

NS KOMATSU

Down To Earth

NS KOMATSU NEWSLETTER

Strongly Encouraged

In the second half of July, I returned to Japan for the first time for a long time. It was a business trip to report to top management of Komatsu and Nittetsu Shoji on the current situation of NS Komatsu.

Every person in top management whom I met has a keen interest in the activities of NS Komatsu and they all expressed their appreciation for our results of last fiscal year.

It was a very pleasant trip for me, especially because I received, on behalf of all NS Komatsu, very strong and positive encouragement from Mr. Anzaki, President of Komatsu Ltd. and Mr. Sato, President of Nittetsu Shoji. They stressed to me the need to endeavour hard, not only with construction equipment, but more so with our mining equipment. I would like us all to try hard to meet their expectations, in a team spirit.

We are now in the second quarter of our year. Our results are currently a little behind budget, but based on reports from each region, I am confident that we will recover in the second and third quarter and that in the fourth quarter, we will exceed the budget for the full year.

*Tom Hirano
Managing Director.*

PS. You will remember in last issue that I declared my target for the year - to achieve a 250-metre golf drive. This looks very difficult to reach, but I am still working on it. In the same way, I encourage everyone to continue to work to achieve your own personal target.

TH



The plaque presented to NS Komatsu in recognition of support to the Australian Olympic team.

NS Komatsu supports Olympic team

On 11 July John Reid represented the company at a function arranged by the Australian Olympic Committee, to thank corporate sponsors for their support for the Australian Team at the Atlanta Games.

Marcus Blackmore, member of the NSW Committee of the Australia Olympic Games Team Fund, presented a bronze plaque to NS Komatsu. It is now on display in the foyer at Fairfield.

Ex-Olympians at the function included gold medallists Murray Rose and Jon Konrads. Jon won gold in the 1500m freestyle and Murray the 400m freestyle at Rome in 1960. Previously at Melbourne in 1956, Murray had won the 1500m and 400m freestyle and was a member of the winning 4 x 200m relay team.

Another was Mark Kerry, who won a gold medal in the 4 x 100 medley relay and a bronze in the 200m backstroke in 1980 at Moscow. He also won bronze in the 4 x 100m at the 1984 Games in Los Angeles.

Australia had the third largest team at the Atlanta Olympics, behind USA and Germany, as part of our build-up for the 2000 Games in Sydney. Our support of the team in Atlanta was therefore of particular significance and value.

One other interesting point is that Australia is one of only two countries that have sent representatives to every Olympic Games since the commencement of the modern series in 1896; the other is Greece.

So as you reflect on our performance at the Atlanta Games, you can be proud that our company supported the Australian team to perform at this pinnacle of sporting achievement.

John Reid

Kalgoorlie Branch, our Special Branch in this issue.



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

NS Komatsu Pty. Ltd.
Cnr Lisbon & Mandarin Streets
Fairfield NSW 2165.
Phone (02) 9795 8222 Fax (02) 9795 8230

Editor: Barry Potter
Assistant Editor: Rhonda Summerhayes
Contact: Lea Bailey

Regional Contacts:

Western

Fiona Michaelson
Phone (09) 351 0555 Fax (09) 451 8140

South Queensland

Pauline Armstrong
Phone (07) 3246 6222 Fax (07) 3246 6204

Southern

Virginia Davidson
Phone (03) 9205 9300 Fax (03) 9205 9350

North Queensland

Kim Melham
Phone (079) 403 100 Fax (079) 523 070

Fairfield

Sue Mcleod
Phone (02) 9795 8300 Fax (02) 9795 8345

Hunter Valley

Susan Haines
Phone (065) 722 866 Fax (065) 746 679

Printer :

Colanco Printing Services Pty. Limited
Unit 3, Cnr. Woodpark Rd. & Cooper St.,
Smithfield, NSW 2164
Phone (02) 9609 3055

This Magazine is printed on 50% recycled oxygen bleached paper.

© NS Komatsu Pty. Ltd. 1996

Editor's Comments

This is our seventh issue of "Down To Earth". Since we began, we have seen many company developments and a lot of people have joined us since then.

It's now a good opportunity to outline again how our communication works, so anyone can submit information for "Down To Earth".

In the panel above, the names and locations of our Contacts are shown. The Contact's job in Head Office or each Region is to gather information from employees in the Region, and to send in to us, for the magazine.

Please note the name of your Contact. If you wish to send anything to

us, please give it to your Contact.

"Down To Earth" is the magazine of our employees. We invite all to participate, to share your news, views, and opinions with everyone.

"Communicate the 'write' way" on Page 8 is the first article in a new series of "how to" skills. Please read this, to gain ten tips to improve your report writing.

The popular "NS Komatsu Quality Arrow" article concludes in this issue. Our thanks to Carl Pemberton for preparing this series for us.

- Editor.

Celebrity Guessing Game - Who am I ?

- In my prime I had thick dark hair;

I was a field resident serviceman in a town with the postcode 2478 and was quoted as saying 'This place is my salvation, I will never leave!!!'

- I crossed a punt to get to my customers.
 - My trade papers are inscribed on parchment, or was it included as the eleventh commandment on rock. I can't remember.
 - The company has inherited a product that I know quite a lot about.
 - I made sure that my son was interstate on holidays (about the time of the 1995 ATC), so that I could take his place on a fishing trip that he had paid for.
 - I am interested in 'wetting a line', although I'm in trouble when I have to thread a hook.
 - My first name is described in the Australian English dictionary as:
Fellow; Man; Sailor; Male of some Animals; Lowest Court Card, with a picture of a Pageboy; Ball Aimed At.
 - My large family keeps me busy when I'm not at work or fishing.
- To enter this competition, send your **written** entry to Dave Field, Melbourne Branch.

Results from Issue 6 'Who Am I?'

Last issue's celebrity (if you can call him one) is "**the notorious fat Goldfields bastard**", Jim Cockburn, manager of Kalgoorlie Branch. By coincidence, Kalgoorlie is our Special Branch in this issue.

Correct entries guessing Jim's name were submitted by:

Ian Watson - Darwin
(Our most regular guesser. Keep trying, one day I might even put your entry into the hat).

Rod Green - Melbourne
Kevin Wilson - Perth
Laurie Randall - Perth

and the winner is...**Kevin Wilson.**



▲ Jim Cockburn, Manager of Kalgoorlie Branch.

- Dave Field

Congratulations Kevin. As usual, we have sent you a novelty prize.

- Editor

Promotions

David Curry, from Local Procurement to Product Manager, Komatsu Dump Trucks on 1 June.

Mark Mamo joined Head Office in the Local Procurement role at the same time. His background in Central Region's Service Department will serve him well in the control and manufacture of O.E. attachments including buckets, quick hitches, air tanks, etc.

Congratulations to both - Editor



▲ GD530A-2 and GD650A-2 motor graders in preparation for the R.T.A.

RTA grader contract

NS Komatsu Central Region were recently awarded the contract to supply the NSW Roads & Traffic Authority (R.T.A.) with nine graders, four GD530-2's and five GD650A-2's. This exceeds by one the Central Region's previous milestone - Moree Plains Shire Council's order of four GD530A-2's and four GD650A-2's, late last year.

NS Komatsu won the contract in spite of being the second highest tenderer. This followed extensive competitive demonstrations and trials at the key R.T.A. Regional Depots.

The graders are manufactured by Komatsu America (formally K.D.C.) at their Ohio factory. Every NS Komatsu Branch (except Perth and Hobart, *come on guys*) have sold the new Dash 2 graders, which are working as far afield as Weipa and Kununurra in the north, to Tweed Heads in the East, Casey in the South of Victoria and Tumbay Bay in the West of South Australia.

Bob Walmsley

NS Komatsu's largest ever Maintenance Agreement

We are in the process of delivering twenty new Haulpak Trucks to Mount Thorley Operations, a CRA Coal Mine in the Hunter Valley. However some people

may not know that one of the deciding factors in us winning was the Maintenance Agreement offered with the new fleet and the existing 830E's on site.

The MTO truck order is the largest order NS Komatsu has ever received and subsequently the Maintenance Agreement is also the largest we have undertaken.

Contract Machines	Period
13 x New 830E's	60,000 hrs
7 x New 730E's	40,000 hrs
11 x Existing 830E's	39,000 hrs

NS Komatsu guarantees the maintenance costs, including all parts, components and half the site labour.

Mt. Thorley Branch backs onto the MTO Mine site, so the trucks can be driven to our facility where our staff will perform dedicated repair tasks equal to half the labour required to maintain the trucks over their life. MTO will perform their half share on their own site. NS Komatsu will supply all service and repair parts.

This agreement covers new areas - the guarantee of wheel rims, tyre monitoring equipment, payload metering and all accessories including ladders, mirrors, radios, lights, etc. Our new Project manager on site, David Fry, will have a formidable task managing the fleet's guaranteed availabilities, as well as the maintenance costs for the full contract term.

Mt. Thorley Branch's strong support offered to the existing fleet over the previous six years was significant in gaining MTO's confidence. From field service, technical assistance, parts support and machine rebuilds, all staff at Mt. Thorley are to be commended for their efforts.

The contract will provide secure and on-going work for our branch, provided we perform to our guarantees.

This will set benchmark targets for NS Komatsu and the industry.

The forecasted income from the Maintenance Agreements is over \$45 M at today's value and does not include body repairs, which we will win by individual quotes. This will broaden our work base in the branch and gain valuable sales.

To accommodate our guarantees, we have made changes to the WIP system in Work Order opening and the Project Menu. Staff in service supervision and clerical roles would have encountered these changes.

A new WIP system will be introduced shortly to enable scheduling of repairs. Once available, all branches will be able to schedule work in advance and forward-order parts kits.

To record downtime we have modified the job closing process for branch 23 (MTO). On completion of each job, the downtime will be recorded by component and reason. We will then provide monthly YTD (Year-to-Date) and LTD (Life-to-Date) machine availability and downtime information.

Maintenance Agreements are very much an expanding demand from our customers and an opportunity for us to monopolise the after sales market for our equipment. In the MTO contract we will supply 100% of the parts and prevent parts sales of non genuine parts by our competitors.

Currently we have 130 machines around the country covered by one of our Maintenance Agreements.

Robert Wilson

IN THIS ISSUE

Kalgoorlie Branch Feature	Page 4
Communicate the 'write' way	8
Tradition of Excellence	9
1996 ATC	10
Servicemen or heroes?	10
Komatsu Golf Classic	11
Komatsu Surfboard	12
Responsibility for contractor's safety	12

Kalgoorlie Branch

Western Australia is Australia's largest state, being large enough to contain the countries of New Zealand, Japan, the UK and Ireland, as well as the USA state of Texas. An area of approximately 170,000 sq km, about 1/3 of Western Australia, is looked after by NS Komatsu's Kalgoorlie Branch, our Special Branch in this issue of 'Down to Earth'.

Kalgoorlie is the doorway to the Goldfields region of Western Australia.

Nowadays gold mining is done by modern large mass earthmoving equipment such as excavators, dump trucks, bulldozers, wheel loaders, graders and drills, so NS Komatsu is very well positioned to have a branch in Kalgoorlie.

Kalgoorlie Branch is one of our smaller branches, with 32 people in total. Of the 32, 6 are stationed at job sites as site fitters. Another 2 are seconded from Perth, making 8 currently stationed as site fitters.

Kalgoorlie Branch Manager, Jim Cockburn, shared these thoughts with 'Down to Earth', to describe the nature of the industry in the Goldfields.

'There is a high turnover of people throughout the mining sector, with many taking advantage of the extended hours of work that are offered, to earn enough money for a deposit on a home or an overseas trip, then move on.

'As a result of this, finding and keeping good people is difficult. However, we have developed a very strong team culture within the Branch. We have a high percentage of personnel



▲ Alan Walton Technical Services Rep., Kalgoorlie Branch, delivers a part to Greg Sweetman, B.G.C. Site Supervisor.

that are married or have families established in Kalgoorlie.

'We service customers in an area that is as large as or larger than some of the Eastern States. With approximately 400 machines working in our area, long hours of work and distances to travel are necessary.

'I believe Kalgoorlie is an excellent training ground for apprentices and trades people alike, as the nature of our business exposes them to the real world of customer operations. Above all, this exposure to the customer on a one-on-one basis helps them to identify customer needs and how best to service those needs. A policy has now been adopted in Western Region where all apprentices spend time in the Kalgoorlie Branch.

'We have also attracted employees from other areas, having three fitters and one Technical Representative who were formerly employed by Comalco Weipa. In addition to this we have a number of NS Komatsu employees from other regions that have transferred'.

Jim finished by telling us that because of an increase in the volume of work carried out throughout the Branch, extensions to the Workshop will be required in the near future. An expansion of the Workshop will allow us to provide an even better service than we do at present.

Kalgoorlie Branch provides support to fleet owners such as Leighton, A.W.P., Thiess, Cooks Construction and B.G.C. Contracting, to name a few.

'Down to Earth' visited the BullaBulling Gold Project owned by Resolute Samantha Gold, where B.G.C. Contracting operate their fleet of equipment. The fleet includes eight HD7853's, one PC1600-1, one PC1000SP-1 and one WD600.

B.G.C. Site Supervisor Greg Sweetman, told us that the HD785-3's were averaging 96.5% availability. When asked about the service, parts and technical support offered by NS Komatsu, Greg informed us that he 'had no dramas' and that this was reflected in the high percentage of availability of the Komatsu equipment.

B.G.C. fills an important role in the gold mine operations, removing the overburden and transporting the gold-bearing ore to the processing plant. Greg told us 'we have to blast first, then the material is graded and the excavator is told where to dig.

'The ore is carried by the trucks to the ROM pad. It is then put through a cyanide process, and is poured into bars of gold bullion, but at this stage it is still not pure gold. From here the bullion is taken to Kalgoorlie, loaded



Most of Kalgoorlie Branch staff.



Lyal Hooper, Craig Wojtowicz and Peter Gorrie measure a WA380 front frame.

onto a 'gold' plane and flown to the Perth Mint, where it is reprocessed to make pure gold'.

To give some idea of the magnitude of the BGC operation, the PC1600 handles about 8,000 bcm (bank cubic metres) of material in one 10 hour shift, and the PC1000SP handles about 5,000 bcm. Both machines operate two shifts over a 13-day fortnight. If the material density is say 1.5 t/m³, the total material moved in a week will be around 327,000 tonnes.

'Down to Earth' thanks all the staff at Kalgoorlie for their enthusiasm and cooperation during the preparation of this article.

Suzanne Pugl

I have been employed by NS Komatsu for 7 1/2 years, which makes me the second longest serving employee at Kalgoorlie Branch. When I started, we had two little 'dongas' and a one bay workshop, which also included the parts warehouse. I began as a Parts Clerk, then moved on to Costing Clerk, which I totally disliked as there was no person to person contact.

When we moved to our current premises I became Manager's Assistant (Secretary)/Receptionist, the position I still hold.

My job covers a wide variety from being Jim Cockburn's assistant, to all aspects of



Suzanne Pugl

secretarial work, reception duties, banking, stationery control and branch security. I look after Sales, Parts supervisor, Service Manager and Tech Rep. typing and generally help them out as much as possible. When needed, I also fill the position of Administrator, including invoicing, accounts and wages. I enjoy organising functions such as the Goldfields Mining Expo which gives me a great buzz, and arrange air travel and accommodation for everyone.

When the single boys are out in the field, I help by paying their bills, banking and looking after their mail etc. If I see some of them neglecting themselves, I bring in a home cooked meal or a big pot of something, to keep them going for a few days. I also like spoiling people in the office and the workshop, with cakes. I am a gourmet cook, which I learned from my mother, who was a chef.

I think my job is great and not boring. It is home away from home for me. I have seen several bosses come and go, but Jim is the best yet. I love working in a male environment and while most people may think the mining industry is a little rough, our boys are the best.

I would like a bit more of a challenge in my job, but staying in the same job

area. I am a very caring person and believe I would be successful in human resources. When people are feeling down I do my best to lift them up and let them know I care.

NS Komatsu has a great reputation in the Goldfields region, we have good team members and a good leader, so I think we will keep progressing in leaps and bounds. I previously worked for the CAT dealer for 6 1/2 years and they don't even compare with us. NS Komatsu has a strong outlook towards its employees, in being an equal opportunity employer and providing lots of training, from machine technical training, to management, computer and first aid training. In September I am looking forward to attending an Assertiveness Training course in Perth. If I could make any suggestion, it would be to employ local people as much as possible, to have a better chance of having them stay longer.

I have lived in Kalgoorlie all my life and come from a large family of 3 brothers and 4 sisters. (Yes, we did have TV). I have a great boyfriend, Peter, with whom I have been for a number of years now. He works away a lot, as he has his own truck business and owns a sheep station, which he is converting to cattle. So most of the time I am a grass widow and I miss him, but as I know he is working for both of us, I always put on a happy face.

I love housework, meeting people, mixing with friends, cooking, entertaining and looking at old buildings and the history of the Goldfields. I drive taxis part time on the weekend, enjoy ceramics and love sports, although time has not allowed this lately. Overall, I prefer to be active, rather than a couch potato. Last but not least, I love children and look forward to having my own one day.

Barry Dimer

I started in the spare parts industry in 1976 and have been doing it ever since, except for 2 years as a plant operator for WMC and 1 1/2 as an exploration driller.

My job is Parts Supervisor, having been employed by NS Komatsu for 3 1/2 years. This covers a wide variety of tasks including serving customers, employing and training staff, stock control, maintaining customer and staff satisfaction, setting and achieving budgets and ensuring that the department looks and runs pro-



▲ Barry Dimer

professionally at all times, which keeps morale at a high level. I also relieve as Branch Manager from time to time.

I try to visit customers once a month. However, we have an area of 170,000 sq km so I can only get to those within 250 km of the branch.

I enjoy being part of a professional team which works in harmony and supports the customer, like no else. We have five people in Parts, who have a total of 68 years of experience in parts sales and warehousing. The two interpreters are both from management positions with other companies, so with all this experience I can be out of the Branch and know the customer is going to be taken care of.

The looks and remarks from customers and the pride the staff show when the near impossible is done in the shortest time, provides a lot of satisfaction. You can never have too much information and good communication makes the job easier and happier, so I never hesitate to pass on any knowledge to others. This creates a sense of belonging not only for myself, but for all the other staff.

NS Komatsu is the force in the industry that customers and staff are proud to be associated with. Having worked for a number of large companies before NS Komatsu, I can say it is the best. At branch, state or national level, everyone is friendly, on first name basis and eager to help, as everyone has the same goal. I believe that customers feel they are dealing with the biggest supplier, not just a statewide dealer. We are a company that continues to grow and I hope I continue to grow with it. Our new distributorships are our commitment to the customers' needs and we will service them no matter what.

I go to night school twice a week, to obtain a certificate in supervision/first line management. This involves 13 subjects totalling 289 hours of study

and is my short term goal towards a diploma of management.

My life and interests outside work are firstly to my family, with whom I try to spend as much time as possible. My wife Bronwen and I are both born and bred in Kalgoorlie and we have a son Steve who is 11 years old and a daughter Narise of 11 weeks. We

would like to move on by the year 2000, as Steven will be finishing his schooling and Narise just beginning.

I like gardening, motor sports and travelling. We have 26 roses in our garden, all of which are different. We have 2 dogs in a separate backyard so they won't destroy the roses, 1 cat and a large display of tropical fish, which visitors enjoy watching as much as the rest of the family do.

Kim Francis

I have worked for NS Komatsu for eleven years, in Kalgoorlie for eight years and before that in Perth. I started with ISAS and then changed to NS Komatsu. I moved to Kalgoorlie in the final year of my Plant Mechanics apprenticeship and went on to Field Service. I am now Kalgoorlie's Field Service/Workshop Foreman, the position I have held for three years.

My job involves controlling both workshop and field service jobs, starting from estimating and quoting, opening the job, confirming parts orders, guiding the mechanics on the job, returning parts for credit and closing the job. I monitor the job cost on the computer and if necessary get further approvals from the customer for additional work. I have responsi-



▲ Kim Francis

bility for about 24 people in the shop and in the field. My past experience in field service and 1 1/2 years as site fitter at New Celebration provide me with the technical knowledge needed in my job. I recently attended training in Perth on the new model excavators and also drills, to keep up to date.

The work in Kalgoorlie is very interesting as I have a full role and am involved in whatever is going on, usually 7 days a week. I like dealing with the customers and they know we help them with their problems and I feel we have their respect. If I can sort out a technical problem by telephone, we are able to save the customers money. We often get letters from customers saying they are happy with our service. Two years ago we won the inaugural Croesus Mining Supplier of the Year Award.

NS Komatsu is a good company to work for. Information is always available from someone and everyone gets along well. I can see the way we are developing, our branch will have to expand in future. I am happy doing what I am at present, with maybe the next step to become a Technical Services Rep. in future. I would consider moving within NS Komatsu if an opportunity elsewhere came up.

Because we work 7 days a week, there is not much time left for personal interests outside work. My wife Cindy and I have been married for 5 years and we have three children - Stephen 4, Melissa 2 1/2 and Pearl 3 months. Cindy was born in Kalgoorlie, so her parents are able to babysit for us when we occasionally go out. I am settled down as a family man and our main outings are family ones - a barbecue in the park, where I play with the kids, or we go for a drive in my V8 Commodore. Sometimes I have a go at cooking, to give Cindy a break, because rearing 3 young children is very demanding.

The Golden West

The Goldfields Region in Western Australia can boast of many stories and colourful characters, from the heady days of the late 19th Century, when gold fever ran through the community.

In September 1892, Arthur Bayley and William Ford found gold and started the town of Coolgardie. Within six months, 16,000 people had



▲ Kalgoorlie's Super Pit.

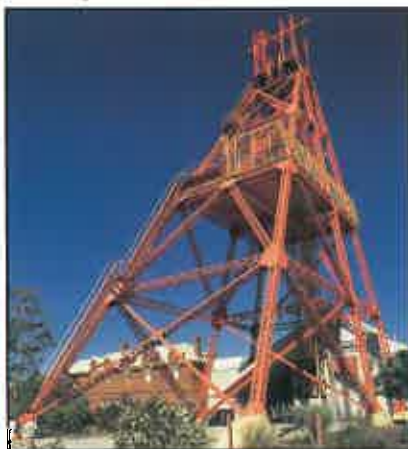
arrived by bicycle, dray, horse, or by foot, all intent on striking it rich.

Three Irish prospectors named Patrick Hannan, Tom Flanagan and Daniel Shea explored about 40 km further east in June 1893. One horse lost a shoe at Mt. Charlotte, forcing them to camp for the night. They found gold nuggets and over several days, collected 100 ounces of gold. Two other prospectors located gold 5km to the south, the world-famous 'Golden Mile' was born and a gold rush of staggering size started.

Twin towns of Kalgoorlie and Boulder grew. In 1903 at the peak of gold production, there were 30,000 people, 93 hotels and 8 breweries. 'Paddy' Hannan has been well remembered- 'Hannans' was the first name of Kalgoorlie, Hannan Street is the main street, and there is a statue of Paddy Hannan as an ever present reminder of the city's origin.

In the early days life was incredibly strenuous. People were unprepared for the harsh conditions, coming in excitement to a gold rush, without

▼ Ivanhoe Headframe, re-erected at the Kalgoorlie museum.



thought to equipment, food, or most importantly, water. Kalgoorlie has only 225 mm rainfall a year and from December to March it can be very hot. Water became precious, more valued than gold to those who did not have it. Thousands died from drinking contaminated water and few lived beyond 40. Finally in 1903, a 563km pipeline reached the Goldfields from Perth, a much needed water supply.

Gambling, prostitution and trickery flourished in the search for easy money. Many stories still exist of colourful characters of the day.

In 1898 a local priest, the Reverend Father Long, was tricked by two prospectors. They painted a small piece of corrugated iron with gold-coloured paint and told him it was gold. When he spread the story, a gold rush developed. It was finally found to be a practical joke, and the crowd wanted to lynch Father Long. This is the story of the 'Sacred Sickle', so named because the piece of iron painted in gold was shaped like a sickle. Other names in the area, such as 'The Graveyard Rush' and 'The Golden Hole' add colour and interest.

Hundreds of mining companies were floated to speculate on the rich gold reefs. By Christmas 1893, more than 100 leases were registered, most of these in the Golden Mile. These were all underground mines, dug by pick and shovel, with shafts going down hundreds of feet. Horses were lowered down the shafts and hauled waggons of ore along the many tunnels. History claims that some of these horses never saw the light of day again, after entering the mines.

Huge towers called headframes were erected over the shafts, winches lifted the ore to the surface and it was crushed to powder in a battery, to obtain the gold.

The Golden Mile is now a huge open cut operation named the Super Pit and tunnels from the earlier underground mines are still being uncovered. The Super Pit, now 150 metres, will go to 500 metres deep and will be one of few features which is visible from the moon.

The Golden Mile has been called the world's richest gold bearing area. Since 1893 it has produced over 35,000,000 ounces of gold (993.125 tonnes). In 1994, it yielded 700,000 ounces.

There are many interesting places in Kalgoorlie, a very well equipped museum with real gold artefacts and examples of early gold mining tools and equipment, an actual working underground mine, gold smelting, and being able to fossick and possibly finding your own fortune.

Kalgoorlie Two-Up School is another place to visit. From the early 1890's, it was for many years the only legal Two-Up school. Built of corrugated iron a few kilometres outside town, thousands of dollars are still won or lost on the fall of the pennies.



▲ Kalgoorlie Two-Up School.

Hay Street is famous for night spots. 'Apartments' are painted red or pink, with bright coloured lights to attract wayward visitors. Jim Cockburn recalled that Dave Field and his wife Marilyn, recently passed through Kalgoorlie on holiday. Jim and Dave just 'happened' to walk down Hay Street. One of the residents said 'Hello Dave, haven't seen you for a long time!' (Jim's tongue was firmly in his cheek, Marilyn).

Camel trains originally brought supplies but camels cannot walk backwards, so wide streets were needed to turn the trains around. Kalgoorlie today is a modern bustling city of 33,000, full of well preserved buildings from the early 1900's, as a reminder to its history and heritage.

-Barry Potter

Communicate the 'write' way

10 rules for effective report writing

1. Remember

You are writing to communicate, not to mystify or impress:

- You have a specific purpose in mind. Focus on this; it will keep you to the point.
- You have a definite reader in mind; direct what you have to say to him/her. It establishes the right tone, and holds your words nearer to the spoken word. 'Speak' to this person rather than write for the great unknown.

"If in doubt how to write it, try saying it" is a good principle.

2. Be Accurate

Check that your words really do say what you mean. Many writers use the words of others, only to find later that they have repeated someone else's error.

3. Be Brief

Use the shortest route to get where you are going, eg:

for the reason that ... because
in the event that ... if...
in order to to..

Taken singly, such phrases seem insignificant. Multiplied by 50 or more in the course of a full report, they make it heavy and over-wordy.

4. Be Clear

To be clear, your writing must be definite. Do not allow room for ambiguity or wrong assumptions. You must know precisely what you want to say, i.e. know the facts, and do not hide lack of knowledge behind vague words. Phrases like: 'in the region of', 'in the area of', 'around about', are dangerous. As are vague generalisations: 'a certain amount of' (how much?); 'some' (how many?); 'too slow' (what is the measured value?). Clear writing needs precise words to communicate clear messages.

5. Be Simple

Use a short word rather than a long one. Do not 'endeavour to ascertain' - 'try to find out'. Would you say 'utilise', 'facilitate', 'necessitate', and so on? If not, think twice about writing them.

6. Be Active

The passive voice is vague, imprecise, and leads to confusion, is also wordy and cumbersome. It avoids responsibility for a definite statement of who did what and to whom. Writers deliberately use it for just this reason.

eg: 'We refer to your communication of recent date in which you request us to endeavour to ascertain the causes of the accident you refer to...In our opinion the hitting of your car was undoubtedly effected by the truck apertaining to.....'and so on, and on'.

7. Be Personal

You have a 'personal' role in compiling 'your' report, and should not be afraid to accept responsibility - even to the extent of using 'I' when appropriate.

8. Avoid Jargon, Use Correct Terminology

Many groups in the business world have professional 'slang' or shorthand. Between colleagues particular words and phrases have an accepted meaning, rather different from their general meaning outside. Such expressions may be clear and explicit to those within the group. To the outsider they are at best incomprehensible; at worst misleading. For technical reports, use the manufacturer's terminology.

eg. Komatsu machines have 'cylinders, shanks, travel motors, arms, swing motors', not 'rams, tynes, propel motors, sticks, slew motors'. If your report will go to Japan, use Komatsu's terminology to ensure correct understanding of your report.

9. Sentences

Keep them short and simple. Short sentences mean easy going. Long complex sentences slow the reader

down. They also impede understanding. Short simple sentences avoid the ambiguity and misunderstanding caused by misplaced pronouns and widely separated clauses.

10. Spelling

The secret anxiety felt by bad spellers is alarming. The idea that it has any correlation with intelligence is nonsense. The remedy is simple. A small dictionary in the desk or briefcase overcomes the problem.

Source: A Guide to Report Writing by Judith Vidal-Hall.

Ned Yuksel

NS Komatsu Quality Arrow

This issue we complete the Quality Arrow with the two elements that will GUIDE us to our targets. They are Teamwork and Training.

The word Teamwork is an old cliché, but it really is the key to success for any group of people working together to achieve a common goal.

A pertinent comment was made by one of the commentators at the Atlanta Olympics when Canada beat the USA (the unbeatable) in the men's 4 x 100 relay. 'A team of champions has been soundly beaten by a champion team'.

We readily acknowledge the need for Teamwork in sport, so why do we have difficulty accepting and implementing it in business and work? The answer is rather complex and partially stems from our cultural heritage of a very 'individualistic'

▼ NS Komatsu Quality Arrow



society ('I'll be alright Jack). Real Teamwork is placing the group's needs ahead of our own and realising that we only succeed as individuals if our colleagues and the whole team also succeed.

It is widely recognised that today and in the future, the companies that survive will be those that invest in the skills of their people. Equally, the people that succeed will be those that make the effort to constantly develop themselves.

It is predicted that all the knowledge collected by man up to the present day will double in the next five years and that 50% of current occupations will disappear by the year 2020. This change and the speed of change may be daunting to most of us.

We need to be constantly retraining and keeping ourselves 'up to date', to ensure we have the skills necessary to cope in such a competitive world. Not just the technological 'hard' skills relevant to our job, but also the 'soft' skills ie. Communication, Teamwork, Management, Supervisory, Continuous Improvement, People Skills etc.

- Carl Pemberton

A Tradition Of Excellence

It was now 1922 and R.G. LeTourneau had purchased a brand new Super-Holt tractor to pull his scraper. He had more power than he could use, so back to the driveway dust he went to design a bigger scraper.

His biggest problem was that the existing scraper was twelve feet wide and carried eight tons. It would scrape up the first two tons easily. The next two tons had to force the first two up and back until finally the last ton had to force seven inert tons aside to make room for itself. It would take as much power to force another ton in as was needed to load the first eight. He could pick up eight tons with 75 horsepower, but would need 150 to pick up nine tons.

The answer was to design two telescoping buckets. The bottom bucket carried the cutting edge over which the dirt flowed into the upper bucket. When the upper bucket was full, presenting an eight ton resistance to any more dirt, it would roll back on oiled tracks easily pushed to the rear by the dirt entering

the bottom bucket. This scraper was called the Mountain Mover and could easily carry 20 tons.

He was not content with the Mountain Mover to be pulled by a tractor. The answer was a self propelled scraper. Back to the dusty driveway. The finished product had electric motors in each of the four wheels, plus an electric motor geared to the front wheels to give electric steering and two electric motors to power the telescopic buckets. The power for the electric motors was provided by a Navy surplus generator which was powered by a locomotive engine.

R.G. LeTourneau's claim to have invented the first bulldozer has never been disputed. On his first major construction job in 1926 he attached a scraper blade to the front of his tractor and rigged it up with an electric cable winch and wove the cable through some sheaves. A press of a button would lift the blade clear of the ground. In his own words, that was bulldozing him out of a tight spot. This invention was to change the course of Heavy Construction History.

It was in 1926 that R.G. met up with Henry Kaiser, a big time contractor who not only could talk rings around Bob LeTourneau but was the first contractor he met who didn't look at LeTourneau machines as trick instruments to do small jobs faster. He saw them as instruments to make big jobs small.

LeTourneau the mountain mover and Kaiser the contractor worked on the Philbrook Dam in the High Sierras. This project was a milestone in the engineering business. It was the first major project in which the new broke away from the old. There was not a mule on site, all the heavy work was done by power shovels, dump trucks and the stars of the project, Le Tourneau and his scrapers.

The project set an all-time record in dam building and Kaiser was swamped with offers of bigger jobs. He needed more scrapers and suggested to LeTourneau that he sell him the patents. Within a few weeks he had sold the patents, machine tools and jigs to Kaiser. Kaiser also took all his employees and hired Bob to set up the new factory.

In 1927 LeTourneau was back in the manufacturing business. He re-opened his Moss Avenue factory to build twenty hopper wagons for Kaiser.

As Kaiser owned the patents on the

telescoping scrapers Le Tourneau was forced to design a cable controlled scraper with a powered tailgate. The finished machine had only half the capacity of the telescoping scraper, but because of its compactness, ease of handling and the speed at which it could be loaded and dumped, it moved twice the tonnage on long hauls and up to five times the tonnage on short hauls. That one machine had made obsolete all the patents he had sold to Kaiser.

Business was expanding and it was decided a new factory should be built. He drew up plans for a totally new concept in which the welded roof and walls became a part of the structure's strength. So radical was the design it was rejected by the Los Angeles City Engineers as one of the most ridiculous propositions they had ever seen, and told him 'anyone in his right mind knows that an all welded steel building will rust and fall apart after the first rain'.

In the summer of 1932 one of his largest customers told him he could not get his scrapers to work in the sand on a road building job. Rather than lose a customer he decided to supply a scraper with rubber tyres to replace the steel wheels. At first he was using old truck tyres but what he wanted was low pressure tyres. He was able to purchase some low pressure aeroplane tyres but that was not the long term solution to his problem. He could see rubber tyred earthmoving equipment was the way to go so he approached the tyre companies to make these tyres for him. He received the usual reply, they thought he was crazy and moulds to make that size tyre would cost thousands of dollars. He made his own moulds and supplied them to the tyre company.

It was 1933 and Robert Gilmour LeTourneau was at the crossroads, he had to decide if he wanted to continue to be a contractor who manufactured machines, or a full time manufacturer.

The decision to become a full time manufacturer was the correct one. That will be revealed when 'A Tradition Of Excellence' continues.

Reprinted with the permission of Simon & Schuster, from 'Mover of men and Mountains' by R. G. LeTourneau. Copyright (c) Prentice Hall, Inc., Renewed 1968.

- Tony Holloway

Advanced Technic Contest 1996

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 the service person's and the company's professionalism.

The 3rd Australian ATC on 17 and 18 July 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 latest PC200-6 Hydraulic Excavators.

The finalists, determined following a qualifying examination held two months prior, were:

Rick Skennar	-	Townsville
Michael Turk	-	Townsville
Darren Fraser	-	Brisbane
Scott Randall	-	Brisbane
Steve Bowling	-	Fairfield
Darryl McMullan	-	Fairfield
Paul Medd	-	Loy Yang
Bernie Maher	-	Melbourne
Kieran Sheridan	-	Melbourne
Kerry Knee	-	Launceston
Tim Marshall	-	Darwin
Trevor Dowling	-	Adelaide
Andrew Berry	-	Perth
Karl Heald	-	Kalgoorlie
Jamie Thomson	-	Perth

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.



A special mention to Chris Daly, Dave Field and Michael Caruana who 'nutted' out the faults to be built into the machines (*it's getting harder and harder each year*).

▲ *Jamie Thomson of Perth Branch, under the watchful eyes of judges Barry Potter and Dave Field.*



▲ *ATC winner Steve Bowling of Fairfield Branch receives his award from Matt Tanaka, Deputy Managing Director and Charles Foo, Director of Sales and Marketing.*

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 Parkroyal Hotel, Parramatta, revealed the final results as:

1st Place	Steve Bowling	Fairfield
2nd Place	Darren Fraser	Brisbane
3rd Place	Scott Randall	Brisbane

Special thanks go to:

Judges:

Chris Daly	-	Head Office
Dave Field	-	Melbourne
Barry Potter	-	Head Office
Ned Yuxsel	-	Head Office

Operators:

Ike Murata	-	Head Office
Chris Wilks	-	Fairfield

Observer:

Tom Hovatta	-	Head Office
-------------	---	-------------

Assistants:

Bob Taylor	-	Head Office
Michael Caruana	-	Fairfield

For their efforts, Steve and Darren have been invited to compete in the 7th Advanced Technic Contest to be held in Japan on October 17; while Scott won tooling of his choice to the value of \$500.00. All finalists received a commemorative plaque and a Komatsu 'oilskin' jacket.

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

- Jeff Warton

Servicemen or heroes?

This year I had the privilege of being a judge in the *Advanced Technic Contest*. This article shows that during the contest, our servicemen demonstrated that they are much more than their job title suggests.

On arriving at the job, the first thing to do is to confirm the instructions are correct - do they reflect what the machine owner wants to be done?

If the machine is not running properly or has even stopped working altogether, the owner will naturally be irate, particularly if the machine is holding up other items of plant. What the owner sees is not just one excavator down, at a cost of say \$85 per hour, but the forced stoppage of up to five or six trucks as well - around \$260. The total income loss is up around \$400 per hour!

So the serviceman has to be a diplomat. Somehow he must reassure

the owner that he can find the trouble quickly using the correct diagnostic equipment, that any necessary parts will be available, that the machine which our salesman sold him really is a good one and that NS Komatsu is the best company for the customer to deal with and to place his trust in. All this while the jobsite is completely stopped, and before the serviceman even opens the toolbox!

It is important to make sure that there is indeed something wrong. Refer to the Shop Manual, measuring the cycle times for the boom, arm, bucket, swing etc. Using a stop watch with all the finesse of an Olympic Games official, he finds which operations are down in speed or power. Now moving to the monitor panel and pressing various buttons in mystical combinations, brings up error codes such as 'E208' on the display panel. Further reference to the Shop Manual leads the serviceman along various troubleshooting paths. Find that one check is ok and on to the next, until finally, a further clue. Of course, don't forget the owner is constantly pushing the serviceman to 'Hurry, hurry, hurry. Don't spend so much time reading the book - just fix my machine!'

Various troubleshooting skills are required. For electrical troubles, the use of special harness checkers and electrical test instruments worthy of a TV repairman - check a voltage here, a resistance there. If it is a hydraulic problem, using various pressure gauges and knowing where to connect them. What results should be obtained and how to interpret them? Only by fully understanding the machine systems and (you guessed it) - referring to the Shop Manual.

The serviceman no doubt must have the correct Shop Manual and all the necessary instruments. These must all be neat and tidy and in perfect working order. Of course, he must be absolutely familiar with every intricacy of the machine. He must carry out checks and repairs quickly and surely, leave no mess or oil spills and do this in record time! Less than perfection on any point leaves a bad impression in the customer's mind.

If similar machines were involved all the time, it would become easy. NS Komatsu sells many types of machines, so he may work on an excavator today, a grader tomorrow, then a drill, or dump truck, or bulldozer, and so on. These are very different and require different knowledge.



Somehow though, we expect the serviceman to know everything about all these machines, instantly!

At this point I invite the reader to reflect on her or his own ability. How do you think you would handle the pressure of the serviceman's job?

Now, for the ATC. We had contestants from all over the country, experienced field servicemen, leading hands and apprentices. They had won elimination examinations in their Regions and came together to find who would represent Australia in Komatsu's world wide ATC, in Japan.

Some had competed before and knew what to expect. For others, it was their first ATC and for one, the first visit to Sydney. Arriving on a plane, being brought to Head Office, being locked away in a room waiting and waiting for the time to compete - very nerve-wracking!

At last it was time. Go to the contest area, be confronted by people with clip boards and check sheets, watching your every movement. Solve three problems on the machine, follow the correct procedures, observe all safety precautions and be polite to the angry customer - all within 50 minutes, with a clock counting down. It is an understatement to say that the contestants were under extreme pressure.

Watching the contestants as they performed under these conditions, I saw different personality traits emerge. Some of them were cool and confident, some were very nervous. Perspiration was in plentiful abundance.

Every one demonstrated that NS Komatsu is fortunate in having skilled people of such quality. They all have every right to be proud of themselves and all of NS Komatsu is proud of them.

- Barry Potter

▲ Komatsu Golf Classic team winners Muswellbrook Coal, with Tom Hirano, NS Komatsu Managing Director and Y. Sakaguchi, Nittetsu Shoji.

Komatsu Golf Classic

Another successful 'Komatsu Golf Classic' was held at Muswellbrook Golf Club on 13th June. This was the eighth time the 'Classic' has been held, with competitors mainly from major NS Komatsu mining and contracting customers. 79 played in teams, 23 were free entry and 19 were sponsors.

It is jointly sponsored by NS Komatsu and Bridgestone Earthmover Tyres. There were also guests including Nittetsu-Shoji and Mitsui Co Ltd.

Golf Classic Results
Stableford points (handicap)

Team Winner
Muswellbrook Coal - 150 points

Individual Winners
M. Kenny 1st M/Brook Coal - 44(27)
C. Lawlor 2nd Drayton Coal - 42(12)
T. Melrose 3rd Civilcon - 39(20)

Free Entry Winners
G. Carter Howick Coal - 36(9)
T. Johnson H/Val Mine - 38(13)
M. Wilson Pirtek - 38(27)

Sponsor Winner
M. Ubukata 1st Mitsui 49(15)
P. Gledhill 2nd NSK 38(27)
I. Murata 3rd NSK 35(16)

From all reports 'a great day' was had by everyone.

Special thanks to Teresa and Linda from Muswellbrook for the hours of behind the scenes work contributing to the Classic's smooth running and success.

- Jeff Barnes

Who is responsible for contractors' safety?

A recent tragic accident in Western Australia will serve to bring home a very important message to those who arrange any contractor work. A 13-year old Karratha boy had a job at the supermarket after school, rounding up and returning trolleys. We have no doubt all have seen this type of work and have never given safety a second thought in such a common occupation.

According to newspaper reports, the boy was using an elastic strap to hold the trolleys together. The trolleys slipped, the elastic strap flew off and hit him in the throat, causing fatal injuries. Tragically, these straps had been identified as being dangerous and had been banned in the workplace since 1994, but somehow they were still being used when the accident occurred.

The point of this article is to ask all readers - do you ever issue an order to a contractor to do work for the company? If you do, do you know who has the safety responsibility?

According to the same newspaper report, under the Western Australian Occupational Safety and Health Act (1984), contractors and their employees are deemed to be employed by the supermarket. Therefore the supermarket had a duty of care to provide a safe system of work for the boy, even though he was actually employed by the contractor.

Transfer this into a possible case for NS Komatsu. The Service Department engages a contractor (eg. a painter, hydraulic installer, electrician etc.) to come and do certain work. During the course of the work, the subcontractor slips or falls, or perhaps uses an unsafe power tool, or has no safety glasses and suffers an eye injury. This may mean that NS Komatsu is liable for not ensuring the safety of the contractor, in the same way as if he were an employee. You should not discount the possibility of personal liability either. How would you enjoy standing up in court and trying to justify why you allowed a contractor to be injured, or worse?

Therefore, it is essential for all of us, especially those in authority, to make sure that contractors fully understand our safety procedures and work according to these procedures. If you see a contractor doing something unsafe, do not hesitate to stop them. NS Komatsu's policy is to provide a safe workplace and it is up to all of us to enforce this policy, at all times. **SAFETY FIRST!!**

Service our clients

Found on a white board in Kalgoorlie Branch:

"Let's service our clients like never before, or someone else will!"

The Komatsu Surfboard

The unique Komatsu surfboard modelled by the mesomorphic, handsome Marketing Department employee (guess who's writing this feature?) was inspired by the Big Kahuna poster. The surfboard has already been used at a couple of functions, where it has caused a degree of interest, largely of the larcenist

variety. It seems that a lot of people would like to be proud owners of this unique property.

The board's first outing caused a lot of commotion. How often do you see a Product Manager dressed in board shorts, carrying a beach towel and surfboard and walking through Head Office!! There were some very interesting facial expressions and comments....most of the comments cannot be printed and, as for the expressions...well!! Although the spectacle was good for morale!

The modelling run did something amazing...that is, to catch our Marketing Director short for a rejoinder. You see, he had been holding a high level meeting with the Vice President and other VIP's from one of our affiliated companies. Just as our hero and the board were on their way through the Marketing Department, the group emerged from the boardroom and who did they run into??!!

The looks were again very interesting, especially the exhibitionist boss!! He was speechless....only for a second or two....thenhe turned to his guests and said 'every Company has one and this is ours....meet Klinger'.

Frivolity aside, there is a reason for having the surfboard made. It will be used as a giveaway in a promotion to be run in the Australian Mining Monthly magazine, aimed at broadening our customer database while promoting the Komatsu name in a novel way. Who said work couldn't be fun??

Look for further association of NS Komatsu with the surf in the near future.

Author's name withheld for fear of ridicule



Tom Hovatta, ready to try the Komatsu surfboard.

Region News

HEAD OFFICE AND FAIRFIELD BRANCH

PERSONNEL NEWS

Congratulations to:

Mark Mamo on his promotion to Head Office.

David Curry on promotion to Product Manager - Komatsu Trucks.

Brendon & Fiona Raftery - baby Sarah Margaret Raftery on 9 July.

John & Sandra Mortimer - baby Jarrod Matthew on 24 July.

Lea Bailey & Alan Coleman on their engagement. They will be married on 7 March 1997.

Jacqui Schroeter & Richard Meyers on their engagement. They will be married early in 1997.

Graeme & Rosemary Reid - grandson, Tynan Ariaiah (born on Mothers Day).

Happy Birthday to:

Jeff Warton	-	28	May
Ron K. Wilson	-	30	May
Ike Murata	-	17	June
Jerry Van Der Kolk	-	22	June
Kent Yoshimura	-	25	June
Loretta Bannister	-	3	July
Pam O'Connor	-	8	July
Efi Letele	-	12	July
Barry Charles	-	25	July
Wayne Pelgrave	-	11	August

New Employees:

Nancy Chen - Asst. Accountant H/O

Farewell to:

Nicolle Evans (Accounts Dept.) who left us for a job closer to home, at Minto. Best wishes Nicole.

SOCIAL CLUB NEWS

A very good turn-out of 59 to our Christmas in July at the River Canyon on 20th. There was a very well presented menu to suit the occasion, plenty of dancing and everyone mixed well. Twelve people were fortunate with the 'Lucky Door' prizes.

Please continue to support our raffles.

Human Interest:

On a cold June morning a 'damsel in distress' was marooned on the side of the road with problems in her car. Along came a 'shining knight', our own Doug DeCean. He quickly found the problem and she was on her way, to TAFE, to make a presentation for her final exams. Well done Doug. Whoever said chivalry was dead?

Sports News:

Introducing the NS Komatsu Devils Under 14 Inline Hockey Team. They are Brendon Earl (Capt.) Flynn Beasley (V.Capt.) Daniel Snowden, Shaun Evans, Aaron Craft, David Bowe, Gavin Wilson, Miss Jimayne Landers and goalie Ryan Earl.

It is played with rules similar to ice hockey, except that it is on concrete, and inline blades replace ice skates. The players wear a helmet, face



▲ Pat and John Reid enjoying the Christmas in July outing.

cage, padded gloves, guards for knees, legs, and elbows as well as the mouth, and cricketers box. The goalies also wear full body armour and throat guard.

Some teams have up to 14 players, who are changed individually. We found that having the right number of players makes a better team spirit. This season we are undefeated.

As well as NSW, the game has spread to Queensland, Victoria, ACT and South Australia. At the Australian Championships held in Melbourne, the NSW under 14's became the Australasian Under 14 Champions and six NSW players were chosen to play for Australia against the USA in Chicago.

Komatsu Devils are coached and managed by myself and Mr. Esa Huttunen, who was an Ice Hockey goalie for Finland. The players thank NS Komatsu for sponsoring them.

Reg Stephen
Sydney Sales Office

HUNTER VALLEY

Muswellbrook Branch

EMPLOYEE NEWS

Happy Birthday to:

Peter Seymour	-	11	June
Dallas Reader	-	22	June
Tim Rose	-	25	June
Malcolm Chapman	-	16	July
Tom Perkins	-	23	July
Neville Crowe	-	2	Aug
Tony Cox	-	10	Aug
Richard Noble	-	11	Aug
David Baxter	-	18	Aug



▲ NS Komatsu Devils In-Line Hockey team.

Mt Thorley Branch

Peter Roberts	-	1 July
Dave Palmer	-	9 July
Geoff Pitman	-	10 July
Aaron Stevenson	-	13 July
Nathan Renfrey	-	20 July
Mark Hungerford	-	21 July
Peter Crawford	-	31 July
Kelly Renshaw	-	18 Aug
Mike Murphy	-	20 Aug

Congratulations to:

Graham Brown and Teresa Auld on their wedding on 20 July. Best wishes for a happy future.

BUSINESS NEWS

7 Year Contract for Muswellbrook

NS Komatsu Muswellbrook has just completed the first stage of a seven (7) year contract with Cumnock No. 1 Colliery, just south of Muswellbrook.

The initial part of the contract was the supply of two (2) D375A-3 dozers and a full rebuild of their WA600-1.



▲ Cumnock No. 1 Colliery's first D375A-3 bulldozer, with staff from Muswellbrook Branch.

The first dozer has a standard blade and ripper for general purpose and the second has a 46m³ coal blade and rear counterweight.

This will be followed up by a seven year maintenance contract on the three (3) machines.

NORTH QUEENSLAND

PERSONNEL NEWS

Congratulations to:

Madonna Heathcote - Parts Clerk
Reginald Whitfield - Storeperson, moving from Casual to Permanent in Mackay.

Pauline Hyde who became Regional Accountant for North Qld on 1 June.

John and Sharyn Laidsaar on the birth of their baby girl, Madison Jane.

Happy Birthday to:

Steve Thompson	-	3 June
Danny Millen (21st)	-	6 June
Mike Teuwsen	-	11 June
Tony Johnstone	-	7 July
Ken Westwood	-	8 July

Two special announcements:

Leanne Sutton accepted a proposal of marriage from her fiance Peter Franklin, during a romantic weekend on Hayman Island on 6 July.

Kris Chambers, our receptionist won a trip for two to the Olympic Games. She saw Cathy Freeman win her silver medal and Carl Lewis a gold. The weather was very hot and humid, just like in Mackay in summer, so she felt quite at home.

BUSINESS NEWS

We had a Superdozer ceremony on 31 May, for BHP Australia Coal - Norwich Park Mine and Blair Athol Coal Project, who have bought four Superdozers between them. Many special guests were invited from the mines in the Bowen Basin and from Head Office. Apart from a slight hitch with overloading the generator, everything went smoothly and all concerned had a great time. The ceremony was followed by dinner at the Waterfront Restaurant.

SOCIAL CLUB NEWS

Mackay Branch had a social function on the 13 July at the Hogs Breath Cafe. A Bar Tab and Finger Food was supplied and everyone had a wonderful time catching up.

SOUTH QUEENSLAND

PERSONNEL NEWS

Welcome back to Sherwood, Trevor. Trevor Fraser, as many know, transferred from Sherwood to Western Australia some 18 months ago as Service Manager for Western Region. On 22 April he rejoined Brisbane Branch in his new position of General Manager, South Queensland Region.

Whilst we are on the subject, we must also mention that he reached his first half century on 3 August. Happy 50th birthday Trevor.

On 17 May we farewelled our Accountant, Jon Wiley, with a few drinks, eats and presentation. Question Jon, are you still enjoying your joy stick with optional extras?

We welcome Jane Brimblecombe, previously Assistant Accountant, into the position of Regional Accountant. Just as a matter of interest, this makes the SQR Accounts Department all female.

We also welcome Amanda Murchison into Accounts Payable. Amanda joined us on 3 July.

Jack Turk returned to work on 5 August. Jack has been on rest and recreation for a number of weeks due to illness. Good to see you back on deck again, Jack.

Trevor Jackson, our on-site Service Supervisor at Tarong Coal, has now chalked up 20 years service. This encompasses Wabco, Morgan Equipment, Hawker Noyes and NS Komatsu. Well done, Trevor.

Our Service Product Support Representatives, Bob Coleman and Warren Smith, have been working hard selling Service Contracts. To date, in excess of 150 Service Contracts have been sold.

Extensions recently completed to the existing office building now include Service Department. Their new office was finished and ready for use a few weeks ago, and people are already finding it more acceptable and easier to access workshop personnel. Sorry Mark, there's no "cooling off" time available now!

With regret we saw Garth Grams leave our Sales team on 16 August. Garth has taken over management of family meat processing business. We wish you well in the future Garth. Keep in touch.

The Used Equipment "one man band" is now two. Shane Chestnut, formerly Service Department, is now ably assisting Tony James in his position as Sales Co-ordinator.

On 1 July, Parts Department took over Track Press. Graham Arnold, previously Parts Interpreter, is now Supervisor of Track Press operation. Michael Oertel, previously Despatch, has taken Graham's old position.

Peter Pledger is doing well in his new role as Parts Product Marketing Representative. He now meets face-to-face the customers whom he used to "upset" on the phone!

BUSINESS NEWS

One D375A-3 to Austa Electrics, Swanbank Power Station. This machine has a specially built 35m³ coal blade. We also have orders for two units for other customers in the second quarter.

Five orders for WA470-3 wheel loaders for delivery to Boral Crushing, Brisbane City Council Quarry, Maroochy Shire Council Quarry (2

Kevin Day (Tool Store) and Amanda - married on 6 July. Apparently Kevin was pretty happy (with a little help from Alcohol) and managed to ruin his tux (rumour has it by falling into a pond), as well as provide a bit of "Manpower" entertainment for all the guests who attended the Reception. Do the words "Put it back on" ring a bell Kevin?

Speaking of becoming fathers, Colin Sherack is officially out of the running. *Snip Col.*

NS Komatsu came close to losing Amanda Smith (Technical Service) when she took holidays in May to Phuket. Our brave girl decided to go

her...well, by her enormous talents, and everyone held their breath as she planted herself on Tony's lap, to read him a poem she had put together for him. Tony "handled" the event like a trouper. On ya Tony.

A big thanks to John Murtagh (Service) for entertaining all at Welshpool Branch with his terrific poems. This bloke has definitely missed his calling in life. If only we could publish them.

Welcome to all new employees who have joined NS Komatsu Western Region since May 1996.

SOUTHERN REGION

Wodonga Branch

Our new Wodonga Branch opened its doors on 1 July. This branch will provide a parts and service facility for customers in the north-east of Victoria, the Murray Valley and the Riverina area of NSW.

There are approx. 150 Komatsu machines in this area, most of these being small to medium excavators used in the maintenance of irrigation channels. Some forestry machines are also used in the softwood and hardwood forests of north-eastern Victoria.

This branch will also provide support to Cook's Constructions Pty. Ltd. who recently won a large contract for the Wagga Bypass. Boral, Pioneer and CSR Readymix all have quarries in the area and operate a large number of Komatsu equipment, including six WA120, two WA470, one WA500, and two WA600 wheel loaders.

The premises incorporates a 4 bay workshop, wash bay, mezzanine floor for parts storage, plus a front office area. The location on Melrose Drive provides excellent exposure to traffic, as this is the main access road to the Hume Freeway and the Wodonga Industrial Estate.

The branch, by providing local support, will enhance our sales of new equipment. Our staff at NS Komatsu Wodonga are as follows:

Andrew Lambing	-	Br/Sales Mgr.
Andrew Grover	-	Pt/Sve Co-ord.
Brendan Piera	-	Field Service
Gordon Lawrence	-	Field Service

Welcome to Wodonga Branch from "Down To Earth".



▲ Austa Electrics' D375A-3. Left to right: Barry Turner, Operator; Tony Anderson, General Manager, Swanbank Power Station; Trevor Fraser, General Manager, NS Komatsu South Queensland Region; Matthew Dobrowolski, Engineer.

units) and Pioneer. This is particularly impressive, because the design has been accepted by major users for hard rock applications.

South Queensland Region now has 100% market share in dump trucks for the year to date, with three 630E's to Tarong Coal and one HD325-6 to Mt. Marrow Quarry.

WESTERN REGION

Perth Branch

PERSONNEL NEWS

Congratulations to:

Bob Goodlad (Technical Service) and wife Fiona - their first child, Riley James on 15 June. Bob became very nervous throughout the event, but the happy couple shared the gas 3 for 3 - which Bob recommends for all expectant fathers.

for a casual ride through the wilderness on an elephant. But the elephant had different ideas and thought that a run would be quicker. Amanda, staring death straight in the face, didn't even scream - (apparently she couldn't get any of her vocal cords to work), sat frozen on the elephant with eyes nearly popping out and mouth open wide until they managed to finally stop the elephant. Our advice to Amanda - don't try skydiving!

Tony Porter turned 40 on 4 July and what a present he received. Tony, and the rest of the staff, were called to an "emergency meeting". This turned into the lunch of his dreams when a luscious lady with lots of lard lolled around in Tony's honour. His "friends" at the Perth branches had all put in and got Tony a fat-a-gram. And what a woman! Tony's face expressed the delight he was feeling (and that's not all he felt either). All eyes were wide as Tony's eyes were blackened by



▲ Ready, Set, Go', led by Edwina Fortuin, Payroll Officer, Southern Region.

Campbellfield Branch

SOCIAL CLUB NEWS

Our Social Club, under the rein of Darren Attard and Edwina Fortuin, is catering for all tastes. In March, a Go Kart event was held. There have been conflicting reports as to who won what. To alleviate any chance of incorrect results, Darren Attard circulated them himself.

Best Times/Winner Group Event:

Darren Attard
Edwina Fortuin
Glenn McHugh

29 June was the night approximately forty Social Club members & partners attended the St. Anne Vineyard /Winery Myrning. For early arrivals, a wine tasting was provided, followed by a 3 course meal in the restaurant. Some twenty people went by bus back to a motel in Ballarat and several night owls "partied on" in the "Davidson suite". Photographs were taken, firstly by Edwina, then by Sema Yayantis - Explanation for no photos? No film in the cameras!!!

PERSONNEL NEWS

Farewell:

Very popular and long-serving staff member Gail Parker, who started here way back in Forcepower days, has taken a part time position close to her home. Her stories about her two little boys will be greatly missed.

Michael Drummond, Field Serviceman for sixteen years has decided to 'quit' working and take up his hobby of wood turning.

Michael has been a well-known figure both at work and at our social club functions over the years.

Glenn Facey, Parts Interpreter Campbellfield has also left us after three years.

We wish you all well in your new "careers".

Adelaide Branch



▲ Winners of the NS Komatsu Perpetual Trophy, at the BHP Boccie Day.

Adelaide Branch is proud to sponsor BHP's Boccie Day. Robert Hudd, Roger Kain, Daryl Beall, Alan Lewis and their partners braved the conditions and headed for the wet-weather venue at the town oval.

As the BBQ feast was cooking, 3 groups of intrepid

treasure hunters set off into the wild according to their map clues and instructions. A tough exercise in itself, considering the treasure map writer didn't know north from west and the trail-layer was colour blind!! Despite all obstacles, the bounties were found and brought back to camp for sharing.

With appetites satisfied and thirsts quenched, the Boccie afternoon began with Boccie balls rolling every which way down the slope or back at the players. Competition was fierce and the big play-off for the Komatsu Perpetual Trophy was hotly contested.

The adjudicator's measuring string was called on several times to determine the winners, by a tiny 10mm. All NS Komatsu men were brought forward to receive a BHP Social Club hat in appreciation of their sponsorship of the day.



▲ Left to right: Edwina Fortuin, 'Mick' Drummond and Sema Yayantis.

PERSONNEL NEWS

New Employee:

South Australia Branch welcomes its newest member, Karen Pierce. Karen's role is Service Clerk - we hope Karen survives being the only girl amongst all those men!! Go easy on her guys - even though you keep reminding her of the mishap with the lunches!

Happy Birthday to:

Darryl Beall	-	5 May
Tom Onderstal	-	13 May
Steve Bowman	-	20 May
Peter Hobbs	-	21 May
Ross Nicol	-	15 June
Marie Brambilla	-	16 July
Trevor Dowling	-	25 July
Roger Kain	-	4 Aug

