

MC&SE



Connection

April-May 1989



A newsletter for Multinational Customer and Service Education people by MC&SE people

VOL. III

No. 2

MC&SE and the National Quality Award

by Dee Trass

MC&SE is helping document Xerox' efforts toward becoming a Total Quality Company. Several MC&SE employees have spent the last month and a half dedicated to the development of the Xerox application for the Malcolm Baldrige National Quality Award.

MC&SE's Roger Van Houten, who the NQA Team affectionately calls the "Beachmaster" (a military term referring to the person who directs all activity on the beach during an invasion), is responsible for the production process, schedule, and publication of the application from its inception to the final submitted version. Roger is supported by "Assistant Beachmaster" Donna Harman, along with MC&SE writers, illustrators, and composition people.

The National Quality Award, named to honor former Secretary of Commerce, Malcolm Baldrige,

was established in 1987 by the federal government to encourage and recognize the continuous quality improvement efforts of US companies. It is the highest level of recognition that a company can receive from the federal government and is presented by the President of the United States.

Companies may apply in one of three categories: manufacturing, service, or small business. Up to six awards are authorized each year (two in each category).

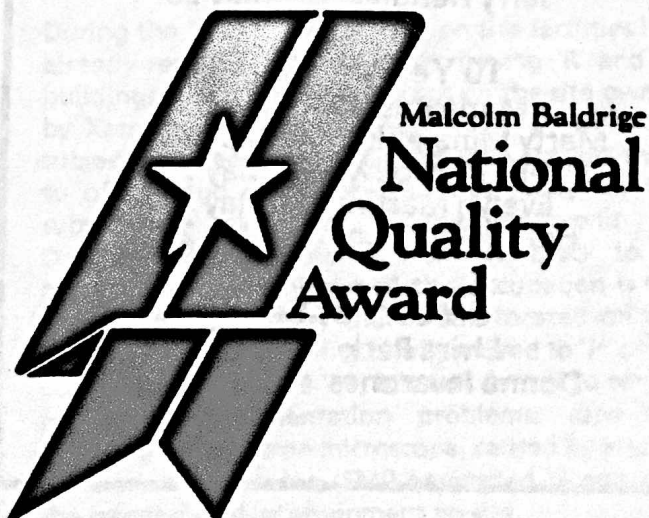
Of the 66 companies that applied in 1988, the three winners were Westinghouse (Commercial Nuclear Fuel Division), Motorola Inc., and Globe Metallurgical Inc. Xerox is working toward applying in May 1989.

During the application process, the company looks at its quality processes, how they have been used, and what results have come from them.

David Kearns stated that "If we get out of this (application) process what we really have to, we will identify our frailties; our shortcomings. The benefits go way beyond winning the award—winning will be only 10% of the real impact."

The application is the first step toward consideration for the award. Three examiners review each application, awarding points in seven major quality categories: Leadership, Information and Analysis, Planning for Quality, Human Resources, Quality Assurance of Products and Services, Results of Quality Assurance, and Customer Satisfaction.

If Xerox is granted a site visit, four examiners will conduct a three-day visit to various company sites. These visits would take place during the July/August timeframe and allow the examiners to review firsthand the results of the company's quality efforts.



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Reward and Recognition

The following employees have received special recognition or awards during February and March. Please join us in congratulating these people on their achievements. The list includes both US and UK groups, but does not include employees who have requested their names not be published.

Special Recognition

Tom Krissel

Unselfish and enormous contribution to the successful launch of several low volume programs.

Dinners or Catalog Awards

Maria Russo Jean Bell
Elvira Peck Jim Kraus

Outstanding performance at Multinational Customer Education workshop in England.

Carol Elkington **June Blanchard**

Recognition of major contribution to the planning, organisation, management and preparation of 'minutes' for a new product Multinational Customer and Translation workshop.

Jim Wayert

Significant effort in developing the P/J locational drawings for an upstream program.

Dick MacEwan

Outstanding effort in supporting communication line moves during Phase II building renovation.

Hector Rivera Eileen Pastorella
Walt Groell Len DiSalvatore

In recognition of exceptional performance in the development and delivery of 5090 pre-launch and launch parts list and CCA materials. These employees received both a Dinner for Two and a catalog award.

Marty Mihalenko

Work on non-repeatable diagnostic task - electrical noise RAP.

Linda Bell

Outstanding work on several Leadership Through Quality jobs.

Joe Cummings

Excellent support of 'J' Level Software for the 5090 program.

Pub Lunches

Ian MacDonald

Recognition for the design, development and production of the '5090 Fault Code Reference List'. A unique document meeting the needs of the field employing all the principles of Leadership Through Quality.

Sharon Jackson

Meeting tight schedules for paste-up requirements whilst performing another person's job (Dark Room Operator) in parallel.

April - May Service Salute

The following employees are celebrating significant anniversaries with Xerox during April and May. Please join us in congratulating these people and wishing them continued success in their careers with Xerox.

25 Years of Service

Fred Giovagnoli April 27
Roy Williams April 27

20 Years of Service

Stan Austin April 14
Don Confarotta May 26

15 Years of Service

Jerry Tamburrino April 15
Casey Siel April 29
Aurelio Mendoza April 29
Dianne Magee May 20
Jerry Hendler May 28

10 Years of Service

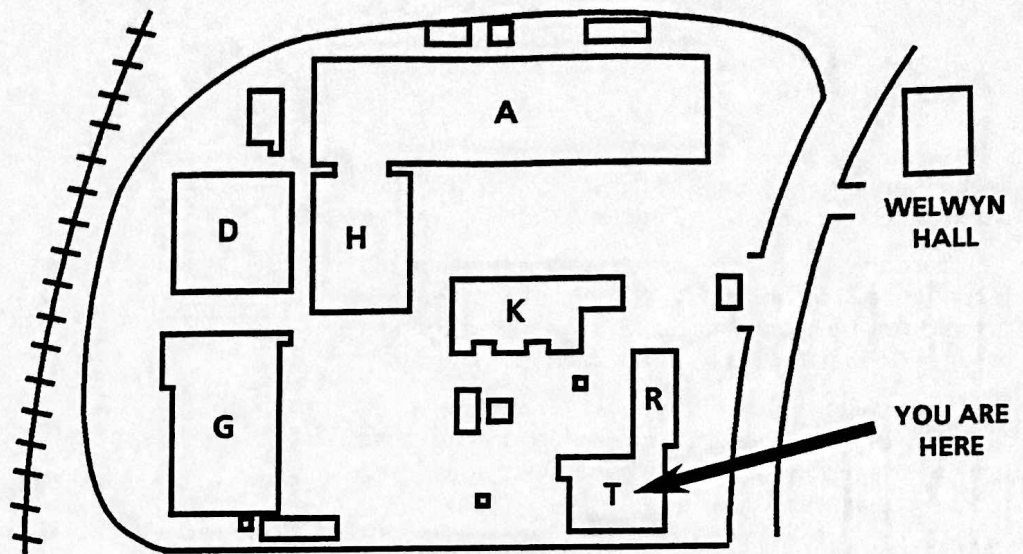
Maria Russo April 2
Marty Mihalenko May 1
Estella Verdouw May 7
Evelyn Martin May 21
Helen Dnistrian May 29

5 Years of Service

Elvira Peck April 4
Donna Iavarone April 16

A Little Bit of History

by Stuart Shaw



In the beginning . . .

Back in the dim and distant past, even before the Rank Organisation and the then Haloid Company joined forces in 1956, the Welwyn Garden City Development Corporation had commenced development of the Bessemer Road site. 'T' building, built in 1953, was originally a manufacturing facility for Atomised Food Products and had large holes in each floor through which vertical conveyor systems passed. 'R' building was built around 1956-7 and was first occupied by a company called Hol-Pak. During the same period, 1954-1960, 'A', 'K' and 'H' blocks had been constructed, and were a manufacturing facility for The Murphy Radio Company, manufacturing TVs, radios and electronic and medical equipment.

In 1962 the Rank Organisation took over Murphy and, in 1964, the manufacture of electronic and medical equipment was moved to the Rank Cintel site in Ware, Hertfordshire, leaving just the consumer products division. The space left was occupied by Rank Xerox development activities that had outgrown the original Rank site at Elstree, previously film studios.

During the 1960's, the pressure on site facilities had already resulted in Rank Xerox buying 'R' and 'T' buildings, still the only buildings on the site owned by Xerox. The buildings, especially 'T', were the subject of extensive refurbishment to convert them to offices and laboratory facilities ready for the subsequent relocation of the embryonic RX Development Laboratories from 'H' block to 'T' block. The last reminder of this occupation is the Microscopy Laboratory that is still located on the ground floor. This facility briefly moved to 'H' block during the period '79-'81, but was forced to return to avoid instrumentation problems, especially affecting the electron microscope, caused by electro magnetic interference (EMI) generated by some of the larger electrical equipment on site.

To consolidate their manufacturing base, in 1968, the same year that Chester Carlson died, Rank Bush Murphy moved their consumer products division to Plymouth, leaving the site to Rank Xerox and enabling the transfer of photoreceptor and developer production from Elstree. In addition, an environmental test facility was installed in 'A' building, together with a repair and test department for printed circuit boards.

Engineering move out . . .

By 1973 the site was a major manufacturing facility for Rank Xerox. Copier production, in the shape of the Computer Forms Printer (a converted 7000 copier), had started in 'D' building and a pilot production plant for the 9200 photoreceptor was located in 'A' building. To release yet more space for manufacturing, the fast growing Engineering group relocated to Linford Green, Milton Keynes early in 1974; consumables engineering remained on site in 'T' building.

The growth in the electronics content of photocopiers resulted in establishment of an electronic manufacturing facility in 'D' building in 1975. This facility has been continuously improved and is now one of the most advanced automatic printed circuit board manufacturing plants in Europe, currently producing over 1 million boards per year, many for customers outside the Xerox organisation.

In an effort both to improve communication between departments and also to provide further office space, in 1976 'R' and 'T' blocks were linked. The addition of this structure highlights the difference in ceiling heights resulting from their manufacturing origins, with 'R' block having four floors to 'T' blocks' three. (There must be an opportunity for expansion here!)

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An Innocent Abroad

Part 2

by John Gair

A further extract from "My first visit to the USA (Unusual Situation Ahead)" by John Gair.

This second selection taken from vast volumes of my experiences, second only to "War and Peace", should not be taken lightly. Did you read the last issue of *Connection*? If so, read on - if not, why not?

For those who did read it, you will remember I was just leaving the Airport and driving on the same side of the highway as the other 5000 or so vehicles coming towards me . . .

With the agility of a wounded Rhinoceros I steered my big Blue Tin Box to the Right side of the Highway (I only had to cross three traffic lanes !!) I could now relax, all I had to do was to follow Tail lights instead of driving into Headlights. I noted the directions that I had been given, "hang a right, go North, hang a left, go west, etcetera etcetera. I had been given various signs to look for and but for the driving snow I may even have seen them. Anyway I eventually arrived at the Hotel and parked the "Savage Beast" in an area about the size of England. They called it the Parking Lot.

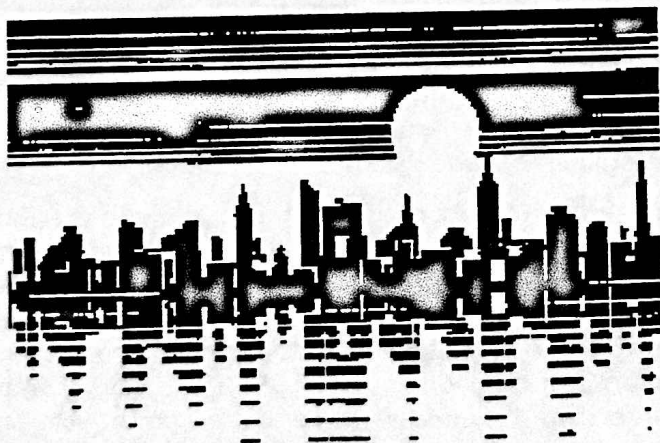
I stumbled through the swing doors of the Hotel and presented myself to the Reception Desk. At least I knew that this part would be easy - I had booked in advance. How wrong can you be: "Mr who? Can you spell that Sir?" (If I can't, who the **** can.)

"When did you book? Who made the booking? Was it in your name?"

"Xerox."

"Xerox." "Oh yes we have a lot of your people here, but not Gair or Gere or Garr or Gare. Ah, we do have a Grainger - is that you?"

"If it gets me a room then yes I'm Grainger."



"Will you be paying by Cash, Account, Credit Card or Check Sir?"

"By Travellers Checks please."

"Certainly Sir, may I have an imprint of your Credit Card please?"

"What for?" I query.

"Only for Identification Sir."

Fine, I pass over my card.

"This is for Gair not Grainger Sir."

Oh no here we go again . . .

Eventually I was given the room. If you have ever been to Hampton Court Maze you will know what it was like to try and find the room. However I enjoyed the ride in the Elevator - up then down then up again until eventually I found the correct floor. I then kept walking in ever decreasing circles until I found my room, easy isn't it !!

I began to unpack and decided to put my outdoor Coat in the Corner Cupboard. The trouble was that I couldn't get the door open. After a few tugs and a couple of kicks the door swung open and I was looking at the Air Conditioning Control Panel. Not much room here for a Coat I thought. The room being rather hot, I took the opportunity to select a cooler number on the dial and closed the door.

I flopped out on the bed and every thing went black - I was asleep.

My next recollection is of a vivid dream of an Expedition to Alaska. I dreamt I was fighting my way through a Blizzard in sub zero temperatures with my extremities suffering from severe Frost Bite. It was then that I awoke, I had turned the Air Conditioning down far too low. The fans were blowing ice cold air at full blast into the room. I reopened the "Corner Cupboard" and reset the control to near where it was when I had arrived.

Now for a quick shower and change, then down for a meal. I decided to play it safe and order something which I recognised. It all went reasonably well and after waving my room key at the waiter, I instructed him to "book it Dano". I was then free to visit the bar for a night cap or two.

A couple of drinks later I had begun to experience the socialising friendliness of the American People, one of them introduced herself and her friend to me, and after further drinks . . .

The Saga continues in Part 3. ⊖

Spotlight on People



Eileen Pastorella

by Ginny Bressler

Eileen is a person on the move! This past year she has camped out with the 5090 Team in 207 and moved into a new house, a new office location and a new job.

Eileen recently changed her career track, from CCA Screen Designer, to Parts Documentation Analyst, working for John Newhouse.

Born in Burlington, North Carolina, and raised in St. Louis, Missouri, and Rockaway, New Jersey, has given Eileen the subtle combination of southern charm, Midwest tenacity and East Coast grit. This combination came in handy during 5090 CCA and Program Team support. Eileen has been a Rochesterian for ten years - all of them employed by Xerox. She describes Rochester, to her out-of-town friends, as conservative, beautiful and prosperous.

Favorite Junk Food: Chocolate Pecan Turtles

On Saturday nights, you can find me: relaxing with friends and hubby.

Why I do what I do: for personal satisfaction.

Pet Peeve: people humiliating people.

Biggest Fear: losing good health.

Favorite Childhood Memory: sleigh riding down Highway Hill in New Jersey.

Best Advice either parent gave me: Be your own best friend!

Proudest Achievement: Becoming a Xerox employee, enjoying and being successful in the challenges I take.



Bill Wood

by Nancy Sampson

Bill Wood is Hardware Systems Analyst for the Systems Support group of the El Segundo Documentation Services department. He is an active and dedicated individual, both on the job and in his leisure-time activities.

His first job at Xerox was as a field technician (for telecopiers) in Southern California. He continued to work as a field technician for OPD (Office Products Division), branching out to 860s, the 8000 family, and word processors. He spent the last two years with OPD as the primary technician for the El Segundo area.

It was in El Segundo in 1984 that Carla Jeffords, manager of the El Segundo Electronic Publishing Center (EPC) at the time, offered him a position with the group. Bill has been with the EPC ever since. He created such a strong following as a technician that, even after joining the EPC, his customers continued to ask him to diagnose and fix their equipment problems.

While a technician, Bill was trained in Leesburg on every piece of OPD equipment offered by Xerox. He uses his product knowledge in his current position: he handles network management for all Electronic Publishing Center equipment and for the El Segundo CP8 building net. He is the EPC's network administrator and the local systems administrator (LSA) for the Documentation Services department. He also supports mainframes for the Xerox Font Center. Recently, his job expanded to include move coordination (hardware and facilities).

Bill celebrated his 10th anniversary with Xerox this past February 12. Bill is married - his wife's name is Judy. They have three children: Larry, 9; Danny, 5; and Laura, 1.

Judy and Bill make their home in Orange County (30 miles south of Los Angeles). Bill relaxes at home by engaging in his favorite hobby:

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NIGHT SCHOOL-Light at the End of the Tunnel?

by Steve Pochulsky

Many of us have had the challenge of pursuing a college degree at night while maintaining a full time job during the day, in addition to managing a family.

Although the rewards can be great in completing a degree (personally and professionally), sometimes you feel that "you will never see the light at the end of the tunnel".

Many of our peers have (and still are) going through the experience of night school, and have shared their humorous thoughts and reflections with us:

•• *After surviving 3 hours and 45 minutes in a summer marketing class lecture in a classroom that has no air-conditioning because someone forgot to feed the hamsters, I awoke from my semi-conscious daze to hear the Professor say, "Okay class, let's start another chapter." As these words were spoken, I felt the blood rush to my head, which was already moist with perspiration from sitting in an 88 degree classroom. There are only five minutes left in the class. How can he start another chapter? Why is he doing this to us? What a slavedriver! Doesn't this man have a heart? After beginning the lecture on the next chapter, the class was dismissed 20 minutes late (a total of 4 hours and 20 minutes). I arrive home to have my wife greet me with my 7 month old son (who by the way was going through a colic period-which means non-stop crying). My wife greets me with "here, you take him, he's been impossible to deal with tonight", and proceeds to tell me how lucky I am to get out in the evening by going to night school. And by the way, the water pump is broken and there is water in the basement floor. After comforting my son for a few minutes, I discover he had a gift for me in his diaper. I couldn't wait for the next class.*

•• *There IS nothing humorous about going to night school! (Unless you get a chuckle out of somebody freezing their butt off going through the RIT wind tunnel late on a January evening.)*

•• *I learned the most important aspects about designing airplanes structurally while attending RIT nights in a single "Statics and Strength of Materials" class than all the reading I did from all other sources combined, including becoming self taught in slow speed aerodynamics. Isn't that backwards???*

•• *In the early 1970s during my many years as a night school undergraduate student, it became a standing challenge to determine, prior to the start of the next course, what type of person the new instructor would be. This challenge led to intense discussions with former students to determine likes, dislikes, and idiosyncrasies of instructors. This information then became a source of power to be shared with the other students.*

In one particular class, a male instructor, had been noted to be a womanizer and somewhat of a ladies man, and that the women in class should beware. This information had come from several women, including Jane and Jean (not their real names) who had taken the class the prior school year. Therefore, as we waited for the instructor to arrive on the first night of class, I put out the word to all the women taking the class. As we gathered together, some of us cross referenced our data. We spoke to details and facts, second- and third-hand of course, but facts none-the-less of this particular instructor's past.

However, as the term got under way the instructor failed to fulfill the negative expectations which precluded the class. Many a break were spent discussing, with the women in class, the potential for when the womanizing idiosyncrasy would overcome this instructor. Yet the term continued without as much as a remark from the instructor toward any of the women in class. As the term began to wind down it became apparent that this instructor had genuinely changed his ways.

On one of the very last nights of the term I ran into Jean in the parking lot on our way to class. The conversation led to a brief discussion of the course I was taking. Before I could comment on the remarkable personality change that had overwhelmed my instructor, Jean pointed to a woman, in a red jacket, walking ahead of us. Unable to see her because of the distance Jean commented, "You know that male instructor I told you about, the womanizer!" Yes I replied. "That's his wife." I then mentioned to Jean that the instructor had not lived up to the classes negative expectations. Jean replied that she wasn't surprised to hear this, at which point she said goodbye and turned into the room where her class was held.

Confused by Jean's statement, I continued on to my class. As I entered the hallway to my classroom I noticed the woman in the red jacket entering my classroom. This is going to be good, I'm really going to see what the womanizer's wife looks like. I entered the room, found a seat and searched the room for a different face. A very strange feeling gripped at the pit of my stomach. I knew every face in the room. There was no one new in class. Frantically my eyes searched the chair backs for a red jacket. There it was on the chair next to mine. I could feel a cold sweat forming on my face as our eyes made contact and she said, "Hi, how are you tonight? Did you get your assignment done? I had problems with question #11. Are you feeling alright? You don't look so good!"

She had been in class every night from day one. We had shared every bit of information about the instructor and his prior reputation. She and he had never said a word. After that Jean and I had a good laugh about the experience. However, the challenge of trying to determine what type of person the new instructor would be didn't have the same intensity as in the past. ☹

Feature Group



SDTT in Henrietta

by Jean Bell

SDTT:Henr801B:Xerox That's the DL for Jerry Tamburrino's curriculum group in Henrietta. They are the Service Data and Training Team for an upstream product in Pete DeMauro's group.

Ken Nordstrom and Tom Brown are Jerry's CDSs. We asked the three to share with *Connection* readers some of their team's activities, both at work and in their professional lives.

For starters, here's the rest of the team:

SERVICE DATA	TRAINING
Ken Nordstrom	Tom Brown
John Alfieri	Gloria Cornelius
Kevin Barbado	John Halleran
Paul Case	Bob Krentsa
Dianne Magee	
Leo Nussenbaum	

How does a group this size keep in touch and share program information? Ken attends daily Sunrise meetings with the Product Delivery Team, PDT, and sifts the information. Then, he sends appropriate pieces of it to the analysts. Often an analyst and a PDT member get together to close out the issue.

The interchange has been good. Recently, the PDT recognized one of our people for input to levels of sparing. From the beginning, MC&SE has been awarding lunch tickets to design team members for exceptional cooperation.

Training is being developed in the style of Modular Stand-Alone Training, MSAT. They've added a strong pre-assessment that the student completes. If some entry level skills are missing, the student uses the resources listed. This helps provide the expected target population for the course.

"We've received positive comments from the Leesburg training group, regarding the technical resource materials, and they've offered to test our concept during one of their training programs," Tom told us. "The feedback should help us refine the pre-assessment."

Service Data started with some people who were rookies in Service Documentation, but who brought

a good mix of technical skills. They came from Curriculum, Datacom, Editing, Internal Branch Service, and Translation. Using formal processes for task detailing and analysis, and with the standardized formats built into Datacom, the group has met its schedules for publication.

The program has on-site systems support, art support, and a 3700 printer, which gives the capability of on-site art/text merge.

Process for Quality One of the main tasks on the way to final service documentation is to support Engineering tests. For updating, the team made one chart of the various inputs to MC&SE, and collected up-to-date agreements. The line items on the "Built-in Quality" chart are a checklist for the individual analyst's workload. "It's essential to track and forecast," Jerry and the team told us.

The process leads to systematic data collection. "The main reason we do this is to avoid book-of-the-month-club production," Jerry said, "and we wanted to implement one part of the PDP."

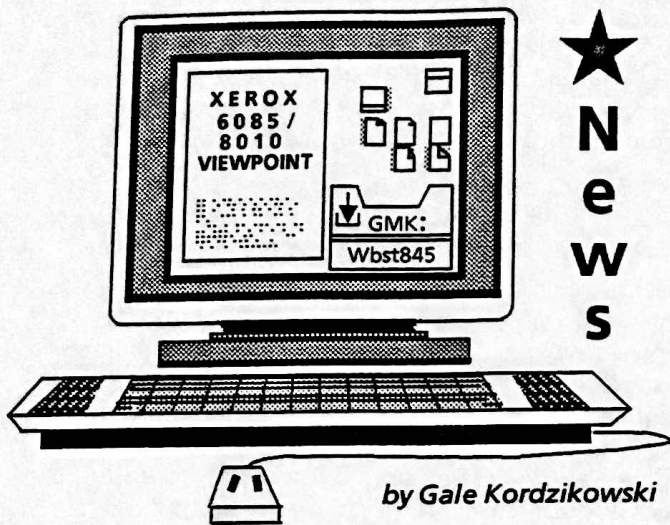
"We take the amount of technical change in a block build, for example, to determine when to revise the whole book. It's then a business decision. We back up our reasons to the PDT, and they have cooperated. The process checklist helps us do that," he said. "It's a good means of meeting the Corporate objective for Quality, Cost and Delivery."

SDTT members belong to the Society for Technical Communication, STC; American Society for Training and Development, ASTD; Society for Applied Learning Technology, SALT; Translators of Western New York, TOWNY; and subgroups of the Xerox Service Training and Documentation Council, STDC. The group recently completed Productivity and Cost of Quality Training.

Like other MC&SE teams, SDTT members work hard and play hard. According to one of them, they are always ready to accept a challenge for a softball game or a round of Trivial Pursuit. ☺

Our products pass through these tests:

CRT	Customer Reaction Test
CTO	Change Try Out
DVT	Design Verification Test
ECAT	External Customer Acceptance Test
EME	Electromagnetic Emission Test
FRAT	Field Readiness Acceptance Test
FRDT	Field Readiness Demonstration Test
FR&T	Final Run & Test
ICAT	Internal Customer Acceptance Test
LRDT	Launch Readiness Demonstration Test
Micro P	Software Evaluation
PET	Product Evaluation Test
PIT	Problem Identification Test
QAT	Quality Assurance Test



by Gale Kordzikowski

An EI Team that was working with the MC&SE users in Wbst129, determined that misunderstanding of Ethernet capabilities was a major factor in perceived network problems throughout the organization. So I have made up some E-net trivia questions. Please respond to me via E-net or hard copy and there will be a small prize for that person with the most correct answers.

- 1) How many connections are allowed to a file server at any one time?
- 2) Do mail notes take up as much space at the mail server as a regular document?
- 3) Can a document be 'too large' (in disk pages) to open?
- 4) What spacing does the default tab setting take on?
- 5) What does the Internetwork Routing Service (IRS) do for the E-net?
- 6) Do we communicate on E-net by satellite, phone lines, or underground cabling?
- 7) I can't open my 'spreadsheet' icon? Why not?
- 8) Type the #1, select it and hit the "prop's" key. Make it character size 48 and line height 56 points. What do you have?
- 9) What does "EVERYTHING" have?
- 10) What does a 7511MP code mean?
- 11) What should you do with a 0950 code?
- 12) What do you check for with a 0937 MP code?
- 11) How can you tell if you have access to a file drawer, without opening it first?
- 12) What service on the network "authenticates" you as you logon to your desktop?

- 13) How many disk pages of electronic mail are 'safe' to send through the mail service at any one time?
- 14) What happens when you send a folder to the printer and select [collated] on the printing option sheet?
- 15) What keys do you use in order to insert a page break character in your document?
- 15) What does the error code (NSFile access Problem: accessRightsinsufficient) when trying to access a file drawer mean?
- 16) Courier Error Timeout message (what does this mean)?
- 17) Is it possible to have the workstation sort the contents of a file drawer for you? How? ☹

Star Helpful Hint

by Estella Verdouw

How to save file space by reducing the number of disk pages in your documents.

1. Everyone should paginate everything they create/edit, making that their last-step-to-completion.
2. Paginate before storing -- The fact is, because not everyone knows/cares about this, persons who do care may want to paginate documents (or the contents of file folders) that are created by others in order to condense the stuff before they save it.
3. Paginate in the background -- Pagination can be done in the background. Just highlight the closed icon or icons (even if it is a folder full of documents, all of the documents inside will be paginated by highlighting it) and select <Paginate> from the Herald Bar.

Whenever documents are paginated, the "DATE" changes to reflect the date and time of pagination. So, if the original "creation time or date" is important to the user, they should incorporate that info into the title of the document before they paginate it. Keyboard, Special #1 will date-stamp a document.

NOTE: When paginating a file folder with documents that have more than one <VER>, the version assignment stays the same. For example, if you have documents named "My Book", version 1 and version 2. When you paginated the folder, version 1 and version 2 are paginated sequentially. They will still be versions 1 and 2, but the <DATE> will be updated.

East meets West for Webster working sessions

by Nancy Sampson

Employees in the Webster 845 building may have seen three new faces in the halls during the first two weeks of February. Brenda Peterson, Dick Adam, and Nancy Sampson of the West Coast MC&SE Publishing Standards and Services group traveled East to conquer the "gentle" climate and the challenging Xerox Integrated Design System Customer Documentation Guidelines project.

The West Coast visitors met with Doug Zornow, Laura Stoviak, Elisabeth Cowan, Pete Foti, and Mike Wilcox of East Coast MC&SE. The goal: to complete a draft of the Customer Documentation Guidelines.

The completed document will be one of a series of Xerox Integrated Design System publications which communicate the Xerox Corporate Identity Program. As part of the Xerox Integrated Design System, the guidelines will ensure that customer documents are consistent in appearance with each other and with other graphic images by which Xerox is identified. The customers for the Guidelines include document developers, artists, designers, editors, composition people, and print coordinators.

The sponsoring managers of the project are Phil Ondocin, Multinational Customer & Service Education, Stew Manville, El Segundo Documentation Services, and Bruce Fyfe, Corporate Design Integration Office. The team utilized the Leadership Through Quality process and made excellent progress during their working sessions, completing a draft with art and text. The project is now in its final editing stage before it goes to document developers and others for review.

Leisure time

In their off-hours, Nancy, Brenda and Dick had the opportunity to visit the Webster Fitness Center for a brief workout. They also enjoyed the companionship of friends who provided tours (including a visit to Niagara Falls).

While in town the trio sampled various Rochester and Webster eateries. They unanimously agreed that Golden Boys was the "place to be" for breakfast. In addition, the East Coast Customer Documentation Guidelines team introduced their guests to their favorite luncheon spots, including the Webster cafeteria!

The weather cooperated to provide some excitement for the visiting Southern Californians: on the sixth day of their visit, they experienced "blizzard" conditions with school and road closings. And Brenda and Nancy opened up a new Can of Worms when they traveled the slippery highways and byways of the Rochester area for the first time. They could not deny that the experience was an "exhilarating" one!

Warmth and hospitality

Brenda, Nancy and Dick were privileged to attend a communications meeting led by Debbie Smith. Debbie personally greeted the group and, as their departure neared, wished them a safe trip home.

The group renewed their warm friendship with their Bicoastal Briefers Teamwork 1988 colleagues: Sam Malone, Pauline Wilson, and Madeline Sulaiman. Nancy met and worked with the staff of the MC&SE newsletter. She truly enjoyed meeting and working with everyone on the Connection team.

Everyone they met extended warmth, cooperation, and hospitality which more than compensated for the Chili temperatures outside! ⊖



L to R: Nancy, Brenda, and Dick enjoying an exotic meal at a local Rochester eatery. If you can guess the location from the photo, call the Publishing Standards HotLine, 8*823-6092 (our electronic address: PublishingStandards:ES CP8:Xerox). The first person to guess will win a prize!

MC&SE OPEN HOUSE

We are planning an Open House to be held in Building 845
Watch for details in your mail!

"Nearly All Sport"
Crossword Puzzle Answers
Clues printed in March-April Connection

Across	Down
1 ROYAL AND ANCIENT	1 REALTENNIS
6 BABERUTH	2 LEA
7 RUB	3 DORMY
9 TABLE	4 NIT
10 GYMNASTICS	5 NURMI
12 FREEMANTLE	6 BELFRY
15 ABU	8 BISQUE
17 FORE	11 MIND
19 LUGE	13 MARADONA
20 STEVE	16 AUGUSTA
21 TRY	17 FEATHER
24 OARS	18 BRASSIE
25 STARS	22 MORRIS
26 CAUTHEN	23 TURNS
27 NATIONAL	28 THE
30 MORRIS	29 NAP
31 HE	
32 APRON	

Winners: Phil Hayes and Phil Davies both of WGC were the entrants with least errors. A prize to each of them. ☹

**Spring has Sprung
 (and so have my pants!)**

by Leslie Lynt

It is finally here again! The wonderful, fresh, sweet smelling season of Spring! It is the season for outdoor sports, gardening and.... OH NO, SHORTS! It is the special time of year when we all start to become conscious of the extra layers that have been building up under our winter clothing.

Two groups of people in MC&SE have decided to do more than watch the dedicated joggers cruise by. They have joined The 1989 Take Charge Great Weight Race sponsored by the Xerox Health Management Program. The race uses the team approach to losing weight. Each member of a four person team sets a goal weight and is awarded points as steps toward the goal are taken. The winning team and five runners up will receive T-shirts and gift certificates, (hopefully not for FOOD!).

The contest began on March 13 and will continue until May 19. If you know someone who is participating, encourage them to keep going and don't offer to go to Friendly's and pick them up a sundae!! We will try to keep you up to date on the progress of our teams! ☹

Super Legible Blue Badges

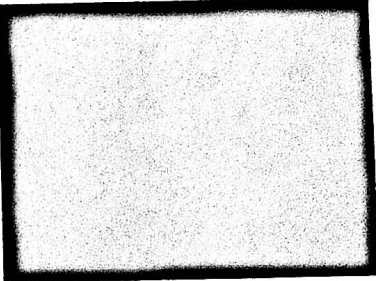
by Court Packer

The new blue I.D. badges have been discussed in two previous issues of the Connection: Oct/Nov 87 and Feb/Mar 88. But there are still a good number of MC&SE employees that have the old red background I.D. badge.

There is a new badge format available with super legible name and employee numbers. An E.I. Team from R&D proposed the new badge lettering at Teamwork '87 and it was approved shortly thereafter. We now have the Star program to produce the new badge format here in Bldg 845. (See sample at right.)

Someday a cut-off date for red badges will be announced and only blue badges will be valid for entry to a Xerox facility. You can still get in with your red badge. But when the cut-off date is announced, there will be a rush for blue badges and probably long lines. At the present time, the folks in Bldg 317 Security do not have the badge form with the larger name and employee number.

To get a blue badge with the new legible name and employee number, see Court Packer. He will create the name and number form for you and supply you with the Badge Request Form and instructions. ☹



Corporation

**Firstname
Lastname**

Signature _____

Employee No. **XX0000**

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ASTORIA

George Maszle honored with BP&SG Award for Individual Excellence

George Maszle received the BP&SG - 1988 Recognition Award for Individual Excellence at a dinner hosted by Bill Lowe on March 14.

George and twenty-three other D&M employees were each honored with the award for "making significant contributions to the business" last year.

George earned the award based on his efforts, innovative approach, and the results of his ongoing support of the 5090 program.

Although he was not assigned to the program when problems arose regarding machine availability and call duration, George was recruited/volunteered to facilitate teams addressing these problems. With unique ability to collect data, perform analyses, and identify root causes of problems, George led the teams through QIP and problem solving to isolate, identify, and resolve the problems.

For machine availability, the team developed a detailed process and performed a sensitivity analysis of the critical factors that enable machine availability. George led the team to develop specific multifunctional action plans that transcended BP&SG (now D&M), USMG, XCI, and RXL.

George led the Call Duration team through the problem-solving process, developing an understanding of call duration and identifying factors that influence it. Initial actions enabled a significant reduction of actual technical service hours.

At the recognition dinner, Bill Lowe praised all of the recipients for their efforts. "Within an organization of over 21,000 employees, being selected as one of twenty-four recipients is truly an outstanding accomplishment and honor.

"Xerox' goal of providing increased customer satisfaction just will not happen by itself . . . it can only be obtained through the efforts and contributions of our employees, like yourselves, throughout the organization.

"You are the role models for achieving business success in the future." ⊖

Innovation '89 "Anticipating the Future"

Monday, May 1

11 am-2 pm Bldg 335 Cafeteria Conf. Rooms
Local College faculty and students display current innovative work.

11:30 am-1 pm 335 Cafeteria
International "Odyssey of the Mind" student teams present and describe their winning exhibits.

Tuesday, May 2

9 am-5 pm 105/102/335 Complex
Technical Symposium will share the latest technology information. Bill Lowe and other speakers will be announced later this month. Sponsored by Xerox Technical Councils.

11:30 am-1 pm 335 Conf. Rooms A, B and C
"Call for Innovation." Test your creativity and problem-solving ability at the Creativity Fair.

Thursday, May 4

11 am-5 pm 335 Cafeteria
Exhibits, Exhibits, Exhibits. From Development and Manufacturing (D&M) and the Corporate Research Group (CRG).

11:30 am Beginning at Bldg 105
Xerox in the Long Run race (2 or 4.7 miles).

★ ★ ★ ★ ★

I wish I had known that before. . .

If you are a contract employee, you need prior approval to enter the Innovation '89 exhibit area. Work with your manager to get approval or call Will Weidman (427-1637) for information.

Any employee may submit a problem or question for the "Call for Innovation" Creativity Fair. Problems and solutions will be judged and awarded prizes. Send problem, along with name, mail address, and phone number to the WRC Creativity Team 0114-24D (or electronically to Hays:128Wbst) by April 17.

MC&SE Connection team member, Jean Bell, entered and won at the Creativity Fair in 1986.

If you would like to enter the Xerox in the Long Run race on May 4, contact Xerox Recreation and Fitness Center in building 337 (422-3201).

A Little Bit of History

(Continued from page 3)

With the success of the 9200 copier a new building, 'G' block, was opened in 1977 to accommodate a purpose built photoreceptor production unit. This plant now produces both rigid and flexible belt photoreceptors to meet all of the requirements of the European spares and manufacturing organisations. In 1984 the facility to reclaim aluminium and selenium, the valuable light sensitive coating, from used photoreceptors was moved from Venray to 'A' building.

... and Engineering move back again.

During the period 1979-81, the Engineering group returned from Milton Keynes and took up occupation of 'H' block, displacing the manufacturing, finance, management and personnel functions to 'R' block where they remain today. To provide sufficient lab space, a mezzanine floor (known as 'H' Upper Ground) was erected on the ground floor of 'H' block, previously a high ceilinged manufacturing and warehouse area. The ground floor of 'T' block became home to IDHF and the electronics design group. During the same year the International Supply Centre relocated to Welwyn from Denham, occupying the warehousing at the corner of Bessemer Road. In 1985 the Supply Centre organisation became part of the European Logistics Centre and moved to Venray, the warehouse being subsequently occupied by Argos, the discount stores organisation.

As the engineering and manufacturing groups consolidated in 'R' and 'H' blocks, the occupancy of 'T' block reduced until, in 1982, plans were made to sell the building. At this point only the microscopy lab and the forward procurement purchasing group remained in the building. This plan was, however, dropped and late in 1983, following a refurbishment of the block, C&SE appeared on site.

The travellers take up residence...

At first the ground floor was almost wholly occupied by a documentation and distribution warehouse, but with the demise of the forward procurement purchasing group early in 1986, the print room was able to relocate to the ground floor. This enabled the graphics area to be developed on the second floor.

At around the same time C&SE were successful in gaining the multimillion pound printing contract for the European Patent Office. Negotiations with site facilities gave us occupancy of 'K' block in February 1986, displacing the photoreceptor engineering group. For a short period the curriculum group also shared 'K' building whilst early work on the 5046 service documentation was carried out.

In an effort to make better use of 'T' building, the decision to sub-contract out the responsibility for within C&SE, was approached and agreed to form a new company, Freshteam, and take on the contract. Emptying almost the whole of the ground floor provided a home for the rapidly growing translation department and, after refurbishment in 1988, the department moved in from their various satellite locations around the Welwyn area and from other areas within the building.

And now for something completely different...

1989/90 will be a period of continuous change for 'T' block. Following removal of the Itek phototypesetting system from the second floor, now superseded by our own laser printing technology, refurbishment of the second floor and an upgrade of all of the toilet facilities is planned to start almost immediately, involving the relocation of several functions within the building and considerable disturbance to everybody for a couple of months. The first floor, occupied by the management team and the curriculum group, and almost unchanged since our occupation in 1983, is also due to receive a facelift, but plans have not yet been finalised.

Back to the future...

There are rumours circulating about the future of the whole of the Welwyn Garden site, especially one of impending closure at the end of the lease. The fact is, within the terms of the lease, the rents are due for renegotiation in 1992. This will involve considerable 'bargaining' as a fair market price is agreed, and one major factor that could be employed is for Rank Xerox to threaten to vacate the site. Whatever happens to the manufacturing and engineering departments need not necessarily affect C&SE since 'T' and 'R' blocks are owned, not leased.

As far as Rank Xerox is concerned, long-term plans are still being made for the site. The recently opened Welwyn Hall, a new £5 million facility for Systems Business Development, is occupied on the far side of Bessemer Road; there are plans to reorganise traffic flow utilising the old rail bridge to allow access to and from the main site via the new SBD-E gate; plans were recently drawn up for a total redevelopment of the main gate and security area to reduce congestion caused by lorries and visitors to the site. This is currently held up by the large manhole just outside the gate through which all the main telephone cables for the whole of the Welwyn Garden City area pass. Telecom are currently attempting to negotiate a sum of £40,000 that they say it will cost to relocate the lines.

Whatever happens to the site, no one can doubt that the activities of the present residents will continue to shape the mid-volume printer/copier market well into the 21st century. ☺

Bill Wood

(Continued from page 5)

computers (of course!) He loves computer games, "any and all," he says, but particularly adventure and arcade-type games, anything that is "fast-moving."

Bill is also heavily involved in Boy Scouts. He served as Assistant Cubmaster, Cubmaster, and Orange County "Frontier District" Activity Chairperson and Program Chairperson. Bill says he joined the district staff to help create a quality program for his sons and for all boys. Bill himself was a Scout: He spent four years in Cub Scouts, four years in Boy Scouts, and three years as an Explorer. As an adult, he has been active in Scouting for four and a half years. He currently is Scoutmaster for a group of 32.

Bill likes the fact that he can contribute to the values of young people - that's another reason he participates. He firmly believes that anyone joining the Scouts should remember the Scouting commitment to "Keep it simple, make it fun."

Both Bill and Judy recently won Scouting Awards of Merit for outstanding service to the Orange County district.

Bill is an invaluable asset to Documentation Services- we don't know what we would do without him! ☹

"Dub"

by Hugh Belsham

I give in.

In Chambers Twentieth Century Dictionary it says that a Dub is either to confer Knighthood upon or to confer any name or dignity upon or to smooth with an adze or to trim or to cut the comb and wattles from or to rub a softening and waterproof mixture into (leather) or to dress (a fly) for fishing or a pool of foul water or a puddle or mud or a new sound track or to add sound effects or music or to transfer to a new disc or tape or to combine so as to make one record (music). Phew.

The new Oxford English Dictionary has just been revised, all 20 volumes, and you bring out a new meaning to the word dub.

Would the author of the item on page 9 in the previous edition of the *Connection* entitled "Love is 250 dubs in 24 hours" please please please tell me what it is - to dub.

And does Rurtle the Turtle work for Xerox? ☹

In the long run . . .

by Roger Battye

Three members of C&SE (WGC) are preparing to run their first marathon in London on April 23rd. They are seeking multinational sponsorship for the following causes:

Bernie Ayre

MACMILLAN NURSES
(Terminal care of Cancer Patients)

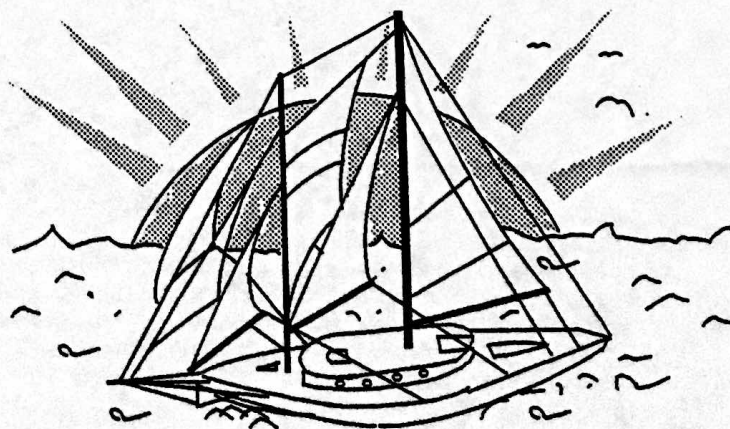
Roger Battye
Malcolm Williams

ASTHMA RESEARCH
SEWARD LODGE Nursing Home



Further information including where to send money will be issued later. Meanwhile please consider sponsoring them and start saving! ☹

Think Spring!



MC&SE and the National Quality Award

(Continued from page 1)

MC&SE's Media Centre is busy videotaping senior level managers' presentations that support Xerox' quality efforts. The Graphic Design Department is supporting communications.

The National Quality Award Team, based in Fairport, is headed by Jim Sierk, Vice President, National Quality Award Office. The Team consists of individuals drawn from across the USMG and D&M organizations.

MC&SE employees have temporarily relocated to Fairport to work directly with NQA Team members, sponsoring executives and other support groups to develop the application. So far there have been five drafts of what will become a 75-page document. According to Van Houten, "MC&SE people have really extended themselves to support this project. We have proven one more time that our organization is committed to quality—meeting customers' needs—and that we have unique capabilities within the Corporation to meet those needs."

It is an honor for MC&SE to be called upon to support this exciting project.

The effort continues and, in the words of David Kearns, "The process of applying for the National Quality Award gives us the opportunity to look at Xerox as our customers see us, which in the end is the only thing that counts."



At an appreciation luncheon are: L to R, Roger Van Houten, Jim Mulvey, Judy Waldock, Carmen Hachey, Jim Sierk, Michelle McCann, Sharon Anderson, Donna Harman, Fred Giovagnoli (Domnika Hassos, Jacques Plumart, Sharon Hotchkiss, Brandt Pastor, Paul Berezney and Ginger Berezney not shown.)

Sports Trivia Quiz Winner

by Steve Pochulsky

Congratulations to Dusty Kramer, the winner of the Sports Trivia Quiz that appeared in the February/March newsletter. Dusty received a surprise gift of two movie tickets.

Honorable mention goes to Vito Torregiano (a real sports fan) who also had the correct answers.

Here are the questions and correct answers:

1. What team won the Super Bowl in 1976?

Pittsburg Steelers

2. Who was the most valuable player in the 1976 Super Bowl?

Lynn Swann

3. Who was the youngest major leaguer in baseball?

Joe Nuxhall

4. Who holds the Major League record for getting hit by pitched balls in baseball?

Don Baylor

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Recent Statistics regarding the consumption of liquids from our two vending machines would indicate that the T Building housing C&SE in WGC could be renamed "Coffee Building".

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

The **MC&SE Connection** is a bimonthly publication by the employees of Multinational Customer & Service Education and features news of interest to Xerox Corporation MC&SE personnel. All items are public information and have been approved for publishing. For questions or comments, please contact the Editor, Linda Bell, LB:Wbst845:Xerox, (716) 422-2023, Intelnet 8*222-2023, or write to Xerox Corporation, 780 Salt Rd. Bldg. 845-17S, Webster, NY 14580. To submit an article, contact any of the following **MC&SE Connection** E.I. Team members whose ongoing efforts make this newsletter possible:

Monroe County: Barbara Armbrister, Jean Bell, Ginny Bressler, Carol Crocker, Kim Graham, Bob Hamilton, Gale Kordzikowski, Leslie Lynt, Evelyn Martin, Court Packer, Ginger Pickett, Steve Pochulsky, Ramona Steward, and Dee Trass.

Welwyn Garden City: Trevor Aylett, Roger Battye, Hugh Belsham, Hugh Davies, Paul Doherty, John Gair, Richard Head, Razia Mowatt, Mike Rogan, Stuart Shaw, Margaret Tamcken, and Ian White.

El Segundo: Pat Behenna-Meyer and Nancy Sampson.

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