Perth until 1987, the imaginative application of computer technology is already being planned.

Discussions are at an advanced stage between the Adelaide office and a South Australian yachting syndicate for HP equipment and back-up to support its bid to be the Australian defender.

At the winter Olympics at Sarajevo, Yugoslavia, the American Broadcasting Corporation used an electrocardiograph machine and modem supplied by Hewlett-Packard Company to monitor the hearts of more than 1000 television crew members and guests.

An ABC cardiologist transmitted ECG records thousands of miles to a New York hospital for analysis and received results less than two minutes later. ■

Personneleez

Company personnel departments are said to have their own language which other staff members need to decode to find out what is really thought of them.

It's not ASCII or COBOL or BASIC or FORTRAN. It's a devilishly obtuse dialect that the journal of the Institute of Personnel Management in Australia has seen fit to divulge.

Bruce Miller, tongue well in cheek, gave Depth a cutting. This is the guide:

Average employee — not too bright.

Exceptionally well qualified — made no major blunders yet.

Active socially — drinks a lot.

Family is active socially — wife drinks too.

Character above reproach — still one step ahead of the law.

Zealous attitude — opinionated.

Quick thinking — offers plausible excuses for mistakes.

Careful thinker — won't make a decision.

Takes pride in his work — conceited.

Plans for advancement — buys drinks for the boss.

Forceful — argumentative.

Aggressive — obnoxious.

Uses logic on difficult jobs — gets someone else to do the hard ones.

Expresses himself well — speaks English.

Meticulous attention to detail — nitpicker.

Has leadership qualities — is tall or has loud voice.

Exceptionally good judgment — lucky.

Strong principled — stubborn.

Of great value to the organisation — gets to work on time.

Appears to be coming along well — about to be let go. ■

ERRATA (or we were wrong): In the last issue, we got Irish names all mixed up. Ringing the Sydney "sales" bell was obviously **Bob O'Brien**, not John. And that fine broth of a Canberra boyo was so obviously **Bob O'Connor,** not O'Brien. ■
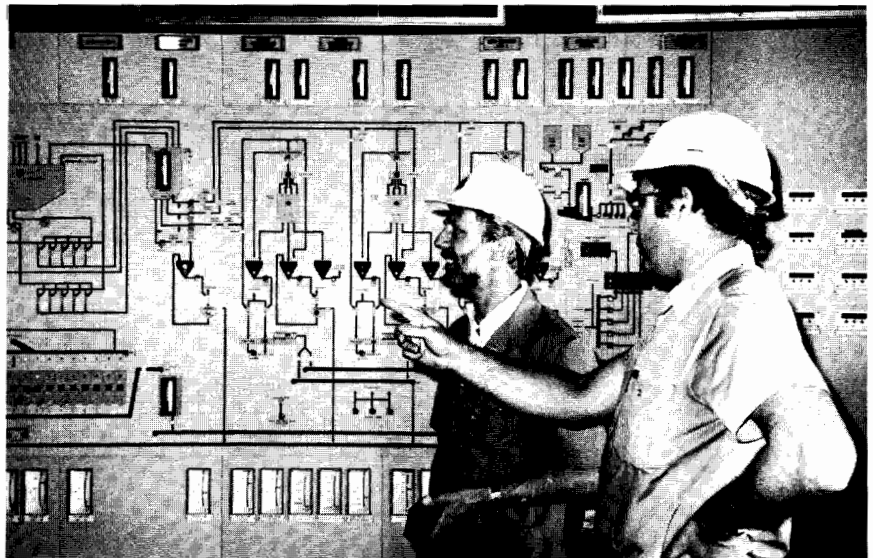
● **David Chambers** (left) **with Hamersley's David Magson in Mt Tom Price concentrator control room**

Ergonomics

August 27 saw the start of a study by the Joseph Street Secretarial Quality Team into the ergonomics of work stations.

Six office furniture suppliers will each set up a work station for two weeks in the Accounts Department and Region Area for staff assessment.

The QT, with the help of selected personnel, will evaluate the stations and make recommendations.

"Ergonomics" is a word found only in the newest dictionaries. It made its appearance about 1950 and encompasses anything that adapts things and procedures logically to the structure and needs of the human body.

Work stations come within the scope of ergonomics — be it a link with lighting, glare, reflections, noise, heat, cold or posture.

James Coe, Director of the ergonomics laboratory at Royal Melbourne Institute of Technology, observes:

"The sophisticated aircraft cockpit must bear little relationship to the box-seat of the six-horse carriage of 10 decades ago. A similar switch needs to mark out the move from quill pen to computer terminal." ■

● Clerk **Peter Simpson** has joined the Melbourne Quality Teams' steering committee.

W.A. bouyant

Like other branches, Perth is enjoying above-quota business and morale is high.

A visitor senses the recovery of confidence throughout the community — in the country and outback as well as in Perth itself.

An extra ingredient in the mood of optimism is Western Australia's multi-million dollar preparation to defend the America Cup in 1987. Much of the Fremantle forshore is being redeveloped or refurbished to host the many thousands of yachtsmen and tourists expected to crowd the city and spend up big.

Another injection of confidence came with the announcement that China and CRA are considering a joint venture to establish another iron ore mine in the Hamersley Range not far from Mt Tom Price. The initial cost was estimated at $200 million.

David Chambers has worked hard to put HP equipment onto many mining sites, not least of which are those operated by Hamerley Iron, a subsidiary of CRA.

Now that his promotion to Branch General Manager requires him to spend most of his time in Perth, **Ian Murray,** Sales Representative (02), has taken day-to-day responsibility for the Hamersley account. He also services the Alcoa site. ■

Australia needs language skills

S he's blonde and clear-complexioned in a Scandinavian way but absence of a discernible accent would not hint that Perth Service Co-ordinator Merja Virtanen's birthplace was Finland.

Merja (pronounced Merry-a) had 10 years of English in primary and secondary school and spent a year in the United States but her speech betrays neither a European nor American background, not even overtones of strine.

There aren't many Finns in Perth. Maybe 40 or 50 but they constitute a much bigger community in Mt Isa.

Finns bring skills in fishing and mining. Finland mines copper, granite, iron, limestone and nickel.

Merja isn't prone to forcing opinions but she readily endorses the suggestion if an indigene makes it that Australians should work harder at languages. Both because she grew up in a non-English speaking country and Western Australia is near neighbor to Indonesia, with other Asian countries not much further away.

"It's convenient when foreigners help us out by bringing English as well as their mother tongue to social and business situations but Australians miss something when they can converse or correspond only in English," she says. ∎

● Secretary (02) Judy Elliss and Ian Murray confer in Perth office

● WA Branch Admin Supervisor Judi Elliott and F/E (01) Cliff Wilkinson plan the day

● Perth's Merja Virtanen

Weddings

March next is when Adelaide Receptionist **Susan Tonkin** will marry Warren Sprigg at Brighton Uniting Church.

Warren has a locksmith business and Sandra says he's really security-minded.

"He knows how easy it is, even for amateurs, to break in. He'll have our place like Fort Knox," Susan predicts.

She recently tore ligaments in an ankle and needed crutches to get about.

SVC Co-ordinator **Suzanne Bosley** was Suzanne Atkins until April last when she married Steven, manager of a business dealing in modular kitchen and wardrobe furniture.

Her family came from Watford (England) and she has lived in Adelaide for 18 years.

Suzanne's father felt the tug of Watford so strongly that he flew over for the Soccer Cup. Like owner Elton John, he was bitterly disappointed. Watford lost two nil.

□

Recent Melbourne weddings were those of -

● **George Artemiou**, CE II (02), to Kathy Jolley, on August 11.

● **Wilma Crawford**, SVC Co-ordinator, to **Greg Plummer**, Area Logistics Manager (02), on August 25.

● **John Koumourou**, Logistics Co-ordinator (02), to Litsa Poulak-efalou, on September 1.

● **Bronwyn Bryant**, Export Co-ordinator (09), to **Graeme Gilmour**, CE II (02), on September 3.

□

Editor's quandary: Why so many marriages and births, but only in Melbourne and Adelaide?

Hypothesis 1 — There's something in the climate or the water in Melbourne and Adelaide.

Hypothesis 2 — These things do happen elsewhere in Australia and New Zealand but no one remembers to send us a line. ∎

● **Susan Tonkin — marriage with built-in security**
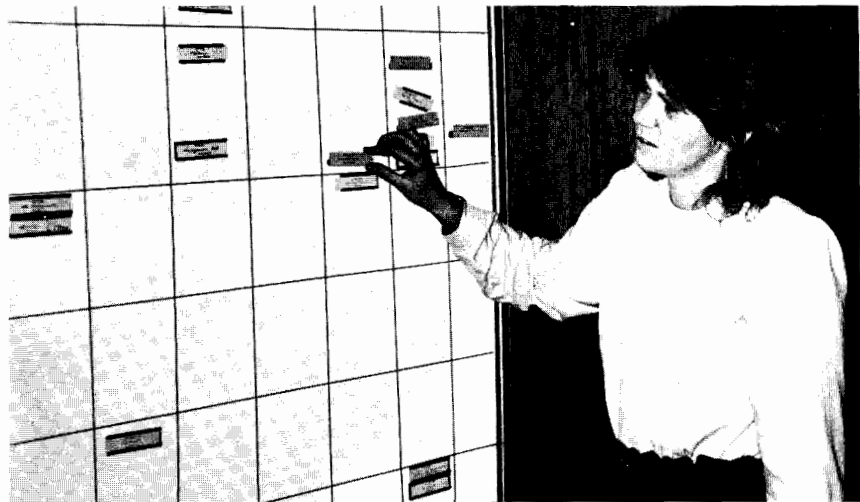
● **Suzanne Bosley — answering soccer's call**

Beardless now

Adelaide's Branch General Manager **Graham Palmer**, who succeeded **John Williams** to the position, had colleagues doing a double take when he returned from a Melbourne managers' course.

He had separated from his beard.

Adelaide staff promptly threw an office party with Chinese bring-in dishes. Some believed it was to reintroduce the clean-shaven manager; but most understood it to be a celebration of his promotion and 40th birthday.

Fitting gifts were a giant coffee mug labelled "The Big Cheese" and notepads headed "I'm passing the buck."

Graham is a South Australian, married to Julie for 10 years and father of Andrew, 7, and Caroline, 5.

He recently did a picture-framing course. His house has an enormously long hall, just begging for Picassos, Matisses and Nolans to be hung. He can now ask for price without frame, able to make his own.

Graham is a member of the American Chamber of Commerce in Australia and the Australian Productivity and Inventory Control Society.

His hobby is wine (drinking, not growing or making the stuff). ∎

Three hams

There are quite a few people in the company worldwide who share an interest in ham radio - in keeping with HP's electronics interests.

HP Australia is no different and recently some of the Instrument Group staff got together at the home of **Ian Johnston** in Ringwood to join other HP-ites around the world in the Global HP Radio Ham Day.

After some fine tuning on the outside aerial, Ian, **John Lipson**, **Rob Plowman** and I settled in for an afternoon of congenial communication with the outside world.

Max Trescott, of New Jersey Division, set up the party and some of those contacted were people from Cupertino, Colorado Springs, Texas Sales Office, R&D at Corvallis, Santa Clara Division and YHP in Japan.

There were many other contacts but interference hampered the quality of reception. Hopefully we will have better signal conditions next year.

It is a great way to "meet" people without paying ISD tolls.

GLEN TAYLOR

BIRTHS

On July 16 at St Vincent's Private Hospital, Melbourne, at 6.50pm, PICS Monitor **Angie Spyropoulos** and Peter welcomed Estee (3147gr/6lb 15 oz).

Also on July 16 but at 3.45pm, **Peter David**, Applications Support District Manager, and wife Monica welcomed their first child, Michelle, at Royal Women's Hospital, Melbourne (2920 gr/6 lb 7 oz).

Sue Barclay, Secretary (32), and Wayne are new parents. Brent Mathew checked in at Waverley Private Hospital, also at a most considerate hour — 5.01 pm on August 1 (4054 gr/8 lb 15 oz).

Alyson Clark, Order Coordinator, and Andrew named their first son Brenton James — born at Box Hill Hospital on September 7 (2580 gr/5 lb 11 oz).

● **John Lipson** (left), **Robert Plowman**, **Glen Taylor** and **Ian Johnston** talk to scattered "family"

Glossary

More terms that have special meaning to HP people:

Funding — The process of providing money to international sales headquarters and Sales Companies to generate profit and recover selling expenses.

Heart — HP's centralised, computerised order system which processes sales orders and records order statistics.

HPSA Geneva — HP's international sales headquarters responsible for sales and manufacturing in Europe, Africa and the Middle East.

OEM — An Original Equipment Manufacturer incorporates HP equipment in commercial products which the manufacturer advertises and sells, or leases, to the general public. The OEM assumes responsibility for the marketing and support of such HP products to the end-user.

Sales Company — A sales organisation that is both a subsidiary of Hewlett-Packard Co and a separate legal entity in its own country.

Sales Force — A group of people dedicated to selling specific types of products, e.g. Instrument (SF01), Computational (02).

VEU — A Volume End-User contractually agrees to purchase a specified quantity of specific products during the validity period of the contract, usually a year. HP can be assured of a certain volume of sales to such customers based upon the initial sales contract. ∎

Isabell Sinclair, Mail Room Clerk, and Brian were taken a little by surprise by Gavin James who arrived prematurely at 8.18 pm on August 23 at Royal Women's Hospital, Melbourne (1559 gr/3 lb 7 oz).

Gary Boler, Project Manager (02), and Debbie chose Jason Stuart for their first child born at 4.15 pm on September 13 at St George's Hospital, Kew (3558 gr/7 lb 13 oz). ∎

BUSINESS LUNCH

Melbourne will be the venue for the next business luncheon sponsored by "The Australian" and HP Australia.

It follows a similar promotion in Sydney. Cost is $30 and the guest speaker at the Regent Hotel on October 5 will be Mr **Graham Gosewinckel**, general manager of Aussat. ∎

Newcomers

Marion Bride, Secretary/PCG (Melbourne).

Robert Brown, Sales Representative/CSG (Perth).

Ellis Campbell, Customer Engineer/CEO (Canberra).

Stephen Donohue, Credit Officer/Admin (Sydney).

Joyce Duke, Consumables Sales Supervisor (Sydney).

Peter Duncan, Sales Representative/CSG Comm (Adelaide).

Mike Farrow, Service Engineer/Instruments (Melbourne).

Maxine Furneaux, PICS and Access Co-Ordinator/SEO (Melbourne).

Norman Glassick, Systems Engineer/SEO (Sydney).

Richard Hamilton, Service Technician/FRC (Sydney).

Margaret Hawke, Branch Admin Supervisor (Canberra).

Joanne Hoad, Accounts Payable Clerk/Accounts (Melbourne).

Jan Jesske, Customer Engineer/CEO (Perth).

Chris Kowalski, Medical Customer Engineer (Brisbane).

Ian Leeson, Customer Engineer/Medical (Melbourne).

Paul Leonardi, Systems Engineer/Instruments (Sydney).

Darron McDill, Customer Engineer/CEO (Adelaide).

Christine McFadyen, Credit Clerk /Admin (Sydney).

Noel McPhail, Sales Representative/Medical (Brisbane).

Mark Martin, Facilities Assistant (Sydney).

Rod Mason, Order Administrator/OP (Melbourne).

Fay Newman, Systems Engineer/SEO (Canberra).

Helen O'Keefe, Clerk/Typist/Consumables (Sydney).

Christine Okey, Typist/Clerk/Instruments Marketing (Melbourne).

Robert Palin, Treasury Accountant/Finance (Melbourne).

David Richards, Customer Engineer/CEO (Brisbane).

Sandra Ritchie, Sales Secretary/CSG Comm (Sydney).

Pasko Starcevic, Technician/FRC (Melbourne).

Ann Terrans, Sales Secretary/CSG Tech (Sydney).

Bruce Thompson, Service Engineer/Instruments (Melbourne).

Robert Wallace, Sales Support Engineer/Instruments (Sydney).

James Wells, Sales Representative/Instruments (Melbourne).

NEW ZEALAND

Stuart Allen, Supervisor/Order Processing (Wellington).

Pauline Pescini, Accounts Receivable Clerk (Wellington).

Transfers

Colin Allen, Sales Representative/CSG Tech (Melbourne) to Sales Representative/PCP (Perth).

Ralph Baer, Systems Engineer/SEO (Adelaide) to Sales Representative/CSG Tech (Melbourne).

Carol Blackman, Secretary/CSG (Sydney) to Product Support Representative/AAC (Canberra).

Andre Blom, MIS Program Manager to District Sales Manager/PCP (Melbourne).

Gary Boler, Technical Support Manager to Project Manager/CEO (Melbourne).

Jere Bowcock, Systems Engineer/Instruments to Systems Engineer/SEO (Sydney).

Steve Brivik, Revenue Supervisor/Support Admin to Access Systems Engineer/SEO (Melbourne).

Terry Browning, Systems Engineer/SEO to District Manager/SEO Comm (Sydney).

Steve Chadd, Systems Engineer/SEO to Systems Specialist/Master Plan (Melbourne).

Duncan Coles, Customer Engineer/CEO to District Manager/CEO (Sydney).

Graham Gourley, Service Centre Manager to Installed Base Manager/Admin (Melbourne).

Phil Greetham, Systems Engineer/AEO to Area Technical Centre Manager/SEO (Melbourne).

Alan Honeyman, Marketing Engineer/AAC to Systems Administrator/Region Mktg Supp (Melbourne).

Stuart McKenzie, Applications Engineer/AEO (Sydney) to Systems Engineer/SEO (Melbourne).

Chris Morison, Systems Administrator/SVC Admin to Project Manager/Info Sys (Melbourne).

**Faye Perchard**, Systems Engineer/SEO to Customer Support Representative/AAC (Sydney).

Greg Plummer, Logistics Engineer to Area Logistics Manager/CEO (Melbourne).

Alan Stoops, Systems Engineer/Instruments (Melbourne) to Northern Zone CSDM/Instruments (Sydney).

Bruce Travers, Systems Engineer (Melbourne) to Systems Engineer/SEO (Adelaide).

Darryl Wallace, Area Logistics Manager to Technical Support Manager/CEO (Melbourne).

Kim Wood, Systems Specialist/MIS to Customer Support Representative/AAC (Melbourne). ∎
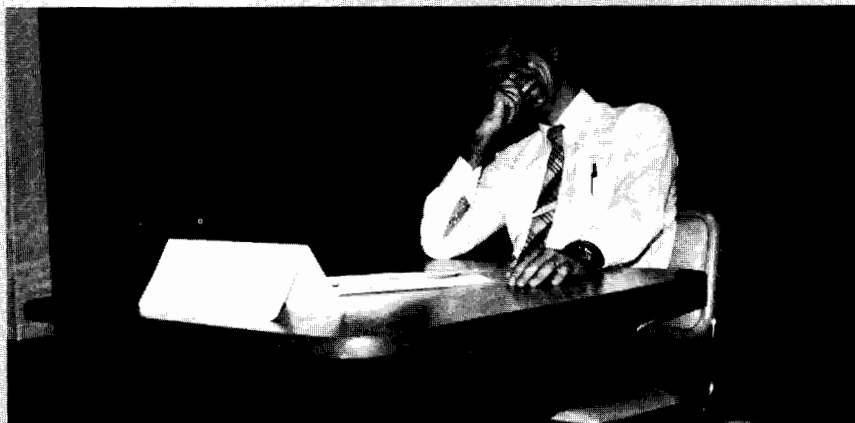
• **A get-together with champagne and chicken in the Joseph Street cafeteria ended the quarter for Computer Group. Almost inevitably, it was occasion for an entertaining albeit disrespectful send-up of the Managers Group applying their great collective wisdom to office automation. District CE Manager Kevin Neal was one who was heartily amused.**

Boronia's up market Steptoes

Usually neighbors aren't amused when someone in the street is a scavenger, retrieving junk from garbage tips or wherever collecting takes them.

But while **Rod McPherson**, Joseph Street's night security man, happily admits he's hooked on his hobby, Boronia neighbors regard him and son Lex as Steptoe & Son with a difference.

Rod's fascination with war memorabilia has passed down. He and Lex have thousands of pieces - documents, uniforms, helmets, posters, a parachutist's mini-bike (only 36 in the world), a water bottle from the Crimea, a Boer War tea caddy with the original sugar intact, a 1914 pocket folding candelstick for writing letters in the trenches, tiny cartridges to enclose messages tied to the legs of carrier pigeons, flags, pennants. This but starts the list.

All as original; all meticulously catalogued and stored in three ground floor rooms committed exclusively to his military museum; and all requiring an invitation inside to inspect.

Which accounts for neighbors' cheerful tolerance. The only item visible from the street is a magnificent White scout car which Rod dug out of a blackberry bush at Daylesford, rusted and unloved, and restored to mint condition.

Parked in the drive, it's more impressive than any Cadillac or Rolls (at least Rod says).

Restoring war equipment can be expensive. Spare parts are keenly traded. Rod can keep down cost restoring a part or making a replica because, until opting for a simpler life, he had his own engineering business. He does turning and fitting in an elaborately equipped workshop.

Still, to pay for one restoration, he gave up smoking for two years.

Rod was one of 12 Australians who went to England and France this year for the 40th re-enactment of the Normandy invasion. He joined a tank crew and had some hilarious adventures.

Some Danes were supposed to provide a tank transporter but, in army parlance, they shot through and it took four days to find where they had parked the tank.

Then the "invaders" set up a stunt in France where the tank was to nudge aside a wartime version of a Volkswagen blocking the road. Plans went slightly astray. Perhaps the driver had forgotten what all the levers were for. The tank rolled right over the top, squashing the Volksie to paper thickness.

Rod is pleased that Lex shares his enthusiasm.

"He's a good apprentice but makes mistakes," Rod said recently after they had been to a trash 'n treasure sale.

"He got all wrapped up in some big jazzy thing and completely overlooked a tiny battery case that I desperately needed. I'd have put him before a firing squad if another collector had got it."

Rod has not had to take part in a hot war but he's been a kilt-wearing volunteer with the Scottish Regiment.

It seemed too good an opportunity to settle the question of what Scotsmen wear under their kilts.

"I'd be drummed out if I told," he protested. "All I'll say is that Routine Orders warn against ever travelling upstairs on a double-decker bus." ∎

● **Rod's pride and joy — an army scout car parked in his driveway** (right).

Receptionist Doreen Hayden offers make-up help in the Joseph Street foyer to prepare him for the camera (below).

Rosehill races

Nationwide exposure for HP came from sponsoring the Hewlett-Packard Handicap at Rosehill racecourse on June 2.

District Manager (02) **Bob Keers** described the television, radio and print coverage as "the best value for money promotion we have invested in."

It showed HP to good advantage to a wide cross-section of people, both on the course and around Australia.

It was an opportunity to entertain key customers in an exciting and sophisticated environment and for HP staff, their families and customers to socialise.

HP signs were the best positioned on the course. Two signs - 9 metres by one metre - were in front of the main grandstand 100 metres from the finish.

For the HP Handicap, the HP sign was prominent at the finish line.

Uncle Conrad got a good workout all day on the closed circuit TV. And there was an advertisement in the race book (15,000 attended).

Forty tickets to the members' enclosure and 2000 to the paddock were offered to customers, OEMs, staff and their families and friends.

First offer of members' stand tickets went to the best three performing Sales Representatives in each computer group district.

VIP customer guests included senior managers from Genasys, Cadillac Plastics, McWilliams Wines, Credit Card Sentinal, Union Carbide, DuPont and Ceanet.

Bob, as HP representative, was invited to the official luncheon with **Richard Bardley**, of Comops, and **Don McWilliam**, of McWilliams Wines. He also scored the job of sashing the winning horse.

Sydney Turf Club chairman, **Jim Fleming**, publicly praised HP, "our computer supplier", and presented a cheque for $24,000 to the Equestrian Foundation for the Olympic team.

This was obviously well beyond the dreams of the equestrian people and represented all the money put forward by sponsors.

• **Bob Keers with the equine McKlusky and strapper Roger Burns**

Bob also presented **Pam Rose**, of the Equestrian Foundation, with $155 from the sweep conducted by HP staff.

Glenda Patterson and **Andrew Robertson** went to the meeting from Melbourne. ∎

• **Terry Wilde and Denise Gondolfo draw the Melbourne sweep — prize a trip to Sydney races**