

NS KOMATSU

Down To Earth

NS KOMATSU NEWSLETTER

NS Komatsu's mission - to be our customers' preferred partner

Many of you will know me from my previous positions in Southern and Western Regions. Over the twelve years I have worked with various dealer organisations and NS Komatsu itself, I have seen the Komatsu family of products grow and with it, most importantly, the family of loyal staff that has built up over those years.

In the short time I have been Managing Director, the enthusiasm and quality of staff in the Regions I have had an opportunity to visit, have impressed me.

I was very pleased to attend the award presentation that followed the finals of the Advanced Technic Contest in Sydney. The spirit and enthusiasm exhibited by the contestants and all of

▼ *Managing Director, Ian Olivieri*



the service and training staff involved was very encouraging. My congratulations to all involved and to Darryl McMullan, Steve Flowers and Paul Medd for their achievements in coming first, second and third respectively.

Fostering more of this type of company wide participation is an opportunity we need to develop.

In March this year we completed another successful year for NS Komatsu. Overall, Tom Hirano and his predecessors have left the company in a very sound position. I am sure you will all join with me in again wishing Tom well in the next phase of his career in Tokyo.

However, we are not without our challenges. Komatsu Limited constantly reinforces the need to globalize its business.

We at NS Komatsu need to work harder at becoming truly National in the way we conduct our business. In many ways, we still see examples of our previous history, taking us back to the separate state and regional based organisations from which we evolved. The process of evolution must continue to meld our organisations and staff together. Offering improved ways of doing business and in turn, benefiting our customers and offering enhanced opportunities for our staff.

NS Komatsu is now a well resourced company with a very strong menu of products and services to offer the markets in which we compete. The challenge of creating further success and continued growth is now up to us. I ask you all to join in taking on that challenge and working towards the future improvements our company needs to achieve.

In both Southern and Western Regions we adopted a Mission Statement. There are similar examples in other Regions, which we will review in the process of adopting a national NS Komatsu policy. For the present, I would like you to consider the following:

"The mission of NS Komatsu is to ensure we are our customers' preferred partner, by supplying to them value added plant and product support services, to expedite the achievement of their business aspirations."

We work in a very competitive market, in which our clients have a wide range of choice. We will only succeed if we add value to their business. Price, product quality, product features, service convenience, service reliability, expert service and support packages all combine to either create or diminish value for our customers. Each of us has a role to play in one or more of these areas.

I look forward to working with all of you to further improve our company's performance and the opportunities that this will create for our customers and our staff.

- Ian Olivieri,
Managing Director

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Editor's Comment

This issue includes the first message from our new Managing Director, Ian Olivieri. Our previous MD, Tom Hirano, has returned to Komatsu Japan, after overseeing our exciting growth over the last 2½ years. Our previous Deputy MD, Matt Tanaka, has also returned to Nittetsu Shoji in Japan.

Ian Olivieri is well known from his previous positions of Regional General Manager, Western Region, and before that, Southern Region. Ian's appointment has been popularly

received, recognising it as a sign of developing maturity in NS Komatsu.

We also have two more new appointments. Mr Kenichi Takanaoka from Nittetsu Shoji, and Mr Yoshihiro Fujita from Komatsu have joined us as Deputy Managing Directors. On behalf of all NS Komatsu, "Down To Earth" extends a warm welcome to our new Managing Director and Deputy Managing Directors.

You will notice in the Regional News that Virginia Davidson, our Regional Contact for Southern Region, has migrated to Sydney due to a promotion for her husband, and has left the employ of Southern Region. We thank Virginia for her sterling efforts for all eleven issues of the magazine, and to wish her good fortune in Sydney. We'll announce our new Contact for Southern Region in next issue.

Who is NS Komatsu?

Some more of our people who have long experience on our products. If you have been involved with one of our products for ten years or so and haven't had your name mentioned yet, please tell your Regional Contact, so we can print it. The Regional Contacts are listed in the yellow table on the left.

Head Office ISD Dept.

Matthew Opalniuk 10 yrs
Michael Peters 10 yrs

Nth. Qld. Region

Peter Suttle 10 yrs

Western Region

Tony Porter 10 yrs

Southern Region

Peter Killey 11 yrs
Richard Locke 10 yrs

National apprentice programme

1997 heralds another first within NSK's short history. This year we will commence the **National Apprentice of the Year Programme**. This programme has been developed to offer additional incentive to our apprentices and further benefit NSK by providing skilled tradesmen for the future.

In November each year the Head Office Service Team will select eligible 4th year apprentices following analysis of both on job performance and TAFE college results during the whole term of their apprenticeship.

The short listed candidates will travel to Sydney and be escorted to workplaces of interest and a final assessment will be undertaken to **reward the No. 1 Apprentice in NSK** for the year.

A suitable prize and a lifetime memento will be presented by the Managing Director at a presentation dinner to acknowledge an excellent achievement and a stepping stone in the working life of the successful apprentice.

Currently NSK employs 54 apprentices in various trades, 7 apprentices are currently completing their 4th year, one of which will be our inaugural **Apprentice of the Year**. So for all those apprentices coming through, the odds are good, so maintain the effort throughout your apprenticeship and you too could well be a winner. For more information contact your Service Manager or Regional Trainer.

Robert Wilson

Marketing Department personnel movements

David Jolly, Graduate Engineer, left us on 31st July to take up a position in underground mining at Blackwater. North Queensland. Our best wishes for success go with him.

Kent Yoshimura, Manager Product Engineering, completed his tenure in Australia on 1st August and returns to Japan to take up a new position at Komatsu Ltd. Osaka Plant as Manager, Inspection Section, Quality Assurance Department.

Kent has been with us for three years and it has been a pleasure to have him in our company. I'm sure you will all join with me to thank Kent for all his assistance in helping us to sell 'big dozers' and wish him the very best for the future.

Anne-Maree Gear

Apples for apples

Every day a customer compares which make of product he or she will buy, in order to make a decision. With today's technology being so varied, it is very hard to compare *Apples for Apples* due to design differences in component assemblies.

In many cases the decision rests on the actual working life versus productivity and this is a very difficult assessment to make.

We compare competitors' machines and/or their components, assessing before and after failure repair costs.

The variety of working conditions which machines are exposed to, makes it difficult to set a single standard for similar comparisons and ultimately the feedback from a field report is often the best evidence of product wear life.

For example, a machine used for ripping overburden at a Mine Site may have different drive line loads, when compared to a similar machine dozing on a stock pile.

A loader moving aggregate will operate quite differently to a similar unit working a farm feed lot.

Sometimes we receive a complaint that the price for a replacement part is too high and when we examine that item we find there is one piece in stock which we bought into stock when the model was initially launched, and we have never had a demand on the item ever.

We then ask why would anybody ask for the price if they do not wish to purchase the item, only to be told that the customer has inquired because our competition has singled that item out for comparison.

We have often purchased a competitor's items for physical comparison (*Apples for Apples*) and in most cases we find the quality is not comparable.

The question then arises, "If our quality is better, will it last longer on a pro-rata basis for the money?"

Our experience is yes it will, and it appears that it generally does with a

higher rate of reliability. Head Office Parts Personnel take a customer complaint seriously and will address the inquiry to achieve a resolution, which often involves communications back to the factory.

Apples for Apples comparisons are not always easy but, from a customer's viewpoint, it is his/her money. The best value and nil downtime to the customer are the objectives.

Graeme Reid

Blind leading the blind

Early in February Head Office conducted a National Sales Conference for all Sales Representatives, Sales Managers and appropriate Head Office Marketing staff.

The venue was Kirkton Park in the Hunter Valley. During a mixed programme of hands-on and class training, the group also visited a major mine operation.

As part of the programme, all participants shared in some team-building activities and icebreakers to encourage greater communication and understanding.

This session, conducted by Peter Ernest, has given rise to the belief that the blind were leading the blind. The group shown in the photograph are attempting to communicate their month of birth and stand in a sequential order. The group was

broken into four teams, who competed throughout a programme conducted over two hours. Many aspects of communication were highlighted given a lack of sight and sound. We hope the need to communicate was remembered by all.

Rick Farrar

Electronic publications - coming soon!

We already have electronic "Windows Friendly" Parts Books for over 680 machine models and now we have been advised that within the same software application we will be able to access Shop Manuals, Parts and Service News, and other selected Publications.

For the future (not so distant), we have also been advised that hard copy Parts Book for many old model machines will be available via Internet access.

The process will be driven by accessing a central library where the parts books will be held on file and simply placing an order for a particular copy (by a reference number) and the system will down-load the file to a selected printer and run a copy (or several, as the case may be).

Graeme Reid



▼ The blind leading the blind.



Gippsland Branch

In this issue of "Down to Earth", we are pleased to present our Gippsland Branch, for the interest of our readers.

Situated in the resource rich Latrobe Valley in Gippsland, approximately two hour's drive east of Melbourne, Gippsland Branch fulfils a unique role in the overall operations of NS Komatsu. The Branch occupies premises inside the property of Loy Yang Power Station, and that is due to the nature of a significant portion of the work undertaken.

NS Komatsu established its presence in Gippsland in 1993, by taking over service facilities and contracts to

▼ Part of Gippsland Branch workshop.



maintain plant and equipment operated by the then State Electricity Commission of Victoria. (SECV). Since then, the Kennett government has proceeded with its privatisation of the electricity generating industry, which has seen the three power stations in the area privatised. NS Komatsu has consolidated its resources at Loy Yang Branch, and now is a successful

▼ Automotive repair section.



supplier of service on a contract basis to Loy Yang Power, the newest of the Gippsland power generators.

Providing this service is part of the power station's policy of "outsourcing", meaning they don't need to carry the overheads of employees and servicing facilities - NS Komatsu does. Being a specialist service provider, NS Komatsu is able to offer the service provided under the contract, at a high level of quality and at a lower cost than the customers can supply themselves.

Outsourcing is an increasingly important service offered by NS Komatsu not only in Gippsland, but is promoted to our customers in all our regions.

Gippsland Branch has a staff of 23, and due to its unique role, there are some very interesting statistics to mention. Loy Yang Power's fleet which is serviced by NS Komatsu, covers a total of 470 plant items. This includes 154 machines such as earthmoving machines, tractors, pumps, skid-steer loaders, trailers and miscellaneous equipment, as well as 316 motor vehicles including four-wheel drives, sedans, utilities and trucks. All the fleet is serviced on a planned, regular basis.

All units have to be serviced under separate service jobs. In one year, there were 4,200 service jobs opened, 2,900 WIP (work-in-progress) purchase orders, and 3,500 Service



▲ NS Komatsu Gippsland Branch (brown buildings), dwarfed by the mighty Loy Yang power station.

Department parts requisitions raised. The job cost ranged from \$30 to more than \$50,000.

Under recent improved communications, job details are now downloaded directly from NS Komatsu's computer into Loy Yang Power's. This dramatically reduces the paperwork between the two organisations, and provides significant savings to Loy Yang Power, not having to manually enter the data in their computer. "This is an example of a partnership in action", said Peter Vansittart, Gippsland Branch's Service Manager. "We are also able to provide summaries and analyses of fleet costs, in categories of servicing, tyres, batteries, brakes and accident. This provides a real advantage to the customer, as it highlights individual fleet unit operating costs versus repair and accident costs".

Peter Killey, Southern Region General Manager, is very enthusiastic about the opportunities in Gippsland. "Our people are very skilled", he told us, and we have won additional contract work, such as maintenance and repairs to Brambles' fleet of mobile cranes. Our success in providing outside servicing resources under contract is very good for referral when we try to win other business. Most mines are

▼ Heavy machinery repair section.





▲ PC300-6 owned by Cable Logging, Gippsland. This machine is fitted with a Waratah "Bigwood" processing head, the largest in Australia.

now outsourcing and increasingly using contractors, so NS Komatsu has opportunities to win more contract business. Servicing can be developed as a viable business within itself".

Peter Killey also took pride in reflecting on the fact that a lot of Gippsland Branch people have grown considerably, moving to senior and management positions in other NS Komatsu branches, or to other Komatsu distributors overseas.

Peter Vansittart told "Down to Earth" that about 46% of Gippsland Branch's turnover is due to the contractual arrangements with Loy Yang Power. "That provides us with a very solid base work load and we can plan our utilisation of resources very efficiently.

"However, more than half our total work is for other customers, and I would like to emphasise that. We service machines of all types, not only those sold by NS Komatsu, throughout all of Gippsland. Some of the area is in the High Country above the snow line, and our very good reputation is due to the high quality and ability of our personnel".

Peter Vansittart told us that training is a most important investment. "When we send a fitter to a remote area, it is essential that he knows exactly what to do. We are winning customers' business, by providing the very best service. Our customers tell us that our level of service and response time is better than our competition".

"Down to Earth" congratulates Gippsland Branch on its success and our thanks for hospitality and enthusiasm of all staff during the preparation of this article.

Jeff Blythman

My position is Parts Coordinator, which I have held for four years since joining NS Komatsu. There are three of us in parts, and I basically look after all the non-Komatsu parts business. This covers a wide range of all sorts of equipment, such as Toyota, Nissan, Holden Jackaroo and Rodeo and Land Rover four wheel drives; Ford, Holden and Toyota cars; John Deere tractors, water pumps etc.

Peter Evans and I share the staggered starting and stopping times, rotating on a weekly basis, so I also get involved in all the Komatsu machines, as well.

As we are quality assured, we have a list of preferred suppliers, and these, as well as talking to around 200 different customers, gives me an opportunity to meet many people!

I am a motor mechanic by trade. I started as an apprentice in 1964 with Latrobe Valley Bus Lines. Then I was conscripted into the army doing two years' national service including a year in Vietnam. In the army I was in RAEME (Royal Australian Electrical & Mechanical Engineers), where I first started my involvement with earth moving equipment. On my return to "Civvy Street", I worked with the Ford car dealer in Traralgon, then with the Chrysler dealer working on Mercedes Trucks. Then I came back to earthmoving machinery, joining the

SECV in 1976, moving up to workshop supervisor, until NS Komatsu started the Gippsland Branch, which I joined in 1993.

The varied experience with many different products gives me a good base for my current job. Also, as I have previously always worked on the service side of the business, I am able to fully understand the mechanics' requests now, and try to support them fully. Sometimes identifying a part "to sample", when it is bent and broken presents a real challenge.

Gippsland Branch is a good place to work. We have a very stable workforce and we have all known each other a long time. I think the average working experience would be 8-10 years. I also find that parts people in Head Office or other branches are very helpful.

I often hear customers commenting that Komatsu machines are of good quality and reliability. We get occasional complaints about the price of parts which I pass on to Head Office, and they work with Komatsu Japan on pricing issues, to make the parts more competitive.

Our branch is in a very good location. Our East and South Gippsland customers are country people who don't like to go to the city, especially as Melbourne Branch is right on the other side of the city. It is very convenient for us to service our customers' needs, from here.

My wife Helen and I have been married for 27 years. We have a son Douglas (22), in his final apprenticeship year to be an electrical mechanic/instrument fitter, and a daughter Catherine (19½), in 2nd year university in Melbourne (It costs us a fortune!).

I have been a member of the Traralgon West Rural Fire Brigade for 22 years. Two years ago I joined the individual skills and qualities of all our people,

▼ Jeff Blythman, checking parts stock



Legacy as a Legatee, and get a lot of satisfaction helping 7 war service widows - helping to arrange their pensions, their house repairs, or just calling in to have a chat and be their friend.

I enjoy watching car races, and usually go in Victoria, with Douglas.

We have a eleven year old dog, Tim, who is a Maltese Terrier cross and still very active.

Tina VanDoorn

I am the Gippsland Branch Secretary. Like most of us here, I have worked for NS Komatsu for four years, since NS Komatsu set up its operation at Loy Yang. Before that, I worked for the SECV for eight years.

My job includes reception and secretarial duties, banking, mail inwards and outwards, time sheet keying, pays, petty cash, monthly reports and stationery orders. In addition to these duties, I also work with Brian Jackson our Service Supervisor, to pre-plan all the vehicle services in our service contract. We have 470 vehicles owned by Loy Yang Power alone, to look after.

There is a lot of variety in my work which I find very interesting. I like to think that I can handle all the duties with ease, all the employees are nice people to work with, and the customers are usually very pleasant on the telephone. For all these reasons, I enjoy working for NS Komatsu.

NS Komatsu has a good reputation in the industry. I think there is a general opinion that our machines are the best, but not necessarily the cheapest.

▼ Tina VanDoorn at her work station.



Sometimes I hear comments that our parts prices are high. I live in Traralgon, having originally come from Melbourne 13 years ago. I have two children, George (20) and David (18). They live locally and quite often come home unexpectedly for tea. I am pleased that they visit so often. On the weekends, and also on Summer evenings, I walk for relaxation with the dog, Louie, who is a Maltese-Shitzu cross. He is 7 years old and very affectionate - he is just like my shadow, especially when I come home from work. When I am out walking, I sometimes drop in on the kids and have a "cuppa".

I enjoy reading, especially science fiction and drama novels. I also enjoy shopping. About twice a year we go on warehouse shopping excursions to Melbourne, where I buy presents for the kids or for my parents.

My parents still live in Melbourne and as we have a large family, there is usually somebody's birthday or other occasion, meaning a trip to Melbourne every month or so.

Ian Bruce

NS Komatsu came to Gippsland four years ago, when I joined the company. Prior to that I worked for 11 years with the SECV, and before that, I worked on Ford tractors and New Holland Harvesters, in Warragul.

I am a Field Service Technician and in summer most of my work is in the field, ranging from Pakenham in the west to the coast and NSW border in the east, including all of Central and South Gippsland. A lot of this territory is in the high mountains and is very remote and quite difficult to get to. Therefore, we try and build up several small jobs in one area to do together, to reduce travelling costs to the customer.

In winter, a lot of forestry machines are unable to work and the roads are impassable, especially above the snow line, so I work



▲ Ian Bruce, inspecting a hydraulic excavator.

more in the workshop. In winter it is about 50-50, and in summer, about 90% in the field.

The diversity in my job provides continuing interest. One day I might be working on a Dash 6 excavator and on the next it could be a repair on an old mobile crane. We service all kinds of equipment in our territory, and for some, we don't enjoy the same manufacturer's support as we obtain from Komatsu. We have to use our ingenuity to adapt our Komatsu knowledge, to apply to repairing the particular piece of plant we are working on.

Field Service carries a lot more responsibility than workshop work, as we have to work things out for ourselves and make decisions on the spot. Sometimes the field serviceman is the only NS Komatsu person the customer knows, and often the only times we meet is when the machine is broken down.

It is necessary to be a good ambassador for the company. I have always found it is best to be perfectly honest. If not, eventually the customer will find out, and it will come back against the company.

People in the industry know Komatsu products are very good. Our excavators are the best and the dozers also have a very good name. This is because they are continually being improved and eventually Komatsu will be the true market leader.

I have worked for quite a few companies and NS Komatsu is very good to work for. We have good communications between all our branches, and I have always found people willing to help each other. In a way, it is like a big family.

We have a very strong QA system at Gippsland Branch. This has improved the training of all our people and makes us more aware of the right thing to do.

I was born and bred in the Latrobe Valley and have always worked in Gippsland. I now live in Darnum, which is about 40 minutes drive from the branch.

My interests include scuba diving and fly fishing. The water around Wilson's Promontory is very clear and unpolluted, and the best diving in Victoria. I go fly fishing in the high country, often to the Upper Thompson River. My biggest fish was a 2 1/4 lb Brown Trout. I also barrack for St. Kilda.

I am married to my wife Pam, with two daughters. Sarah (18) is at Latrobe University and Rebecca (15) is at Warragul Regional College. We also have a pet dog, a little "mutt" called "Woofier". He has a bit of poodle in him and he just wandered in one day and has been with us for eight years.

"Driveway service" at Wodonga Branch

Graeme Reid was recently at Wodonga Branch discussing procedures with Andrew Grover, when in the Branch driveway comes popular customer Clive Wright's WA380 Loader.

Graeme asked the boys at Wodonga Branch what was going on and was politely told that Wodonga Branch offers driveway service and this was just another step in offering a bit more than the capital city branches.

It was a very cold winters morning in Wodonga and the truth was that nobody wants to get out of a warm Komatsu cabin.

- Graeme Reid

Recently seen on a whiteboard in a Parramatta store:

*"Speed is important.
Accuracy is essential"*



▲ Brett Bradley's 1930 model TRACTRACTOR.

Does NS Komatsu support the "Oldies"?

Above is a picture we received from Mr. Brett Bradley of Nimbin on the lush North Coast of NSW and about 9 hours drive north of Sydney.

Brett contacted our resident Sydney Branch expert Chris Kemp, enquiring about the possibility of obtaining a Parts Book for his 1930 model T-20 TRACTRACTOR. We were able to supply Brett with the book he needed and now he is repairing his machine to get it back to work.

Brett says he needs a degree to work out the detail but confidently states, "but I'll get there!"

The TRACTRACTOR is fitted with a Perkins 35hp diesel and the blade and rippers were probably rebuilt in the "late 60's early 80's".

Brett has now placed an order for oil seals to repair a brake leak problem, after which we foresee this machine ripping on into history with owner Brett Bradley's obvious enthusiasm

- Chris Kemp

Birthday cake machine

At a recent 60th birthday of one of the Hunter Valley's valued customers, John Russell, from "Russell's Earthmoving Pty. Ltd. Merriwa" thought so much of his Komatsu's as 'being an attributing factor to his success, he and his wife Elaine decided to celebrate "his day" by having his cake decorated in Komatsu colours and topping it off, a model D475 bulldozer on top, pushing coal made from delicious chocolate.

John is the proud owner of three Komatsu machines - two D65E-8 dozers and one PC220-3 excavator. A good day was had by all with a cross section of people attending - from family and friends to Councillors and earthmoving personnel. NS Komatsu was proud to be invited; represented by Hunter Valley Parts Manager, Jeff Barnes.

All the best John, from NS Komatsu.

- Jeff Barnes

▼ John Russell's birthday cake.



After the mozzie bites

They keep you awake at night buzzing around your head. They feast on your ankles and neck as you enjoy an evening barbecue. But after the itch has gone, the bite can still affect you because mosquitoes also spread infection.

Each summer in vast areas of Australia mosquitoes are responsible for outbreaks of Ross River Fever and Barmah Forest Virus infection. In the warmer north, infections occur throughout the year.

Mosquitoes breed in fresh still water and in salt marshes. Adult mosquitoes bite mainly in the early evening but may bite anytime day or night, transmitting the viruses to humans.

Ross River Fever Virus and Barmah Forest Virus produce almost identical symptoms, though Barmah Forest infection tends to be less severe.

Seven to nine days after the bite the first symptoms of fever and rash appear, followed by fatigue. Later the joints begin to ache and become swollen and stiff. Movement may be very difficult and the fatigue can make getting out of bed seem impossible.

Fatigue and joint pain may keep a person off work for six to eight weeks, but can often persist for six to twelve months in a lesser way. Cases of Ross River Fever symptoms lasting several years have been reported but this is not the usual pattern. With recovery the joints return to normal without any permanent damage.

Infection in children is usually mild and may go unnoticed. Periods where the child is disinterested in play activities may be the only sign.

General practitioners can make a diagnosis by two blood tests two weeks apart.

There is no cure for Ross River Fever or Barmah Forest Fever infections, but relief can be obtained with rest and the use of anti-inflammatory medication eg. aspirin to ease the joint pains.

Government authorities are engaged in mosquito eradication programs and research is being carried out to develop a vaccine.



▲ 1/4 scale model racing boat, powered by a Komatsu Zenoah two-stroke engine.

Once over an infection, children tend to become immune for life but adults may be reinfected if bitten again.

Tips to Prevent Infection:

1. Prevent mosquitoes from breeding near the home. Dispose of any yard rubbish that may hold water and empty containers regularly. Allow pot plant reservoirs to dry out before refilling.
2. Screen windows.
3. While outdoors, wear loose fitting clothes that cover arms, legs and trunk.
4. Use a mosquito repellent that contains DEET a chemical most effective against mosquitoes. Whilst outdoors, apply it regularly to exposed skin.
5. When camping consider using a knock-down spray or bed net impregnated with pyrethrum.

Ross River Fever and Barmah Virus epidemics are increasing each year but a few simple measures may dramatically reduce you and your family's chances of infection. See your doctor if you have any concerns.

This article is reprinted courtesy of BHP Coal's "Newslite" magazine, with approval of author Dr. Coralie Bishop.

Komatsu blows the competition "Out of water"

Who says Komatsu just make earthmoving equipment! Racing around on Cherry Lake, Altona & Reservoir Lake in Victoria (and other areas) are some Komatsu powered model boats. Yes, you read correctly - Komatsu powered model boats!

How would we fit a Komatsu diesel engine into a model boat you ask? Well Komatsu are a little more diverse than some of us realise.

Komatsu Zenoah Co. in Japan (in a business tie-up with Komatsu Ltd) produce a range of equipment which includes hobby engines. The 1/4 scale model boat you see pictured is powered by a G230PUM engine. The G230PUM engine is a water cooled 22.5cc two-stroke petrol engine. This little power pack has a gross maximum output of 1.65kW at a staggering 11,000 rpm.

The boats are owned and built by Sam Vella from SJV Engineering in Brunswick East, Melbourne (Ph: (03) 9398 7888) and Sam tells us at the moment his boats are literally blowing competitors out of the water.

- Wayne Pelgrave

Celebrity Guessing Game - Who am I ?

Dave Field, Southern Region's Training Manager has continued true to form and has selected another unsuspecting subject for this issue's guessing game. Can you guess who this is? If you think you know who it is, send your written entry to Dave at Melbourne Branch, on fax (03) 9205-9350.

WHO AM I?

- I was once a Scania truck seller.
- I follow Carlton football team.
- Along with my wife, I sired three daughters before finally my son was born.
- I am a "HOLDEN MAN" if I had my own choice. (I miss driving the only Jackeroo in the company).
- I don't play golf very well, but I do try very hard, as I do at everything I attempt.
- Razor blades are rarely on my shopping list, as is hair shampoo and conditioner.
- My prowess at mathematics is not good. I had to have two clocks in my last office, one on Eastern time and the other on Western time. (*Adding or subtracting two hours can be difficult*)
- I am short in stature, but am a "Tall Poppy" in the company.
- I had to go West before I got to where I am today.
- I am the first Aussie to make it to the top of the heap.
- Whilst in the USA I bought a very fancy brief case, but somehow it ended up behind my car and I drove over it.



▲ Peter Killey, Regional General Manager, Southern Region.

Results from Issue 10 "Who Am I?"

Last issues celebrity was Peter Killey, General Manager of Southern Region and resident of Melbourne.

We were very pleased to receive a record number of entries for the competition. Perhaps that is a measure of Peter's popularity, or perhaps his notoriety! Either way, thank you to all those who entered, and we hope you will all try again this time.

Correct entries were received from:

Johnny Davis	- Launceston
Richard Locke	- Hobart
Lynne Curtis	- Melbourne
Dennis "Chook" Fowler	- Launceston
John Richards	- Mackay
Warwick Thomson	- Melbourne
Sharyne Andrews	- Melbourne
Judith Connor	-
<i>(Wife of Graeme Connor-Melb. He tried to claim it as his entry).</i>	
Richard Eilers	- Melbourne
Tina VanDoorn	- Gippsland
Vicki Sharp	- Melbourne
Jeff Blythman	- Gippsland
Glen McHugh	- Melbourne

As usual, Dave Field put all the correct entries in the hat, and drew out the winning entry. The winner was Judith Connor, wife of Graeme Connor, Parts Product Specialist of NS Komatsu Melbourne Branch. **Congratulations Judith!**

A special note from Dave Field - "No, Peter, this is one draw you did not win!" Another message from Dave - "Nice try Graeme, to try and claim your wife's entry as your own."

Dave also mentioned that he received numerous phone calls with the correct answer, but as they were not submitted as a written entry, unfortunately they could not go in the draw. Please make the effort to send a written entry to Dave Field in Melbourne, either by fax or in the bag, so you will have a chance to win the prize.

- Editor

University link with NS Komatsu

My name is Lynda Komoder and I have just completed three weeks work experience with NS Komatsu in the Service Department at Fairfield Branch and in the Training Department at Head Office, from June 30th to 18th July.

I am in my final year of university, studying a Bachelor of Commerce, majoring in Human Resource Management and Industrial Relations, at the University of Western Sydney, Nepean.



▲ Doug DeCean, Central Region's Training and Development Manager, presents a Komatsu jacket to Lynda Komoder. Barry Potter looks on.

This work experience has been very enjoyable and I was involved in a number of activities such as; sitting in on senior management meetings, helping organise the skills audit paper work, putting together a short report on competency based training, helping set up the training room, participating in a training program for Quality Facilitators and meeting the nominated apprentice of the year for Western Sydney Region, Greg Dunn. (More on this in the next issue of "Down to Earth").

Before participating in work experience I was unsure about what I wanted to do when I finished university, but now I can see the role of training and human resource management, its application and delivery within an organisation. The work experience was of great value and it has allowed me to see the connection between my university studies and the practical application in my field of study. This experience gained will increase my chances of getting a job at the end of the year.

It was a very interesting time and I did pick up some information about NS Komatsu products and a highlight was definitely seeing the HUGE Dump Trucks at Mount Thorley.

Overall, I can say those three weeks were not only enjoyable, but a valuable learning experience. I hope other students from the University of Western Sydney will take on work experience at NS Komatsu as I will be recommending it.

Finally I would like to thank everyone for making my stay so enjoyable and especially thanks to the Service Department at Fairfield and the Training

Department at Head Office. Thank you, Mark Wilkin, Heather Coombes, Albert Shield, Ned Yuksel, Bob Taylor, Barry Potter and everyone who participated in the Quality Facilitators' training course.

Most importantly a huge thank you to Doug DeCean, who organised my work experience and basically went out of his way to make sure my three weeks work experience was so enjoyable and worthwhile. Thank you.

- Lynda Komoder

Editor's note:

Lynda was introduced to the Training operations within Head Office and the Central Region. In the time she was with us we were very impressed with her involvement and her commitment to each task undertaken. The main focus of her work was relating to the competency standards and training for tradespeople within the company.

Staff Performance in External Courses

Central Region has been impressed with the performance of our staff in courses they have been attending outside of their normal working hours.

Their records show a commitment to learning not often seen in any other organisations. We congratulate them and encourage them to continue the good work.

Greg Dunn

Completed his Trade Course with a distinction. This means his average mark was over 85% for each subject completed over the past three years (21 subjects).

Vaughan Honeysett

Topped his Mobile Hydraulics Course and Electronics Course for 1996. This was a fine effort considering that there were some 30 students participating.

Susan Haines

Susan has completed her Information Technology Course with 16 "A" passes out of 17 graded passes. This would have to be a spectacular effort on Sue's part.

Ondra Challenger

Ondra is participating in a Certificate in Credit Practice and in the first 6 months also scored very well with "A" grade passes.

This effort by each of the people mentioned is to be commended and reflects their commitment to the better understanding of their jobs and their responsibilities.

The need for training is getting broader and more important as we become a smarter company, better able to meet the needs of a changing workplace. The need to look for training through other organisations like TAFE and the Universities, is of considerable benefit as it allows for the development of the individual and his or her "tool box" of skills. The skills developed by participating in these types of programmes is non generic and therefore much broader allowing for many different applications of the same theory.

We should all try to participate in some training in any one year so at the end of the day we will be better corporate citizens.

Doug DeCean

"The secret to financial success is to spend what you have left after saving, instead of saving what you have left after spending"

Advanced Technic Contest 1997

The Advanced Technic Contest is designed to motivate Service Personnel to improve their skills by promoting safe, accurate and speedy troubleshooting of today's complex Komatsu products. Contestants learn that their manner and actions heavily influence a customer's perception of both the service person and the company.

The 1997 contest commenced with the theory examination and were completed in May. The Regional results have been returned to the individuals and the interesting entry details can be shared amongst us all.

Br/Rg	No of Entries	No of T/men	% of Entries
N.Q.	17	37	46%
S.Q.	24	30	80%
H.V.	2	33	6%
F/field	8	21	38%
Vic	18	36	50%
Tas	9	14	64%
S.A.	5	12	42%
Dar	0	9	0
Perth	5	63	8%
Kal	0	17	0
Total	88	272	32%

Highest Mark = 99.0%
Average Mark = 64.8%

Congratulations to all our participants who made the effort to test their skills. Hopefully, next year will see even more employees try their hand.

The Final of the 4th Australian ATC on 6 and 7 August at Fairfield was contested between 15 of NS Komatsu's finest field and workshop Service Technicians from around Australia, testing their skills in troubleshooting and repairing the PC300-6 Hydraulic Excavator.

▼ Paul Medd, troubleshooting the PC300-6, under the watchful eyes of judge Tim Callaghan.



▲ ATC Awards Night celebrities. L-R: Kenichi Takenaka, Deputy Managing Director; Paul Medd 3rd place; Darryl McMullan, 1st place; Steve Flowers, 2nd place; Ian Olivieri, Managing Director; Robert Wilson, Head Office Service Administration Manager.

Congratulations to the finalists:

Kim Thomsen	-	Perth
Steve de Gabriel	-	Fairfield
Don Hannan	-	Whyalla
Anthony Warton	-	Brisbane
Andrew Blomfield	-	Townsville
Kerry Knee	-	Launceston
Bernie Maher	-	Melbourne
Terry Dyke	-	Mackay
Paul Medd	-	Gippsland
Darryl McMullan	-	Fairfield
Nigel Martin	-	Brisbane
Steve Flowers	-	Gippsland
Steven Kanasa	-	Mackay
Jamie Thomson	-	Perth
Rod Hirst	-	Mt Thorley

Each contestant had 50 minutes to diagnose and repair two faults and diagnose and report on a third fault, which had been built into the machine. A further 10 minutes was allowed to complete a detailed Field Service Report.

Judges evaluated each competitor's ability to follow troubleshooting procedures as outlined in the Service Manuals, to problem-solve, their work habits and customer relations.

With the incentive of a trip to Japan for first and second place-getters, the competition was intense. The results reflected this, in a narrow range of scores between all competitors.

The gala presentation dinner at the Ramada Hotel, Parramatta, revealed the final results as:

1st	Darryl McMullan
2nd	Steve Flowers
3rd	Paul Medd

Darryl was competing for the fourth time, the only contestant to have

been in every ATC. Before the ATC results were announced, Darryl was surprised to be awarded a special presentation - the "ATC Veteran's Award". He was a sentimental favourite in the ATC, and received a standing ovation when his name was announced as the grand winner.

Prizes 4 to 15 were awarded by Tak Kiji, Director of Service, and first, second and third prizes were awarded by Managing Director Ian Olivieri.

This year, we were pleased to have a guest judge, Mr John Whyte, Heavy Plant Trades Teacher, from Wetherill Park TAFE.

Special thanks go to:

Contest Organiser:

Jeff Warton - Head Office

Judges:

John Whyte - TAFE
Tim Callaghan - Townsville
Dave Field - Melbourne
Barry Potter - Head Office

Operators:

Ike Murata - Head Office
Bruce Auld - Melbourne

Assistants:

Nathan Finch - Fairfield
Bob Taylor - Head Office

A special mention to Tim Callaghan, Dave Field and Nathan Finch, who "nutted" out the faults to be built into the machines (*it's getting harder and harder each year*).

For their efforts, Darryl and Steve have been invited to compete in the 8th **Advanced Technic Contest** to be held in Japan in October; while Paul won tooling of his choice to the value of \$500.00. All finalists received a commemorative plaque and a pair of high quality work boots

Congratulations to Darryl, Steve, Paul and all the contestants, who I'm sure will agree enjoyed the experience. Best wishes to Darryl and Steve as they represent us in Japan.

- Robert Wilson

A Tradition of Excellence

The Wabco Australia story continues in this issue. During the war, Jock West spent four years building highways in the Northern Territory. He then worked on building the Oberon Dam and the Hawkesbury River Bridge. He also spent some time as an interstate truck driver and as a contractor.

In early 1949 Jock became ill and had to go to hospital. On his release from hospital he decided it was time for a change so he answered an advertisement for an equipment demonstrator.

He was called in for an interview by Perc Naylor, the Personnel Manager, on Thursday 14 March 1949. When he arrived for the interview, Perc Naylor was not available and he was interviewed by Jim Brooks, who was General Manager and second in charge to Al Losch. Jock was offered the position as long as he could start immediately. It was the Thursday before Easter and he agreed to start on Tuesday 19 March. When he applied for the position he thought it was with Tutt Bryant, and it was not until after he accepted the job that he realised it was with R.G. LeTourneau.

Jock reported to Jim Drury who was the Plant Superintendent and he was soon to learn that a demonstrator was expected to do much more than sit at the controls of a machine and drive it. He also had to service the machines, test them on the test track and often they would take the machines for a test run on the roads around Rydalmere.

Because of his knowledge of the equipment, Jock was often sent out to service and repair machines. Any trouble shooting jobs that had to be done were immediately given to Jock. The factory had exported a batch of machines to Malaya and Jim Brooks decided because of Jock's knowledge he should be sent to look after them.

On his return from Malaya he was appointed area manager for Victoria, South Australia and Tasmania and he moved to Melbourne.

LeTourneau equipment was distributed by Wheel Traction which was a division of Tutt Bryant. Jock believed the LeTourneau machines

were not getting the exposure they deserved from Wheel Traction and suggested to Jim Brooks that they establish their own distribution company.

Jim Brooks agreed and on July 1, 1961 LeTourneau Westinghouse Sales and Service was formed, with Jock West as the General Manager. Jock was given five thousand pounds (\$10,000.00) to start the new company. Machines and parts were given to them on consignment.

Stan Lynch, who at that time was working at the Rydalmere Factory, was appointed Service Manager of the new company.

Soon after the Sydney office was opened they opened offices in Brisbane, Townsville, Adelaide and Melbourne.

The Distribution Company was going well but Jock could see they needed to expand on the products they were offering. They were selling graders, scrapers and rubber tyred tractors but he needed to get into the crawler tractor market.

Jock approached Jim Brooks and it was decided to look at getting the Australian distribution rights for Komatsu.

Jock and Stan Lynch went to South Africa to investigate the performance of Komatsu equipment and came back fully convinced that they should sell Komatsu crawler tractors in Australia.

In 1964 an agreement was reached with Komatsu Japan and the first order for twelve tractors was placed. Six D60's and six D80's.

It was 1966 and Al Losch had returned to USA in preparation for his retirement and Jim Brooks had taken over as Managing Director. In September 1966 Jim Brooks died suddenly and Jock West was appointed to fill his position. Al Losch was sent back to take control until a new Managing Director was appointed.

Dick Mitchell, who was managing a LeTourneau division in USA, was appointed Managing Director.

Jock West was appointed to the newly created position of Sales Manager Mining Equipment. Following this appointment and until

Morgan Equipment took over as distributors in 1980, Jock West was involved in the sale of every LeTourneau and Wabco dump truck sold in Australia.

It should be noted that in the late sixties and early seventies Wabco Australia, thanks to the efforts of Jock West, had one hundred percent of the large dump truck market in Australia.

Jock West retired in December 1981 at the young age of 64. He celebrated his 80th birthday on June 9 and is still telling me how to sell dump trucks.

- Tony Holloway

KMS first Parts and Service meeting

Tony Holloway, Parts Department (and the author of "A Tradition of Excellence"), and Chris Daly, Service Department, travelled to Peoria USA, to attend the inaugural KMS Parts and Service meeting in the week of August 17.

This was the first meeting under the auspices of the new KMS structure, and consequently had particular significance to NS Komatsu.

Tony and Chris reported that the meeting was successful, covering wide ranging topics including the KMS philosophy and organisation, technical discussions on mechanical and electrical trucks and parts support.

In addition, presentations were made on Modular Mining, parts marketing, KOWA, G.E. and Cummins.

"Down To Earth" also has it on reliable information that both Tony and Chris enjoyed themselves and very ably represented NS Komatsu at the evening functions on the "Spirit of Peoria" cruise and at the Alexander Street Steakhouse!

"Use laughter freely, we all have an unlimited supply."

Fairfield Branch wins Army work

Late last year, 17 Construction Squadron of the Royal Australian Engineers at Holsworthy, NSW, contacted Fairfield Branch, inviting a quotation to carry out machine repairs, starting a series of work which is still continuing.

The Army machines were returning after a project in North Queensland, where they build a new Air Force base, including an emergency landing strip for the space shuttle.

Our opposition also quoted, but were

considered by the Army to-be too expensive, so we won the business.

Charlie Merhi, Central Region, Product Support Representative, was a key player in winning the business. However, Charlie told us that it is really a team effort, and everyone played their part. Charlie's job takes him to all areas within NSW (outside of the Hunter Valley), supporting our customers and arranging work for the Service Department.

Since the first repair job, one job has led to another. Mark Wilkin, Fairfield Branch Service manager said "since we started the Army work, our General Repair Section has been kept flat out. They have been fully committed to Army work, since the beginning of the year. So far, we have completed repairs to 1 Case W36 wheel loader, 4 Caterpillar 130G motor graders, 4 D155A-1 and 3 TD15C bulldozers, and 5 WS16S-2 motor scrapers, for a total repair cost of approx. \$700,000.

Currently in the workshop undergoing repairs are 2 WS16S-2, 2 D155A-1 and 3 TD15C bulldozers, which are expected to be completed by the end of September.

Mark also told us that due to the Army work, the outside revenue work had risen from 30% to 47% of the total work. In the outside revenue work, Army work has increased from less than 1% to 16%.

The North Queensland heat and jungle conditions took their toll on the Army machines. Some machines were badly knocked about, with doors missing, dents in the fuel tank, headlights gone, and generally battered and bruised. A lot of the work required is boilermaker work and the result is a credit to Fairfield Branch.

Congratulations to Fairfield Branch for winning this work.



▲ A D155A-1 after refurbishment, awaiting return to the Army.

▼ The same machine, before work started on it.



Region News

If you have a special birthday, such as 21, 30, 40, 50, or an anniversary etc., please be sure to mention it to your Regional Contact.

- Editor

HEAD OFFICE AND FAIRFIELD BRANCH

PERSONNEL NEWS

Farewell to:

Tom Hirano, Matt Tanaka and Kent Yoshimura, all returned to Japan.

Also to David Jolly. (See details on page 3)

Welcome to:

Kenichi Takanaka, Yoshihiro Fujita, Deputy Managing Directors.

Kevin Krnkovic, Management Accountant

David Bullock, Media Person, Training and Materials Department.

Congratulations to:

Nada Ledesma (nee Buric), who was married on 23 August.

Best wishes to:

Nancy Chen, who is expecting her second child in mid September. Nada predicts it will be a boy. She says she has never been wrong!

SOUTH QUEENSLAND

BUSINESS NEWS

A partnership agreement has been made between NS Komatsu and Queensland Cement Limited to supply equipment for their plant in Gladstone. QCL are spending 200 million dollars upgrading their Gladstone plant, which will make them world leaders in cement production.

This equipment due for delivery in November consists of:

- 2 x HD465-5 60 tonne Quarry version
- 1 x WA800-2 Loader
- 1 x WA380-3 Loader
- 3 x IR L8 Light Towers

QCL have taken a full service contract for six years on all units, plus a full service contract on a CAT 992B and 2 x CAT 773B trucks.



▲ Bob Gibson (L) and Peter Pledger, Brisbane Parts Department, enjoying their night out.

PERSONNEL NEWS

It was with regret that we said farewell to Peter and Norma Adams on 9th May due to Peter's transfer back to Fairfield Branch. Peter will now be based in the Newcastle area. Bruce McNichol, previously our Ingersoll-Rand Representative, has now taken over Peter Adams' old territory.

A mid year Social Club function was held on 12th July, and twenty-five Social Club members and their partners spent a few relaxing hours cruising up and down the Brisbane River on the "Kookaburra Queen" Paddlewheeler. Bob Gibson and Peter Pledger really got into the swing of things - red hair is usually most attractive, but in this instance Peter, we'll have to take a vote on that one!! The consensus of opinion was a good night was had by one and all.

Congratulations to:

Mandy and Paul Murchison on the birth of their son, Robert Stewart and also to Denise & Stewart Hakowski on the birth of their daughter, Tara Louise.

To Linda and Hans Olsen who celebrated their 25th wedding anniversary in June, and also to Andre and Julie Lusan who will celebrate 25 years of wedded bliss in September.

Special Birthday:

Bob Gibson, Parts Manager, celebrated his big 60 on 26/7/97. Congratulations Bob, and many many more of them.

Welcome to:

Welcome to Paul Davies and Brad Oates who joined the company on 28th July. They are both employed in the ever expanding Service Department, Paul as a Service Clerk



▲ Brisbane Sales Department's Peter Love (seated), Robert Chaplin and Brian Thomasson, in costume at the Institute of Quarrying evening.

and Brad as a field Service Clerk.

Also welcome to Clem Groves who joined us on 7th July. Clem is employed at the Eltin Ebenezer minesite as a lube serviceman.

Night out:

The Institute of Quarrying recently held their Partners Night at "Early Street Historical Village" with a Settlers' theme for those wishing to look the part.

Komatsu had a show of strength with Brian & Jenny Thomasson, Peter & Sue Love, Robert & Janine Chaplin, Bruce & Delia McNichol from Sales Department and Warren & Joanne Smith from Service Department in attendance bedecked in their very best settlers finery.

Looking at the "gentlemen" in the photograph "a little bit of what makes you feel good" certainly went down well that night. The next major event to be held by The Institute of Quarrying is their National Conference, which this year is being held at the Brisbane Convention & Exhibition Centre in October.



▲ Pauline Hyde, Mackay, with her new son, Andrew Robert.

NORTH QUEENSLAND

Mackay Branch

PERSONNEL NEWS

Congratulations to:

Pauline Hyde who gave birth to a baby boy - Andrew Robert. He also won "Cutie of the Month" in a local competition for babies born in June.

Richard Johnson, Diesel Fitter, tied the knot on Saturday 19th July 1997 with his new wife Jan.

Peter Suttle has reached his ten years with NS Komatsu. Peter started work with NS Komatsu, Brisbane Branch as a Tradesman in August 1986 and then moved to Mackay Branch in November 1996. Congratulations Peter and we all hope you stay with us another ten years.

Employee News:

Kylie Johnson has filled the position of Secretary to the General Manager.

Yvonne Schaper has moved from Warranty to Admin. Department.

▼ Mackay Branch female staff. (L-R) Back row: Debbie Kennedy, Kylie Johnson, Annalie Thompson, Kris Chambers, Pauline Hyde, Dianne Johns. Front row: Angela Holliday, Kim Melham, Madonna Heathcote, Leanne Sutton.



George Gouge has joined Mackay Branch as a Warranty Clerk.

BUSINESS NEWS

Another large job has arrived for Mackay Branch's workshop, in the form of a WA700-1 and WA900-1 for BHP-Moura Mine. These should be delivered in early August.

Mackay Tourism and Regional Development Board had their quarterly luncheon at the Branch on Wednesday 30th July 1997. 70 local business people attended and were given a tour of the facility and shown a visual presentation on our company and what business we bring to the area. We had many comments that people were impressed with the luncheon.

QME 97 was held in Mackay from 22nd to 24th July where Mackay Branch had a stand. We used the theme of Going Global with Komatsu and it proved to be a great success with interactive and visual presentations.

SOCIAL CLUB NEWS

Mackay Branch's Social Club had a formal dress dinner on Saturday 2nd August 1997 where everyone dressed up and had a ball. Those diesel fitters from the workshop sure do scrub up well!! There were photos taken of each couple to remember the occasion and were available for purchase at the end of the night. It was a real scream and everyone is now focused on the end of year social function.

SOUTHERN REGION

Special Birthday - Southern Region
Barry Arnold 50 yrs Hire/Sales Representative (Hyster) Tasmania.



▲ Tasmanian golfers enjoying the sunshine. Doug Fulton putts for a bogey, while Leigh Bygraves (L) and Shane Stevens look on.

Campbellfield:

Congratulations:

To Richard Eilers, our very dependable storeman and Kelly Price, who were married at "Overnewton Receptions" on Saturday August 30th. Richard says this date was chosen, as it is the end of the "home and away" footy season. It's all a matter of priorities, isn't it!

Staff Changes:

Karen Binos has been appointed Sales Secretary for the Campbellfield sales department. Karen has been with the company for nearly nine years and many of you will know her through her previous role of Service Administrator.

Brett Tymensen our new Sales Support Engineer, taking on the mantle from Craig Hahnel, has just completed his Bachelor of Engineering (Mechanical) at the Swinburne University of Technology. Brett, 22 years of age and born in Kooweerup, has a varied range of interests outside his work, these range from mountain bike riding, snow skiing, golf (just a hack golfer, says Brett) and woodworking. Welcome aboard Brett!

A new addition to the Service Department is Anthony Connor, who commenced with the company on 1 July. Anthony has taken on the role of Service Administrator for the Campbellfield branch having previously been employed at Waratah Forestry Equipment P/L. We experienced a slight problem with Anthony's arrival, especially on introducing him around the place. One particular sales representative, far too busy, just kept on walking when asked would he mind stopping so he could be introduced to the new Service Administrator - His reaction was "Look I know Graeme - what's the big deal!!" Wrong!!!! - "This is Anthony Connor, Graeme's identical (older, by 15 mins) twin brother!" Welcome aboard Anthony.

Social Club News

On Saturday 5 July members of our Social Club went to see Oba Oba, the "fantastic" Brazilian Dance Company. If any of the males in the audience



▲ Darryl Beall, Adelaide, in blue T-shirt, watches his wife Jan, hit a winning shot at the BHP/Komatsu day.

thought this was going to be a dull night - were they in for a surprise - It must have been the costumes which took their eye!!

Adelaide

BHP Social Club/Komatsu Day

This day was held on Sunday 18 May 1997. Although an overcast wet day, BHP social club members and their families arrived in large numbers. NS Komatsu staff came from Adelaide and Ross & Marion Bennett came from Whyalla. The barbecue lunch, thanks to cook Chris Stone and the sound of champagne corks popping, quickly added to the friendly atmosphere.

After lunch, T ball games commenced. The "Komatsu Perpetual Trophy" was won by Team C which consisted of Jack Pudney (Capt), Christopher, Andrew, Peter and Michael Pudney, Kerry Juize, Melissa and Jane Ferry, Ian Smith and Greg Watson and our own Robert Hudd, Allan and Lea Lewis, and Daryl Bennett.

NS Komatsu Tasmania

On Sunday 20 July Tassie had their annual golf day held at Swansea on the sunny east-coast. Gathering from the scores, all were more interested in the food, drink and sunshine (sunshine being rare at this time of the year). "Best Gross for the Women" went to Maureen Ollard on 114 with Alison Mathews taking out the Best Net on a countback. "Best Gross for Men" went to Douglas Fulton with a gross 86 and the net going to Leigh Bygraves with a 58. "Most Use of the Course" went to Chris Thomas (123) Ryan Thomas (119) and Gavin Moore (117), "Most Improved" to Maree Careless with a 67 and Wendy Duncan on 58. "Best Bunker Award" (Naked Lady Glass) went to Johnny Davis. "Spit the



▲ "Down Memory Lane". 1989 photo of Melbourne Branch's football team, ready to do battle with the Cook's Constructions team. Note the coach is none other than our new MD, Ian Olivieri. Also visible are some other familiar faces, perhaps a bit more youthful than today! Guess who they are.

"Dummy Award" went to Nick Thomas. See you all next year!

Footnote:

As the NS Komatsu Southern Region representative for the "Down to Earth" magazine, I would like to take this opportunity to say goodbye and thanks to all the people I have worked with over my eleven years with NS Komatsu Campbellfield. As many of you are aware, Peter my husband, has taken up the position of Operations Manager (Boral Bricks) NSW therefore the Davidson family is migrating to Sydney. No! this does not mean I will automatically barrack for the Sydney Swans, it will still be Carlton and "I'll still call Melbourne home!"

- Virginia Davidson

WESTERN REGION

Perth Branch

PERSONNEL NEWS

A big welcome to all employees who have joined NSK Western Region since our last Newsletter.

As everyone is aware, it was announced in June that Western Region would be losing our Regional General Manager and Technical Service Manager. Was it something we said? Anyhow, on behalf of NSK Western Region, congratulations and good luck to Ian Olivieri and Ian John in their new positions.

Congratulations to:

Tracey Firman (Purchasing) who achieved her National A umpiring

badge for netball, meaning she can umpire any National game. Tracey also achieved a rather large hangover after celebrating this auspicious event. Tracey has already been snapped up to umpire her first International game with the Australasian Catholic Schoolgirl Championships in October. Well done Tracey.

Liam Sheaham and wife Julie celebrated the birth of their first child, daughter Keely, on Friday 27th June. Liam explained that as an employee of the hospital, Julie was "pampered", even though it was Liam who had the flu and had to get up in the middle of the night to take Julie to the hospital. The injustice of it all eh Liam?

Congratulations to Jamie Thomson (Service) and Kim Thomsen (Field Service) who competed in the Advance Technics at Head Office in August.

Warning: Don't ask Estelle Wilson (Service) for a cuppa. Estelle literally destroyed a coffee percolator in her attempts to operate it, not to mention the mess she created. Maybe we could include coffee making as a training course!

Good Luck to Amanda Smith (Product Support) who will be leaving us in September. That's right, her bun in the oven is just about cooked and Amanda is preparing for the most excruciating

pain imaginable - Again!! But don't fear, Amanda shall return after taking maternity leave.

If you opt for a life of crime, don't do it around Paul Mackey (Service). While out to dinner one night, Paul spied a man wielding a knife running down the street. Courageous Paul quickly whipped his undies to the outside of his trousers (as all superheros do) and proceeded to chase the bloke. After a bit of a run, the armed bandit disappeared down a dark, cold alleyway. Paul quickly assessed the situation, put his undies back on properly and promptly returned to dinner.

SOCIAL CLUB NEWS

On Saturday 26th July Perth Social Club attended a "Christmas In July" function at the Kings hotel, with Tracy Bartram appearing as a special guest. Life was not easy for those situated at the front of the stage, who became prime targets for Tracy's humour. Pack Harris (Accounts) certainly was in the firing line but apart from turning absolutely red, handled it well. And to all the owner operators who didn't attend, you missed an entertaining evening.

BUSINESS NEWS

Alcoa Huntly have ordered a D575A-2 bulldozer, complete with remote control, following the successful run of Alcoa Willowdale's D575 remote control which was fitted to their existing machine in February. Willowdale Mine Site made the decision to go with a remote control after experiencing operator injuries whilst ripping caprock. Brian Firth (sales) said the machine is working well and we have received very positive reports from Alcoa.

Merv Laing, doing his best to hold up Western Region, after Ian Olivieri's departure!

