

NS KOMATSU

Down To Earth

NS KOMATSU NEWSLETTER

Our Fifth Anniversary

It is now five years since NS Komatsu was founded as the distributor of Komatsu products in Eastern Australia. During this period, we have experienced many developments, including:

- enlargement of our territory to nation-wide;
- increase of new franchises - Haulpak, Ingersoll-Rand, Demag, FKI and Moxly;
- investment in our new facilities at Head Office, Adelaide, Mackay, Perth, Mt. Thorley and Brisbane;
- gaining QA accreditation to standard AS9002, in Brisbane, Sydney, Perth and Gippsland;
- and of course, increasing our staff from 100 to around 800.

Through these developments and the continuous efforts of our members, we can feel these days that our customers' evaluation of NS Komatsu has improved year by year. But it is also true that our customers' expectation is changing quickly and becoming more sophisticated, following their industry developments.

Now that our product lines are fixed and all fundamental elements are in hand, we need to move into a higher level of professionalism in our operation.

The meaning of "higher" can be interpreted in various ways but in our case, it means that to satisfy our customers' needs, we have to propose a better way than our competitors and do it completely and more efficiently than ever.

A "better way" requires real expertise in each individual job. Therefore, what we expect in coming years, is to brush up your expertise and to apply it flexibly to each case. This will certainly bring us a reputation of reliability and high professionalism.

I would like to offer my congratulations to NS Komatsu staff on our fifth anniversary and to say "Happy Birthday" to all.

*Tom Hirano
Managing Director*

Komatsu and Ingersoll-Rand join up

Ns Komatsu and Ingersoll-Rand have joined forces, with IR's compaction equipment, portable compressors, pumps and generators, to be sold and serviced through the NS Komatsu network. Ingersoll-Rand is market leader in Australia for compaction equipment and compressors.

The relationship between the two companies has been developing over a number of years. In 1993, NS

Komatsu began selling Ingersoll-Rand rotary drills in Queensland and the rest of Australia in mid 1994. In November 1995, NS Komatsu began distribution of IR's rock drill range. Since then, NS Komatsu has increased its market share in Australia to 55% and is now the biggest customer of the IR rotary drill factory in Garland, Texas.

Bob Harrison, Ingersoll-Rand (Australia)'s Managing Director, said a key objective was to couple Ingersoll-Rand's strong sales structure with NS Komatsu's Australia-wide distribution and product support network. "The end result will be that customers will get even better service through NS Komatsu."

NS Komatsu's Marketing Director, Charles Foo, said there was a lot of synergy in the two organisations merging their operations in Australia. "Our reps are calling on many of the same customers. Customers who own rollers also own graders, back-hoes, loaders," he said. "In addition, most of Australia's road construction contractors are already our customers. The move also gives us a closer relationship with local government and the hire market.

"Ingersoll-Rand recognise that they are primarily manufacturers, and see their future as being a good manufacturer of world-class products. NS Komatsu's strength, on the other hand, is in distribution and support."

NS Komatsu's construction division for Ingersoll-Rand products will be headed by Rick Farrar, formerly Ingersoll-Rand (Australia)'s national manager, construction. Specialist regional Ingersoll-Rand managers will report back to Farrar. "The compaction and compressor businesses are very different from other types of construction equipment," said Farrar.

Continued on page 3



◀ Hobart Branch, our Special Branch in this issue.

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

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

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Editor's Comment

The Managing Director's message on the front page celebrates NS Komatsu's fifth birthday. In this period we have seen many changes, as the company has grown so much. We are now seeing evidence of consolidation throughout the Regions. An example is the staff appointments in North Queensland Region, on page 14. When people are able to move up into other positions, it provides a feeling of stability and opportunity for personal development, which is a good sign.

We get requests for back copies of "Down To Earth" from time to time and

we are of course very happy to supply these. Particularly for people who have recently joined the company, a good way to become acquainted with NS Komatsu is by reading this magazine.

We have plenty of Issues 2-6 and a few Issue 7, but unfortunately, Issue 1 is completely gone. If you would like any of the above magazines, please do not hesitate to contact us and ask for them.

- Editor

Pioneer Concrete

At Flagstaff Gully Quarry, which is across the Derwent River from Hobart city, Pioneer Concrete operate a WA400 which was delivered in 1987 and has done 21,000 hours and a PC300 delivered in 1989, with 9,100 hours.

It is not a large quarry in terms of overall production, producing 200,000 tonnes per annum, but both Komatsu machines play a critical role in the operation. The PC300 loads at the quarry face after blasting and the WA400 is especially important, as it loads all material to leave the quarry.

Quarry Manager, Mr. Frank Carpenter, explained to us. "Our main aim is to produce stone for building purposes and for road construction. The rock is blasted and then passed through several crushing processes, to produce a range of materials from dust (4.75mm and down), up to 75mm crushed rock. Except for single size materials used in concrete mixing, most of our material is "put back together" in dust and the various sizes in exact proportions, to obtain the specified materials. This is necessary, as the variety of sizes allows the material to compact and fill voids properly."

Frank explained that the quarry is only 12km from the centre of Hobart and this gives a marketing advantage due to very short transport distances. There are very strict environmental controls and Flagstaff quarry is very careful. "Our environmental impact study showed we have a life of 30 years at this quarry and in order to retain the natural bushland, we have a policy of revegetation using only native trees, grown from seeds taken from this area. Pioneer was a forerunner in this process and has set the standard for others to follow."

We asked about the service from NS Komatsu, and what are the important factors, when deciding to replace equipment. "Since 1987 when the WA400 was delivered, we have enjoyed excellent relations. The names have changed, from Forcepower to ANI Komatsu and now NS Komatsu, but the service has always been excellent. The most important factor is availability, as we can't afford any of our machines to be down. We keep detailed records and know exactly how much each machine costs to operate.

"We rely on advice from the suppliers as to when is the best time to replace a machine, based on its life, condition and resale value. We consider not only the machine price, but also the cost of spare parts. An important factor is the location of the parts depot and whether parts will be delivered to us when needed. NS Komatsu's location is good and we have always had good parts support. There is no problem sorting out any complaints and they carry a good range of teeth etc. for our machine."

"Down to Earth" thanks Flagstaff Gully Quarry for their courtesy.

▼ Hobart Branch's Shane Stevens, with Pioneer Concrete's Frank Carpenter, Quarry Manager and Brian Nicholas, WA400 operator.





- from page 1

"They require specialised sales and marketing expertise-a-point that hasn't always been appreciated by other construction equipment distributors.

"We also need to meet the changing needs of our customers in terms of providing fully maintained machines, through service contracts and similar concepts. Increasingly in this business, people want equipment on site, fully maintained, with set hourly costs."

Reprinted from article by
Mark Cherrington
Earthmover & Civil Contractor
Magazine

▲ Director of Sales and Marketing, Charles Foo and National manager I-R Construction Equipment, Rick Farrar with an Ingersoll-Rand roller and Komatsu wheel loader.

embankment construction. The Propac series is ideally suited to all site conditions.

This order was a joint effort between I-R/NSK over a six month period and included significant contributions from Eddie Bredin, Peter Adams and Peter Love, with assistance from Rick Farrar.

Rick Farrar
National Manager I-R Construction

Large order for rollers

Q ueensland Department of Main Roads, Engineering Services Division recently ordered 1 x SD70D Propac Series roller, a new release from NSK/I-R. They also purchased 7 x SD100DS (bolt-on shell) Propacs and a SD150 Propac, totalling 9 rollers. Respectively, these are 7, 11 and 15 tonne category machines. Delivery will be completed by end of January.

The Main Roads already operated a number of the previous series SD100 rollers.

I-R has maintained strong market share in Qld. for many years, currently it is at 44.4%.

The single drum or soil type is used extensively in Queensland, on projects ranging from sub divisions to major

Why is a Genuine Part Better?

A s long as can be remembered there has always been somebody else who can buy or make it cheaper! NSK once had a sales representative (he shall remain nameless) who in his wisdom, decided he could buy and install his own television antenna cheaper than a genuine TV antenna installer.

He proceeded with the job and after a bit of what we term, "Hack to size and beat to fit" technology the antenna was installed....well done! He saved a fortune!

But after doing all that work, the poor bloke fell off the roof and spent the next seven weeks recovering from multiple injuries. (He is ok now).

The lesson here is that:

If he let a qualified technician do it he would have had the genuine fittings, ensuring the goods fitted without any "hack to size" activities.....and, if the technician had fallen, guess who would not have spent considerable time in hospital or off work recuperating. How much did he really save?? How much time did he have off the job??

So it is with Genuine Parts and Genuine Service!

Genuine parts are factory made to original machine specification - they are guaranteed to fit, no "hack to size or beat to fit", and if installed by a trained fitter, the downtime is minimal.

No matter whether it's a TV antenna or an excavator pump.....shouldn't we save money and buy cheaper parts?

Firstly you should ask why they are cheaper?

Downtime means loss of production, that means no income. If the part is non genuine and cheaper, can you be sure after "making it fit" that it will last as long as the genuine original?

Wear life is always an issue in the argument between Genuine and "Will-fit" parts. Wear life is related to the quality of the product, operator technique, site conditions, and regular servicing activities.

Purchasers often demand a guarantee on wear life, but it is impossible to offer more than a basic warranty due to the variables that effect wear life. The manufacturer can only provide the optimum for the parameters under which he designs the goods.

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If he guesses the requirements of a part without knowledge of the machine operating parameters, he is immediately handicapped without the overall machine design details.

There are sand mining customers who experience very high wear rates on undercarriage. On the other hand, there are customers working in salt mining where wear rate is not the problem - it is corrosion. Each requires a different approach to how you install the parts.

None of these activities are within the control of the manufacturer, yet the factory will design a part to achieve the economical ultimate. Oh sure, you can make it out of gold and it will not corrode but who will pay for it, and would they have purchased the machine in the first place if it was a gold plated price.....Probably not!

So there has to be a balance in the design of the part. In Komatsu terms that means a design to achieve the longest possible wear life with regard to the cost of the item. Please consider this.....

A local supplier arises to provide replacement pins and bushes. Obviously he cannot obtain the copyright design drawings from the manufacturer so he makes a guess.

- What's the diameter and tolerance of the bush O.D.?
- Is the sample being copied at the top or bottom of the tolerance scale?

The pin is not as critical as the bush, as the local manufacturer can easily make the pin to suit the bush. But will the bush fit correctly in every hole on every machine in the field and how can the local manufacturer achieve the designed hardening to provide the ultimate wear life?

Komatsu controls the hardening processes in-house, be it nitriding or case hardening. Most local manufacturers subcontract the work. If the bush is not a proper press fit, there is immediate misalignment and abnormal loads will create a reduced wear life. If the hardening is incorrect the wear life of one or both of the items (pin or bush) may not be compatible.

So it's not an easy matter to confidently select a non-genuine substitute that will fit and do the job with the same result that was the reason the customer purchased the machine in

the first place. Sure, the machine holes can be reamed out to accept the "local" bush but you are now adding extra costs to the local part....keep a check on those hidden costs and machine downtime....they add up.

This scenario is never-ending and can be identified in many situations, from the non genuine filter that has a face seal of a different rubber hardness, which has to be a tighter fit on the spotface to ensure no dust or oil is entering or escaping, to the ripper point that has a profile or angle of attack different to the genuine tooth and the result is more power used to dig or breakout, resulting in higher fuel consumption and ripper shank stress.

A bit more oil, a dusted engine, a cracked shank, and heavier fuel consumption... the hidden costs often not considered.

So the manufacturer who provided the original machine should be considered as the ongoing supplier for the spare parts, as they are needed to keep that same machine going.

Where do you get technical help on your machine? Do you ask a local manufacturer of bucket teeth how to tune your fuel injection pump?

When you buy a machine which is going to be your source of income, make sure that you can get parts for that machine for at least as long as you are going to keep it. Make sure the spare parts you buy to keep it operating are guaranteed to fit and guaranteed to do the job, the same as the original part you are replacing.

No hidden costs!

Graeme Reid

"Doc" Tripp

The central warehouse in Sydney is staffed by many long time employees including one guy fondly known as "DOC". His own car has a number plate 'DOC.....' and one should ask why he's called the "DOC"! Actually our man is Robert Tripp and he commenced with the original Komatsu Australia operation at Botany in Sydney.

"DOC", born in Dubbo (the home of Australia's famous Open Plains Zoo), is salt of the earth dinkum Aussie stuff and one guy you can rely on when needed. The central warehouse works a six day week and is rostered to

provide supply on Sunday when branches have an emergency. Doc is one of those guys who is always prepared to caretake a Sunday. He has even hired a truck and personally delivered major components after hours to customers in emergency situations.

Robert Tripp is typical of many of our central warehouse personnel, but none is more supportive of the NS Komatsu product and none is prouder to wear his NSK jacket or his Komatsu T-shirt.

He's nicknamed "Doc" because the first day he arrived for work in his jeans and T-shirt somebody said, "Hey!,,,here comes "Doc" Holloway!" so the name has stuck.

Next time a branch parts person calls to check a delivery or ask when was it sent, 9 times out of 10 it will be "Doc" at this end of the phone or fax ready to respond to your question.

- Graeme Reid

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 page 2.

Perth Branch:

Grant Menhennett	10 yrs	Komatsu
Murray Crommelin	12	"
Joe Lemmemeyer	16	"
Mark Pearce	10	"
Jock Gibb	11	Haulpak
Victor Tello	15	Komatsu
Graham Burston	16	Komatsu

Victoria:

Virginia Davidson	10 yrs	Komatsu
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Tasmania:

Dennis Fowler	10 yrs	Komatsu
Leigh Hollingsworth	11 yrs	Komatsu

Seen in an office in Perth:

"Tell me and I'll forget.
Show me and I'll remember.
Involve me and I'll understand."

Hobart Branch

In this issue of "Down to Earth", we are pleased to present our Hobart Branch to our readers. Hobart Branch is unique as it has its own hire fleet of 104 machines, mostly Hyster forklift trucks and several Komatsu wheel loaders. These are hired out for periods of 3 to 5 years and are fully maintained by NS Komatsu. The branch has a total staff of 19.

Richard Locke, Product Support Manager for Tasmania, spoke to "Down to Earth". "Tasmania is a very close community and grape vine news travels very quickly and to our advantage with product support. Our people know what is expected of them and work happily together. They don't



▲ Richard Locke, Product Support Manager for Tasmania.

mind working beyond the call of duty, to deliver a machine or part. This makes my job easier.

"Our biggest problem in the past has been a small machine population, whereas our opposition have been selling machines for 30 or 40 years. Also, Komatsu machines are very reliable and so take a long time before they require many parts or major service work.

"However, year by year our population is increasing and getting older, so our parts and service sales potential is increasing. We have a total population of around 400 machines in Tasmania, with about 25 new machine sales from Hobart Branch each year. This will cause our Komatsu service work to increase in future.

"There is a huge forklift service market out there, of which we have barely scratched the surface. Because of



▲ Hobart, with the Tasman Bridge over the River Derwent, with magnificent Mount Wellington as a backdrop.

OH & S requirements, most material handling is done by forklift and almost every business has a forklift. Both of these factors mean that our existing service facilities will be inadequate in future. We will need to expand our workshop and this should be considered necessary in 1997."

Richard went on to tell us that one of Hobart Branch's strengths in dealing with customers is the ability to recognise customers' differing styles of business. "Some of our customers like a formal approach, while some are much more relaxed in their business style. We recognise this

and decide which of us is best able to talk to our customers in the way they feel comfortable. Our opposition surprisingly have not developed this flexibility. I would like to emphasise the individual skills and qualities of all our people, which are sure factors in our strong market acceptance".

"Down to Earth" thanks all Hobart Branch personnel.



Originally called Van Diemen's land when Dutch captain Abel Tasman sighted the west coast in 1642, it was another 130 years before a white man, Captain Marion du Fresne, again stepped on Tasmania.

▲ One of Hobart Branch's service vehicles ready for a job.

Hobart

Hobart, the capital city of Tasmania, is situated on the beautiful River Derwent in the south of Tasmania. One of Australia's oldest cities, started in 1803 as a convict colony, it has successfully retained its rich history, with beautifully restored historic buildings at every turn. Its relatively small population of 200,000 and the quiet atmosphere provide an old world charm which attracts tourists from all over the world. Nestled on the shores of the River Derwent and with majestic Mount Wellington as a back drop, the visitor feels overwhelmed and inspired by the natural beauty and grandeur.

Hobart is the southern gateway to Tasmania's charms including the World Heritage Area of 1.4 million hectares in the south west. Here, visitors can see wild rivers, mountains, forests and plateaus in pristine condition, like nowhere else in the world. From Hobart, visitors can travel through the pretty Huon valley, the heart of Tasmania's famed apple industry. Or visit the historic village of Richmond to see Australia's oldest stone bridge built in 1823. Also, a day trip to Port Arthur and explore the ruins of the convict penal centre.

In 1803 Lieutenant John Bowen was sent from Sydney to establish a settlement on the Derwent River and Tasmania was thus the second state to be colonised. He called this settlement Risdon, later to become Hobart Town. The "Town" was dropped in 1881.

Van Diemen's land was a major destination for convicts transported from England, which continued until 1853. In 1855 the island was renamed Tasmania in honour of Abel Tasman.

Maree Careless

My position is Service Clerk, but in a small organisation, my duties are much wider, including receptionist, secretary and accounts clerk work. I have learned PC skills on spread sheets, word processing and desk top publishing which is necessary, as I periodically produce fliers for Parts Dept.

I have worked for the company since January 1989 and before that, in government, food manufacture, paper products, public service union, the University of Tasmania and the hospitality industry. NS Komatsu is the best job I have ever had. I enjoy the varied work and I like the people I have to work with.

We sell good products and therefore we can confidently deal with customers. I am the initial contact person for many customers and I am pleased to be able to act with confidence in our products and our company.

NS Komatsu has a higher profile now and people recognise the name "Komatsu". We must have a good reputation, as our customers keep coming back. That has to be because of our product support.



◀ Maree Careless at her desk.

In my time there have been many changes, for the better. For example, our office equipment such as PC's are up to date. Not only do we sell the latest technology, we also use it in the office. This gives a progressive image to our customers. I am very pleased with the increase in training such as software, but feel the office staff could have more training on our products. I have to get involved in sales and need some sales knowledge in my job.

Another change I have seen is for us all to become one company, whereas previously we were various distributorships throughout Australia. This provides a feeling of unity within the company.

I have been married for 26 years and we have four children and four grandchildren. Until about two years ago I was very involved with netball, both playing, umpiring and coaching. Now my main sporting interest is in our two youngest sons, who have played football in Victoria, so we have had many trips there, to support them.

We have a dog, a cross collie and Alsatian, "Bruce". I take him for a 1/2 hour walk each morning before work.

I enjoy reading, especially Bryce Courteney's books and also historical romance and science fiction. Movies such as "Independence Day", "Star Wars" & "Stargate" are among my favourites.

We live on a large block of land with a lot of trees and shrubs, I enjoy gardening, but don't have as much time as I would like. All of our family live in or around Hobart, so it is convenient for us to babysit the grandchildren when required.

Leigh Bygrave

I have been involved with the company since 1983. The first two years were as a subcontractor and since then as a permanent employee. I started as a Field Serviceman, then became Leading Hand and now have been Service Supervisor for the past three.

My job involves planning coordinating and day to day running of Hobart Branch's workshop facilities and field service operation. This includes job opening and closing, liaising with customers and budget control.

A unique part of our operation is our hire fleet, of over 100 machines, mostly forklifts and also some wheel loaders. About 50-60% of our six field service staffs' time is taken up with regular service work on the hire machines. This is arranged at regular times to suit the customer's operation, eg. every Wednesday afternoon, or Saturday mornings, and so on. Of course if a breakdown occurs, it is treated straight away.



▲ Leigh Bygrave and Tayne Cooper, Leading Hand, discussing a job.

Every machine is greased and checked over once a week, taking about an hour, and a full service once a month. These machines are signed up for a hire period of three years, sometimes up to five years, so we have a very regular pattern of planned maintenance work.

Our hire fleet operates in a wide range of industries including zinc manufacture, logging and timber mills, fruit and vegetables, transport companies, Atlantic Salmon farming, oyster farming, scrap metal and grain handling.

I have been happy in most aspects of

working for NS Komatsu and I believe you only get out of a job what you put into it. We have a willing and conscientious service department team, which makes my job easier. I have made some good friends, both in Tasmania and in other branches, having met them in various ways, such as attending training in South Australia, Victoria and New South Wales. We have a good team morale within our branch and this makes coming to work a lot easier.

Our customers and the industry generally, talk positively about NS Komatsu, due to the best service and backup we provide. There is always room for improvement and we need larger workshop facilities. We are currently limited in how much forklift work we can fit in the shop, due to space limitations. If we had the room, we could considerably expand our business. My ideal workshop would have a clean room for transmission and other delicate work and separate areas for forklift and for earthmoving machinery.

I am married to Bridgette and we have two children, Dylan 5 and Emma 3½. I have been heavily involved with cricket for the past 20 years, playing T.C.A. cricket as a batsman and wicket keeper. The 1994-5 season saw us win a premiership, after which I retired, to be able to spend as much time as possible with my family, which is most important to me. I am still involved with cricket, coaching in recent years and at board and selection level.

We live on 20 acres of land, which has a dam stocked with trout. We have a canary, a bunny rabbit called "Nugget" and two dogs, a border collie and a border collier-kelpie cross.

My father taught me many skills such as how to build a boat, which has helped me very much. I built our house and am using the same ideas to teach the same values to our children. Together we have built a glass house (we grow veges in it) and a cubbyhouse for the children. We believe it is important to spend time with our children while they are young, and are concerned that they should learn our own standards of education and family values, to prepare them for their future.

For recreation, we have a 16' aluminium runabout and we go fishing together, for sandy flathead. A favourite spot of mine is Sloping island, about 12 km offshore, where we fish for crayfish.

I am pleased to be personal friends with many of our customers.

Shane Stevens

I am Southern Tasmania's Earthmoving & Forestry Equipment Marketing Representative, having been employed by the company since November 1982. My job includes responsibility for all sales, from small contractors up to mining and logging companies and government departments. My dad was in the forest industry, driving logging trucks, so I have been involved in the industry all my life.

In Tasmania, sales are usually decided quickly once a prospect expresses interest. The decision is usually within 30-60 days and in the case of mini excavators it may be only 3-4 days, so it is important to have these in stock. We also usually keep 20 and 30 tonne excavators in stock, for the same reason.

As we are a small branch, I also do clerical work related to sales, liaise with the workshop and generally keep my finger on the pulse, from receiving the order to delivery of the machine. I report to John Alps, Sales Manager in Launceston Branch, whose support is very helpful.

Up to two years ago, about 65% of our customers were in the forest industry. This market has declined significantly because the industry changed from 5 year contract periods to 2 years. This meant that equipment owners could not justify purchasing new equipment, with only 2 years work. Fortunately, we have been able to maintain our sales level, by successfully targeting the earthmoving business. We now expect the forest industry to return to a five year contract period, so these sales will increase. Our earthmoving machine sales will be maintained, so the total picture looks very positive for NS Komatsu.

I enjoy my job because after many years in sales I still get the same satisfaction in selling, whether it be a PC05 to AMS Hire or a PC400 to Hazell Brothers. I am very pleased that we are the market leaders and I believe that everyone in our branch contributes in some way in winning every sale.



▲ Shane Stevens, Earthmoving and Forestry Equipment Marketing Representative.

NS Komatsu has been successful because of the quality of our product and also the quality of our people. Our customers get first class support from Service and Parts Departments.

Since I joined the company, only three Komatsu machines have been traded in to our opposition. The industry sees NS Komatsu as a top player and as long as we continue to look after our customers, we'll continue to grow and flourish.

My job requires me to spend each evening telephoning customers, but the weekends I aim to spend with my wife Fran and our children, Trent (8) and Maddie (3½). On Sunday we usually go out somewhere for lunch, maybe fish and chips and visit a park.

Trent is in a football team, which I coach. I am also Senior Runner for New Norfolk football team, with our coach being ex-VFL star Rod Grinter. Fran and I go to the casino for a flutter and I occasionally play golf with Leigh Bygrave.

I live about twenty minutes' drive from work, almost on the water's edge of the River Derwent, where we sometimes go fishing. I enjoy travelling and have been to the USA five times.



▲ The Farmers' Car discovered in Tasmania.

"NOOMINSHA" Farmer's Car Found in Tasmania

Recently, Richard Locke, Product Support Manager for Tasmania and Michael Price, previously Southern Region's Used Equipment Manager, attended an auction in Hobart and found an old Komatsu vehicle for sale. As this was obviously of interest, Richard and Michael arranged a photograph and as much local information as is available and gave this to "Down to Earth".

We have taken up the subject and have been able to find out a little more. Altogether, this makes quite an interesting story.

Mr. "Koby" Kobayashi, who many readers will fondly remember was Managing Director of Komatsu Australia, and is now President of Komatsu Diesel Co., was directly involved in the "Farmers Car" at Komatsu's Osaka Plant, in 1960. Koby wishes to be remembered to all his "Aussie" friends and has been very helpful in providing the back-ground information for this story.

Tak Kiji, NS Komatsu's Director of Service and Ike Murata, Manager-Komatsu Product, have also both assisted, both from their own knowledge and by contacting other people in Japan.

The photograph shows the name "Komatsu" in a form which perhaps only a few of the old-timers will have seen.

That is an interesting story in itself and we may include an article on the history of Komatsu logos in a future issue of "Down to Earth".

Ike Murata told us "the Japanese term for this vehicle is **"NOOMINSHA"**, which translated to English, roughly means **"Farmer's Car"**. It was developed as an agricultural tractor by Komatsu back in 1960, when the original president of Komatsu, Mr. Ryoichi Kawai, wished to improve the comfort and working conditions of the Japanese rice farmer."

Koby Kobayashi said "the model number was originally the WG06 of six horsepower and it later was changed to the WG08, when the engine power increased to eight. It was developed as an alternative to the hand tiller which the farmer had to walk behind, but which was very popular at that time". The WG06 was in manufacture when Koby joined Komatsu and he was an engineer on the assembly line. Koby subsequently worked for the Export Department in Tokyo, and was involved in exporting the Farmer's Car to South East Asia, and maybe to Australia!

The former Managing Director of Mazda Australia, the late Mr. Takagi, at one stage worked for the Japanese trading company Chatani & Co. In that

position, Mr. Takagi arranged the importation of the **NOOMINSHA** to Australia.

Koby and Mr. Takagi were both very fond of Sydney night life during their stay in Australia and it is interesting that they had the common link of the Farmer's Car to fill their evening conversation. Koby reflected that Mr. Takagi died two years ago, and that he would have been very interested in our story.

Koby also told us that some units of the WG06 or WG08 are still working in Hokkaido Japan, as a carrier for various crops such as vegetables. etc. around the farm, not on the road, after 35 years! The maximum speed is about 25-30 km/h.

When they were first released, the price was around US\$2,000. At that time, the US dollar equalled about ¥360 and one Australian dollar was worth about US\$1.10, so the price in Australian dollars was about \$1,800.

Tak Kiji checked for us and was able to add that the **NOOMINSHA** was also used in the Antarctic in Japanese scientific research expeditions during the 1960's. According to the latest Komatsu Corporate Profile booklet, Komatsu has continuously provided both engineers and equipment since Japan's first Antarctic expedition in 1956. Komatsu engineers are put in charge of repairing and inspecting the equipment at Antarctic observation stations.

So, from one of these sources, one of the Farmer's Cars has found its way to Tasmania, where Richard and Michael discovered it. It is now working at a "hobby" vineyard at Sandfly, about 3/4 hour drive south of Hobart. The vineyard is owned by a successful Hobart Doctor and as he now uses a larger four wheel drive tractor, the Farmer's Car is available for sale at around \$3,500.

Probably we will never know how this vehicle came to Australia, but it makes a fascinating story. "Down to Earth" would like to thank all those mentioned, who have assisted with the preparation of this article.



A.M.S. Hire Pty. Ltd.

Komatsu machines have been sold in Australia since the early 60's. A.M.S. Hire Pty. Ltd., now an important customer of NS Komatsu, was in fact one of the first distributors of Komatsu, under their original name of Associated Machinery Services.



▲ Richard Locke with Brian Morey, Manager of A.M.S. Hire Pty. Ltd

"Down to Earth" was pleased to meet with Mr. Brian Morey, Chartered civil Engineer and manager of A.M.S. Hire and at the same time, a chance meeting with Mr. Harry Morey. Harry was one of the original partners in Associated Machinery Services and is still a real identity in Hobart.

Associated Machinery Services was incorporated early in 1964 by Harry Morey, David Tinning, Tom Ring and others, as a machinery sales organisation. They had worked for Websters, the Allis Chalmers distributor and during war service had seen LeTourneau machines working in the Pacific in World War II. With the benefit of their strong experience they made up an ideal distributorship and became Wabco's Tasmanian distributor. Wabco was the Australian distributor of Komatsu, so Associated Machinery Services became the Komatsu outlet in Tasmania. (We will call them AMS, to save space).

All the AMS partners were local Hobart people and this enabled them to aggressively attack the bulldozer, dozer shovel and dump truck market in Tasmania during the 60's, 70's and early 80's. This period was one of exciting growth in Tasmania, with sales

of machinery for major hydro-electric schemes, mining on the west coast, opening up roads for forestry development and upgrading the national highway system.

Highlights from this era included fleet sales of D155A dozers and 35-tonne Haulpak trucks to the Hydro Electric Commission (HEC). At that time, the HEC was the largest employer in Tasmania. One of the dams, the Cethana dam in Northern Tasmania, was at the time the largest earth fill dam in the world.

Early in 1982, AMS retired from the Komatsu franchise under an amicable arrangement, when Forcepower became the Tasmanian distributor. The Morey family bought out the other AMS shareholders and continued with wood chipping and forestry interests,

operating their hire fleet as A.M.S. Hire Pty. Ltd., and a customer of Komatsu in their own right.

Since then, AMS have continued as a loyal customer because they believe Komatsu machines are quality products and also because they have been happy with the support from the Komatsu distributors, firstly Forcepower, then ANI Komatsu and now NS Komatsu. They have purchased about 12 or 13 Komatsu excavators and their current fleet is 6. AMS concentrate on mini excavators, as these lend themselves ideally for operation in a

plant hire business. Machines are hired out to councils, contractors and private people, for general excavating work.

Brian Morey told us "AMS is very keen on Komatsu equipment. We have our own fitters to maintain them and we enjoy good service support from NS Komatsu during the warranty period and beyond, good parts availability and very good response to sales enquiries and trade-ins. Currently we keep machines for three years, but plan to move to a two-year replacement cycle, because our customers won't hire old equipment".

AMS is a successful business and a very good example of how strong relationships between supplier and customer can foster goodwill and benefits to both parties.

"Down to Earth" thanks AMS for their courtesy in meeting us and we offer our best wishes for continued success.

830E trucks for Ernest Henry

The first two of five Komatsu 830E trucks have now been successfully commissioned at the Ernest Henry mine in far N.W. Queensland.

North Queensland Regional General Manager, Darryl Brandon and Product Support Manager, Steve Green, were on site to meet with the Ernest Henry Mining and Thiess Contractors representatives at the mine.

▼ *The first Ernest Henry 830E truck, with the assembly team.*



On-site assembly was carried out by a team of fitters from Mackay and Townsville branches.

Ernest Henry mine is located 185 km N.E. of Mt. Isa. Working in temperatures of up to 48°C, this group distinguished themselves with great teamwork, leadership and planning.

The team was led by John Laidsaar, Haulpak Tech Rep. based in Mackay; and ably assisted by Wayne Underhill, NSK's Fleet Manager for Ernest Henry. Wayne will be based in Mt. Isa. Mackay Field Service Fitters Terry Dyke and Jim Lui were backed up by Mackay Shop Fitters Jason Ward and Paul McMartin. Townsville based Field Serviceman Karl Heald and James Arena completed the group.

James is our high voltage electrician and showed his worth, not only with the 830E assembly, but also in setting up the diesel generator set and switchboard to provide on site power to "Camp Henry", our site containerised workshop.

Ernest Henry Manager, John Sadek was pleased with the progress and impressed with the professionalism of the assembly team. Our Mt. Isa service sub-dealer, Epoca Constructions provided valuable assistance with crane and tyre handling equipment.

Advanced Technic Contest No. 7

I was lucky enough to be asked to travel with the two Australian Advanced Technic ATC finalists - Steve Bowling, Fairfield Branch, First and Darren Fraser, Brisbane Branch, Second, to the very prestigious Japanese Advanced Technic contest held at the Komatsu Training institute at Atami, Japan.

The Japanese competition comprises four separate events:

1. PC200-6 Hydraulic Excavator Troubleshooting
2. Welding
3. PC200-6 Recommendation for Repair
4. Rough Terrain Crane Troubleshooting

The PC200-6 hydraulic excavator troubleshooting contest has contestants from Japan, the top 1% of

the 4,000 hydraulic excavator fitters working for Komatsu dealer-ships in Japan, also from America, Europe, Brazil and Australia. Contestants from these countries including Japan go through a similar ATC competition in their home country or continent to become finalists in the Japanese contest, so these guys are the very best available.

The ATC is a very prestigious event in Japan and is held in very high regard by the company, the customers and the Komatsu community at large. There is a formal opening and closing ceremony held at Komatsu Training Institute and the award presentation held at the Atami Kourakuen Hotel conference room, Atami the next day. The ATC award ceremony was the opening session of the 25th Japanese Service Managers' conference attended by 500 Service Managers and support staff from around Japan.

The PC200-6 hydraulic excavator troubleshooting contest requires the contestants to listen to the machine's lack of performance or operation from the operator and owner. Check and diagnose the problem areas following the fault codes from the monitor and service manual, correct the two inbuilt faults, retest machine.

The time allowed for this part of the contest was 45 minutes. When this was completed the contestant had to return inside to give a ten minute briefing to a panel consisting of the owner, the operator and technical expert, explaining what faults he found, show the measurements and performance figures he recorded, what parts and labour were required to bring the machine back to its maximum performance criteria. This briefing was video recorded and televised to all spectators.

Results of the overseas category were PC200-6 Hydraulic Excavator Troubleshooting.

1st Place: Christopher J. Murphy
Fehrs Nebraska Tractor
& Equipment, America

2nd Place: Darren Fraser
NS Komatsu
Brisbane, Australia



▲ Machines lined up ready for the 7th Advanced Technic Contest at Komatsu Training Institute, Atami, Japan.

3rd Place: Axel Witthaut
Schluter Erwilte Germany

While in Japan Darren, Steve, myself and the other representatives were treated to tours of:

1. Research Division
2. Osaka Plant, Exc. & Bulldozer Production
3. Kyoto, the original capital of Japan
4. Oyama Plant, engines, hydraulic component & industrial robot production.

The country, company, ATC competition, culture and most importantly the people we met and became friends with will remain clearly etched in our minds forever and has given us all a much greater perspective of Komatsu world wide

I am sure that everyone at NS Komatsu will join in congratulating Darren for maintaining our second place in the ATC competition and both contestants for the fine way they represented NS Komatsu and Australia while at the ATC and in Japan.

I know both Darren and Steve are already studying hard for the competition in three years time and this should encourage all NS Komatsu Servicemen to enter the ATC. The rewards for the effort are tremendous and can be achieved.

Details of next year's Australian Advanced Technic contest will be posted in the new year.

— Philip Atley
Service Manager South Qld Region

Oh no, a warranty claim!

One of our more distinguished service personnel, Geoff Deller takes his responsibilities seriously!

▼ *Geoff Deller taking his job to heart!*



PC1000SP to Eltin

Eltin Open Pit Operations recently took delivery of their first PC1000SP excavator for their Kanowna Belle Mine in Western Australia. (sold by Jim Chadwick).

▼ *Eltin Open Pit Operations' PC1000SP at their Kanowna Belle Mine, Western Australia.*



Prior to commissioning of this machine, the monthly production had not been achievable with other brands. Also delivered to Nimary Mine site, which is located 602 kilometres north of Kalgoorlie, were three (3) HD785-3 trucks, hauling waste and gold ore. The equipment has been well received at both sites.

Celebrity Guessing Game - Who am I ?

Once again, Dave Field, Southern Region's Training Manager has had his scouts out and about, to select an 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, for your chance to win a novelty prize.

- I wear many hats and at times have difficulties remembering which I am wearing.
- I live in the southern most state of Australia.
- I disappear regularly to Moonah, my staff suspect that a "fast woman" is involved. Buying and selling these "fast women" with a passion. (Obviously this person is of a very fickle nature).

- I am quoted as having a favourite saying ' *"Money is not everything in life, but it sure beats the hell out of what comes next!"*.
- I'm a "Regenerated POM"
- I like English cars.
- When confronted with a problem, my most common response is - "I'll fix it; I'll fix it; IT'S FIXED, LEAVE IT WITH ME!"
- I love going to the "Hogs Breath Café" for lunch. (PK is watching your expenses).
- Living in the aniseed ball capital of the south, I am the supplier of aniseed balls to the Company Secretary.
- I belong to the Landrover Club, and drive a Toyota Landcruiser, and love it.

Results from Issue 7 "Who Am I?"

Last issue's celebrity was Jack Turk, South Queensland Region's Warranty and Training Supervisor.



▲ *Jack Turk, Issue 7 "Who Am I?"*

Only one correct entry was received and that was from Greg Osborne - NSK Brisbane.

- Dave Field

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

- Editor



A Tradition Of Excellence

The decision by R.G. LeTourneau in 1933 to become a full time manufacturer was the correct one. In 1931 his profit was \$32,500; by mid 1932 he was \$10,000 in the red but ended the year with a profit of \$52,000. In 1934 the profit was \$340,000.

He had outgrown the Stockton plants and decided to move. The Holt and Best tractor companies had merged to form the Caterpillar Tractor company and had set up their plant in Peoria Illinois. As LeTourneau had designed his equipment to work primarily with Caterpillar tractors, Peoria was the logical site for him to set up a manufacturing plant.

In January 1935 he purchased the old Circus property of 23 acres alongside the Illinois River and the first factory was completed in September.

In 1937 he designed a two wheeled, rubber tyred tractor which he called a Tournapull and because of his close association with Caterpillar he offered it to them.

"Where's the rest of it" they asked. Called crazy again, he returned to his factory knowing he was on the right track. All he had done was obey one of the first principles of engineering. He had eliminated all unnecessary parts and produced a machine that was stark in its simplicity.

He pulled his Tournapull into production in 1938 and was the laughing stock of the trade.

It was not a nice machine to look at with its square and ugly snout, a driver's seat and two large rubber tyred wheels. Everybody knew that a tractor had to have four wheels or a whole series of wheels supporting a track tread. A machine with no front wheels - (or was it a machine with no rear wheels?) - just didn't make sense to anybody. It did look useless when parked with its nose down in the dirt but when harnessed to his Carryall scraper it needed no rear wheels of its own and in his own words "It was a thing of beauty when it tore into action".

With the advent of war there was more demand for earthmoving equipment than ever before. R. G. LeTourneau was instructed to enlarge his facilities to produce more equipment, as well as shells.

It was at this time a decision was made to set up a manufacturing plant in Australia as this was the quickest way to get equipment to the troops in the South Pacific. More on the Australian plant when we look at the Wabco Australia story.

From Pearl Harbour to VJ day, LeTourneau had produced over 10,000 Carryalls, 14,000 bulldozers, 1,600 sheepfoot rollers, 1,200 rooters and 1,800 Tournapulls. After the war these war surplus items were ready to work for peace as hard as they had worked for war.

LeTourneau changed back to peacetime production and was faced with a market already saturated with his own machinery. He had to go back to his drawing board and design new and bigger machines to meet the demands of the contractors who were rebuilding the world.

In 1953 the Westinghouse Air Brake Company offered LeTourneau 50 million dollars for the complete company. They finally decided not to take two plants and a steel mill and the final price was 31 million dollars.

Part of the deal was that he could not build earthmoving equipment for five years. He was 65 years of age and they obviously thought when the five years would be up, he would be seventy and well and truly retired. In 1958 he designed a 150 ton scraper with electric wheels, showing at 70 he had no intention of retiring from earthmoving.

Today large earthmoving equipment bearing the LeTourneau name is still being manufactured.

Reprinted with the permission of Simon & Schuster from "MOVER OF MOUNTAINS" by R.G. LeTourneau. Copyright © 1960 by Prentice Hall, inc., Renewed 1968.

SUMMARY

R.G. LeTourneau was born in Vermont, California on November 30, 1888 and died in Longview Texas on June 1, 1969. In his lifetime he was responsible for some 200 patents and accounted for more "firsts" in the earthmoving industry than any other man.

In 1919 he built his first scraper.

- 1922 - the first all welded scraper.
- 1923 - the first telescopic bucket scraper.

- 1926 - the first electric controlled scraper.
- 1932 - the first rubber tyred scraper.
- 1933 - he made the decision to be come a full time manufacturer.
- 1934 - with the aid of a German chemist he built his own oxygen plant to supply oxygen for his welding equipment.
- 1935 - he moved to Peoria Illinois.
- 1937 - he built the first two wheeled rubber tyred tractor.
- 1940 - he opened his Australian plant.
- 1953 - he sold his company to Westinghouse Air Brake Company.

He was also responsible for the development of the sheepfoot roller, the rooter, the Tournacrane jib crane, wire rope and the steel house.

His job at the Yerba Buena Power System introduced him to the welding torch and led him to be known as "Tobin Bronze Bob, the one-tool mechanic". This was the beginning of welding being taken out of the repair work class and making it a universally accepted manufacturing practice. He is credited with the saying "never use a bolt where a weld will do".

During the war R. G. LeTourneau built over 50% of the earthmoving equipment used in combat.

He was a tireless worker and while he amassed a personal fortune he gave most of it away to religious organisations. He established the LeTourneau Foundation, "Tournata" a mission station in Liberia, Toccoa School in Georgia and the LeTourneau Technical Institute in Longview Texas.

This brings to an end my very much condensed story of Robert Gilmore LeTourneau. I will end it with a story which could be told about most of his inventions.

At the 1958 road show held in Chicago, Illinois, exactly 20 years after his failure to interest anyone in his two wheeled Tournapull "monstrosity", he had the last laugh and took great pleasure in pointing out that eight national manufacturers were represented by eight different versions of the Tournapull. They had caught up with him 20 years too late.

Next issue we will look at the company R. G. LeTourneau started in Australia.

- Tony Holloway



▲ Geelong Cement's D375A-3. It is known as "Baby Kahuna", as painted on the blade.

Geelong Cement D375A

In October, Blue Circle Southern Cement Limited took delivery of a Komatsu D375A-3 to replace their 1986 D375A-1.

Even though Blue Circle has always gone with only Komatsu dozers for the past 5 years, a full assessment was conducted for the latest purchase. Bob Jones, NS Komatsu Corporate Manager, said the Komatsu was chosen for its reliability, performance, fuel consumption, operator comfort and parts, service, sales and technical support.

This order was a significant achievement for the Komatsu team following on from the delivery of a D155AX-3 bulldozer to Pioneer Concrete (Vic) P/L for their Bacchus Marsh sand operations.

5th Birthday Barbeque

To celebrate NS Komatsu's fifth birthday, Head Office and Fairfield Branch personnel enjoyed a lunchtime barbeque on 25th October.

Managing Director Tom Hirano addressed the gathering, to offer his congratulations and to encourage us to continue with our successful progress.

No-one was sure who had enough wind to blow out the candles, so Jon Wiley showed he was up to the task.

Everyone enjoyed the steaks and sausages cooked by Steve DeGabriel and Rob Burgess. Somebody said the steaks were so tender, you could eat them without teeth, Steve!

▼ Jon Wiley, Central Regional Accountant, blowing out the candles on our 5th birthday cake.



Hi-Tech weather indicator

Forestry (Tasmania) has come up with this foolproof weather indicator, snapped by our "ever alert" sales representative Leigh Hollingsworth, during his travels.

▼ Hi-Tech weather indicator as used in Tasmania!



Nothing wrong with hard work!

Nigel Newton, Fairfield Branch's sales trainee, knows that to get ahead, you have to be prepared to get in and do the dirty work!

▼ Nigel Newton, demonstrating his housekeeping skills.



PC250LC-6 Scrap Handler

Simsmetal Limited recently took delivery of their second Komatsu PC250LC-6 Scrap-Handler to feed the fragmentiser (shredder) at the Brooklyn site in Melbourne.

NS Komatsu Sales Representative, Doug Norman explains that the Komatsu PC250LC-6 Scrap Handler was jointly designed by NS Komatsu, Simsmetal and Victorian Highland Logging (VHL). The standard Komatsu PC250LC-6 has the following modifications:

- Extended boom and arm
- Underslung boom lift cylinders
- One metre cab riser
- Additional counterweight
- Specially designed cab guard

The first PC250LC-6 Scrap-Handler was put into service by Simsmetal in December 1995, following the successful development and operation of a PC300-6 Scrap-Handler earlier in 1995.

The PC250LC-6 Scrap Handlers are both fitted with the new VHL/Simsmetal designed and VHL built "orange-peel" rotating scrap grapple.

Simsmetal Limited has been so pleased with the Komatsu Scrap handlers they have placed another order for a PC250LC-6 with the VHL scrap grapple for their Sydney operation

Region News

HEAD OFFICE AND FAIRFIELD BRANCH

PERSONNEL NEWS

Farewell to:

Nick Birring, who leaves us to further his career with RM Diesel. Best wishes to him for the future. New staff in Accounts are Sue Andonovski and John Allen, welcome to you both.

Pichit Thianpiriya our IBM AS400 MIS Manager, who left us on 31 October. Best wishes, Pichit.

Welcome to:

Head Office Service Dept. welcomes Andrew Gale to our team. Andrew who was previously at Ingersoll-Rand Head Office Rydalmere, has joined our Service Dept. as Product Support Manager, I-R Construction & Mining Equipment. Don't hesitate to give him a call at Head Office should you have any questions regarding IR products.

Happy birthday to:

Eddie Shimizu	-	1 Oct.
Nada Buric	-	6 Oct.
Ned Yuksel	-	16 Oct.
Rhonda Summerhayes	-	2 Nov.
Tak Kiji	-	21 Nov.
Doug Baskerville	-	28 Nov.

HUNTER VALLEY

EMPLOYEE NEWS

Happy Birthday to:

Muswellbrook Branch

Mark Jovanvich	-	10 Oct
Brad Keegan	-	11 Nov
Wayne Langdon	-	28 Nov
Ron Murray	-	12 Dec
Walter Hardes	-	13 Dec
Geoff Heather	-	20 Dec
Gary O'Reily	-	31 Dec

Mt. Thorley Branch

David Turnbull	-	14 Sep (40th)
Wade Smith	-	16 Sep
Jamie Bodiam	-	14 Oct
Craig Stokes	-	1 Nov
Leslie McDonald	-	7 Nov
Matthew Grant	-	16 Nov
Susan Haines	-	25 Nov
Joe Faustini	-	8 Dec
Steve Thomsen	-	11 Dec
Paul Cook	-	23 Dec

Congratulations to:

Barry Moore & Jodie Stanford on their engagement (5th Oct '96).

NORTH QUEENSLAND

PERSONNEL NEWS

Congratulations to:

These new employees who have joined us since the last magazine issue:

- Rechell Reneham replaced Janine Durrant as Parts Clerk.
- Wayne Underhill from NSK - Perth has joined us as the Ernest Henry Fleet manager. Wayne will be our Mount Isa resident.
- Debbie Kennedy replaced Dianne Johns as Technical Services Secretary.
- Our Sales Team has doubled in our northwest region with the arrival of Jim Harington who is based in Townsville.
- Rick Skennar was a Resident Field fitter in Cairns and is now the Workshop Leading Hand in Townsville Branch.
- Mary Auker is a new Parts Interpreter in Townsville Branch.

There have also been some staff movements within the branch:

- Dianne Johns is our new receptionist. Dianne transferred from Service Department.

▼ Simsmetal Limited's PC250LC-6 Scrap Handler. Photo courtesy of Jerry Galea/ "The Age"



- Our previous receptionist, Kris Chambers, has become Accounts Payable Clerk.
- Brendan Camilleri has replaced Tony Johnstone as Field Service Supervisor. Brendan was previously Workshop Leading Hand.
- Stephen Benson has now moved into the position of Workshop Leading Hand.
- Tony Johnstone is now our Ingersoll-Rand Technical Services Representative.

Happy Birthday to:

Col Edwards	-	26 Aug
Phillip Woo	-	10 Sep
John Richards	-	17 Sep
Graham Moohin	-	19 Sep
Pauline Hyde	-	19 Sep
Steve Green	-	1 Oct
Kim Melham	-	11 Oct (21st)

BUSINESS NEWS

BHP - Peak Downs Mine and Curragh Queensland Mining have taken delivery of their new Ingersoll-Rand DM-M3 Drills.

The MINExpo Tour was held in late September, 1996 and all staff and customers on the tour had a great time. It was certainly quiet here in the office for the two weeks everyone was away.

SPORTING NEWS

Mackay Branch's Komatsu Lilleys Indoor Netball Team made it to the semi-finals which is a vast improvement from last season, when we only won one game. Unfortunately we were knocked out of contention but watch our next season. We will be in there fighting.

SOCIAL CLUB NEWS

Mackay Branch has decided to take its Christmas festivities back to Hamilton island. Two years ago, in 1994, we first experienced the atmosphere and excitement on Hamilton and everyone is looking forward to doing it all again. Thanks to the Social Club for what promises to be a memorable event..

Townsville Branch has planned this year's Christmas function to be held at Magnetic Island, courtesy of Magnetic International Resort and the Branch Social Club. Plans are well under way and it should be a fantastic weekend!! We have had the odd BBQ including our half yearly social event at the Mini Golf course in July. A good time is always had by all.

SOUTH QUEENSLAND

PERSONNEL NEWS

Welcome aboard to Boyd Lochran, Bruce McNicol, Eddie Bredin, Lindsay Corcoran and Andre Lusman. Bruce McNicol and Eddie Bredin joined the sales team on 19th August, in their roles as Ingersoll-Rand construction Sales, Boyd on the 2nd Sept. as new Sales Representative, taking over Garth Grams' territory, and Lindsay and Andre on the 1st Nov. Lindsay and Andre are ex-Mannesmann Demag.

Congratulations to:

Peter Love ("Lovey") who reached that magic age of 50 on 18th October.

There must be something in the air or maybe it's Spring, as our two accounts payable ladies recently announced they were expecting babies in April and May next year. One or two of our remaining female staff are keeping their fingers crossed that it isn't catching! Congratulations Denise and Mandy.

Congratulations are also in order for Darren Fraser. Darren was a contestant at the 7th Advanced Technique competition held in Atami, Japan on 17th October. Darren came second in the international section of the competition out of a field of 8. Well done Darren.

We wish Bill O'Connor a speedy recovery from his recent operation. Get plenty of R & R Bill and we will see you early December.

BUSINESS NEWS

Brian Thomasson delivered his second D375A-3 in September, to Queensland Bulk Handling. This dozer will be used for loading export coal at the Brisbane Export Wharf Terminal.

Eddie Bredin recently won an order for nine (9) Ingersoll-Rand Rollers - 7 x SD100S, 1 x SD70D and 1 x SD150DS for Queensland Transport.

Ron Moodie recently collected an order for two excavators - a PC220 and PC200 for the Byron Bay Shire. Rumour has it he was having lunch at John Cornell ("Strop's") & Delvene's, taking in the local scenery on delivery day.

WESTERN REGION

Perth Branch

PERSONNEL NEWS

Congratulations to:

Gerry Leonard and wife Jenny who gave birth to their third daughter Madeline Rose, on the 6th August, weighing just over 7 pounds.

Todd Gallagher (Service) and fiancée Beverley, who became engaged at the end of September. Todd proposed to Beverley on the ferris wheel at the Royal Show. She accepted and then proceeded to cry for the rest of the ride. Wonder why?

Rob Audino and wife Daria on the arrival of their first baby - a girl, Jade. Jade entered the world weighing just over 8 pounds. All reports have it that it was a quick and smooth birth. The only hitch was that because it was so quick, the staff at the hospital weren't quite prepared and Rob had to play midwife for a while!

Farewell to:

NS Komatsu said a big goodbye to Jim Hutch on the 23rd August, who after 15 years with NSK, has retired. Jim and his wife are building a house in the country town of Northcliffe, where they intend to live a life of luxury. All the best Jimmy!

Jim Hutch, retiring from Perth Branch Service



BUSINESS NEWS

Western Region was very pleased to receive their quality Assurance Certification of ISO9002 early in October. This was timely, as the theme for Kalgoorlie Expo was Quality. Needless to say, the NATA approval certificate was well featured at our display.

SOCIAL CLUB NEWS

Perth Social Club headed off to the Greyhounds on Saturday 21st September. A good night was had by all, but most were distracted by the top game of football (Essendon and Sydney Swans) being screened on nearby TV sets. After the excitement of the game diluted, most of us lost all our loot betting on the wrong dogs, while the rest lost their loot at the bar - mentioning no names of course!!

SOUTHERN REGION

Campbellfield Branch

AFL 1996 Premiership still belongs to Victoria!!!

Whilst on the subject of "real" football - NS Komatsu Campbellfield conducted their usual "footy tipping" competition and this year some of our Tasmanian people joined in - couldn't get any starters from South Australia - perhaps next year.

Winners of the Footy Tipping for 1996.

1st prize	\$835	Rod Green
2nd prize	\$405	Richard Eilers
3rd prize	\$212	John Halantas/ Trevor Draper

Considering Rod Green had an "each way" bet with his teams (Brisbane & Essendon) he did extremely well with a total score of 135, followed closely by Richard on 133 and John and Trevor equal third on 131. Congratulations to you all. The Campbellfield Parts Department is waiting for "the winner" to "shout" a round of drinks!

▼ *Komatsu race car on display at Tom's Café on 3rd September.*



BUSINESS NEWS

Sandown 500

The Sandown 500 race is one of Australia's largest motor sports events and NS Komatsu Campbellfield had the enjoyment of being part of this exciting event in September.

A pre-race "cocktail party" was held on Tuesday 3 September at Tom's Café (at the Holden Race Team Headquarters) in the Holden Special Vehicles Centre Clayton. A total of 70 people including staff and customers attended this function.

A competition was held. Each customer was given a Ford car key with their invitation - one opened the door to the Team Komatsu race car. Patrick Zaffina from Winslow Plant Hire walked away with a fabulous prize, including a night at the Windsor Hotel, tickets to Smokey Joe's Café, Komatsu novelties and a huge gift basket.

The main event was on Sunday 8 September when the Sandown 500 race was run. NS Komatsu had a marquee right on the end of pit lane giving 70 customers and staff a great view of the whole track. Kevin Waldock did

extremely well and towards the end of the race was well placed but he broke his diff and had to pull out of the race. We believe his final placing was 17th, but this is not yet confirmed. The winner of the Sandown 500 was Craig Lowndes.

Farewell:

A fond farewell to Michael Price, Used Equipment Manager Southern Region. Michael has been with NS Komatsu for five years and will be missed by all his work colleagues.

Tasmania

Happy birthday to:

Chris Gough	-	17 Oct.
Rob "Animal" Yost	-	21 Nov.

Adelaide Branch

PERSONNEL NEWS

We would like to welcome the newest member of our staff. Fred DePieri is our Ingersoll-Rand- Sales Engineer.

Congratulations to:

Karen Peirce on the good news of her impending motherhood. All the best Karen.

▼ *Marie Brambilla of Adelaide Branch fulfils a big ambition, operating an excavator.*



Graham on your new home by the sea with fresh air and wide open spaces.

Happy birthday to:

Robert Cooper	-	10 Oct.
Robert Dutton	-	26 Oct.
Robert Tomney	-	7 Nov.
Eric Glover	-	8 Nov.
Robert Hudd	-	29 Nov.
Paul Leonard	-	7 Dec.
Darryl Bennett	-	27 Dec.

A special happy 21st to our storeman extraordinaire Malcolm Klose - 3 Nov.



Christopher Guntner's letter to Santa Clause:

Dear Santa,

For Christmas I want to learn how to ride a bike and eat an apple simultaneously, and find more perplexing questions for Tom Hovatta.

Love Chrissy