

NS KOMATSU

Down To Earth

NS KOMATSU NEWSLETTER

MANAGING DIRECTOR'S MESSAGE

Know Our Customers

In this issue of "Down To Earth", I would like to ask all our employees to keep in mind that NS Komatsu's role is that of a distributor of construction and mining equipment. As such, our job is to provide support for our customers and become recognized as a real contributor towards their business success.

NS Komatsu has been formed, basically from four sources; namely, Komatsu Australia (KAP), ANI Komatsu, MC Komatsu and Hawker Noyes. Because the majority of our business is from Komatsu products, KAP has assumed the lead in our organization and there is a tendency to make decisions and take action from KAP's previous perspective, that of a manufacturer.

However, I believe this method must change and that there are other better ways, which are appropriate for a

distributor in our daily contact with our customers.

It is of fundamental importance for us to know our customers and their business needs, as a result of close contact and visiting the customer's jobsites. By really understanding the customers' needs, we will be able to offer solutions to their problems, gain the customers' confidence and be thought of as contributing to their successful business.

Because of our different origins as mentioned above, we have a huge amount of knowledge and expertise, spread throughout all our Branches. Our task is to gather this knowledge and expertise and find the best way of working with the customer, to further strengthen our relations, in a genuine and down to earth manner.

In this sense, the new name for our magazine, "Down To Earth", is appropriate and really expresses my request to you all, towards these actions.

We can work together to make great progress and I look forward very much to the results of our efforts.

With kind regards,
Tom Hirano

▼ NS Komatsu Managing Director, Mr Tom Hirano

Who Is NS Komatsu?

This issue, we list the telephone number of each of our operations. If you are in the area, whether it is just passing through on holiday or for some other reason, please make contact. This will be a good opportunity to get to know people throughout our company and we are sure that everyone in any of our operations will be delighted to show off their local area.

NSW

Head Office & Fairfield Branch
Fairfield (02) 795-8222
Mt. Thorley (065) 722-866
Muswellbrook (065) 433-900

QLD.

Sherwood (07) 246-6222
Mackay (079) 52-3111
Townsville (077) 75-3433
Cairns (070) 35-1788

Victoria

Campbellfield (03) 9359-3255
Loy Yang (051) 732-900
Yallourn (051) 352-678
Morwell (051) 353-952

South Australia

Dry Creek (08) 262-4116
Whyalla (086) 458-149

Tasmania

Launceston (003) 267-422
Hobart (002) 484-414

Northern Territory

Winnellie (089) 471-033

Western Australia

Welshpool (09) 351-0555
Kalgoorlie (090) 913-155
Collie (097) 343-871



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"Down To Earth" is NS Komatsu's official in-house magazine.

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Editor's Comment

The first issue of our magazine appears to have been very well received. Thank you to all who contributed and cooperated.

As will probably always be true, there is room for improvement. Some suggestions have been made and taken up in this our second issue, such as using larger type for easier reading, and larger photographs, for interest.

Please continue to comment on the magazine, as it is your magazine. The editorial and preparation team are working on behalf of all company employees, and we appreciate your suggestions. Of course, if you think

things are perfect as they are, please let us know this as well. Quite a few people are involved in the preparation of this magazine, and will enjoy a pat on the back!

Once again, we invite you to write to the editor, if you have any particular topic you wish to air. This can be on any subject and we can start a "Letters to the Editor" column, if we have sufficient interest.

Due to so much material becoming available for this issue, we have been unable to include several intended articles; namely, Automation in Manufacturing, by Rob Wilson, "Komatu" T40 bulldozer, by your humble editor, Training in Adelaide, by Dave Field and Service Operations in S.A. by Eric Glover. Apologies for this and please watch next issue.

- Editor.

Affirmative Action Profile

The task of compiling the Affirmative Action Agency Report for 1994/95 has been completed and it is felt that the Company is beginning to have a greater understanding of just what the Affirmative Action program means.

Late last year Regional Managers and Branch Managers held discussions with their staff on the issues raised by Affirmative Action. An article also appeared in the first edition of this Magazine. We have received some feedback from staff, but would like to hear more of your views.

The subject of Affirmative Action has become a discussion point in many developed countries and has been written about quite a bit over the last few months. In Australia the Affirmative Action is a relatively new concept and has only been established since 1986.

Internal training has become an important part of the Affirmative Action policy. Barry Potter recently surveyed Head Office staff in order to compile a training program, and now a number of employees are scheduled to attend a variety of courses during the year. It is the intention that staff from each Region will attend Affirmative Action training courses this year.

The Administration Department of Head Office has information available to any member of staff who is interested to know more about the Affirmative Action Agency and its Policy. If you have any questions, please contact Elizabeth Carr.

Spare a thought for the Bean Counters

Now that the world has experienced the boom of the 80's and the recession of the 90's, the Bankers have returned to Banking and the Earthmovers have gone back to moving earth. It was thought at one stage that these roles had been reversed. The Bankers thought they knew about moving earth and vice versa!

If you don't understand about bean-counting (a fond term for those in the financial business) let me say that there is more to life than just placing beans in little piles and counting them.

Beancounters have a lot of fun and enjoyment looking for lost beans, stopping people from stealing the beans, and ensuring that Sales Managers do not use mirrors to pretend that their sales produce more beans than they actually do. Whilst all these magic tricks appear, the beancounter must ensure there are enough beans left over after the professional beancounters (the banks and the tax man) have raided the plantation, to give the shareholders enough beans (dividends) to keep them happy. (You can call these profits if necessary).

Confidentially though, the business has changed and is continuing to change. Technology and disciplines in financial sectors have made us Global. This means our customers as well as the beancounters are truly International, meaning they can cover the world moving easily from sector to sector. Companies like BHP, Cyprus, are now International Miners with access to suppliers (and their prices) on a Worldwide basis.

(Continued page 7)

NS Komatsu Joins "FRONTLINE"

With our ever increasing volume of imports and therefore greater exposure to international freight movements from overseas sources, the management of NS Komatsu decided it was appropriate to accept the invitation of the Australian Customs Service to join the campaign against illegal imports.

NS Komatsu imports into Australia huge tonnages of cargo from many locations around the world. Each shipment, by sea or air, has the potential to be tampered with and provide a medium for the transport of illegal imports.

The Australian Customs Service campaign known as "FRONTLINE" was established to promote awareness and vigilance in the fight against illicit drugs.

NS Komatsu is the first Japanese owned Australian company to join the campaign and to acknowledge that fact, senior Customs Officers from Federal and State Departments visited Fairfield to witness the signing of the official document by our Managing Director "Tom" Hirano and John Hawksworth, the Regional Director of NSW.

Other notable guests at the ceremony were:

John Drury, Deputy Chief Executive
Julian Mallet, Regional Manager
Richard Dacron, Senior Manager
Bob Harkins, Dist. Mgr. Parramatta

Malcolm Graham, Chief Inspector
Chris Schofield, Public Affairs Officer.

Of course, the occasion would not have been complete without our own Customs Broker for parts imports, Kent Heazlett of Cornish International.

Kent Heazlett - Biographical Details

- Managing Director of Cornish International, Customs Brokers and International Freight Forwarders, a company he and a partner purchased 6 years ago from the Cornish family who had run the company since the 1930's.
- National President of the Customs Brokers Council of Australia.
- Member of the Government's industry panel on Customs Audit Reforms, whose report was released by the Minister, Senator Chris Schacht on 22nd March.
- Kent has over twenty five years experience in the customs broking and forwarding industries and has specialised in the Construction and Mining Equipment Industry sectors during that time.



▼ Mr. Tom Hirano and Mr. John Hawksworth at the "FRONTLINE" signing.



Name Your Magazine Competition

Already the new name "Down To Earth" has caused positive comment and augurs well for the future success of our magazine. The competition created a lot of interest and 73 names were submitted, which made a difficult task for the judging panel.

For those interested in the mechanics of the judging, we had a panel of three Head Office personnel and four Regional guest judges who were in Sydney on the day of judging. All judges voted independently and chose from the list of entries, without knowing who the contestants were. Therefore the judges were able to vote purely on the merits of the entries, and we believe this process was as objective and as fair as possible.

Julie Fawcett from Darwin Branch was the winner, with her entry of "Down To Earth". Julie says that this name is appropriate, as it suggests the importance of the earth-moving industry on which we all depend, as well as the strong and progressive spirit of NS Komatsu.

The people of Darwin Branch should be very happy with the winning result, as Julie has decided to share the prize value with her workmates and arrange a Branch celebration and dinner at the local tavern. Very well done, Julie!

We are not able to print all the entries because of space limitations (and a few were a touch on the humorous side), but a sprinkling of them included: "Great Excavations", "News Komatsu", "Making Tracks", "The Blue 'n' Gold", "The Cutting Edge". There were even several entries in Latin (we have some well educated people in NS Komatsu!) Apologies to those whose entries are not printed.

Thank you very much to all who submitted entries and for your enthusiasm. We look forward to the next opportunity to run a competition in "Down To Earth". Any ideas on a suitable competition? Please let us have your suggestions.

SALES SUCCESS STORIES

Good Start To New Financial Year

The first month in our new financial year (April - March) produced an excellent level of sales throughout the country. Overall there were 57 machines delivered to customers, one of the best monthly results since January 1994, when we delivered 83 units.

Included in these April sales were some significant deliveries:

- Ingersoll-Rand DM-M3 drill to BHP Coal at Peak Downs in the Bowen Basin. This will be followed next month by a DM-H drill to BHP Coal at Gregory, also in the Bowen Basin. With further tenders and sales opportunities coming up over the next few months, the penetration of Ingersoll-Rand drills into the Bowen Basin should be increasing dramatically.
- Dresser TD20G dozer to a customer in Tasmania, R.A. & J.C. Howells. While not a large sale, the delivery of this unit is an example of the breadth of the product range which NS Komatsu is now selling. These units are very well accepted in the forestry market and further sales are expected into this market.
- There were 6 x HD785-3 Komatsu dump trucks delivered in Western Australia to Leighton Contractors and Mount Eden Gold Mines. This indicates the continuing success of this model truck, particularly into the W.A. mining market.
- Another D575A-2 dozer was delivered to Alcoa in W.A., their second, and the fourth unit of this model to be sold in Australia.
- Following the release of the new wheel loader range, a total of 13 units of the new models were sold in April. This brings to 21 the total number of these new models sold since their introduction, and confirm the high expectations we held for them when they were released in February.

Overall, a very successful month for our sales operation and congratulations must go to all the sales teams in all Branches. Keep up the good work!

Head Office Marketing Re-organisation

Charles Foo, Director of Sales and Marketing, recently announced a new corporate structure for the Head Office Marketing Department.

The new structure reflects the current franchises and products that we market within Australia.

The non-Komatsu franchises have been separated from the Komatsu products, with the following people responsible as indicated:

Haulpak Trucks

Les Ellen

Ingersoll-Rand Rotary Drills

John Reid

Dresser Dozers/Galion Graders

Bob Walmsley

These three managers will be totally responsible for their products, including all sales related activities and co-ordination of product support requirements through our Parts and Service Departments. Mrs Jenny Richards has joined the Company as Personal Assistant to these managers.

Colin Chamberlain continues his current role of National Quarry Manager, while Keiko Fujiwara, formerly of Komatsu Ltd. Head Office in Tokyo, will be Administration Manager for Komatsu product. Working with her will be John Schmeling on shipping and David Curry on local procurement.

Garry Rochford will continue to be responsible for all pricing and market analysis, while Tom Hovatta will look after the release of new products.

Kent Yoshimura will handle all technical enquiries for Komatsu products and Mandy Sinclair will continue her sterling efforts, as secretary to Charles Foo.

This revised structure should make the H.O. Marketing operations much more effective in serving the needs of the customer and the Regions.

Because of the interest expressed in the Ingersoll-Rand drills, we plan to include an article on them and their importance to the operation of an open cut mine, in a future issue of "Down To Earth"

- Editor.



▼ Ingersoll-Rand blasthole drill.



SPECIAL BRANCH
FEATUREAdelaide
Branch

In this issue of "Down To Earth", we feature the new Branch facilities in Adelaide and, as usual, introduce several of our people employed in this Branch, presenting their jobs, their interests and how they view NS Komatsu.

For several years now, the Branch in Gepps Cross operated under difficulties, with premises which were too small and with inadequate facilities. It was intended that these be temporary premises only, while more suitable facilities were prepared. It is a mark of recognition of the ability and enthusiasm of the Branch personnel, that they have managed to adequately support our products and maintain and improve customer satisfaction, notwithstanding the limitations of the old premises.



NS Komatsu
Adelaide
Parts Office.

Neville
Sandford and
Bill Politis
installing
counterweight
on a WA70-1
for BHP
Ardrossan.

Now it is smiles all round, as the whole operation moved into the Dry Creek facility in mid-March, a modern office, workshop and warehouse complex of over 1700 sq. m., adequate for existing requirements and with a huge land area of 22,900 sq. m., allowing significant growth potential as the company grows in future.

Adelaide Branch Manager, Robert Hudd, says "Our new facility provides exciting prospects for future growth. It has been purpose-built for our industry, complete with a fully enclosed paint spray booth, large parts warehouse and practical demonstration area, and we are able

NS Komatsu
Adelaide
machine
display area
and Main
Office.



to offer our customers improved support. Equipment such as the overhead crane provides improved safety and will reduce time on the job, contributing to better efficiency and good working conditions."

The new address is on busy Cavan Road, which gives excellent exposure and there has been a noticeable increase in customer interest due to

the more visible presence. Already more wheel loaders have been sold in the first quarter this year, than for the whole of 1994. The South Australian market is expected to become more of a mining market in future, and the new facilities will enable improved support for the larger mining machines.

Additional features include double access gates and good loading facilities for ease of transport vehicles, a large hard stand area, secure flammable materials storage and training facilities which will be regularly used both for internal staff training and for customer functions.

Quality Assurance is an important requirement in South Australia, in order to remain preferred suppliers to our major customers. Adelaide Branch is the next step in Southern Region's plans to become fully accredited. This will be an easier task in the new facility and the Branch plans to become accredited to AS9002 within 12 months.



SPECIAL PEOPLE

Roger Kain

I am Adelaide Branch's Parts Supervisor and have been employed here for 9 years. This job includes supervising the complete parts operation, stock control not only at Adelaide, but also our consignment stocks at Whyalla, Iron Knob and Leigh Creek. I look after the major customer accounts and visit them every three months.

Customer relations are very important and fulfilling customers' needs is a satisfying part of my job. Sometimes the pressure is high, but I enjoy working at full speed. I am pleased to have good relations with our customers and I also enjoy the management role of delegating tasks, monitoring results and helping associates to solve problems. Our small team allows us to enjoy a good joke and we can swap jobs, knowing what each member is doing. NS Komatsu is accepted very well by customers and consequently our machines are regarded as very good to buy. We are now working on marketing plans which will increase our market share and in future for NS Komatsu, the sky is the limit.

I live towards the Adelaide Hills, travelling to work by car, which takes 15-20 minutes. I follow the football, with the Adelaide Crows being my team. I am also keen on motor sports and will miss the Grand Prix. About 6-8 months ago, I began go-kart racing, which will continue and I also enjoy bush walking.

My evening enjoyments include comedy and action movies and reading (mainly science-fiction novels), although TV is out, as a waste of time. Nice evening meals, either in a

▼ Roger Kain



restaurant, or cooking at home (e.g. marinated pork) are also in my activities. I have four dependants - goldfish, and my first job when I get home every day is to care for and feed them.

Barbara Chapman

My job is Receptionist Secretary for the Branch. Duties include collecting and preparing mail, banking and following up debtors, as well as secretarial duties for the whole Branch, which I share with my daughter Rachel.



I live in Para Hills, a convenient 15 minutes by car travel to work.

Barbara Chapman

I like meeting people and talking to them on the telephone. After 9 1/2 years with the company, I have a lot of "phone-friends". BHP call me "Cuddly!" The staff here at our Adelaide Branch are very friendly and it feels like I am part of a large family. Of course, I also like to see the money!

Any job has its trials and tribulations, but overall, NS Komatsu is a very enjoyable company to work for. Fortunately, I have a very fair boss and if I ever have any problems, I know I can talk about them and I will be listened to.

We have experienced a lot of growth, from the old ANI Komatsu days and before that, Force-power. I have never felt as secure as I do now, with Komatsu and Nittetsu Shoji both behind NS Komatsu. Perhaps an employee share-purchase scheme would provide an added incentive to us all, to make our company a success.

It is a thrill to work in our new offices, in a much more prominent position and customers like our new image.

More people come in the door, to see our machines.

I have lived in Australia for 30 years and have been naturalized for 2. We have 4 children and 2 grandchildren. My hobbies and interest include reading, tapestry and travelling. We have been back to England 5 times to see my mother, as well as to Spain and Hong Kong.

We have 2 adorable West Highland terriers, which are white, with a long shaggy under-belly and seem to have a large head, due to their beard. They are just the right size to have one on my knee and one on my husband's each night, while we watch TV and I do my tapestry.

Chris Guntner

My position is Sales Coordinator and, as we are a small Branch, this involves me very heavily in sales support. My duties include preparation of tenders and quotations; monitoring of and recommendations for stock levels, sales completions and general sales administration. Basically, my job allows the sales staff and Branch Manager/Sales Manager to get out on the road, selling machines. I also look after special projects such as demonstrations, field days, advertising and costing and design modifications for options and attachments.

I love the diversity of my job and enjoy working in a small group. We have a total of 25 people in South Australia and I regularly work with about 10-15 of these. I don't travel a lot in my job but enjoy travel when it is required.

It looks to me like NS Komatsu South Australia is really starting to go places. We have had some teething problems, but are now regarded by our customers as a national company, which provides real and saleable advantages. Due to our new facilities

and our national operation, the customers' perception of NS Komatsu is changing. We are offering products, with quality equal to or the best in the market. This, together with our expanded field service and good parts backup, provides a sense of safety for customers when they deal with NS Komatsu. This sense of safety and high quality products justify customer decisions to buy from us.



▲ Chris Guntner

South Australia is a price-based market, but our product quality and support will help us to win business, based not only on price. We are still the underdog, with great potential and this presents a challenge to us, to realize our opportunities.

I have a commercial pilot's licence, which I use occasionally in my job. I am very involved in music, playing the trombone professionally in a Big Band, and also sing and act (as an amateur) in musicals. I like outdoor activities such as fishing and hunting and have participated in National Park animal population management in South Africa. I enjoy travel, having visited Europe, Hong Kong, Papua New Guinea and South Africa. Japan and South America are on my "places to see" list. My life is very full, so I don't have an opportunity to play cricket nowadays, due to these other activities.

I live in Norwood, near the city centre, renting a town-house with a few friends. My father has been involved in the earthmoving machinery industry for many years, which gave me exposure to our industry from an early age. My mother is now a retired doctor, and I have always lived in South Australia, which really isn't as quiet as a lot of you may think.

Ross Nicol

I am a Field Serviceman, having been employed by the company for 5 1/2 years. I have been on Field Service for 5 and am now the longest running Field Serviceman, due to staff movements. My job used to involve a lot of travelling throughout South Australia, but nowadays we have Resident Service people in Mt Gambier etc., and I don't have to travel as much now. Travel was exciting at first, but now it is good to be able to be home each night. However, I still enjoy travel, as it is a good opportunity to see new places, meet new people and broaden the horizons.

I came from New Zealand originally and before I joined NS Komatsu, I travelled through Europe and UK, working for a time in an English pub.

My job provides a challenge. As a Field Serviceman, I usually only see customers when their machine is down, which doesn't make for a happy situation sometimes. If I can find the trouble and repair the machine quickly and effectively, I am able to turn the situation around and make a happy customer. Therefore, I actually have a lot of opportunity to strengthen our customer relations, through my efforts.

I imagined that there would be dramatic changes when ANI Komatsu was taken over by NS Komatsu, but actually the changes have been gradual and smooth. NS Komatsu is a name known only to people in our industry, in South Australia. Perhaps this is historically still due to the location of our old Branch, right out of the way.



▲ Ross Nicol

Now, our much more prominent position puts us before the eyes of many people. Our new premises will change the impression of NS Komatsu, particularly in the eyes of big companies. There is a 100% improvement in workshop facilities, in the areas of handling, lighting and general conditions. We look much more professional now and I feel NS Komatsu is good to work for.

I am very interested in Rugby League, but I live in the wrong state to be able to watch it on TV, unless I stay up very late! We have recently purchased an older house and my wife and I are now busy restoring it in all our spare time. We have two German Shepherd dogs, previously show dogs, and of course they take a lot of time and they enjoy a drive in the car to a park, to throw the frisbee.

Spare A Thought For The Beancounter

-(Cont'd from Page 2)

Investors now require an appropriate return on their investment and will take radical action if necessary to achieve it. It is our job as a company to convert our skills and energy into making us a financial success, not only to return beans to the beancounters, but also to ensure we all retain a job in a successful enterprise. In that way, we continue to get a few beans.

We can only survive and keep the beancounters happy if we ensure our customers are happy (after all, they probably sit home counting beans too) and to do this we must assist customers to retain their share of the beans, by superior support and service. If we aren't successful, the pile of beans won't grow, fewer customers will buy our product because their bean pile reflects ours and so on....

For an investor or machine owner, a deal with NS Komatsu always involves the view of a beancounter, as the reality is that they are placing their faith in us, to invest their beans in one way or another in our ability to do the job.....

As for bean curds..... that's another story!

Kindly submitted by Graeme Reid

SERVICE DEPARTMENT ARTICLES

NS Komatsu "Experts"

The Expert System was formed in June 1994, by Director of Service, Mr. Tak Kiji. Its purpose is to follow up and diagnose technical problems with NS Komatsu products, Regionally and Nationally.

The system enables the Experts, who have been allocated certain product ranges, to communicate directly with factory engineers in Japan or other locations, enabling a quicker response towards solving technical problems. Control of the Experts is directly related to the Regional Service Managers and at the same time they report to Geoff Deller, Technical Services Manager.

Who Are The Experts?

Geoff Deller

Geoff has been associated with the Komatsu product for 14 years, starting as KAP Area Service Representative for the Southern Region and Northern Territory, in November 1980. In 1988 Geoff decided to rejoin the retail side to remind him of what's on the other side of the fence and became Product Support Manager with ANI Komatsu. During the recession, he controlled the Victorian/Southern Region Service Dept., prior to accepting the position of Technical Service Manager under Mr. Kiji.



▲ Geoff Deller

Geoff's role in the Expert System is to take responsibility for the Experts mentioned below, as well as to act as Expert for all other products. As you may imagine, he is a busy boy!

Barry Campbell

Barry's experience with Komatsu goes back for 13 years. Barry started off in the workshop, assembling new Komatsu machines, then to Field Service and later, to broaden his knowledge, accepted a position in the Perth Rebuild Section. After a training period, he was promoted to Technical Service Representative, before becoming Kalgoorlie Service Manager. Barry is now in Perth, as Technical Service Representative for the Pilbara Region.

As a Komatsu Expert, Barry looks after the larger excavator range, from PC650 to PC1600-1. You can contact Barry at Perth Branch, should you require any information regarding LARGE type excavators.



▲ Barry Campbell

Chris Daly

Chris has been with Komatsu for 8 years, starting off as a Field Serviceman and was promoted to Field Service/Workshop Supervisor, then to Product Support & Technical Rep. Then owing to his knowledge Chris became Training Officer for Central Region. Now he holds a position in Head Office as Technical Supervisor.

Chris specialises in hydraulic excavators up to PC400 and is located in Fairfield NSW, for assistance with problems on the small to medium size excavators.



▲ Chris Daly

Peter Clark

Peter has been involved with Komatsu for a period of 15 years. Starting off in South Australia and Victoria as a Field Serviceman, Peter decided to spread his Komatsu knowledge further, to Brisbane

In 1985, he was appointed Technical Service Supervisor for the South Queensland area. Peter specialises in the wheel loader range of the Komatsu products and can be found at Brisbane Branch.



▲ Peter Clark

Steve Green

Steve has also been with the Komatsu product for 8 years. After 12 months' training, he transferred to Mackay, as an on-site Service Representative at the Comalco site at Weipa, servicing 19 Komatsu machines.

In 1992, Steve was promoted to Warranty/Training Supervisor, prior to accepting his present position as Technical Services Manager in the North Queensland Region. Steve

specializes in HD785 and larger model dump trucks, and D85 and up Komatsu bulldozers. Steve is contactable at the Mackay Branch.



▲ Steve Green

"Expert" Mission Statement

- (1) To communicate, obtain and report diagnostic information to Factory Engineers.
- (2) To respond and rectify technical problems to ensure customer satisfaction.
- (3) To foresee product problems that may occur with machines.
- (4) To assist Marketing in establishing A.S.S. (Australian Standard Specification).
- (5) To advise Branch Sales Dept of product options and effect on performance to keep product within Engineering Design Specifications.
- (6) To fail to prepare, is to prepare to fail.

HEALTH AND SAFETY

Manual Handling- Is It Safe? Reduce Manual Handling Injuries

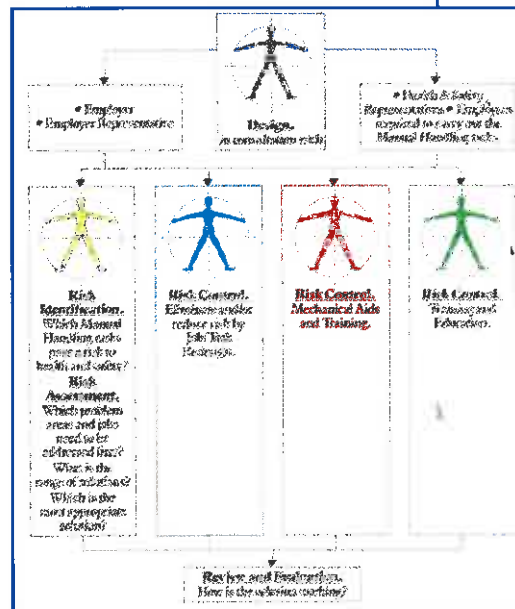
Do you realise that thousands of employees suffer painful injuries while performing manual handling work?

Most manual handling injuries (around 75%) result in back pain or

injury. Thus, most efforts to reduce manual handling injuries concentrate on these conditions. However, other injuries from manual handling also must not be forgotten. The cost of all these injuries is enormous, in human, financial and social terms, to the employee, employer and the community.

All states and territories have Manual Handling Regulations and Codes of Practice, which provide a framework and practical guidance on how to reduce manual handling injuries. The important points are:

- **DESIGN** of plant, equipment and work practices.
- **ASSESSMENT** of manual handling jobs/tasks,
- **CONTROL** of risk in an environment of
- **CONSULTATION** between employers, employees and Health and Safety Representatives.



▲ Risk reduction flow chart

Start Preventing Manual Handling Injuries Today

Common sense says the best way to control risk is to avoid it in the first place, by using safest equipment and processes. The company has a responsibility for this and needs to keep the safety of employees foremost in any operations. At the same time, the employee needs to be "safety conscious", by being alert to any safety risks when thinking about any new task, or normal duties.

Step 1: Risk Identification

The first thing that needs to be done is to find out in general the jobs/tasks that could cause manual handling injuries. The employer will look at any injury statistics of the workplace and will need to talk to employees doing the task, as part of this process.

Step 2: Assessment

The second step is to assess the jobs/tasks which have been identified as having risks, so they can be graded into relative importance.

Step 3: Control

The third step is to take action to eliminate or reduce risk factors. The preferred way to avoid risk is to redesign. This includes the workplace layout to avoid twisting, or bending, excessive reach, or changing the process, such as reducing the amount of manual handling.

Where redesigning is not practicable, use of mechanical aids is the next preference. Equipment such as trolleys, hoists and jacks are available, and should be used wherever possible. If you do not know how to use these, you may have a training need. You may require a licence to operate some equipment. Should you have any queries about licences or training, please talk to your supervisor.

Each employee has a part to play, in identifying risks and how to avoid them. Apply this to your thoughts on a task to be undertaken and during the actual task. Keep safety aspects strongly in mind and ask yourself "is this the safest way to do the job" and, "is there any risk?" If you find something which needs attention, make sure you report it. Don't wait for a workmate to be injured!

'Think SAFETY, Work SAFELY, Live SAFELY'

- Dave Field



QUALITY CORNER

Do We Need a Quality System?

Like most leading companies, NS Komatsu is introducing a Quality System to meet the requirements of the international and Australian Standard AS/NZS ISO9002. In our case, it is being done on a state by state basis, depending on the particular need in each state.

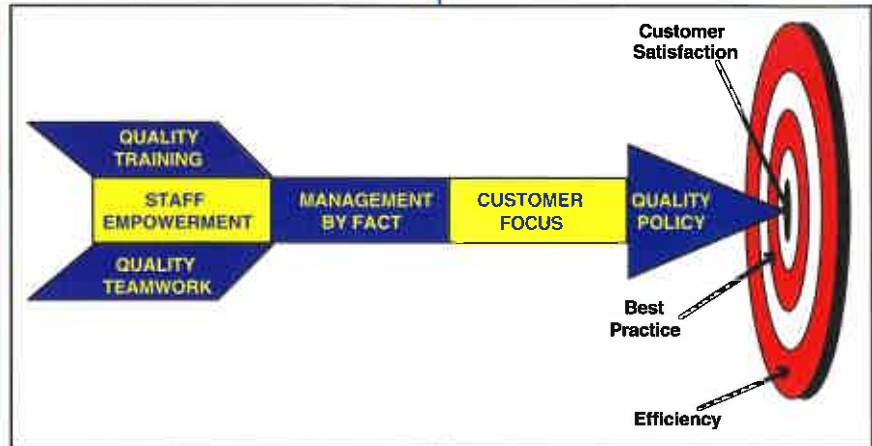
A Quality System is a way of managing a company, to ensure we operate effectively to deliver quality products and services consistently. We need to ask ourselves "can we do it better?". Every person in the organisation has a key part to play in the Company's success.

We live in a very competitive world and only those companies that strive for continuous improvement will continue to succeed. "Work smarter, not harder" needs to be our philosophy for the future.

Just as we as individuals every day exercise our right of choice for quality products or services, so are more and more governments and companies, large and small, exercising the same right to only deal with quality suppliers. It's a case of perform or perish. If we implement Quality to a high enough standard to achieve Certification by Standards Australia or other similar body, we remain on the preferred suppliers list; if not, we are removed from the list and do not even get the opportunity to compete for business with that customer.

The NS Komatsu "Quality Arrow" is a simple graphical way to represent what we want to achieve. Our target is customer satisfaction, best practice and efficiency. The leading edge to achieve this is our Quality Policy and other Company policies that set the guidelines and objectives. Customer focus, management by fact and staff empowerment are what will propel us to the target, and training and teamwork are what will guide us there. The various elements will be explained in more detail, in future issues of "Down To Earth" magazine, using the NS Komatsu Arrow.

With kind assistance from Carl Pemberton, Quality Assurance Manager, NSK Fairfield Branch.



▲ NS Komatsu Quality Arrow

TRAINING ARTICLE

"Camp Komatsu"

Having spent twenty years in the Australian Army, where communication, teamwork and leadership were the guiding principles, Dave Field found that "civvy street" is a totally new ball game. Using skills learnt in the army, Dave has introduced a Management Training Seminar, in attempt to improve the company's image and operation.

Since the seminar's inception in 1990, managers, supervisors and those recognized as future leaders have been subjected to Dave's ideologies, and what some categorise as torture.

The two and a half day seminar is designed to revise and introduce new skills and covers such topics as; communication skills, counselling,

disciplinary actions, self assessment, motivation, conducting meetings and on-the-job training, just to mention a few. Team orientated physical activities are conducted between lectures, before breakfast and on completion of the day's in-class agenda.

Attendees on each seminar are drawn from all levels, so as to give maximum interaction, and allow for a greater understanding of their responsibilities. The seminar has been aptly named "Camp Komatsu", due to its "pseudo military" atmosphere. The photo of attendees on our last seminar shows that there are survivors, who hopefully will be good leaders now and in the future.

If you are interested in learning more about these seminars, please call Dave Field in Melbourne Branch.



▼ Attendees at the most recent "Camp Komatsu"



Staff News

WESTERN REGION

Congratulations:

Steve Sewell, in Kalgoorlie Branch, and his wife Helen had their third visit from the stork, delivering their first boy, Matthew, on 16 March. Steve insists that traps will now be set to keep the stork from his door.

To Steve Lihou and his wife Barbara, on their first child, Matthew Jake, on 29 April. Steve can now relax, who wore himself out running to the phone every time it rang.

Tracey Firman, Western Region's Receptionist and Purchasing Clerk, celebrated her 30th in April. Tracey headed into "old age" in style, with a lot of help from a friend called Jim Beam.

Guess who is pregnant? Doune Ritikis, Used Sales Coordinator, that's who! All we can say is congratulations and enjoy the peace and quiet while you can, Doune!

Trevor Nielsen, Workshop Manager, has finally taken the plunge and asked his long term girlfriend Penny to marry him. Penny accepted the challenge and they hope to marry in December this year. Best wishes.

Siok Cheng, NS Komatsu Perth's Assistant Accountant was nationalised on 27 April, after 5 years of living in Australia. All you need now Siok, is a beer and a pair of things and you will be a true blue Aussie.

New Employees:

NS Komatsu would like to welcome all new employees to Western Region who have joined the Company (a total of 25 since February 1995).

SOUTHERN REGION

Congratulations:

John Tsekouras, Assistant Accountant, and his wife Amy are proud parents of a baby girl named Lara. John T., as he is affectionately known, took a week's leave to "give a helping hand" with the baby. Rumour has it he was sighted at a supermarket, looking as though he hadn't had much sleep!!!

New employees:

Cheryl Dean has taken over the role of Secretary in Sales Dept., and we are sure she will keep our Reps under control. Unfortunately the only thing

we can find fault with Cheryl is - she barracks for Collingwood!!

The Big Tassie Golf Day!

On March 26, Cambridge and Rocherlea Branches met half way on the sunny east coast of Tassie, to embark on our first annual social club golf day. The Swansea Golf club showed great hospitality with good food, drink and locals (many Komatsu customers) to show us around the course and provide a few well needed golfing tips.

Winners included: Best Nett and Gross for men, Stewart Direen and Dale Richardson; for the women, Best Nett, Maureen Ollard and Best Gross, Alison Mathews. Alison Donaldson and Dale Richardson took out Nearest the Pin. John Alps "won" Most Shots on a Hole (13 on a Par 3) and Richard Dixon "The Most Use of the Course."

The day was a great success and invitations are extended to anyone visiting Tassie next year, to give us a run for our money.

SOUTH QUEENSLAND

On 7 February after a hectic storm the night before, staff arrived at Sherwood Road to find the carpet in the building a little wet and soggy in certain areas. Jon Wiley (State Accountant) walked into his office to be confronted with the carpet, chairs, desk, computer, keyboard and even his pencil drawer covered with water. Needless to say, the trusty troops in Accounts Department rallied around to assist in the mopping up operation.

We have a new addition to Parts Department - Jeff Borger transferred from Service and is now doing his "traineeship" as a Parts Interpreter.

New Service employees:

Matthew Booth
- commenced end '94 as a 1st year apprentice Diesel Fitter

Julian Pradhan
- commenced February '95 as a Diesel Fitter

Congratulations:

To Bob Gibson (South Queensland Parts Manager), Peter Clark (Technical Supervisor) and Peter Pledger (Parts Interpreter), who have jointly notched up 40 years service with the Company. Bob commenced with ANI Komatsu on 9/1/81, Peter Clark on 10/3/80 and Peter Pledger on 14/3/84. Well done - now for the next forty...!

To Robyn Duffy (Sales Department Secretary) and Craig Jones who celebrated their recent engagement on 30 April.

Birthday:

Bill O'Connor	10 March
Graham Dickinson	26 March
Jeff Borger	18 April
Brian Thomasson	21 April
Garth Grams	23 April

Social Club Golf Day

The NS Komatsu Social Club held "The 1995 Komatsu Open" at Loganholme Golf Course on 9 April, with the field split into two sections (a) Handicap, for serious golfers and (b) Social, for the other kind.

The day turned out to be a perfect Queensland Sunday. The course, whilst possibly not up world class standard, was nevertheless a great leveller for all players. The day provided many highlights, including clubs going further than the ball, the "professional" group playing to the wrong green, Graham Dickinson's perfect drive down the middle turning ninety degrees right on landing and proceeding out of bounds, and Hugh Smith proving to one and all that to play with God on your side is the only way to play golf!

The eventual winner (by the length of a Tom Hovatta cigarette break) was Jenny Thomasson. Husband Brian is having much difficulty in proving his innocence to the handicapper, but nevertheless, Jenny proved the old adage "never give a woman an even break", by simply outplaying all others and the course. Congratulations Jenny.

The day concluded with a BBQ lunch and prize presentation at the 19th where many a "tree" story was revealed. A special note of thanks to Peter Thrum and Bob Gibson for their support. As the day was so successful, there have been many requests for a re-run.

NORTH QUEENSLAND

New employees:

Mackay:

Diane Johns	Service Clerk
Kris Chambers	Receptionist
Janine Durrant	Casual Parts Clerk
Robert Townsend	Workshop Fitter
Cameron Featherstone	"
Phil Mann	Dysart Res. Fitter
Brett Taylor	Emerald Res. Fitter

Townsville:

Don Ireland Workshop Fitter
 Alan Ward Leading Hand
 Tim Hayes Workshop Fitter
 Peter Hayward Field Service Fitter

Cairns:

Ricky Skinner Field Service Fitter

Townsville Branch open for business.

The new Townsville Branch opened for business on 27 February. Gary Cunningham and the team are delighted to show visitors around these new modern premises, which will enable us to continue expanding well into the future.

Mackay Facility Expansion

Stage I, which is the civil works, is complete, already providing a major advantage to employees who now have access to the huge car park.

Stage II has also started and it involves the construction of three additional workshop bays and three warehouse bays, plus a two storey office block and new amenities block. An environmentally sound hydrocarbon disposal system will also be constructed. Incorporated into the new workshop will be two additional overhead cranes in order to increase flexibility and efficiency.

The total scope is approx.as follows:

TOTAL EARTHWORKS	9116m ³
TOTAL CONCRETE AREA	2499m ³
TOTAL FIBRE REINFORCED CONCRETE	3111m ³
CRANE CAPACITY (1)	10tonne
(2)	20tonne
OFFICE FLOOR AREA	214m ²
WORKSHOP FLOOR	432m ²
WAREHOUSE FLOOR	432m ²

The new offices together with the re-developed existing offices will house Tech. Services, Parts, Sales and Administration Departments.

The new workshop bays will accommodate trucks up to 240 tonne class, together with compatible loading equipment.

In all, this development represents an investment by NS Komatsu of over \$3 million in Mackay and this is an indication of our total confidence in the region. We are expecting a completion date of mid August for the total complex.

We will include Mackay as our feature in the next issue of "Down To Earth"
 - Editor.

HUNTER VALLEY**Birthdays:**

Don Curran 5 April
 Stuart Williams (30th) 8 April
 Glenn Hodgins 9 April
 Peter Oberhauser 18 April
 Jamie Griffiths 19 April
 Luke Payne (21st) 19 April
 Richard Gibson (30th) 23 April
 Dean Daniel 28 April
 Jeff Barnes 21 May

New employees:

Dave Forsdike who has taken up the position of Sales Manager, Mining.

Bill Robinson who has returned to take up the position of Parts Supervisor at Muswellbrook Branch.

Congratulations:

Teresa Taylor and Brad Keegan on their wedding on 22 April. Best wishes for your future together.

Graeme, Elizabeth, Matt and Eli Deloraine on the arrival of their baby boy, Jesse, born in February.

Geoff, Kelly and Aaron Pitman on the arrival of their baby boy, Jesse, born on 25 April, weighing 7lb 9oz.

"OUR HERO"

Jamie Griffiths entered his first ever triathlon which was held at the Singleton Army Camp on Sunday 26/4/95. The triathlon consisted of 250 metre swim, 13km cycle and a 3km run.

Jamie cycled the 8km to the Army Camp, entered the triathlon, finished 2nd and cycled the 8km home.

That afternoon, he drove to Denman and played two games of Rugby League for Singleton (Firsts and Seconds).

The following day, Jamie cycled the 13km to work and complained of being tired! We all wonder why?

Congratulations:

To the Hunter Valley for the successful tender of 11 x 730E Haulpak trucks to Muswellbrook Coal. This is a milestone for NS Komatsu, as this is the first sale of the 730E in the world. Delivery is due March, April, May 1996.

To mark the significance of the order, a BBQ was held at Mt. Thorley on 5 May. In attendance were Mr. Hirano, Mr. Tanaka and Mr. Kiji, who were presented with mementos marking the occasion, by Mr. Ross Langsford.

Also at this BBQ, plans were displayed for the redevelopment of the Mt. Thorley Branch, which will include the enlargement of two existing workshop bays, the addition of two new large workshop bays and the substantial expansion of the concrete apron. This project is scheduled for completion before Christmas 1995 and these extensions will facilitate assembly of the 730E's for Muswellbrook Coal.

HEAD OFFICE AND FAIRFIELD BRANCH

We are very pleased to see Tak Kiji back at work after a successful operation. There is no smoking any more, and there is a rumour that Tobacco Company share value has gone down in recent times!

Birthday list:

Rob Wilson 7 April
 Jim Alcorn 2 May
 Fred Bugeia 19 May
 Simon Murr 26 May
 Jeff Warton 28 May

New staff members - Branch:

Charlene Scott Sales Secretary
 Nick Burring Assist. Accountant
 Neil Boland Parts Market. Off.
 Terry English Field Service Sup.

Head Office:

Jenny Richards Marketing Sec.
 Chin Quen
 Chong "QC" Nat.StockCont. IR.
 Keiko Fujiwara Admin Mgr. Kom.

Congratulations:

Engagement Nada Buric 6 May

Grandparents to be:

Tony Holloway in July
 Van DerKolk at Christmas

Married:

Tony and Liz Wafer 19 March, and expect the stork in December

Babies:

Roy and Karen Rossini, Steve and Lisa Johnston, in Nov 94.

Gordon and Yvonne Wilson, due Sept 95.

