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FOR HP EMPLOYEES AND FAMILIES
IN AUSTRALIA AND NEW ZEALAND
No 48 June 1991



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• Electrostatic discharge is a hazard that costs the electronics industry hundreds of millions of dollars a year. Now we have the enemy firmly in our sights. Region Logistics Manager Greg Plummer fires an early shot. Story: pp 8-10.

Riding the New Wave

Four hundred users of HP products gathered at the Melbourne Hilton Hotel from 13 to 16 May to take part in the 5th Biennial South Pacific and Asia Regional Conference of the HP Users Group.

Altogether eight hundred attended one or more of the sessions. Twenty-seven events surrounded the conference - customers' dinners, executives' and consultants' briefings and dinners, and press conferences.

The new Woody workstation was launched and there was a non-disclosure briefing of invited guests dealing with the new computers to be released on 24 June.

It was acclaimed as the best users' conference yet and won High Achiever awards for those who made contributions to HPA's participation - **Diane Cummins, Jung Goh, Graeme Gilmour, Rod Makin, Trevor Chadband, Linda Harrison, Tony Cantlon, Jennifer Woon and Felicity McClure.**

Support for the conference was even more gratifying in that Sun Micro Systems had made a late cancellation of a conference it had scheduled in Sydney during the HPUG conference.

Users came from every part of Australia and New Zealand and from as far afield as Hong Kong, Taiwan, Malaysia and the US.

"Hewlett-Packard co-operates and is a lot of help but it is very much a users' conference," said HPUG president **Tony Bowers.**

This emphasis was reinforced in a video message from CEO **John Young** and in keynote speeches by HPA Chairman and Managing Director **Bill Hilliard** and Worldwide Director, Marketing, **Bill Murphy.**

They reported that HP was in sound financial health at a time when many competitors were struggling; that HP had never been better positioned with its range of quality products; and that HP people had come from around the world to offer their expertise.

But most valuable, they said, was the opportunity for HP to listen to its customers and take note of ways in which they could be given even better service.

The conference theme was *Ride the New Wave.*

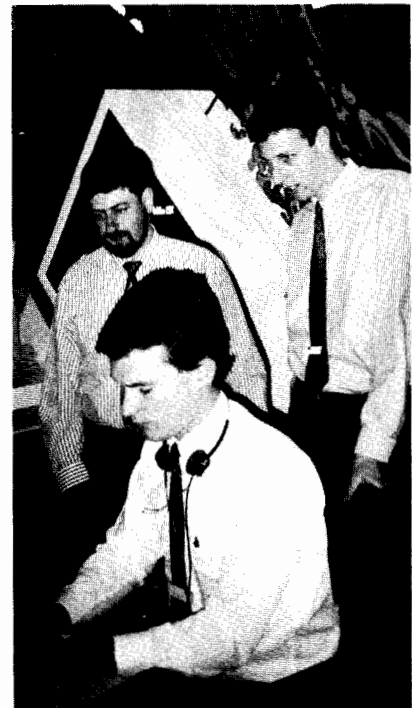


• Smiles of Ruann Ernst, Director New Wave Computing, and HPA Managing Director Bill Hilliard suggest conference was going well.



• Region TC Manager Bob Congdon (left) and HPUG president Tony Bowers together at one of the Dealers' stands.

• **Robert Becker** (at keyboard) and **David Hardisty** (right) demonstrate the Response Centre process to HPUG committee member **Lee Capocchi.**



• Wellington SR **Simon Molloy** and Contracts Manager **Pam Seibert.**



• Rich Sevcik, GM MPE Systems US (left) and MDM Manager **Ali Al-Tarafi.**

Steve Hitchings, Marketing Development Manager and HPA's representative on the conference organising committee, said the conference had seen one of the best ever examples of HP teamwork.

For the first time, hands-on tutorials - an alternative to what Steve called 'paper presentation over-load' - proved to be immensely popular.

Also popular on the impressive HP stand was the mini-Response Centre . . . not a simulation but engineers in shifts actually solving problems that normally would have been serviced at Blackburn.

Sixty consultants, users and HP product managers and strategists addressed the conference. Keynote speakers were:

Bill Hilliard (opening and closing addresses); **Bill Murphy**; **Michael Milliken**, VP Seybold Corp; **Ruann Ernst**, Director, New Wave Computing; **Marie Burch**, International Marketing Director of the Open Software Foundation; **Len Rust**, VP IDC Asia Pacific Region; **Dominic Orr**, Director HP Singapore; and **Tony Emberg**, Worldwide Support Group Manager.

Other HPA speakers were **David Close**, **Iain Messer**, **Phil Moon**, **Doug Woodcock** and **Peter McInnes**. ■



• VAR Program Manager **Danielle Segal** and Worldwide Director Marketing **Bill Murphy**.

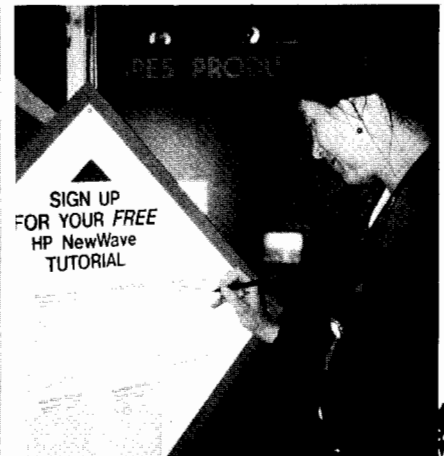


• **Jung Goh** (left), **Graeme Gilmour**, **Tony Cantlon** and **Linda Harrison** fitted out the HPA stand . . . using 2km of cable to do it.



• ABOVE: **Bernard Carnavale** (left), **Paul Hemsley** and **Steve Steer** from the Defence Department are focused on something.

• RIGHT: **Debbie Baron**, Product Manager Grenoble Networks Division, is also focused . . . on the offer of free hands-on tutorials.



Computer Museum

An Asia Pacific appointment

Moore Park Golf Club won't be seeing much of **Laurence Fong** over the next six months.

His new position as Asia Pacific Customer Support Internal Training Manager will require extensive travel.

Asia Pacific embraces Hong Kong, Japan, Korea, the People's Republic of China, Taiwan, Singapore, India, Thailand, Malaysia, Australia and New Zealand.

His assignment is to assess training effectiveness in the CEO, AEO and RCO throughout the Region.

Laurence was born in Taiwan, where he received his primary and secondary schooling. He gained his BSc in Computer Science from the University of Sydney and his MBA at the Australian School of Management.

He was EDP manager for a Taiwan manufacturing company before joining HPA in 1985. He has been AEDM in Sydney for three years.



• Laurence Fong

Extensive experience with MPE, Unix and in consulting give good qualifications for his latest challenge.

Golf clubs won't be part of his luggage but he hopes for a game on one or two of the fine Asian courses. ■

Our new CSO structure

Hewlett-Packard in Australia and New Zealand has a tremendous opportunity to take the leadership role in Open Systems and Client/Server Computing within the Asia Pacific Region.

Bob Robertson, General Manager Computer Systems, made this confident statement when announcing the new CSO structure for HPA.

"We have never been in a better product position with the impressive series of products just announced and future introductions on the way. We have no roadblocks to stop us from being Number 1," he said.

Bob's primary responsibility as the CSO Manager will be "to ensure that we meet our combined Sales Force 31/32 order goals within the targeted selling cost envelope."

Along with this, he has responsibility for effective integration of the Australia/New Zealand CSO sales programs with marketing and customer support professional services.

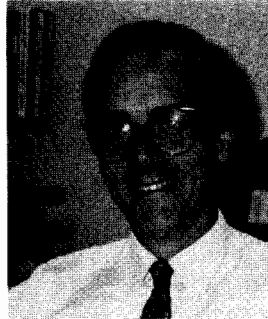
He announced these key changes to improve our focus and take advantage of our great competitive position:

- Increased emphasis on our Telecom Program.
- Improved focus on our strategic programs of PFDA, strategic alliances and VAB program.
- Integration of CSO Marketing for improved synergy.
- Reinforcement of linkages between Sales/Marketing and Support.

... Position

With Telecom becoming a very important customer in Australia and being one of our biggest opportunities for the future, a new position of Major Account Manager has been created.

Greg Kershaw will drive our sales programs as well as co-ordinate overall Marketing and Support programs within Telecom.



• Bob Robertson

Greg will also be chairman of the newly formed Telecom Business Council.

David De Campo (Strategic Alliance), **Ali Al-Tarafi** (Telecom Marketing) and a Centre of Expertise Manager to be appointed will be the other members of the Council.

... strategic programs

Bob listed three areas under Strategic Programs:

- Partnership for Development.
- Strategic Alliances and Strategic Planning.
- Value Added Business.

Partnership for development is probably the single most important program for HPA over the next few years.

"David has done a super job getting us back on the program but we still have a tremendous amount of work to do meeting commitments set by the Federal Government," Bob said.

"We have a major review coming up in November when we must have some solid investment plans.

"David will be an important player in our Strategic Planning for the CSO, as well as driving any strategic alliances such as Computer Power and Infonetic. We cannot be successful unless we forge relationships that will help us provide complete solutions to our customers."



• Greg Kershaw

The Value Added Business Program is seen as a key element in meeting PFD targets, achievable only by developing strategic partnerships with VABs.

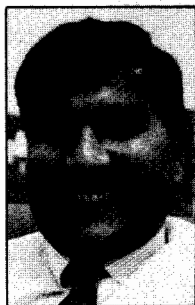
"The VAB Program is also key to meeting our quota numbers in the CSO and it will have strong linkage to our Marketing Programs and Sales Management," Bob said.

... CSO Marketing

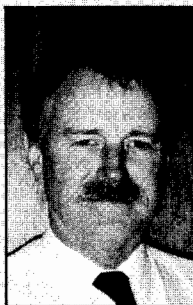
Shailesh Naik has accepted a new position called CSO Marketing, which will integrate SF31 and SF32 marketing programs for both Australia and New Zealand. The Systems and Workstation Market Development function needs to be closely aligned for success in the Client/Server Computing area. >>>



• David De Campo



• Shailesh Naik



• John Pennington



• Nick Debenham



• Ian Murray



• Graham Barnes

Lure of technology

Newly appointed Workstation Program Manager for Australasia, **John Knaggs**, was a maths teacher at Blackwood High School in the Blue Mountains until the call of technology became too strong and he joined HPA as a Sales Representative in 1979.

He moved into technical support in 1982. He recalls:

“Not long after someone said, Who knows anything about Unix and I said, ‘I don’t’, so I became the first 9000 engineer in Australia to be trained in Unix. That’s how it goes sometimes.”

Since then he has graduated from more technical to more conceptual activities.

John clearly is impressed by the enormous capacity of HP’s latest ‘hot box’ workstation, the Series 700.

“Engineers used to put a complex problem on a main



• John Knaggs

frame and get answers in a couple of days. Now they come out in a couple of hours or minutes,” he says.

John’s wife Bonnie is a school teacher who hasn’t been diverted by any calls away from the profession. Son Michael is learning piano with dad. Daughter Dana, 17, is ‘heavily into horses.’ ■



• ITG Support Co-ordinator **Trudy Edghill**, with help from **David Peake** and **John Klimczak**, has set up a self-paced learning centre at North Ryde. At their own times, employees can study audio-visual tapes that cover any range of subjects, including training materials they may have missed by being unable to fit in with a course. Headphones avoid distractions for those working nearby. Trudy is pictured with Maintenance Supervisor **Frank Thebridge**.

« « « CSO structure

In addition to the Marketing role, **Shailesh** has responsibility for the Branches.

“With the Branch General Managers - **Nick Debenham** in Brisbane, **Ian Murray** in Perth, **Graham Barnes** in Adelaide and an appointment soon to be made for Canberra - we have some very experienced managers in our Branch offices,” Bob said.

“Shailesh will co-ordinate our programs and ensure the Branches receive the proper amount of resources to meet our targets.

“He will continue to lead Quality initiatives in Sales and Marketing as well as co-ordinating HPA’s Quality activities.

. . . professional support services

Bob Congdon, National Technical Computing Group

Manager, and **Bill Clarke**, National Project Centre Manager, will join the CSO team to reinforce linkages between Sales, Marketing and Support.

“I’m delighted to have them join the CSO,” Bob said.

John Pennington will continue as National Workstation Sales Manager and be DSM for the Sydney Workstation group. It is extremely critical for us to take advantage of the recent 700 Series introduction and close some major business in the next six months.

Tony Wood will continue to build the Workstation program in Victoria.

“Already we can see some promising signs as a result of Tony’s hard work since transferring from New Zealand,” Bob said.

Phil Moon will drive System Sales programs in Melbourne and **Gary Fisher** in Sydney, reporting direct to Bob.

Further announcements concerning the CSO organisation in New Zealand will be made soon. Bob is working with Country Manager **Hans Neilson** to continue improving linkages between New Zealand and Australia. ■



• Ali Al-Tarafi



• Bob Congdon



• Bill Clarke



• Gary Fisher



• Phil Moon



• Tony Wood

Neil's sailing success

In a short deep sea career, Sydney CE Neil Kavanagh has had more success than he might reasonably have expected.

Until the end of 1988 his water sport was confined to sailboarding. A year later he had competed in the Sydney to Hobart race and come third in his division.

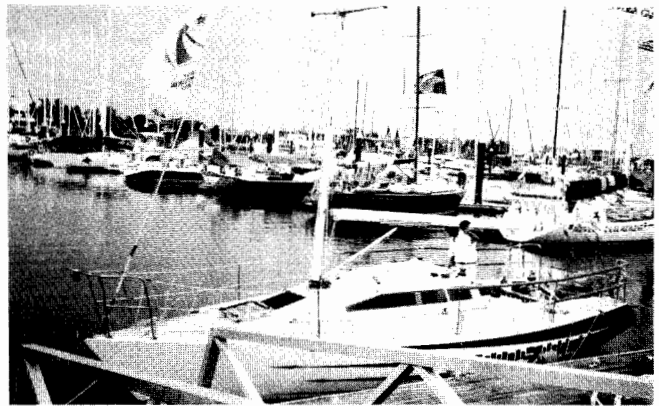
This year his half-tonner *Nuzulu* was a 4day 10hr winner in the Sydney to Mooloolaba classic. One of the smallest boats permitted in off-shore ocean racing, *Nuzulu* is raced by a crew of six.

Genes may have something to do with Neil's success. His grandfather skippered a Sydney Harbor ferry.

It's rather tenuous, though, since ferries call for skills much different from those of sports sailing. ■



• Sailor Neil



• Nuzulu (foreground) . . . midget of the fleet.

The itinerant MacFadyens

Packing and unpacking household belongings four times in a year isn't exactly what Chris MacFadyen and family think of as a fun activity.

But because it was done to advance a career, Chris thinks it was worth it.

She started in Sydney office as a temporary in 1983 and became a full-time clerk in the Credit Department the following year. Successful study for her AICM Certificate and persistence led to her appointment as Credit Manager in 1988.

In 1989 she was invited to transfer to Melbourne as Direct Credit Manager. Husband Bruce obtained a transfer from his company and, together with Glen, 14, Denise, 11, and Sasha the dog, they set off for the south.

"It was satisfying setting up the new Credit Department. We were a great team and enjoyed our work even though the hours were long," Chris says.

Last November she was attracted back to Sydney by the position of Branch Office Administrator. She is now responsible for Facilities, ITG, Warehouse, Kitstore, Demo, Customer Service and CE Co-ordination.

A taxing portfolio but it hasn't stopped her doing an advanced management course through TAFE. ■



• Chris MacFadyen

Affirmative Action breakfast

A Sydney visit by AA Officer Heather Duncan to attend the *Portfolio* magazine's AA awards luncheon prompted North Ryde women employees to have her talk at a special breakfast about HPA's AA program.

There are 34 women in the Sydney office and it was disappointing that only 11 attended but those who did voted the function a great success.

Some comments: "Heather did a fine job of communicating . . . we seldom hear of all the good things the company is doing . . . we hope this is but the first of many such meetings."

Talking about opportunities for personal development, Heather suggested Sydney office had many employees who, with their wide ranging experience and skills, would make great mentors; and that job swapping could be another avenue to explore.

It was suggested that everyone in the office could be invited to a quarterly breakfast. The next is planned for July. The search is on for a speaker. ■

THIS summer, Perth had its hottest weather since records began. In our Osborne Park office, one air-conditioning compressor threw in the towel and Branch Customer Support Manager Peter Lalor kept the other working by LAN Management - a complex of hoses and sprinklers on the roof.

CE Michael Whitby (pictured right) had his own cool-off recipe. Branch Office Administrator Fiona Cleland writes: "Thanks, Peter, for helping us see the funny side; now PLEASE put those knees away."



High Achiever Awards

Twelve members of the ATO's R&D group have been recognised with High Achiever Awards.

Working with R&D Manager **Steve Peters**, they cut by more than a half the development time for a new product.

In July, 1990, the ATO set out to design, develop and qualify HP's first SONET/SDH test system in less than a year.

A typical development time for these five hardware modules, software and firmware is 25 person years.

The citation to the award said *their hard work, dedication and productive approach allowed the product to be completed in 11.*

A second group award went to those who assisted the very successful HPUG Conference (details p2).

An individual award went to Remarketing Admin Co-ordinator **David Yuen**

The citation: *David made an outstanding contribution to the ARO. His dedicated efforts to back up the Admin staff in Remarketing and ASO, at the same time continuing to work in his own job, were recognised as something above and beyond the call of duty. He took over individual responsibilities for three other people during periods of leave and managed to avoid any major disruptions in his own area.* ■



• David Yuen.

Welcome change but not a rest

At Abbotsford, **Chris Wright** brings to her work the patience and conscientiousness learnt in her previous career as a nursing aide in a mental home.

There she was involved in the medication, feeding, dressing and monitoring of the emotional condition of 40 patients.

"I enjoyed working in community welfare. You get to see a great need and think that in some small way your contribution is important," she says.

"I left because the work is so demanding that a break is necessary but I'm open to opportunities to continue my involvement but in a voluntary capacity."

Chris' title is Facilities Assistant but half her time is spent helping Demonstration Co-ordinator **Peter Simpson**.

It means answering inquiries, booking in demonstrations requested by sales representatives and arranging for demos to be set up.

"It could require providing not only equipment but software, locating hardware in Sydney, shipping it to



• Chris Wright



• ATO Achievers: From left - Norman Grosman, Andrew MacKenzie, Matt Beanland, Sally Casey, Jim Dille, Michael McGlade, Chee Leong Whang, Steve Peters, Seamus Hayes, Henk Van Hoek, Julie Walker and James Baird. Not pictured: Frank O'Malley.

Management conference



Abbotsford hosted an Institute of Personnel Management Australia conference on 16 and 17 May.

The theme was *Total Quality Management, A Human Resources Perspective.*

Region Personnel Manager **Geoff Windsor** was a speaker. Other speakers represented Coles Supermarkets, Australian Chamber of Manufactures, Telecom Australia, Madden Consulting Group, Fuji Xerox, APM Packaging, ACTU, ANZ Retail Banking, Cadbury Schweppes, Business Council of Australia, VicRoads, Australian Airlines, H J Heinz and Wheeler Strobel.

During a break, Branch Office Administrator **Carol Donaldson** and Compensation and Benefits Manager **Ian Watts** showed groups of conference participants around the Trenerry offices.



• Carol Donaldson (left) and conference attendees.

Copy for the next issue of *Depth* closes 5 August with **Alison Teed**

Brisbane and arranging for a CE to instal a tape.

"Anything from work stations to PCs, T&M and the Computer Group. And sometimes most difficult of all, getting things back," Chris says. ■

Hard on trail of ESD

Electrostatic discharge - the leap of electrons between two things that are differently charged - costs the electronics industry many millions of dollars a year.

For Hewlett-Packard alone, the cost is estimated at \$100 million worldwide and measures are being taken to control the threat at every level it could occur.

ESD is an insidious enemy. It has potential for immediate catastrophic breakdown but many times it is not suspected that damage has been done. Performance may be degraded, or bugs come and go, or a defect will lie doggo and cause a collapse at the worst possible time.

It is so sneaky that an engineer may not be aware of causing a fault merely by the friction of sliding a spare part out of its packaging.

It's much like misfortunes to the human body. Fall from a ladder, break a leg and results are straight away discernible. Treatment starts immediately and steps to prevent a repeat are obvious.

But the mischief of ESD is like that of germs and viruses. The moment of infection is difficult to detect.

Just as people cannot be defended from every germ, even in a sterile hospital ward, complete immunity from ESD cannot be guaranteed.

But what can be done is identify the nature of the beast and frustrate most of its nasty ways.

Everyone has experience of ESD even if they don't see it as a build-up of charged particles itching for a way to hug other charged particles. Any bridge will do, including the human body.

Induction from an electrical source or friction causes

the build-up. The science teacher theatrically stroking an ebony rod with silk handkerchief and picking up paper with the charged rod or creating a spark . . . the crackle of nylon shirt or blouse being pulled over skin . . . the nip at first touch of a car door handle . . . hair standing up at the stroke of a comb.

That is ESD.

An iron-impregnated rubber strap scraping on the road gets rid of a charge built up by wind friction over a car body but that isn't a prescription for protecting silicon chips. The strap achieves *instant* discharge, the very thing to avoid with chips. They like discharge to be slower and less intense.

Humans don't feel a build-up much below 4000 volts. Above that level it hurts. It isn't uncommon to reach 20,000v. So why does 240v from a faulty toaster kill but not that from ESD? Current from the toaster keeps coming but from ESD it shuts off in a millisecond or less.

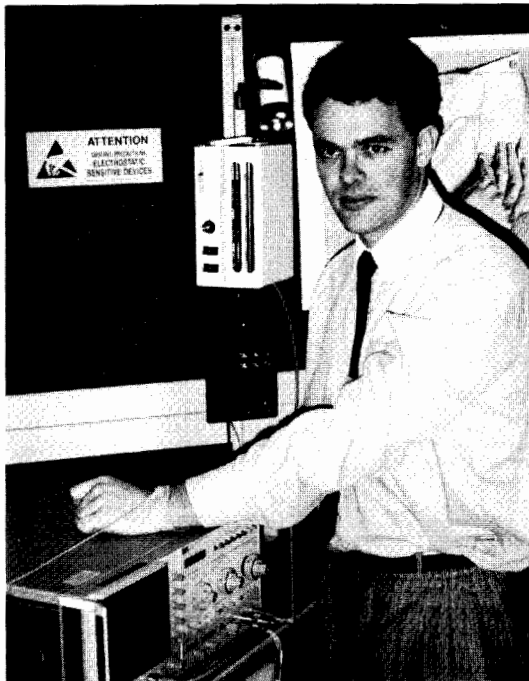
Still, long enough to punch a hole in a chip or scar a couple of the conductive channels that run so closely together and be the cause of later trouble.

At least with a catastrophic collapse the need for immediate replacement is apparent.

HPA has embarked on a long-term strategy to minimise ESD-caused damage.

Region CEO Manager Roy Armour, Region Service Manager Nigel Marrion, Region Logistics Manager Greg Plummer and SVC Operations Manager Instruments Paul Turner have designed a program firstly to educate CEs and bench engineers to the dimensions of ESD and how to avoid it in day-to-day work practices.

Equipment and furnishings that deter charges being generated or dissipate it at a controlled rate have been installed. Work areas have anti-static mats and engineers wear wrist bands that prevent static build-up.



- David Williams (left) shows what the well-dressed engineer wears these days . . . static-minimising clothing (nylon not recommended) and anti-static wrist band . . . with ioniser blowing over the work (to right of the warning sign). Judy Belousoff (centre) wins no Brownie points for handling a board but is excused. She was a compliant model to show how it isn't done. Shane Withers (right) does it correctly.

Soon lines on the floor will indicate where a safe area starts and intrusion is not welcome.

Ionisers blow over work areas. A fan takes in air that passes over two rows of needles, one positively charged and the other negatively. Within its area of cover, an ioniser neutralises static charges.

ESD co-ordinators will continue the instruction of technical people and periodically test their level of compliance with work standards.

Eventually advice will be given to everyone who could be an ESD hazard, meaning no one will be exempt. In time, the educative process will extend to dealers and Customers.

ESD signs that have international recognition will be displayed not only in service areas but wherever equipment is operated or handled.

Greatly helping the fight against ESD has been recent restructure of the Customer Service Centre. New walls have been built to make it secure from all who might unwittingly contaminate it by introducing electrostatic charges. Access is by mill key or escort.

Greg Plummer was pleased with the dedication of employees who moved the spare parts store from Distribution to alongside the CSC. It involved 400 hours of labor and many made contributions of their own time.

“Once we would order a part from the warehouse, 100 metres away. Now it is stored in less space and within arm’s length of the people who instal it,” he says. ■

Changing for a better way

One problem the Customer Service Centre has been trying to conquer for many years is maintaining a consistently quick turn-around of customers’ Test and Measurement, PC and Printer products.

Together with service costs and repair quality, turn-around-time is obviously a key factor in the minds of customers.

Service Centre Manager Nigel Marrion puts it:

“Many attempts have been made at improvement but no one effort has resulted in a consistently low TAT.

“We came to the conclusion that the most effective action was to start with blank paper and completely re-engineer the work-flow process.”

Work began in earnest last November when the group started on its Hoshin Plan for FY91.

Led by Nigel, Service Operations Manager Instruments Paul Turner and Support Business Admin Manager Joanne Turton, the proposed process was » (next page)



• Roy Armour (left) and Nigel Marrion weren’t thinking of ESD when friends gave Roy a surprise 40th birthday party. He’d been invited to drop in for a meal with Chris and Maggie Gibbins. When 7.30 came and still no sign of food, he wondered. Then well-wishers burst in from hiding, led by the skirl of pipes.

Everyone, Sassenach not exempted, had been told to wear tartan and many would have satisfied a purist, just as some would not.

One scarf was claimed to be the tartan of a little known and now extinct highland clan but a giveaway was the label of an Alice Springs souvenir shop.

Whoever heard of the MacAruntas?

• Right: Mill key admits Paul Turner.



The ESD co-ordinators

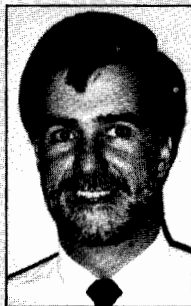
• Not pictured: Paul Wiggins (Canberra) and Andrew Blokker (Escalation).



• Gil Maravillas
Perth



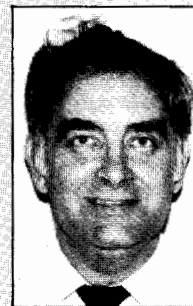
• Jon Danks
CSC



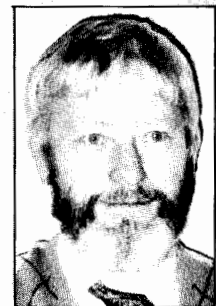
• Peter Ratten
Abbotsford



• Paul Cumberlandidge
Adelaide



• Phil Clifford
Brisbane



• John Quigley
Sydney





An historic occasion

The picture above records a milestone - 45 sales, support, manufacturing, administration, finance and R&D managers at the first Asia Pacific Functional Management Program in Singapore last month.

The managers came from nine of the countries in the Asia Pacific Region.

The program was put together by **Janis Andrews** and **Bruce Marsh**, of the Asia Pacific Education Service Centre.

Presenters were used from throughout the Region and **Alan Bickell**, Vice-President and Director of Inter-continental Operations, spoke of the enormous opportunities and his goal for Asia Pacific to become a \$5 billion region by 1995.

Changing for a better way

» divided into sections involving all the service engineers and administrative staff to work on in detail.

A final meeting in February confirmed that they were ready to go and the new process was implemented on 4 March.

One team was charged with defining a revised floor plan/layout for the CSC. This was the opportunity to increase security of the area because customer and HP equipment valued at \$5 million is in the CSC at any one time.

There was also a strong desire to improve the work environment for all employees and ensure the CSC presented a professional image to visitors.

Refurbishment was completed during April.

About his team, Nigel said: "They showed great good humor and tolerance during the building work. I think they are all as pleased as I am with the result.

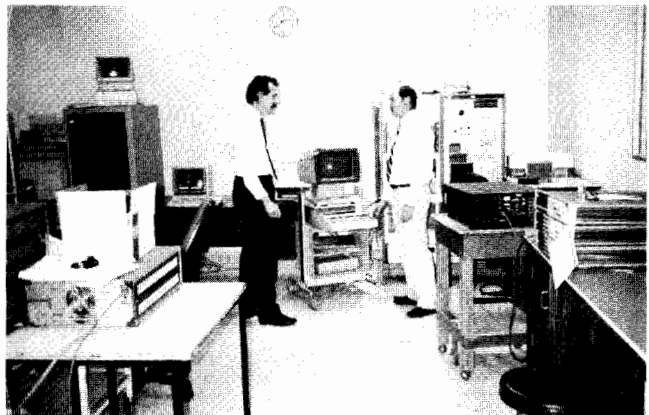
"Now that TAT has already started to reduce, we're confident we have finally begun to conquer our largest problem. ■

Feedback suggested the meeting was a huge success. Plans are already underway for the program to be conducted in Japan and Australia next year.

Bill Clarke, Steve Peters, David Peake, John Klimczak and **Jack Gargano** attended from Australia and **Mel Weston** from New Zealand. ■



• After 11 months as a popular member of the APESC, **Hiroshi Iizuka** was given a Royal Melbourne Golf Club jumper at a farewell luncheon before his return to Japan. **Doug Davies** and **Mary Lam** made sure it was a good fit.



• **SVC Operations Manager Paul Turner** (left) and **Senior SVC Engineer Bruce E. Thompson** enjoy facilities of the new callibration centre.

Births

- Nicholas Peter, son of Secretary **Anne Markovich** and John on 15 Mar at 5.30am (2863gr/61b 5oz).
- Andrew John, son of Secretary **Elly Susnich** and Gary on 30 March at 10.30am (3175gr/71b).
- Rebecca Victoria, daughter of Contracts Supervisor **Pam Craig** and Peter at St George's Hospital at 6.30am on 17 March.
- Amy Rose, daughter of Karen and CE **David O'Hara** at St George's Hospital on 13 March (3033gr/61b 11oz).
- Marc, son of Mirella and CIC Manager **Tony Graziani** at 11.16pm on 28 February (3232gr/71b 2oz).
- Emily Jane, daughter of Jane and Response Centre DM **Andrew Robertson** at 5.38am on 6 April at Mitcham Private Hospital.
- Christian, son of Louise and CE **Paul Brackenridge** on 7 April (3884gr/81b 9oz).
- Elise Victoria, daughter of Gill and CE **Neil Moseley** on 27 February (3402gr/71b 8oz).
- Tamara and Omar, twin daughter and son of Rita and CE **Roberto Paggi** on 5 April (Tamara 3175gr/71b; Omar 3402gr/71b 8oz)
- Alistair Raikes, son of Anne-marie and SR **Piers Hodson** at Royal Canberra Hospital on 2 May (3714gr/81b 3oz).
- Aaron David, son of Cathy and CE **David Shield** on 10 March at St George's Hospital.
- Sebastian, son of Pauline and Senior SR **George Lee** on 17 March.
- Marg, daughter of Lauren and FE **Sean O'Kearney** at 7am on 25 December (Lauren left hospital for an hour to have Christmas dinner at home - an achievement worthy of notice even at this late date). ■

ENGAGED: Abbotsford Graduate **Iveta Samuelis** and Capt **Aldis Sveillis**, of Sydney. ■

Married

- Jennifer Miller and Response Centre Engineer **Jeff Riley** at the Police Academy Chapel, Glen Waverley, on 22 March.
- Sales Engineer **Susan Johnston** and Peter Sloane at St Gregory the Great Church, Templestowe, on 6 April.
- Accounts Clerk **Karen Emms** and Rocky Maisano at St Michael's Uniting Church, Melbourne, on 20 April.
- Response Centre Administration Supervisor **Chris Hain** and Julie Drake in a garden wedding at South Caulfield on 20 April.
- Mailroom Clerk **Jennifer Gunnson** and Paul Scott at St Andrew's Uniting Church, Box Hill, on 13 April.



• Celebratory drinks and a cake were called for when **Rosemary Lamont** reached the milestone of 17 years as Sydney Receptionist on 8 May.



• Michelle Harvey



• Olive Logan

Michelle Harvey, Brisbane Receptionist, was born in New Zealand, lived at Gove and Darwin, scuba dives and hopes to do an African safari.

Olive Logan, Perth Receptionist, is Irish-born, married Simon Fraser and was on a Melbourne course when their first anniversary came around. ■



• Jennifer and Jeff Riley.



• Linda Harrison (left) was a bridesmaid to Jennifer Miller. Glenda Hutchinson and John Koumourou read the lessons.



• Jennifer and Paul Scott lead in the bridal waltz.

T-Q-C-REPORT

CFS update

A process for capturing customer feedback (complaints and also compliments), the CFS was introduced to a limited group of employees in Australia and New Zealand last December.

The Customer Feedback System has been progressively expanded in the main offices of Sydney, Melbourne and Wellington over recent months to the point where we now have approximately 65 per cent of employees in those offices aware of the program.

To date, we have captured 97 complaints (a few compliments also), ranging from problems customers have encountered with our Support Contracts process through to our delivery process.

Of the complaints, 96% have been resolved at the time of the complaint or within three days.

We are now at the point in the data collection where we can provide useful information to the SMT for their consideration and assignment to managers to develop action plans to improve the processes.

For further information on CFS, please call Quality Manager (Support) Ken Bailey. He's available on (03) 272 2505. ■

Ideas in Action

Four awards have been made for ideas as diverse as savings on sending documents interstate and condensing our asset listing.

Distribution Administrator Noela Sheehy and Sales Administrator Pauline Yu believed it was costing more than it should to send delivery dockets between Melbourne and Sydney.

Paperwork was going in its own



• Noela Sheehy



• Pauline Yu



• David Wiggett



• Hou-Lian Chew

overnight satchel. Nola and Pauline put their heads together and found they could use the regular courier to the airports and the satchel of our freight forwarder, AEI, at a saving of \$14 a day.

They suggested to Physical Distribution Manager Barry Newland that documents would get there just as safely and quickly in the AEI satchel.

Result: Barry agreed. An expected saving of more than \$3000 a year.

Inventory Controller David Wiggett compared imported and local prices for floppy disks.

HPA is one of the country's biggest users of floppies.

David suggested we buy locally.

Another substantial saving.

FRO/DPMS Administration Manager Hou-Lian Chew felt too much paper and shelf space was being given to the listing of the company's assets (they range from

TQC training aid

At last we have found it. A TQC course where you learn about the basic concepts of TQC and the Process Improvement Model that's *interesting* and *fun*.

What is it, you ask?

The course is a simulation game where you work in teams. Each team acts as the Quotes Processing department for a company called CPL Ltd.

Their job is to process customers' requests for quotations as quickly and accurately as possible.

Sounds easy, does it?

The problem is that CPL customers have expressed concerns about both the accuracy and timeliness of the quotes they receive.

The teams are asked to use TQC to improve their processes. Each needs to develop an issue statement, process flows, data collection, etc, and ultimately standardise the new processes they develop.

The course has had enormous success in the UK and US.

We have piloted it in Australia and New Zealand with similar results.

Four courses are scheduled before the end of October - one in Sydney and three in Melbourne.

Dates can be obtained from Millicent Miranda in Personnel (03) 272 2986.

Look forward to seeing you there.

Anne Foley
Quality Manager
(Admin)

buildings to motor cars to electronic equipment to furniture).

Result: His suggestion greatly reduced bulk. And the listing is now on HPDesk. Managers do a printout of only what they need. ■

Progress of "Configuration to Instal" project

Towards the end of FY90, HPA's Senior Management Team developed an initiative in their Hoshin Plan for FY91 to review and improve the "Configuration to Installation" process for computer systems sold to customers.

A steering committee - comprising **Bruce Thompson** (Region Admin Manager and project owner), **Peter Sullivan** (Sales Admin Manager), **Peter Hall** (DSM Dealer Centre), **Roger Kane** (Customer Support Manager) and **Ken Bailey** (Quality Manager Support) - was formed to nurse the project along.

Members of the committee were also leaders for their various parts in the process (see diagram below).

Two major areas which each team has been focusing on have been *documentation* and *data collection*.

The data collection just completed has lead us to these major areas for improvement:

- Shipment of hardware and software, which has been

incomplete. Most times problems have occurred after equipment has reached Australia.

- Configuration of the hardware and software for the systems has been inaccurate or incomplete.

The next step for the committee is to review what process improvements are required to reduce the rework that is being done by many parts of HPA.

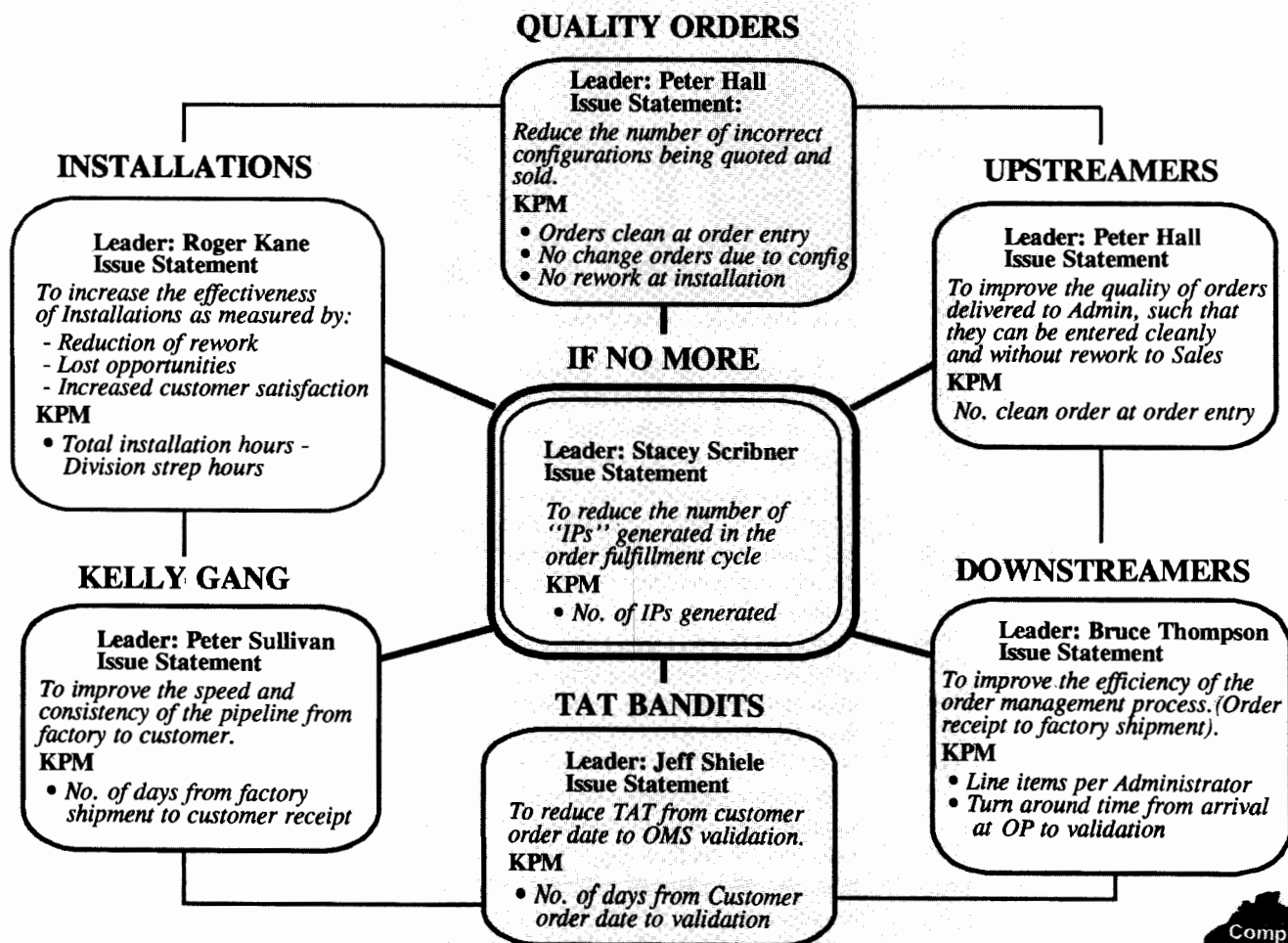
One very pleasing aspect is that customers have not perceived this to be a problem because of a lot of effort by a lot of people, from Sales through to Customer Engineering.

The SMT has one charter in this: *To further improve the satisfaction level of our customers with the Configuration to Installation process.*

Please watch this space for further information in coming months.

Ken Bailey for
The Steering Committee

FY91 SMT HOSHIN OBJECTIVE - "CONFIG TO INSTAL CYCLE"



'Twas a right famous victory

By Long Stop

Rivalry ran high when Melbourne played Sydney cricket at Yarra Valley College oval on 17 March.

The first psychological blow was struck by Melbourne naming its team *The Dirty Dozen*.

Then its taunts flew thick and fast in the weeks leading to the showdown.

Placing five Merv Hughes clones shoulder to shoulder within inches of the bat was an act of gross intimidation which quickly had the umpires conferring and ruling it was not in the best interests of cricket.

Sydney, to their credit, refused to play mind games. Their captain, Gentleman Jim Watson, said with much dignity that the *True Blues* did not wish to sully the noble traditions of the game.

"We will contest stoutly but fairly . . . and may the better side win," he said with moving chivalry.

But it was again a case of nice guys coming second. Melbourne won by three runs.

Coming to the last over, Sydney needed seven runs for victory but their gallant bid fell short.

Immediately the True Blues challenged for a return match next year.

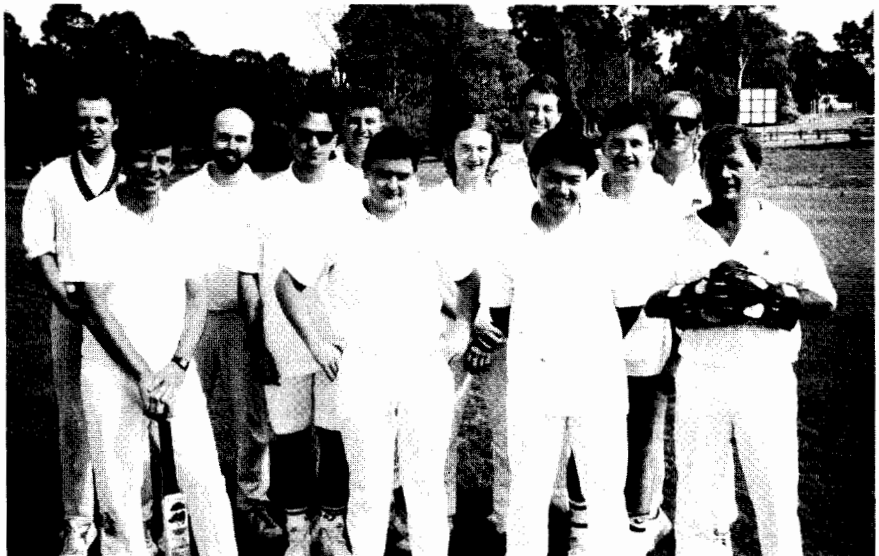
"We're confident that with the match played on a Sydney ground and with different umpires we'll turn the tables," said Jim, gracious and generous in defeat.

Batsmen had to retire after scoring 40 and bowlers were expected to relinquish the ball more or less gracefully after six overs.

Melbourne's Darrin Romasz was man of the match with a score of 41 runs (retired) and 1 wicket for 10.

Best bowling effort was by The Dirty Dozen's Alan McLaughlin, taking 3 for 10.

One must grudgingly admit he captured all wickets honestly, receiving negligible home ground advantage and having no known blood ties to either umpire.



• The Dirty Dozen . . . mean . . . aggressive . . . needlers . . . winners.



• The True Blues . . . chivalrous . . . upholders of tradition . . . near winners.

A breath of the MCG's Bay 13 came to Yarra Valley with the attendance of David Mitchell and his patented gravity-feed ale dispenser.

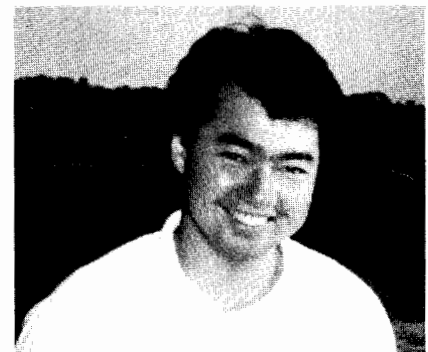
It was a pleasant though cool day, many of the players wearing sweaters, but David explained it was foolhardy for vigorous barrackers to take risks with dehydration.

Joanne Turton was a knowledgeable and efficient scorer after it was explained that umpires were slapping their thighs to signal leg byes, not being bothered by European wasps.

It wasn't long before she was semaphoring acknowledgement of byes (leg), byes (non-leg), wides and no balls - and explaining patiently to American-born Andy Jaeger the subtleties of the game (reared on grid-

iron, he'd never quite fathomed the mystique of cricket).

Andy was there in his official capacity of Social Club president, assurance that the hearts and minds of all at Blackburn and Abbotsford were with the Dirty D. ■



• Alan McLaughlin . . . best trundler.

SCOREBOARD

MELBOURNE

David Weeks (Capt) b Merrick	1
Alan McLaughlin c Dalal b Brown	22
Chris Hain b Merrick	41
Darrin Romasz retired	43
Paul Ayton retired	0
Rod Makin c Merrick b Burgess	10
David Peake c O'Shannassy b Watson	12
Nigel Marrion c Marshall b Dalal	0
Glen Claidon runout	0
Bruce Thompson c Burgess b Watson	0
John Norden c Burgess b Watson	0
Alan Colvin n.o.	0
Sundries	13
TOTAL	142

Bowling: Brown 1/17, Philipson 2/19
 Watson 3/19 Holdforth 0/19 Marshall
 0/19 Burgess 1/24 Dalal 1/3

SYDNEY

David Burgess c Thompson b Norden	8
Arthur Farmakis b McLaughlin	6
Raj Dalal runout	17
Lindsay Philipson c Thompson b	3
McLaughlin	
Jim Watson (Capt) b McLaughlin	1
Phil Merrick c Thompson b Romasz	8
Alan Brown retired	42
Les Jackson b Weeks	35
Geoff Marshall run out	1
Nathan Holdforth b Ayton	5
Peter O'Shannassy n.o.	2
Sundries	11
TOTAL	139

Bowling: Colvin 0/17 Norden 1/15
 Romasz 1/10 McLaughlin 3/10 Ayton
 1/33 Peake 0/21 Marrion 0/14
 Claidon 0/9 Weeks 1/11
Melbourne won by 3 runs.

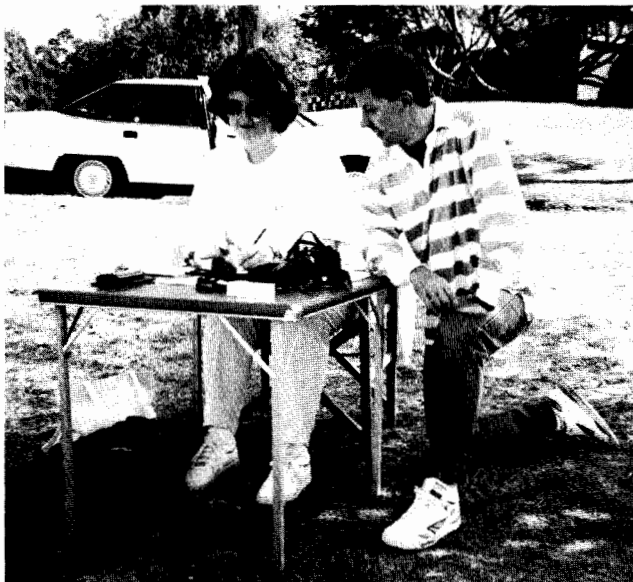


• In a courageous skipper's knock, Jim Watson dares wicketkeeper Bruce (Merv) Thompson, Rod (Merv) Makin, Nigel (Merv) Marrion, David (Merv) Peake and John (Merv) Norden to do their intimidating best. He went on to compile a sound 1.

• RIGHT: On the hallowed turf of Lords, you walk before the umpire's finger is half-way up. At Yarra Valley, umpires Gary Samson and Ian Banks were ready for anyone inclined to hang around. Here they practice finger-raising to the power of four.



• LEFT: David Mitchell takes no chances.



• No flies (or wasps) on scorer Joanne . . . Andy gets a lesson about fine legs, thick fine legs, maiden overs and dumb people who just look for trouble loitering at silly point.



• Man of the match Darrin Romasz (centre) congratulates rescuers Les Jackson (left) and Alan Brown who came to the crease when Sydney reeled at 6 for 43 and contributed to a stirring fight back.

Computer
Museum

'Thank you, everyone'

Volunteers who helped take calls at weekends and at night during the *Powerful PCs and Priceless Printers* promotion earned the gratitude of CIC Manager Tony Graziani and his team.

There are times when a commercial answering service is helpful but on this occasion Tony wanted the special expertise of people familiar with the products and personally committed to the success of the campaign.

Advertising ran on high profile TV programs like the final of the AFL night football competition, *30 Something*, *Beyond 2000*, the Indy motor race, *A Current Affair*, *Business Sunday* and the NBC's *Today Show*.

Those who helped give credibility to the invitation to 'ring now' were: Judy Belousoff, Gary Berman, Michelle Campbell, David Collins, Norma De Burgh, Frank Freschi, Danny Hills, Kathy Knapsey, Mary Lam, Janine McDonald, Robert McKenzie, Janette Scanlon, Peter Simpson, Dion Vandenhout and Chris Wright.

Similarly, Secretary Janet Beck was most appreciative of assistance given in the Blackburn mailroom while Jennifer Gunson took two weeks' leave to marry.

Every section of the company has an interest in the smooth working of the mailroom. Danny Hill in his usual determined way would have got the mail in and out but there would have been delays.

A second successful SOS went out when Jennifer returned and Danny went on leave.

Janet was moved to say, "You feel good when so many take on an extra burden to help out a colleague."

These were the mailroom volunteers: Gary Berman, Debbie Barry, Connie Bala, Marianne Biersteker, Susan Byrde, Jean Crawford, Michelle Campbell, Melinda Gibson, Doreen Hayden, Mary Klonis, Janine McDonald, Jo-anne McKellar, Judy Payne, Cate Rejman, Noela Sheehy, Wilma Spencer, Joyce Thompson and Mary Weinman. ■



Thankers:

- Left: CIC's Pat Calabresi, Garry Barnett and Jacqui Mellody
- Right: Janet Beck
- Below:

Some of the thanked



• Janette Scanlon

• Gary Berman

• Norma De Burgh

• Jo-anne McKellar

• Cate Rejman

• Dion Vandenhout

Winging wingless kiwis

Falling off ladders in Wellington hasn't quite reached plague proportions but there is a lot of it going around.

Mel Weston went down while roof painting a few months ago. Then Mike Smith did the same.

Mike tells: "With imminent arrival of winter and wet rain, I checked for leaks. Years of climbing and rooftop prancing as a volunteer fire-



• Birdman Mike

fighter made me rather casual. My Douglas Fairbanks Jr leap-from-roof-to-ladder trick was unwise. Still, my wife says I arranged myself in the regulation recovery position, showing consideration for the ambulance crew.

"Anyway, I got minutes of peaceful sleep, a fractured rib and wrist and a violent hangover.

"By the way, the ladder cowers in its corner, next to implements of hacking, dismemberment and burial. It knows. ■