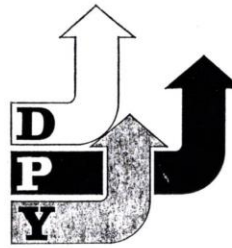


DITCHBURN news



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Vol. 1 No. 4

NOVEMBER, 1969

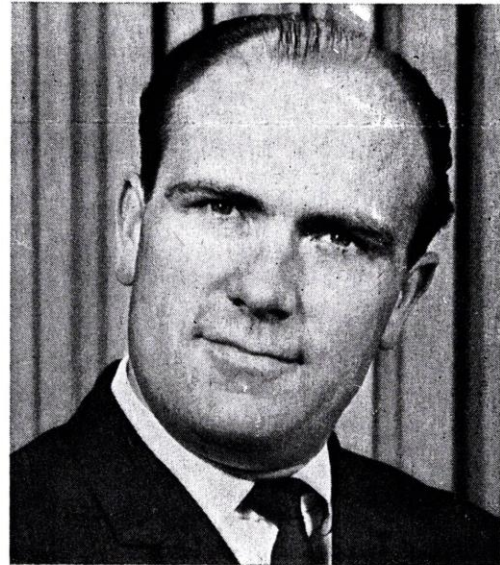
IMPORTANT MARKETING APPOINTMENT

This month we are delighted to welcome Mr. F. R. Appleton who joined us in the newly created position of Marketing Director for the Group. Mr. Appleton is married and has two sons and is an ex-County Rugger Player and currently represents Lancashire at Chess. Educated in Warrington he attended I.M.I. Harvard, U.S.A., in 1966 where he studied Advance Marketing Techniques and General Management.

Until recently Mr. Appleton held the position of Director and General Manager of Evertaut Limited, Darwin, who are leaders in the field of occupational seating and he was also a Director of two subsidiary Companies, Evertaut GmbH operating in Germany, and Formula Complex Limited, a leasing Company.

Mr. Appleton has travelled extensively throughout Europe, U.S.A., Canada and South Africa and currently is Chairman of the Preston Branch of Management Research Groups and is a member of both the Institute of Marketing and the Institute of Directors.

This very important new appointment has been made in order to ensure that as we go into the 1970's our Company is in the vanguard of the developing music and vending markets.



Mr. F. R. Appleton



Pictured here, our modern new depot at Minworth, Sutton Coldfield. Modern, clean cut lines give a good impression to visitors as they arrive and on the inside the pleasant new surroundings help considerably in the smooth running of the Midlands Area. Midlands Office Staff seen here from left to right are Ellen Fowkes, Secretary to Mr. Roger Hughes, Sue Johnson, Switchboard operator, Malcolm Kelsall — Supervisor, Morag Marshall — Service Control, John Batham — Installation Supervisor, who has moved to Lytham since this picture was taken to take up his new post as Customer Accounts Manager, and Marian Haddon — Secretary to Mr. Ken Spanswick.



HOLIDAY SNAPSHOT WINNERS

From Ralph Cohen

Since we last went to press we have seen the successful launch of the Delta Football Team who are now playing in the Blackpool Combination League. They are pictured here resplendent in their Black and White stripes, and they have already attracted favourable publicity in "The Green." Well done boys, keep up the good work.



Ditchburn Delta Football Team (in the striped shirts) in action against Blackpool Spartak earlier this season.

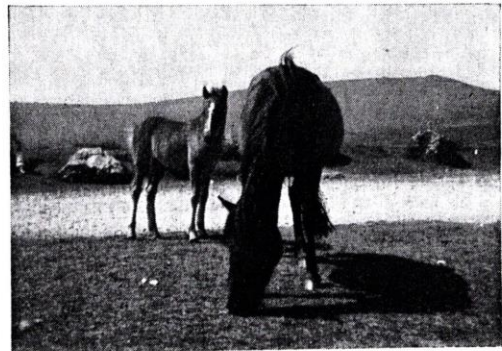
Both the photography competitions were a big success and the winning entries of the holiday snapshot competition are shown here.

We are now looking forward to the Autumn and Winter events. On October 2nd a party of 25 visited Granada Television Studios and gave Ena Sharples a few tips. Here I must apologise to the unlucky members whose entries arrived too late to be included on the trip.

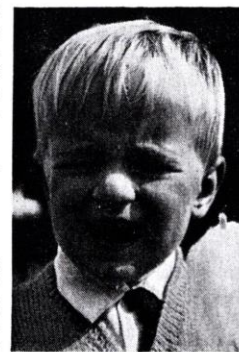
Sometime ago I promised a trip to a brewery. I should just like to assure our drinking members that this has not been forgotten. We have run into a few "technical" difficulties, but as soon as these are cleared, I'll let you have the details.

Halloween Ball

By the time you read this issue the Halloween Fancy Dress Ball will have been held at the Mowbreck Hall on Friday the 31st October. We are hoping that this will be an even better dance than the last one we held at Lytham and there are exciting prizes for the best fancy dress of the evening.



1st prize went to Miss Carol Poupard (Advertising) for this picture of Dartmoor Ponies taken on a Kodak 'Instamatic' (in colour) at Hey Tor. Carol received a voucher to purchase photographic equipment to the value of £10.



2nd Prize went to Mike Shore (Training). Pictured here, his youngest son Ian, taken at a recent school gala on a Zenith 'E' 35 mm. (in colour). Mike received a voucher for £5.



3rd prize went to this woodland scene taken by Keith Swallow (Development) in black and white on a Rolleiflex. Keith's voucher was for £2.

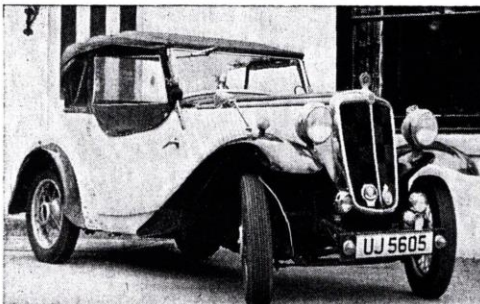
FROM HEAD OFFICE



OLDEST CAR IN THE ORGANISATION ?

A now familiar sight in Dock Road is the little yellow and black Morris 8, the proud possession of JOHN LONGWORTH of our Export Department. Known locally as the "Yellow Peril" (real name Horace) this 1935 Morris 8 Tourer was rescued by John 3 years ago from a scrap yard in Bolton. John then spent every spare hour

he had for over 12 months completely renovating the old car until finally it emerged resplendent in its new livery and passed its M.O.T. test with flying colours. Are there any more old and interesting vehicles owned by members of the Organisation? The "News" would like to hear about them.



Thirty-four years old and still going strong, John Longworth's Morris 8 tourer.

PAINTING JUST RUNS IN THE FAMILY

"Like mother, like daughter" might be a fitting description of two Lytham artists who have almost turned home into an art studio in order to follow their hobby! Carol Poupard, who works in our Advertising Department here at Lytham, and her mother, have currently got paintings in exhibitions in Blackpool, Cleveleys and Accrington. The walls of their home in Beach Street, Lytham are hung with a variety of imaginative paintings.

Says Carol, "As long as I can remember my mother has enjoyed painting and she has brought us up to appreciate art." And in fact, the couple are so dedicated that they can often be seen on St. Annes beach painting in the middle of winter. "Painting just runs in the family," explains Carol.



Carol Poupard seen here with her mother in their Beach Street home with one of their latest works.

We are pleased to announce the promotion of John Batham to customer accounts manager. John will be based at Head Office and will work in close liaison with the sales office, accounts department

and particularly with area offices and we feel sure that all his colleagues in the Midlands area, although they will miss John, will join us in congratulating him on his new position.

TWO B.E.L. DIRECTORS TO RETIRE

The 31st of January marks the retirement of two of the founder members of B.E.L. Limited, our sheet metal factory at Accrington. On that date Mr. Norman Entwistle, Managing Director, and Mr. Norman Whittaker, both step down from their present positions, although Mr. Entwistle will be remaining on the Board in a part-time advisory capacity. So an important phase in the history of B.E.L. comes to an end and another one begins.

It was early in 1958 that the first orders were obtained from the then Ditchburn Vending Machines Limited for vending machine cabinets and ancillary metal parts. The volume of this work grew rapidly as aircraft contracts began to diminish and the growth of this work with Ditchburn culminated in 1966 with the incorporation of B.E.L. Fitments as part of the Ditchburn Organisation.

The careers of both Mr. Norman Entwistle and Mr. Norman Whittaker have followed very much the similar pattern. Both served apprenticeships to sheet metal work at the large Accrington based firm of Howard and Bullough Limited. In the depressed years of the early 30s, Mr. Entwistle spent five years at Leyland Motors, Leyland, and English Electric Company, Preston, which was then known as Dick Kerr's. At this time Mr. Whittaker was employed by the Gloster Aircraft Company, near Gloucester, for some

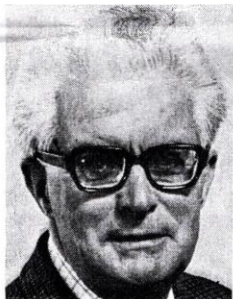
in the four factories of the group.

Mr. Norman Entwistle was honoured in 1945 by being presented to Their Majesties the Late King George VI and the present Queen Mother and awarded the British Empire Medal (civil division) in 1947 for services to the aircraft industry.



Mr. N. Entwistle

Mr. Entwistle and Mr. Whittaker can be justly proud of their fine achievement in building up B.E.L. Limited to its present position as an important and significant part of the Ditchburn Organisation and I am sure all of us join in wishing them both a very happy and pleasant retirement. Mr. Paul Mills remains as Chairman of B.E.L. Limited and Mr. Bill Jones who moved across from the Lytham vending factory some six months ago has now been appointed as overall General Manager and elsewhere you will read of the new contracts which have recently been signed which provide a very fine future for B.E.L. in new developing fields.



Mr. N. Whittaker

four years. Mr. Norman Entwistle returned to Howard and Bullough in 1932 becoming Foreman in the Sheet Metal Department and Mr. Whittaker joined him at the same company some time later. Thus they have been working together for over forty years.

From 1939 to the end of the war they were together in the aircraft division of the same company engaged in the manufacture of complete air frames for the Wellington bomber and major components for the Halifax and Lancaster bombers. Mr. Norman Whittaker was Foreman and Mr. Norman Entwistle Works Superintendent and at peak production some 3,500 people were employed

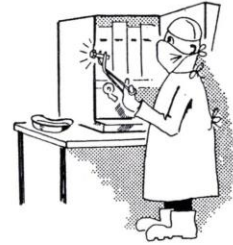
Setting up of Company's First JPCC

In order to strengthen the lines of communication within the Manufacturing Company and to give everyone the opportunity of voicing their ideas on matters concerning the company it has been decided to set up a Joint Productive and Consultative Committee.

This committee will consist of a Chairman, Mr. John Peyton, together with a Secretary, a permanent staff member, five nominated management members and eleven elected members from the hourly paid employees. This group will meet monthly to discuss any matters concerning policy administration and working conditions that affect employees. One half of the works and management representatives will retire by rotation in June and December each year after serving for twelve months and new members will be appointed by means of an open ballot. In order to ensure that as large a number of people as possible have an opportunity of serving on this Committee no management member or works representative will be able to hold office for more than two consecutive terms without a break of at least one year.

We hope this step will be welcomed by everyone as a positive move forward in order to achieve a still closer working relationship through openly discussing ideas and proposals which will be to the benefit of all employees.

Cleanest Engineers in the Country?



London engineers have recently completed the installation of a Tablespa 970 hot drinks machine and a Crystal Cold 880 cold drink machine in the Sussex County Hospitals. As these machines are installed adjacent to a sterilising unit each time our engineer calls it is necessary for him to put on a robe and mask prior to

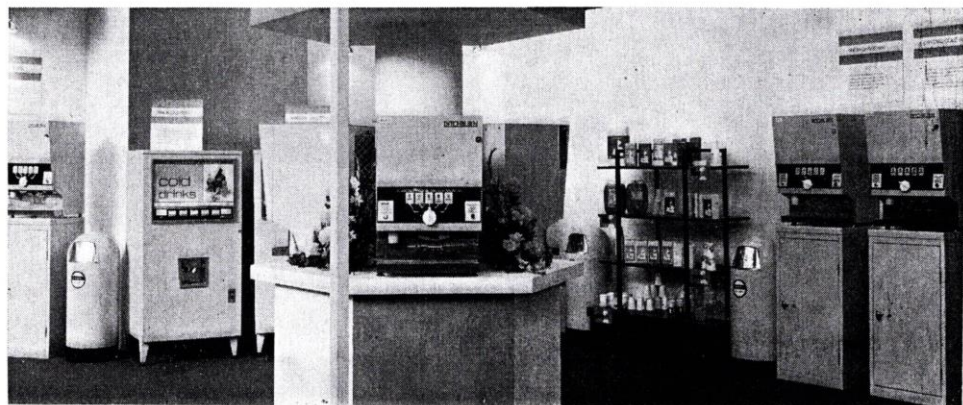
attending to the equipment. This particular section at the hospital is a "germ free" area.

Says Field Service Manager, **Ernie Wells**, "This tends to confirm that not only are the engineers in London Area the hardest working, but they are also the cleanest."

Obituary

His many friends will be saddened to learn of the death of Mr. Ernest Stevens on Friday, 2nd January.

Mr. Stevens retired from the Organisation in 1967, after 15 years of outstanding service. Originally joining the Company as a Sales Representative in the Blackpool Area, "Steve" was promoted to Area Manager for the North in 1958 and went on to become the Company's first Sales Training Manager in 1960. Today there are many salesmen throughout the country who owe a considerable debt to Steve for his perseverance, dedication and hard work in pioneering the teaching of Salesmanship. Steve did a tremendous amount of work on our first sales manuals and he will also be remembered for his invaluable help in the preparation and arrangement of our Sales Conferences. Without doubt, Steve made a major contribution to the early development of the Ditchburn Organisation.



A view of our stand at the recent Business Efficiency Exhibition in London.

Reading and seeing details of the Northern Ireland situation must have caused many of us to wonder how such a state of affairs could possibly occur on U.K. territory. It wouldn't have surprised us if it had been Italy or South America or Japan where this sort of rioting is frequent but on our own doorstep it is quite shattering. Whatever our political or religious beliefs most of us are shocked that it could happen and amazed at the inflexible and narrow views held by leaders on both sides of the barricades.

Inflexible

But how far away is this kind of inflexible thinking and action, don't we see it constantly in industry? we don't have barricades across the roads, we do have them, across people's minds. We can sit in the side line and examine the views of inflexible men or strikers and wonder how a few inflexible people can cause thousands to be placed out of work.

Communications

If we had to point to the main causes of industrial unrest it must surely be the breakdown or lack of communications between those who make the decisions and those who have to carry them out. We often hear it said "Well I told him what was wanted" or "I showed him how it was to be done," but this is obviously not enough, we still have misunderstandings and results are far below those expected. The success of good communications lies with the person originating it rather than the person receiving it. How many of you have had a good idea which you wanted to put forward as a suggestion in the D.P.Y. Scheme, but have found it too difficult to express in words; or how many of you have had a suggestion rejected because you feel you have not really communicated what you wanted.

Imaginary border line?

So it is in all our dealings with one another and this can lead to much distress and distrust, because we feel we cannot ask for more explanation without looking dim, or we find the person to ask is not available, etc., and we allow the situation to deteriorate. Likewise the originator takes insufficient care to check the understanding of his communication, he doesn't build in a method whereby he gets some 'feedback' as to what is going on as a result of his action.

D.P.Y. has already shown us several examples of how important we are of what is going on in the next department. We are working for us on one side of Dock Road, some people who have never been to the other side to find out how things are done. Has Dock Road or our departmental border line become a barrier over which we do not cross and over which we don't welcome visitors?

The current suggestion scheme has been designed to get over this barrier by inviting departments who depend on each others output to come together and work out solutions together to common problems.

A new series of management seminars has commenced to bring this about onto a senior level and already this is showing positive results. Let's go with them, and push these barricades down without recommitment.



SPOTLIGHT ON OUR SERVICE TEAM AT LYTHAM

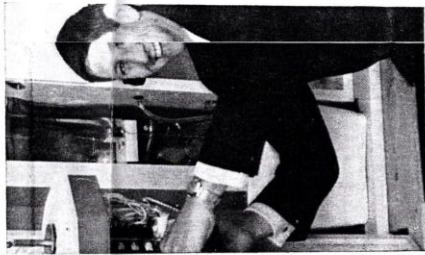
With a Field Engineering staff of approximately 150 people there obviously has to be a Head Office team. Mr. McKintyre, who is in charge of the team, has four distinct sections, one of these being Head Office Administration under Mr. Barry Moppett. The main functions handled by Mr. Moppett are the preparation of management statistics from all departments; the preparation of reports for the customers involving them from the information obtained from field engineers. It should be remembered that as well as vending machines, phonographs and background music there are a large number of other machines to be looked after and records kept of these.

Mr. Ronnie Cooke is a well-known personality around Ditchburn. For some years he has concentrated on the Music Division, but he is now the Technical Liaison Officer within the field engineering structure, both on vending and music. Ronnie is responsible for the vending and music machines, and he has been most obviously to keep himself abreast of machine developments as far as the technical information and general know-how is concerned. He is also the Field Engineering contact man whatever technical problem arises, and he is responsible for the fact that a Field Engineer is required by an engineer in the field.

The Chief Field Engineer, Vending, is Mr. Peter Moore. He is responsible for the duties covered by this title is the fact that Mr. Moore has recently taken charge of some of the major installations of vending machines. His duty in this respect is to ensure that the machines are properly and properly accepted and the machines have been properly trained and educated in respect of the general day to day maintenance with regard to cleaning and filling. This is indeed an important task, and it is one which has become a good start to a site usually making for a smooth running operation. With decentralisation looming in front of us Mr. Moore has the task of determining the amount of work which will be involved in the field engineering at the conversion period.



Mr. McKintyre — Service Coffer and leader of our nationwide see team.



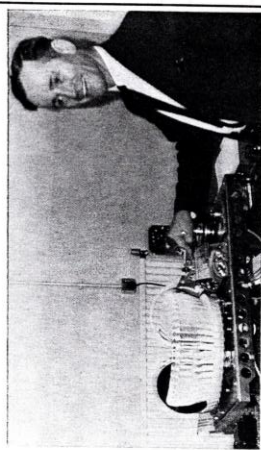
Another problem well on the way being sorted out by Peter Moore, Chief engineer (Vending).



Brian Knowles looks over the architect's plans for the extensions to London Depot.



Barry Moppett — responsible for co-ordinating service administration in the field.



Ronnie Cooke, author of the extremely useful Service Ethics and Modification manual, seen here explaining the technicalities of a Phonograph mechanism.

LET YOUR MONEY WORK FOR YOU!

By David Austin, Chief Accountant

In the last article we looked briefly at some of the more orthodox means of putting money to work and making it grow.

Let us now look at some of the more unusual ways in which to invest our money and gain a reasonable and sometimes, very rarely, a substantial return. Before we get excited I have tried planting half-a-crown and contrary to some people's beliefs (ladies!) money does not grow on trees.

No doubt all of us, at sometime or another, have collected something, be it birds' eggs, or what, but I wonder how many of us ever look to the collecting habit as a means of increasing the value of the things collected in our hobby. Of course I realise that we cannot all lay hold of a great fortune, but in uncertain economic conditions it is a valuable asset to have in material things rather than in stocks and shares. To do this properly one needs to know the subject and also to have a fair idea of the value of the things. However, it is none the less possible to have the good fortune to acquire say, an antique piece of furniture cheaply, and which is known to be valuable. You can then decide if a fashionable several of us value. I wonder how many of us have really looked at

our possessions with this in mind. I do not advocate hoarding all kinds of items just because it may have an increasing value. We need to know when and what to sell and buy but it is worth ever look to the collecting habit as a means of increasing the value of the things collected in our hobby.

One of the things which has excited me in the past is the fact that a Great Aunt Ethel gave you twenty years ago may be valuable today — better fish it and have another look at it!

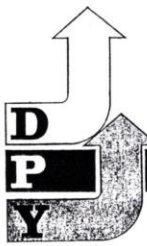
All this may sound very easy but it is extremely easy to buy badly and don't forget when you sell there is a tax called Capital Gains Tax.

I think perhaps I have been a little flippant, and therefore in the next issue I shall be writing on the subject of stocks and shares. We will look at life assurance, unit trusts and stocks and shares.

MANY A TRUE WORD?!

RULES FOR DICTATION

1. Never start work first. Typists much prefer a terrific rush in the afternoon.
2. Please smoke whilst dictating. It assists pronunciation.
3. Do not face the typist while dictating. This should be too easy for her.
4. Hours of dictation: during the day, say, from 10.30 a.m. to 4.30 p.m. In the evening, from 7.30 p.m. to 10.30 p.m. In the morning, from 9.30 a.m. to 12.30 p.m. In the afternoon, from 2.30 p.m. to 5.30 p.m. In the evening, from 7.30 p.m. to 10.30 p.m. In the morning, from 9.30 a.m. to 12.30 p.m. In the afternoon, from 2.30 p.m. to 5.30 p.m. In the evening, from 7.30 p.m. to 10.30 p.m.
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15. Do not face the typist while dictating. This should be too easy for her.



PROGRESS REPORT

We are now past the halfway mark in our Ditchburn Productivity Year so what progress has been achieved in the drive to increase efficiency?

Undoubtedly the most dramatic progress has been achieved within the Lytham factory and we only wish that those of you who are Salesmen and Service Engineers in the field could have an opportunity of visiting the factory and seeing for yourselves the fruits of the D.P.Y. work. In view of this the article by Mr. John Peyton, Works Manager, which appears on the back page giving some insight into their work will be of particular interest to you. The main emphasis of their work during the last few months has been on quality and as a result of new control systems, training schemes, detailed inspection procedures and quality audits, a tremendous stride forward has been taken and hearty congratulations are due to everyone who has contributed to this work. Elsewhere in the Organisation steady progress has been maintained and although this may not have been readily apparent our overall productivity has undoubtedly increased and here we must give a special mention to the Field Engineering group which is now very much more efficient than it was twelve months ago.

The next edition of our Productivity Bulletin 'Impact' is now being planned and we will be letting you have detailed case histories on both

savings and improvements to productivity which have been achieved so far. These make very impressive reading.

SUGGESTION SCHEMES

The Team Suggestion period finished on October the 2nd and we were very pleased to receive over 60 suggestions which represented the ideas of something like 180 people!

You will remember that the idea of the group suggestion was to get several minds working together in "brain storming" a particular problem area which might involve more than one department so that we did anticipate receiving a considerably smaller number of suggestions but we hoped to achieve a very much higher ratio of accepted ideas on which we could make awards.

Comments have come through to us about the slowness of investigators in dealing with suggestions and for this we apologise. Unfortunately, the bulk of this work falls on a small number of shoulders and some of the best suggestions do require very detailed examination. A big effort is now being made to clear the backlog of all outstanding suggestions so if you are awaiting a reply you should be hearing very quickly. Meanwhile get

ready for the next suggestion period and keep those ideas rolling in, we can assure you that they are all very much appreciated.

As a result of recent meetings of the Awards Committee we are very pleased to announce the following awards for successful suggestions which are being implemented:

See columns 4 and 5

INTER-DEPARTMENTAL COMPETITION

As a result of the second quarter of the inter-departmental contest the following Departments were top of their groups and thereby qualify for plaques.

- Group 1—
The Machine and Fitting Shop.
- Group 2—
Stores, Supplies Dept. and Goods Inwards.
- Group 3—
Sales Office.
- Group 4—
Ingredients.
- Group 5—
To be announced.
- Group 6—
Press Dept. B.E.L.

The final placings of these six departments will be announced shortly. Meanwhile keep up the good work and don't forget the best individual contributions to D.P.Y. can qualify you for a long weekend holiday in Paris, immediate cash prizes which are tax free are available through the suggestions scheme and the leading department of the year will win for themselves that all expenses paid outing.

That, of course, is looking on the bright side; let us not deny that we have a long way still to go in order to achieve one of the basic aims of D.P.Y., namely the INVOLVEMENT OF EVERYONE IN THEIR WORK. This means adopting a positive attitude, thinking creatively, searching for solutions and seeking

opportunities. We see this as the means of achieving real job satisfaction, more happiness and the financial benefits that greater productivity must bring. Let us not sweep this problem under the carpet for undoubtedly a pathy, negative thinking, dissatisfaction, and disinterest, together form the malaise of the second half of the twentieth century. Yes, management has its fair share of blame, but we are only going to solve this problem if people work — that means workers, Unions, Managers, Directors — get together to thrash out their problems as a group. In other words effective communications are vital and that means communication on the vital issues that really matter. This will not happen overnight, but we hope that in

our company at least we are beginning to move towards this objective, but it is going to take us some time. Right at this moment as far as the Inter-Departmental Competition is concerned the results from many Departments have been disappointing. We have been delighted by the Departments who have got involved with this work with real enthusiasm, but they have been outnumbered by those who haven't. All sorts of reasons are given, but the basic conclusion is inescapable. Nevertheless there is a bright side for undeniably Company productivity has increased during the last six months. Some would say that some of the moves are not directly as a result of D.P.Y. but does that really matter?

SUGGESTION SCHEME AWARD — No. 5 HEAD OFFICE STAFF

£5/0/0 Award

Mr. John Walmsley, Vending Stores.
Mrs. Deirdre J. Simons, Export Department.
Mrs. Barbara A. Parkinson, Tape Department.

£3/0/0 Award

Mrs. Brenda S. D'Arcy, Sales Office.
Mr. Peter Ham, Vending Factory.
Miss Audrey M. Lea, Accounts Department.
Mrs. Joyce Sollitt, Canteen.

£1/0/0 Award

Mrs. Joyce Curry, Miss Maureen, O'Brien, Mrs. Enid Boyce, Mrs. S. Broughton, Mrs. Margaret M. Donnell, Ingredients Department.
Mr. Alan M. Hobson, Export Department.
Mr. William H. J. Westcott and Mrs. James Duncan, Progress Department.
Mr. Clifford W. Hodgson, Accounts Department.
Mr. Walter Hollowood, Stock Control Department.
Mrs. Sheila J. Roberts, Chairman's Office.
Mr. Bryan N. Ward, Sales Office.

AREA OFFICES

£5/0/0 Award

Mr. Malcolm A. Kelsall, Senior Service Engineer, Midlands.

£3/0/0

Mr. Ronald Pearce, Field Engineering Supervisor, Midlands.

£1/0/0 Award

Mrs. Florence Donaldson, Glasgow Office.
Miss Deryn Hibberd, Bristol Office.
Mr. Kenneth Martin, Industrial Division, London.

THE STORY OF TEA

By Jim McWilliam
Ingredients Manager

Tea has been a popular national beverage in this country for the last 250 years. The history of the increasing popularity of tea makes a fascinating story, with many prominent people amongst its opponents and champions. Lord Forbes was anxious that a law should be passed confining the use of tea to the upper classes because, "like so many other simple pleasures, it was a notoriously powerful agent for the demoralisation of the working man." This opinion was shared by John Wesley, the founder of Methodism, who condemned the beverage on moral and religious grounds. Perhaps tea's greatest champion was Doctor Johnson who in the "Literary Magazine" described himself "a hardened and shameless tea-drinker who has for many years diluted his meals with only the infusion of this fascinating plant: who's kettle has scarcely time to cool; who with tea amuses the evening, with tea solaces the midnight — and with tea welcomes the morning." His contemporary, James Boswell in the "London Journal" revealed himself as having an extreme fondness for tea.

SMUGGLED IN

A French traveller in the middle of the 18th Century testified with astonishment to the fact that tea was to be found even in the houses of the very poor. His astonishment was understandable, as at that time tea sold for 6/- to 20/- a pound, and the spectacle of an agricultural labourer

whose weekly wage was not more than a few shillings, drinking tea at 15/- a pound was certainly a thing of wonder. The simple answer was smuggling. At that time, it is calculated that between half and as much as two thirds of all the tea consumed in England was smuggled.

Cornwall, Dorset and Kent were the main points of an elaborate system of revenue evasion. In many churches all over the country the crypts were found to be a convenient place in which to store the contraband and very few parsons hesitated to place them at the disposal of "the gentlemen."

No criminal stigma was attached to those engaged in this traffic and smugglers who fell victims to the guns of the revenue officers were regarded as brave martyrs. The epitaph on the tomb of one of the celebrated "moon-rakers" typifies the general view of such tragedies:—

A little tea; one leaf I did not steal
For guiltless bloodshed I to God appeal.
Put tea on one scale, human blood on t'other
And think what 'tis to slay a harmless brother.

Until the beginning of the 19th Century tea had always been drunk in the drawing room after dinner. At the end of the first quarter of the 19th Century two very important changes took place. Now for the first time tea became a meal in itself, and in 1833 Parliament ended the East India

Company's monopoly of the China trade. By the early 1840's the London tea merchants were becoming alarmed at the amount of trade now being captured by the Americans and there then ensued a period of intensive competitive shipbuilding which produced the last and most romantic chapter in the long history of the sailing vessel.



THE GREAT TEA RACES

In their endeavour to seize this profitable market, the American shipbuilders evolved a new and incomparably fast type of ship that became known as the Tea Clipper. In 1849, the English Merchant Marine, alive to this danger, launched the very first English Clipper, the "Stornoway." Intense rivalry followed and the

speeds at which the voyage from China to London was accomplished became steadily higher.

Luckily for the English factions, three outside factors arose which took the Americans out of the competition. Firstly the discovery of gold in California created a demand for fast ships to transport miners round Cape Horn which led to the withdrawal of some of the faster Clippers. Secondly the great famine in Ireland increased the stream of immigrants to America and caused the American shipowners to concentrate far more on a fast passenger traffic, and finally the civil war completely wrecked the American Merchant Marine for many years to come. However the spirit of rivalry created by the American competition did not vanish and continued between the various British shipping firms for many years to come. The public interest in the annual tea race grew to such an extent that by the 1860's it surpassed the interest shown in any sporting event with the possible exception of the Derby. Seven or eight crack ships would leave the Canton River on the same tide and no more would be heard of them until they

were sighted in the Channel. The excitement which this news created in London was intense. Not only was the first cargo home invariably sold at fancy prices, but large sums of money were wagered on the result. As the winner hauled in, a storm of cheering broke out from crowds of merchants, samplers and the general public gathered on the quay and the victorious captain and crew received large bonuses, usually £500 or so.

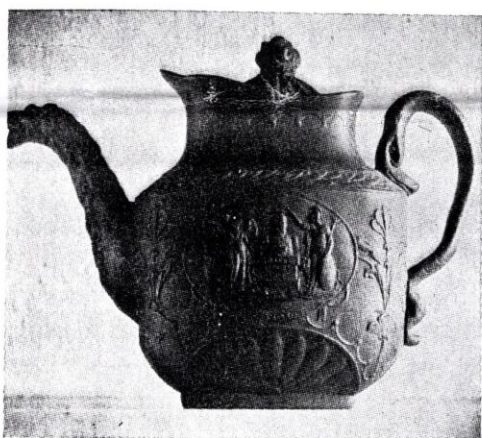
The first tea making "machine" came on the market in 1904 and took the form of an alarm clock-cum-tea maker.



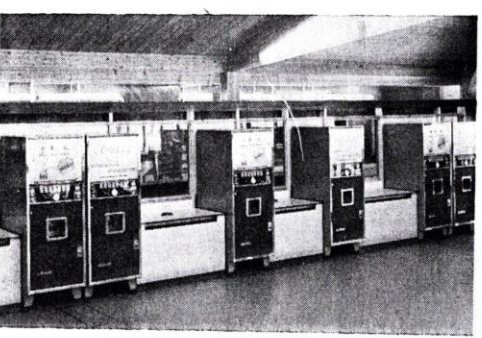
In Britain the tea habit is as popular as ever, with an ever increasing annual number of cups of tea being served through automatic vending machines. The Ditchburn Organisation can proudly claim its place in the history of tea in that it was in 1965 that the first commercially successful leaf tea vending machine, the Teaspa, was launched, and two years later the Magispa range, incorporating the revolutionary turbo-brew principle made its first appearance. Ever increasing world sales of tea indicate that the tea drink is going to be with us for a long long time to come.

The 19th Century produced no conspicuous champions of tea like Doctor Johnson, because tea no longer required championing. Two notable tea drinkers who stand out from the rest however, are the Duke of Wellington who always insisted on taking vast stores of tea with him on all his campaigns and Mr. Gladstone, whose proud boast was that he consumed more tea between the hours of midnight and four o'clock than any other man in Parliament. Indeed, it is said that to satisfy his longing for tea, he filled his hot water bottle with boiling tea in order that it might fulfil the two-fold purpose of warming his feet and quenching his insatiable thirst.

NOBLE TEAPOTS ANCIENT AND MODERN



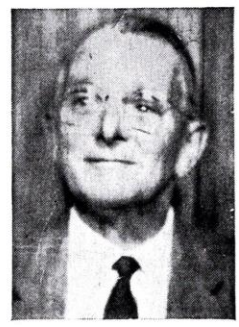
1. The Duke of Wellington's Teapot circa 1813, designed by Flaxman and made by Wedgwood to commemorate the Battle of Vittoria 21st of June, 1813.



2. The Marquis of Bath's Teapot circa 1968, designed and made by the Ditchburn Organisation to serve the thousands of visitors who annually visit Longleat.

CONGRATULATIONS JUKE BOX CHARLIE

If you were to walk into a public house or cafe in the East End of London and ask who was most responsible for the spread of pop music, the answer would probably be not the Rolling Stones, nor the Beatles, but "Juke Box Charlie"! And anyone would be quick to describe the bespectacled, rather slight figure who has represented Ditchburn for twenty-two years in that area of London featured so colourfully on television by Alf Garnett in the series "Till death us do part."



Charlie Webb

Devotees of that programme will know that the language used is often straight to the point and Charlie admits to having had machines in some tough spots in the East End during the old days where the customers were mainly seamen and friends. Charlie recalls one Sunday evening service call to one of these pubs — where incidentally we had equipment for eighteen years until the area was demolished — on which he was accompanied by Mrs. Webb. As they went in the word went round "Charlies" got his wife with him" and instead of the normal very ripe language there was no swearing at all until the landlord returned later on to exclaim

time in the good earning sites. Nor did Mrs. Webb ever find that time hung heavily on her hands for apart from taking incoming service calls she had also to write out the title cards for the old 78 r.p.m. records.

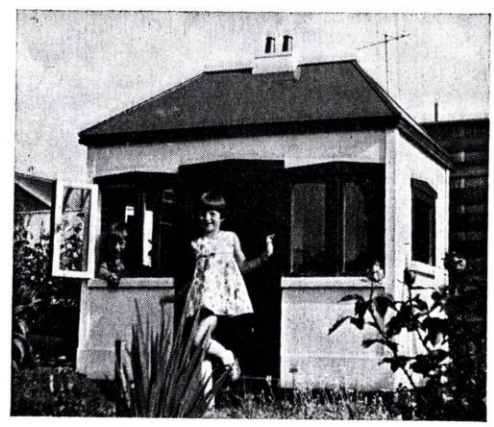
He recalls one visit from someone from Head Office to see how his round was worked during which the weather turned very nasty. In fact it started to snow, rain and hail, and the van leaked pretty badly. So badly that our man from Lytham had to sit there with a sack over his head to keep the worst of the weather out!

Not all the changes Charlie Webb has seen over the past twenty-two years have concerned our phonographs. He reflected only the other day that in the early years there was no such thing as company transport. Each had to provide his own and Charlie was the proud owner for a time of a Ford 8 for which he paid £25! Later, however, he replaced this with a 10cwt. Ford van so that he could do machine movements and so that he would be able to get more petrol. And this van seems to have been as full of character as Charlie himself.

If all this makes Charlie Webb seem like Old Father Time in these days of company vehicles, separate service and collections, radio controlled vans and sixpenny play, don't be misled. He admits to being 60 years young and is still doing a sterling job for the company as a collector in the London area. With Mrs. Webb there to help him it looks as though this is going to go on a long time yet. As Charlie says "Retire? Blimey, I've never given that a thought!"

"They must be all angels in here tonight!"

This is the sort of experience which typifies the area to Mr. and Mrs. Webb and people like them who know it well. Hard it may be — and there have been times when it has been very difficult to find a relief willing to work in the area in times of holidays, etc. — but beneath it all there is a friendliness and loyalty which, fostered by Charlie Webb has made this area one of successful operations for the company for many years.



A splendid "Wendy" house that Charlie built for his grandchildren during his spare time.



THE ROLE OF THE FACTORY

By Mr. John Peyton

The role of the Factory in the Ditchburn Organisation is very clear. It is to produce our products at the right time, the correct quality standards and at the desired cost.

So far so good, but how many people working for the Organisation, particularly those outside the Manufacturing Company, are aware of the deeper implication behind that simply stated role. To many, the Factory is perhaps just a building into which people and materials go and finished products come out, a place staffed by nameless people not at all aware of the many problems created by the products, for those of you outside the manufacturing area.

Such is far from the truth! The knowledge of the problems, has in the last 9 months acted as a sharp reminder that the Factory has a most significant part to play in the overall success of the Company, and as time has gone by, the determination of the whole factory team to resolve the problems, has increased considerably.

It is important therefore that everyone in the Organisation is aware of the Factory's role, objectives and attitudes, so that it may be seen that the team spirit within the Factory represents an AI membership of the overall organisation team.

Quality and Reliability

The Factory is of course part of the Manufacturing Company headed by Mr. Foy as Managing Director, and which is broadly broken down into the two areas of Product Development, which Mr. Crossley as Engineering Director controls, and the Factory. It must be obvious that the closest possible relationship should exist between these two areas, and in practice this is very much the case, and this has resulted in significant improvements in the Quality and Reliability of our products over recent months.

Let us look specifically at the Factory itself. Its growth, like that of the Organisation, is a stirring story. It is only a few short years ago that a limited number of people, most of whom are still with us today, were producing a total of 1,274 machines per annum, or 38 per week.

Growth inevitably brings problems, and when changes to machine design occur at the same time, as happened with the introduction of the '80' range, the workload can assume proportions which begin to have a very real effect upon the effective running of a unit.

This was clearly recognised by the Board, and steps were taken to strengthen the structure of the Factory, to enable it



Mr. John Peyton

not only to meet the increasing demands of the present time, but also to make it capable of handling the growth problems of the future. As a consequence of this many changes have been, and still are being made.

Let us briefly look at some of these changes, and the effect these will have on the Company's prosperity.

It has been said before that the role of the Factory is to produce our products at the right time, with the right quality and the right cost.

To enable us to do this, the structure is broken down into three significant areas — Material Supply, Production and Quality Control, and in all these areas great changes have occurred.

In addition, these areas must be supported by services which include Accounts and Production Engineering, as well as the vital services which are provided by Product Development, as for example, the provision of Drawings and Specifications.

In addition, a very important service to these areas is the Purchasing Department. As the Purchasing Manager, Mr. W. Barton, who has been with the Company from very early days, is responsible for approving suppliers and all negotiations with them.

It will be of value to look at each of these areas to indicate the structure and changes taking place.

Firstly then, the Material Supply Group.

Our Factory is largely an Assembly Plant, having as a feeder unit our B.E.L.

Factory at Accrington which handles most of the metalwork required. As a consequence, most of our components are procured from outside sources, and this is the responsibility of the Supplies group.

The simply expressed task of this group is, after receiving sales information concerning the order position, both long and short term, to break the requirements down, and to schedule these upon approved suppliers in time to enable them to programme on their units and to deliver in time to meet programmes which the supplies group place upon the Factory.

Suppliers need reminding, and the progress section within the group are responsible for ensuring that material is not delayed.

After material has been received and is inspected in the Goods Inward Inspection, it is put into stock ready to be issued against Factory programmes which again, is the responsibility of the supplies group. It is important that an accurate count of components in stock is maintained, and the Stock Control section is responsible for this.

A recently introduced Modification Control procedure ensures that modifications to components which can affect very seriously Quality and Reliability of the product, are handled effectively, and it is the responsibility of this section to inform all areas of the Organisation when changes are imminent.

New Stock Control Techniques

In the last few months the Department has, and still is, undergoing major change. In a new appointment, that of Supplies Manager, Mr. D. Barnes joined the Ditchburn Organisation in August. As a consequence of his experience, modern techniques of stock control, scheduling and programming are being introduced, and these are being developed with an eye to the use of computers in the

years ahead.

Production is broken down into three main areas — Magispa and Magicold, Tablespa and Magisnack and finally Sub-Assembly. Each of these areas is now controlled by a Foreman, with a Chargehand to assist. The whole production section is run by the Works Superintendent — Mr. J. Fulton. Each Foreman is generally responsible for the running of his section, and includes responsibility for Output, Quality and simple Economics as well as discipline and Good Housekeeping.

Training

Training of all personnel is considered of paramount importance, and a Works Training Officer has been appointed. A Works Training Room is in being and is now in full use. Product appreciation courses have been run for all works personnel to give them more knowledge of the work they have to do.

New production techniques are being developed, and to add further impetus a Methods Engineer will be appointed shortly.

The Production Department is now fully geared to meet the demands of the future.

The main Production objective in this Ditchburn Productivity Year has been to reach a standard of Quality and Reliability in the product, greater than at any time previous, and everyone's activities including the training previously mentioned, has concentrated on this aspect, and without doubt very considerable enthusiasm has been generated.

The Factory is determined to produce a machine second to none in the Vending Industry, and quite frankly we know that we are well on the way to that objective. A large part of the credit for this must be given to the Quality Control Department, led by the Quality Engineer, Mr. C. O'Connor.

This Department has undergone probably the greatest degree of change and techniques of any in

the Factory, in order that we could overcome the many problems brought about with the '80' range, and to produce a product better from a Quality and Reliability point of view than any on the market.

In order that we achieve this objective, changes have been made which include the appointment of Product Quality Inspectors, responsible with the Production Team, to ensure that quality is "built into the product," and that it is "right first time." We are now therefore ensuring that we control Quality from the first nut or bolt inserted and not at the end of the line, when it is really too late.

Apart from the Test Section's work, a Quality Audit Department has been set up to criticise the Quality Standards achieved, and all the information coming from these areas is being fed back into the Production Teams so that they can correct their standards.

The Goods Inward Inspection section has been working ceaselessly since early this year to improve the general standards of quality of components. Records kept of supplier achievement have helped the campaign. A close link up with the supplier has had a considerable effect. Objectives set are within an ace of achievement.

Above all things, during the last few months, the welding together of all the areas mentioned above is producing a team of people with the common aim of achieving a fully effective Factory group.

It is meeting the needs for change enthusiastically, determined as it is to become one of the most effective units of its kind in the Country. It is with this intent, and the knowledge that our colleagues in the rest of the Organisation are equally determined to improve their effectiveness, that we look forward to a fulfilment of the work done, which can only result in a prosperous future for the Ditchburn Organisation.



Part of the test line where every machine receives a rigorous inspection before being allowed to leave the factory

www.Ditchburn.co.uk



FROM THE AREAS

SCOTLAND

Save the Phonograph at all costs

When **Roy Macleod** arrived at one of our trial sites, namely the Pot Luck Cafe, Aviemore, early one Tuesday morning at the beginning of August, his heart sank when he saw that part of the roof was missing and that the premises looked completely gutted by fire. This was made even worse when he thought of the brand new 3300 now on its third week trial that had been inside the cafe. Walking inside the remains of the cafe he was amazed to find the 3300 standing amongst the rubble gleaming as if it had just been removed from the showroom. The furniture round about was completely burned and the wall against which the machine had been stood was no longer there.

Upon questioning the owner about the disaster he was informed that a new chip range had caught fire the previous evening and being unable to contain the fire his first move was to push the 3300 out of the door into the street where it had been virtually the only thing saved from the fire. Incidentally the cafe proprietor had been so impressed by the takings during the first three weeks of the trial that he has since signed contracts for the equipment despite the fact that his premises will remain closed for a week or two during repairs.

Possibly the busiest 12 square yards of pavement in Scotland lies in the centre of Glasgow's Buchanan Street bus station where a Ditchburn 580TD and 680 machines are sited. So busy is the site, that on a recent service call our engineer actually got into the queue complete with tool box and eased up step by step as the customers moved off with their drinks until he was, in his turn, alongside the machine. Dropping his tool box, he quickly inserted his key, opened the front door and heaved a sigh of relief. Even as he worked on the machine, two prospective customers actually dropped sixpences into the swinging machine door.

MIDLANDS

Whilst attending a Police Convention in London recently, **Bob Aldridge**, a retired police officer and

now our collector in our Midlands area, had his pockets picked most professionally. The truth was that, of course, these gentlemen from this police convention were attending the David Frost show and as expected from this outstanding TV star the impossible had been arranged — having the police robbed. Imagine Bob's surprise when he was invited up onto the stage by David Frost and then his utter amazement as items of his personal property, which had been taken from his pockets, were handed back to him. Said Bob, "At least I do my collecting honestly."

Ring Ashfield Not Sutton Ken Spanswick, Service leader in the Midlands Area, tells me that many members of the Organisation are still ringing Sutton Coldfield 2741 when they wish to contact the Midlands Area office. Ken tells me that Sutton 2741 is in fact, an elderly lady with a heart complaint and these constant telephone calls are causing her some distress.

WOULD EVERYONE PLEASE NOTE THAT THE TELEPHONE NUMBER OF THE SUTTON COLDFIELD OFFICE IS IN FACT, ASHFIELD 2741.

LONDON

NEW PREMISES — — The London Area have now moved to their new premises which are located just across the road from where they have been for the last few years. This has doubled their office accommodation and trebled the storage space available and thanks to a sterling effort by all the London staff the whole move was effected in a weekend. The new premises back onto the Grand Union Canal so if traffic conditions get any worse in London we can always invest in a couple of radio controlled speed boats to get our engineers into the heart of London.

New Service Set up

The London music and vending service teams are to be completely reorganised into smaller, more compact, teams each with its own senior engineer. This should make a world of difference in handling service problems in the London area and the scheme has been given first class support from all concerned. **Ernie Wells** has been recently in Lytham to discuss the project and everyone is most enthusiastic. This is being treated as

a pilot scheme and if it is successful the system will then be used throughout the rest of the country.

Welcome back to **Tony Doyle** after an unfortunate bout of sickness. We know that he will return like a giant refreshed to lead his special team in Central London on to great things.

Congratulations to **Colin Russell** on his promotion from Field Sales Manager, Retail music division South-West, where he was responsible for four territories, to Field Sales Manager London area. Colin will now be responsible for eight territories and almost a third of the division's turnover. I know that his colleagues in the South-West will join with everyone in wishing him every success in his new position.

SOUTH WEST

The Commercial Division in the South-West area have recently welcomed two new salesmen, **Richard Dixon**, formerly Phonograph salesman, has joined them on the Southampton territory, and **Arthur Turvey** takes over the South Wales territory. Arthur is a very experienced salesman who has worked in the United States for some time and has also covered most territories in the U.K.

Lucky Escape

Roy Wetherden, who was recently taking his daily sales reports to the home of **Mr. Gerry Bayliss** one Saturday evening, was involved in an accident. This particular evening he was passenger in his wife's car when they were in a collision in a Bristol back street. Roy and Cynthia were not too badly hurt but the amazing thing was that their young son was thrown out of the door and rolled down onto the road. When he walked back to the scene of the accident the driver of the other vehicle thought he was merely a passer-by! He was totally unharmed.

Are you getting your share of space in "From the Areas"?

If you think that your area is not getting enough coverage in "Ditchburn News" remember we can only print the stories if you provide them. We're always very pleased to hear of items of interesting news which occur in **YOUR** area. So, if you have anything at all which might make interesting reading send it without delay to the Editor, "Ditchburn News," Ditchburn Organisation, Dock Road, Lytham.

NORTH

Miss Pat Pentney, 21, who works in the Newcastle Vending office recently spent two weeks in Gibraltar. Pat, who was spending a working holiday there in a capacity of a rating in the Wrens reserve, arrived in time to witness the mock assault of the Rock by British troops who were holding an exercise there. Quite an enjoyable fortnight says Pat — "The weather was good too!" Gibraltar, a square mile of rock basking in the Mediterranean Sunshine is mainly that, plus one fish and chip shop and (wait for it) yes, the inevitable Ditchburn contribution, in the shape of two Magicold 680 cold drink machines situated, says Pat, at one end of the main street.

Brian Davenport, our Supervisor in the North-East must have been very relieved to hear the recent good news about the release of Reuter correspondent, **Mr. Anthony Grey**. Brian got to know Mr. Grey when they were both working in Yarmouth in 1958, Anthony Grey was then a reporter on the "Yarmouth Mercury" and he and Brian played in the same Rugby team. Says Brian, "We have stayed friends ever since, and in 1967 he was godfather at the christening of my daughter Rachel. It was shortly after that that he left for China and was detained. We will have a terrific celebration when we get together again."

Miracle Baby

A polio victim was wheeled out of a Maternity Hospital recently with the "miracle" baby she thought she might never

have. Mrs. **Yolanda Holderness**, 34, wife of **John Holderness**, Multiples Division salesman in the North-East. Yolanda who has been paralysed from the waist down for 15 years gave birth to a 5lb. 7oz. baby, Nerissa, at Sunderland General Hospital on August 6th. A consultant gynaecologist said it was very rare for someone so severely disabled to give birth to a baby. Last word from Mrs. Holderness "I wouldn't mind a companion for Nerissa, but I don't know if I will be allowed to have another child." Congratulations, John, and all the best to you and your family.

All in a day's work

When **Morris Ross**, Commercial Salesman, left home at 7-50 one morning recently, he felt very confident of obtaining sales from three dems which he had arranged for the day. By 10-50 Morris had his first sale in the bag despite splitting his trousers from front to back sometime during the demonstration. Undaunted by this, Morris donned his raincoat to keep out the draught and pressed on. At 3-30 he secured his second sale to a firm with premises right next door to Crusader Vendors. By this time Morris had forgotten about his handicap as he attempted to sell a Tablespa to an Electric kettle manufacturer (he's going back to this one for a demonstration). Homeward bound, with two sales already in the mail to Lytham, Morris got lost in thick fog on the moors. Negotiating this hazard, Morris finally arrived home at 8-30 to a ticking off from his wife because his dinner was spoilt. Ah well, it's all in a day's work!



A very proud and happy John Holderness seen here with his wife Yolanda and baby Nerissa.

New Lighting Contract

A combined team effort consisting of Mr. Paul Mills, Mr. Norman Entwistle, Mr. Norman Whittaker and Mr. Bill Jones has been successful in securing a B.E.L. contract to supply G.E.C. Limited with marine fluorescent light fittings and in a full year sales volume is expected to achieve six figures.

This important sub-contract has been achieved against keen competition and undoubtedly the quality and reliability of the products supplied by B.E.L. has been an important factor in obtaining the order. Following the tooling up period the first production samples of G.E.C. and a rapid increase in call-off of these units is anticipated over the next few weeks.

At the present time all the leading shipyards have good order books and after the lean period of two or three years ago it is confidently being predicted that ship building will continue to expand over the next few years. With its newly introduced range of marine fittings G.E.C. are expected to obtain a major share of the orders for these ships so this augurs well for the future of B.E.L.

BEL Boiler is Awarded Kite mark

The 7½ gallon and 5 gallon electric washing boilers which B.E.L. have introduced into the Acquiring team for quite some time now, have recently been modified and awarded the British Electrical Approvals Board mark of approval. This product now conforms to a British standard.

To obtain this, the boiler has been subject to stringent and complete tests to ensure that the wiring and insulation is sound and that the appliance cannot be tipped over in normal use.

It is important that electrical appliances have this "kite" mark and B.E.L. are confident that this will help to increase their share of a very lucrative market.



The Melbourne washing boiler and the "Kite" mark which has recently been awarded.



SPOTLIGHT ON

OUR TAPE AND RECORD DEPARTMENT



Mr. Jim Thomas, who heads our tape and record department and has a tremendous amount of knowledge of the music industry.



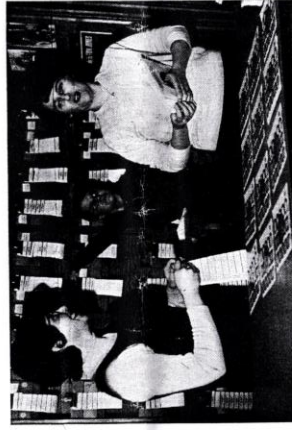
Rita Johnson of the Tape Duplicating Department



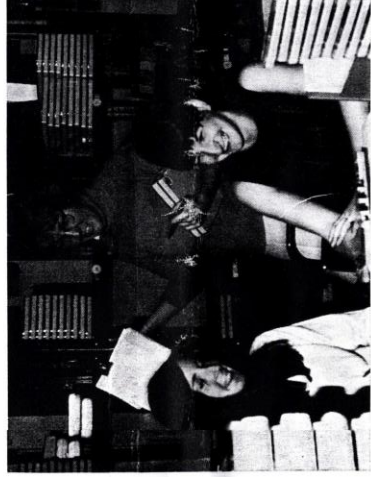
Hazel Swann, also of the Tape Duplicating Department working at the Tape Duplicating machine.



Bill Marshall, responsible for testing every tape cassette before it leaves the factory.



Down in the Record Department, sorting out batches of records for Phonograph customers we have from left to right Given Durrington, Christine Eaves and Wendy Boatman.



On tape side, seeing that all our Symphonette and Symphonette customers get their music on time are Di Nicholson, Joan Hollen and Barbara Parkinson.



Trevor Roberts looking very happy at his work and so he shows when you look at his workmates from left to right, Vanda Steele, Elaine Whittaker, Susan Blacker, and Jackie Ferguson, his department they assemble the tape cassettes and also clean and recondition cassettes.



Mrs. Pat Jolly, Head of the Department responsible for getting the music out on time, be it taped or on disc.

Ditchburn Productivity Year

Progress Report

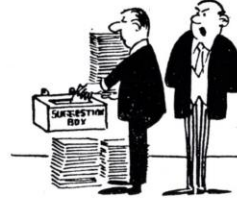
We are now in the final quarter of our D.P.Y. campaign. As you will have seen from the recent edition of "Impact" considerable achievements have been made by Departments on all sides of the Organisation and we are very grateful to those of you who have entered into the spirit of this drive to raise the working efficiency of the company by positive effort at all levels.

Big Improvements

A lot has been done during this past nine months. The improvements in efficiency in the Vending Factory have been—and one can use the word quite accurately—dramatic! The effectiveness and enthusiasm in our Ingredients Department have become a byword, the standards set by the Training and Personnel Departments, working under heavy demands from

other sides of the company, have been extremely high, the Lytham Sales Office is now rapidly changing shape and is achieving a good standard of efficiency spurred on by the individual enthusiasm of many of its members, and the newly formed Executive Consultative Committee consisting of Departmental Heads is now studying the problem of improving inter-departmental communications.

But there is still plenty to be done. Frankly the response to our Christmas competition was disappointing. The purpose of this simple contest was to obtain your opinions on which factors are still having an adverse effect on company efficiency and also on your personal job satisfaction.



"Aren't you happy here, Trimble?"

The replies we received were extremely helpful and detailed notes which some of you submitted along with your official entry form were really appreciated. Yes, those of you who entered the competition gave us a clear picture on what you would like to see put right, but the unfortun-

ate fact remains that we just didn't hear the opinions of the majority of you. This must be our fault for clearly we are going wrong somewhere; we seem to have failed at first base in obtaining your interest! Well we don't admit defeat easily and so we shall put our thinking caps on again because we believe it is a fundamental principle that each one of us who works for the Ditchburn Organisation should be interested in our work, should derive satisfaction from what we achieve and should continue to seek for improvements and should look forward to improved remuneration in line with an increased contribution to the company's effectiveness. All of us spend a high proportion of our waking hours at work so it seems to us good sense to set out and try and make those hours as fruitful and rewarding as possible.

In the end analysis companies are only groups of people who should be working together with common or related objectives. Not one of us is short of scope for making some

contribution to improving productivity, but perhaps we are failing to recognise these opportunities. Certainly management has a major responsibility in this work.

Let's admit that this contribution for "Ditchburn News" has been purposely written in a contentious vein in order to provoke some discussion and we hope some letters to the Editor in our next issue. Many people have already posed the question what happens at the end of D.P.Y.? Clearly the work to continually improve efficiency will not stop on the 31st of March, but must go on and on. In the meantime, however, let us take a fresh look at our work in this next quarter and remember we want as many people as possible to be recommended for that fabulous Paris holiday!

CONGRATULATIONS . . . to BRIAN WARD, Lytham Sales Office, who won the first prize in our D.P.Y. Christmas Competition.

How Safety Conscious are you?

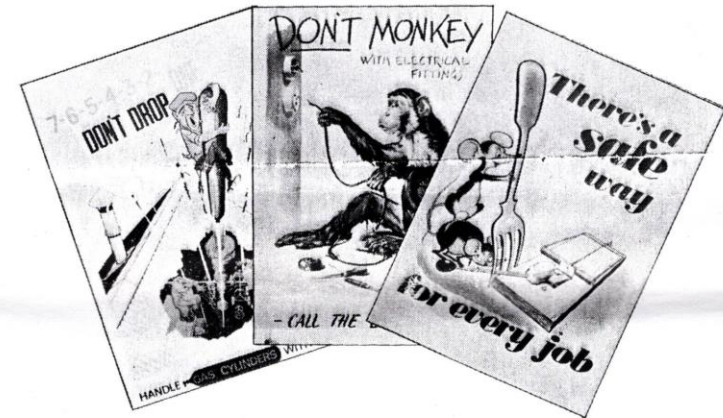
from Mike Shore - Safety Officer

There is no doubt that many of us who work for the Ditchburn Organisation are under the impression that not many accidents occur, unfortunately this is not so. (One might say that there are not many serious accidents but from a safety point of view all accidents are serious.) When one considers the area of the Lytham Head Office and factory there are at least seven different buildings, we don't all know what is going on in these different sections and therefore we would normally only know of particular accidents in our own area. These accidents are only part of the total number which when considered as a whole is far too high. Couple this with accidents which can occur at any of the five area depots and it is plain to see that we cannot complacently sit back and say "We are safe enough there is no need to improve our safety standards."

Obviously as the growth of the company continues the safety hazard must increase and so one must take a long hard look into the future and plan in advance to avoid the accident incidence. It is not enough to investigate an accident after it has happened and then take steps to avoid another occurrence, where a safety conscious atmosphere exists, a safety hazard should be seen and reported before the accident occurs. This responsibility rests with every single one of us and not with the supervisor or the manager or 'a somebody else.'

Well now let us consider what the company does in the interest of safety. At Head Office there is a joint Works Safety Committee of which Mr. F. H. T. Foy is the Chairman and there are representatives from all major departments. Regular meetings are held to discuss any recent accidents which have occurred and any

safety hazards which committee members have seen or had brought to their notice. Some examples which are discussed are:— the need for fire extinguishers in any new working area that has been set up, obstructive parking, the condition of portable tools and equipment, blocking of gangways and



Some of the safety posters which will be appearing in various parts of the factory shortly.

exits, etc. All these and many other subjects are important and need to be looked after. Two jobs being done at the present time which will be of general interest are the re-organisation of all the fire drill procedures at Head Office and the commencement of a safety poster scheme. Once the poster scheme has been established at Head Office, it will then be extended to cover all the area depots.

Not very long ago there was a need for more first aiders at head office, and when volunteers were asked for there were many people who put their names forward. Those who were chosen because of their strategic positions throughout the Lytham factory have now attended a St. John Ambulance course and best news of all: congratulations, everybody passed the examination!

The first aid network is now as follows:

- Mr. R. Hawkey
Equipment
Reconditioning
- Mrs. P. Jolly
Record Department
- Mr. T. Greaves
Development
- Mr. H. Whitehead
Vending Factory
- Mrs. Y. Deane
Accounts
- Mrs. B. D'Arcy
Sales Office
- Mr. W. Moss
Development
- Mr. M. Shore
Training
Department

These names can now be entered into the factory general register and as qualified persons they will be able to take appropriate action should and when the occasion arises.

There may seem to be a large number of first aiders available, but when we consider the number of buildings here at Lytham and how spread out they are then it is necessary to have a qualified person close at hand and not have to bring somebody in from a building some distance away.

Well so much for the safety scene here at Lytham, it is perhaps unfortunate that there is little mention of what goes on in this aspect at the area depots, but this does not mean that it is completely ignored. I am sure that the depot staff and field personnel have as much safety awareness as any one else and, no doubt, if anyone cares to put pen to paper and forward an article on safety or similar to the edition it would be gratefully received.