

NS KOMATSU

Down To Earth

NS KOMATSU NEWSLETTER

MANAGING DIRECTOR'S MESSAGE

Customers' Confidence

In this issue, I would like to remind all our readers that every day in our normal conduct of business, we provide various information to our customers. We describe the condition of machines which we have available for sale, or we say we will arrive at the jobsite at a certain time, etc. Our customers must be able to make their decisions with confidence, based on what we tell them. This places an onus on us to ensure we do meet our customers' expectations.

We have customers who believe that "if we trade with NS Komatsu, our expectations will not be disappointed". We should all strive to make sure that this confidence is maintained and continues to grow, through our reliable performance.

This is very important. To develop the business which NS Komatsu is pursuing, it is essential that as many customers as possible evaluate NS

Komatsu like this and are prepared to place their trust in us.

I think that our customers' confidence in NS Komatsu can only be improved through repeated good trade experiences with us.

When you contact customers in your daily business activity, please keep this surely in your mind. This will give us many good ideas for our business. We must provide satisfactory experiences for our customers, so that they recognise us as their partner, are able to rely on us and will therefore give us their business, with confidence.

Tom Hirano
Managing Director.

Who Is NS Komatsu?

We continue listing some of our people who have long experience on our products. We decided that 10 years is a good length of service, for inclusion in this list. If you haven't been mentioned, please let your contact know.

▼ *NS Komatsu's display at AIMEX '95. See article on page 3*

Head Office Parts Department

Barry Charles	10 yrs	Komatsu
C Q Chong	24	Komatsu
Chris Faint	10	Komatsu
Tony Holloway	26	Haulpak
Roy Rossini	10	Komatsu
Albert Tein	13	Komatsu
Robert (Doc) Tripp	9	Komatsu
(not quite 10, years, but who could forget Doc?)		
Jerry Vanderkolk	29	Komatsu /Haulpak

Head Office Service Department

Tak Kiji	30	Komatsu
Ike Murata	30	Komatsu
Eddie Shimizu	13	Komatsu
Chris Daly	11	Komatsu /I.Rand
Ned Yuksel	12	Komatsu
Bob Taylor	14	Komatsu

Fairfield

Allan Baxter	10	Komatsu
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Melbourne

Neville Drayton	28	Haulpak/ Komatsu
Steve Leicester	14	Haulpak/ Komatsu
Darren Attard	19	Haulpak/ Komatsu

Perth

Graham Burston	15	Komatsu
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"Down To Earth" is NS Komatsu's official in-house magazine.

NS KOMATSU PTY. LTD.
Cnr Lisbon & Mandarin Streets
Fairfield NSW 2165.
Phone (02) 795 8222
Fax (02) 795 8230.

Editor: Barry Potter
Assistant Editor: Michelle Jones
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) 9359 3255 Fax (03) 9359 1140

North Queensland

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

Fairfield

Sue Mcleod
Phone (02) 795 8300 Fax (02) 795 8345

Hunter Valley

Lesley McDonald
Phone (065) 722 866 Fax (065) 746 679

Printer :

Colanco Printing Services Pty. Limited
Unit 3, Cnr. Woodpark Rd. &
Cooper St., Smithfield, NSW 2164
Telephone (02) 609 3055

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

Editor's Comments

There are some very interesting articles in this issue for the enjoyment of our readers, thanks to the efforts of Graeme Reid and Tony Holloway.

Graeme has written an article on Parts Interpreters which is informative and entertaining. This generated an idea to do a series of articles on many of the different jobs we have in the company, in future issues of "Down To Earth".

Tony is one of our longest serving people, whose experience with Haulpak products goes way back to the days when WABCO had a major manufacturing plant in Rydalmere, NSW. Tony has very kindly offered to

write a series of articles on the early history of Wabco products, leading to Haulpak in Australia.

The editor and production team really appreciate contributions such as these, from our employees. If anyone else has any particular hobby relating to our industry, or interesting historical information etc., why not share this with your workmates, by contributing an article? It doesn't need to be professionally typed, just hand written is fine, and we can polish it up.

Space has prevented us including "old photos" of our people in this issue. We hope to include them next time, so if you have any, please send them in!

We are probably all thinking ahead to our well deserved break over the Christmas holiday season.

The "Down To Earth" team would like to wish everyone a very happy, enjoyable and above all, safe, holiday. Please take particular notice of the article "Santa Speaks Out on Safety" on page 9, from Dave Field. This is a very timely message for us all.

We look forward to welcoming all staff back in 1996 and hope we have a very successful year.

- Editor.

Tony Holloway's articles on the history of Wabco equipment starts on page 8 of this issue. These articles are sure to be interesting, informative and will be of value to all of us who work in this industry. Many thanks to Tony for sharing your knowledge and memories with us.

▼ Tony Holloway



Issue 3 "Who Am I?" Answer

Geoff Deller, Service Dept Head Office, (located in Melbourne)

"THE EXPERTS' EXPERT"



Celebrity Guessing Game Who am I ?

- I am 47 years young.
- My 'Handle Bar' Moustache is not waxed.
- I eat 'Saw Dust' for brekkie & Chinese for dinner (at the Happy Gardens).
- Red wine provides the majority of my fluid intake. (sic.)
- My mechanical prowess was demonstrated by using rope to hold my car together.
- Whilst in Victoria -sold international machines in the western district - & enjoyed fishing (with clients) off Anglesea.
- I frequented pubs when tender decisions were being made.
- On very rare occasions I submit to P.O.E.T.S, at Bogarts (in the line of duty, of course)

Send your **written** guesses to Dave Field, in Melbourne. A small "fun" prize may be found for a lucky winner.

MARKETING DEPARTMENT ARTICLES

AIMEX '95

The largest mining equipment expo in the Southern Hemisphere, AIMEX is held every 4 years, with this year's show in October being particularly successful for NS Komatsu.

On display at our outside stand were some of today's giants -

- D575A-2 Super Dozer, the world's largest (with a 69 cu.m rock blade and able to take a 100 cu.m coal blade)
- WA900 Wheel Loader, fitted with a 20 cu.m coal bucket
- HD785-3 85t Dump Truck
- Haulpak 830E 240t Dump Truck
- Ingersoll-Rand DM-L45 Drill



In amongst these, a real attention-getter was the Team Komatsu race car, fresh from its successful run and 8th place at Bathurst.

Inside the pavilion, computer screens and graphic presentations showed off the new computer systems improving the management, productivity and purchasing decisions relating to our range of products -

- OFR (Optimum Fleet Recommendation)
- AFMS (Advanced Fleet Management System)
- MAP (Maintenance Agreement Programme)
- Electronic Parts Book
- Touch Screen presentation on the D575A-2 Super Dozer.
- New corporate video.

During AIMEX, The order from CQCA Norwich Park for two D575A-2 Super Dozers was confirmed.

Autonomous Truck Project

Following three visits to Japan, factories and customer job sites over the last 2.5 years, we are very pleased to reach agreement with Pacific Coal Pty. Ltd. on behalf of their subsidiary, Tarong Coal, for the implementation of Research and development Programme for 2 x HD785-3 Trucks utilising a GPS Navigational System.

The two units arrived in Brisbane workshop in early September, and after assembly, installation of all the special navigational equipment and standardisation to Tarong Safe Standard, they were despatched on October 20 and 30.

the interest level being shown from external sources is extremely high. We feel sure "down the road" we will have difficulty in scheduling those who wish to visit the site to see the trucks in action. This will be arranged so as not to cause disruption or inconvenience to the project team or Tarong Coal.

- Brisbane Branch

Huge Truck Order

October 10th saw great excitement in Head Office and this would have also been the case at Mt. Thorley. We had just heard that NS Komatsu was successful in obtaining the order from R.W. Millers for 19 Haulpak trucks.

The order, consisting of 12 Haulpak 830E for overburden removal and 7 730E trucks fitted with coal bodies, is worth \$45 m and is the largest order ever obtained since the inauguration of NS Komatsu. Very well done to everyone who participated in the preparation of the tender and all the various presentations and discussions which followed.

All the trucks are to be delivered by 30 June 1996, so from now on it will be all attention to this project. The trucks will all be assembled and commissioned at our Mt. Thorley workshops which are currently undergoing major extensions. This facility is adjacent to the Mt. Thorley mine and is purpose built to enable major overhauls of Haulpak trucks to be carried out effectively and efficiently.

▲ NS Komatsu's Tom Hovatta & Komatsu Ltd's Koji Ito demonstrating the OFR programme to Neil McCarthy & Brent Hepple of NZ Komatsu distributor, Motor Holdings

▼ An existing Haulpak 830E truck in operation at R.W. Millers

Tsuguo (Tim) Sudo and Yasuhira (Yas) Ibusuki, arrived to oversee the assembly operation. Now, together with Kenichiro (Ken) Shimokaze and Osamu (Sam) Murayama, they have moved to live near Tarong Mine Site to commence the development evaluations. A separate mine site area has been put aside by Tarong Coal for the project to be implemented.

Word within the industry has spread very quickly and



PARTS DEPARTMENT
ARTICLES

Parts Goes International

Yes, the world is shrinking! Visit our Fairfield PDC (Parts Distribution Centre) and don't be surprised to see parts being shipped to many world destinations. Everybody knows we import parts from a multitude of sources including Japan, USA, Singapore, Norway, Germany, Philippines, Brazil, Belgium etc..... but did you know we also export to these countries plus Papua New Guinea, New Zealand, Fiji, India, Samoa, Noumea, and Tahiti?

The parts department also deals in multiple currencies including US\$, Yen, Lira, Norwegian Kroner etc.

Our parts activities include on-line ordering to Japan and the USA and in the past month, our computer operations has established a telephone and fax network utilising the existing data lines, enabling direct toll free dialling to most personnel in the Komatsu Organisation worldwide.

For example, to dial direct from Fairfield office to Komatsu Ltd Head Office in Akasaka Japan, simply dial 7-10-201-XXXX (XXXX being the recipient's extension number in Japan.) "Global activities" is the buzz word in Komatsu.

Why do you need a Parts Interpreter?

Or better still, why the devil do you call her/him an interpreter? This question was posed the other day and the response - well, ask any "front" parts person who has to communicate with our customers and you'll soon understand.

Ask Greg Wakeford at Fairfield branch or Dudley Nowlan at Sherwood and sit in on a typical customer phone order. Believe me you'll soon get the answer to the question.

A customer rings in and says he has just purchased a used machine at auction. Unfortunately there were no

parts book or shop manuals and he wants to get his machine to work, so he can pay back his loan but he needs a service meter to replace the broken unit on the machine. "Can you help me?", he says

A familiar call at any parts counter!

"Sure, mate, what model is your machine and can you give me the serial number?"

"I'll need to know whether you're paying cash or if you have an account, and do you want us to freight it to you with freight prepaid or do you have your own carrier?"

So far, the interpreter has only assumed the role of an accountant and a freight company.....there's still more!

"Now let's see - that was a D85A-18, right? Serial number 63245? And you don't have an account and you can't get in to pay cash. OK if we give you our bank account number (until you open an account with NS Komatsu)? We can dispatch the goods immediately you bank the cash in our account and at least this will get your machine going.....is that OK?"

"Give me a moment and I'll look up the microfiche against your serial number and locate your meter part number. Then I'll check stock and get things moving. OK, it's the meter fitted on the fuel pump, right? It's \$85.20 plus \$6.45 freight if you agree we ship it for you....so if you like to deposit that amount in our account number 123456 at the Westpac Branch nearest you, we'll get this item

to you tonight."

"We'll need an order number and tax certificate from you if you wish to claim exemption from sales tax."

"Thanks mate, I'm glad you know what I want!"

"We'll post out a credit application form to you in the mail tonight and if you like, we'll have our rep call on you and explain the KOWA system and our GET programme."

We call this man an interpreter.....?

More like a credit manager, a freight expert, a bank officer, a salesman and certainly an interpreter when it comes to finding the part number to suit the need.

This scenario is a daily event with many interpreters at any NS Komatsu branch. Interpreter...EH?

- Graeme Reid



Models For Sale

43rd scale model replicas of Komatsu Ford Falcon group A racing car. These can be ordered via Jacqui Schroeter at \$87.00 each. Contact phone No. (02) 795-8333. An opportunity to purchase a rare collectable - girls optional extra.

Lea Bailey & Efi Letele show off the Team Komatsu Race car at AIMEX '95



SPECIAL BRANCH
FEATUREMackay
Branch

Mackay Branch is the headquarters of our North Queensland Region and is our Special Branch feature in this issue. Mackay has just completed a \$3 million expansion, to cope with the dramatic growth in demand.

Mackay is a pleasant tropical city and an important gateway to the Great Barrier Reef and Whitsunday Islands. It is also one of the largest ports in Queensland, shipping more than 50 million tonnes of coal each year. Coal is exported to all corners of the globe but Japan still accounts for the major portion of exports.

Mackay's new premises were officially opened on November 3 by Federal Member for Dawson, Ray Braithwaite. In delivering his address, Mr. Braithwaite congratulated North Queensland's General Manager, Mr.



▲ NS Komatsu Mackay main office building

Darryl Brandon, for having a vision; and NS Komatsu for having the foresight to carry through the \$3 million investment in expanded Product Support facilities in Mackay.

"Down To Earth" conducted an interview with Darryl Brandon to discover the reasons for the continued growth in the Region. "It is partly due to the expansion of NS Komatsu's product line. We are now a full-line distributor, with the addition of Komatsu's Haulpak trucks and the range of Ingersoll-Rand rotary blasthole drills creating many opportunities for us to expand our services to the mining and contracting industries.

"KAGAMI-BIRAKI", Breaking of the Sake Barrel opening ceremony. In Japanese coats, from left - Darryl Brandon, GM North QLD Region; Tom Hirano, MD; Graham Schueler, BHP Norwich Park; Darryl Halliday, BHP Peak Downs; Ray Bird, Ensham Resources; Mr. Kamatani, GM Komatsu Osaka Point



"Another major factor in our success has been our people", he said. "This includes a good work ethic and basic attitude of our staff. Many of them come from a rural background."

Darryl acknowledged the importance of the Region's customers. "All of our customers are important to us. However we owe a special debt to those who helped to get us started. These customers believed in our vision of a market where there were two strong competitors. Our relationship with these sites has been built on a 'partnership' basis. These customers have been able to use our technical expertise to compliment their mining experience and so lower their operating costs", he commented.

"In the early days they trusted us to honour our commitment to Product Support. That trust has been well placed and this current investment by NS Komatsu is further proof."

"Due to our philosophy of putting the customer first, we have introduced Total Quality Service (TQS) in our Region. TQS is a programme of continuous improvement, which is totally customer focussed. We started by conducting a customer satisfaction survey, to establish a benchmark to measure ourselves against. We re-survey every three months. We conducted workshops in every department, setting goals and defining our customer's expectations."

The new workshop extensions at Mackay will accommodate trucks as large as the new 310 tonne Komatsu Haulpak 930E.

When asked to talk about the major milestones in Mackay's development, Darryl mentioned the advent of the D575A-2 Super Dozer. He said "This dozer has enormous potential to lower the overburden removal costs of opencut mines where dragline pre-stripping is in use. The benefit to the mine operator is greater dragline efficiency and the real value is a lower cost per BCM of overburden moved.

"Another major breakthrough will be the release of the Komatsu Haulpak 930E truck next year. Mines using this technology will be able to lower haulage cost by at least 8%. In a pre-stripping operation, this will mean a huge advantage over existing truck fleets. Miners in NSW are already gearing up to take advantage of the 830E/930E cost savings combination", he said.

The new premises in Mackay are very impressive. Completion on time and on budget was a major achievement for the staff in Mackay.

"Down To Earth" magazine congratulates the management and staff at Mackay and wishes them well for the future.

▼ Alyscia Rawlins at her ergonomic work station



SPECIAL PEOPLE

Phillip Woo

I am the Service Exchange Parts Interpreter for Mackay Branch, looking after the sale of exchange components, repaired to Komatsu standards. I communicate with the customers to ensure we supply the correct component for their machines and follow up to make sure they are happy with the product and our total support. I also keep in contact with the workshop, to make sure the old component is repaired in time to fill the next customer's order. If we don't carry a particular item, I contact our other Branches, mainly Perth, Townsville, Cairns, Brisbane and Melbourne to obtain the item.



▲ Phillip Woo

Previously I worked in Brisbane Branch, from 1981. In April 1993 I applied for and won a vacant position in Mackay and now I am happy that I moved here for this job. The ultimate objective is to provide customer satisfaction through having the correct parts available when they are needed and this gives me great satisfaction.

NS Komatsu has been good to me and I am happy to give my best efforts in return. We could improve by becoming more aware of our customers' real needs, by visiting their jobsites. It is difficult to leave our place during the week, but perhaps we could arrange group visits on the weekend.

Occasionally I play social tennis, as an average player. I ride a bicycle to work, which takes me about ten minutes. After moving to Mackay, we bought a house and have extended the carport and renovated the bathroom. We have two dogs, one small ("Missy") and one medium sized

("Tuppence"). Sometimes we go to the movies when the children are on holidays and usually I spend my weekends on home maintenance.

Leanne Sutton

My position is Sales Administrator for North Queensland Region. I work as part of the Sales Department Team with Lloyd Parker - Sales Manager, Graham Moohin - Major Accounts Manager, Rod Pieper - Sales Representative - Bowen Basin, Robert Mays - Sales Representative - Far North Queensland, Bluey Townsley - Operator Trainer and Kim Melham - Sales Secretary.

The main aim of my job is to provide administrative support to all other members of the Sales Team. This involves pricing and delivery information to the Sales Representatives, so that they can inform the customers on a timely basis. I prepare quotations for local contractors and local government, co-ordinate and organise machine transport, invoicing of new and hired equipment and in conjunction with Service personnel in Mackay, Townsville and Brisbane, co-ordinate machine build schedules. I am also

responsible for a monthly machine stocktake and with support from Peter Titmus in Fairfield, provide valuations on used equipment to be traded or purchased.

I have been with the company for nearly seven years, during which time I have seen Mackay Branch double its size. The female staff has increased from three to ten and although the male staff has also increased, we girls are able to keep them under control!

NS Komatsu is obviously committed to becoming market leaders in the industry, with the addition of Ingersoll-Rand and Haulpak. NS Komatsu has a good reputation and the staff are very proud of who they are.

The thing I like about my job is all the interesting people I meet, both internally and also customers. We have introduced TQS (Total Quality Service) at Mackay and we recognise the need to exceed the customer's expectations. This will build a strong and prosperous future for the company, employees and customers, since they will be purchasing "simply the best."



▲ Leanne Sutton

My boyfriend and I live about twenty minutes north of Mackay, at Yakapari, also called The Leap. There is an aboriginal legend of a mother jumping over the cliff, holding her baby and there is a statue to commemorate this. We enjoy a quiet lifestyle in our old restored Queenslanders on 2 acres, with our chooks and our pet cattle dog, Barney.

I also study part-time at the Central Queensland University to complete a Bachelor of Business Degree. I have four more years to go and this keeps me very busy. In my spare time I enjoy going out for dinner and to parties with friends, to let my hair down.

Brendan Camilleri

I have been employed by NS Komatsu for 5 years, having progressed up from starting as an apprentice, then workshop fitter, leading hand and on to my current job of field service fitter. I travel out to the mines to carry out maintenance,



▲ Brendan Camilleri

warranty and revenue work. Because of the distances to be travelled, field service fitters spend up to two weeks away from the Branch and will go from job to job.

We stay in motels or mine accommodation, where we have our meals, but we do our own washing. Fortunately, I enjoy driving, as in one year I clocked up 74,500 km.

My job gives me a chance to get away from the workshop and meet new people. I am my own boss to a degree and this has taught me to think for myself and use my initiative. My field service supervisor, Tony Johnstone, provides great support for me and that job is one of the key roles in the company. I believe I have learnt more in my time on field service than all the other time in the workshop. All fitters should have an opportunity to go on field service, because of the personal development which occurs, but I realise that some would not want to go because of the time away from home.

Our Mackay Branch had about 6 fitters originally and has now grown, to about 15 on the shop floor. This has caused the need for our just-completed extensions and now gives greater capacity and better space for large jobs such as overhauling transmissions, as well as being able to handle Haulpak and Ingersoll-Rand products, together with Komatsu.

Customers are generally happy with NS Komatsu, although some are still orientated towards our opposition. We are catching up and with the additional field service fitters we can provide quick service. One of our customers, Ensham Resources, is a 100% Komatsu user and our relationship is very good. Our fitters go to the mine to replace theirs when they are on leave and we are accepted just like their own people.

▼ Darren Bartolo & Robert Townsend at work in the workshop



I enjoy touch football, waterskiing and have been involved with surf lifesaving for 17 years, since I was 5 years old. I also enjoy reef fishing, going out on my fiancée's brother's 27 ft boat. We will get married on 25 May next year and we have just bought a house where we will live, about 10 km from the Branch. My father has racehorses and I am also very interested in them. I don't get much time in town, but enjoy thriller movies and night-clubbing, with the "occasional" Rum and Coke.

John Richards

I have held my current position of Technical Services Representative for 2 1/2 years, with my total employment with Komatsu being 14 years. I worked in Melbourne Branch, starting as a workshop mechanic, then to field service, next on to field service supervisor for 5 years and eventually into Product Support. I originally came from North Queensland, so I applied for a transfer to Mackay, to my current position in July 1993.

My position involves inspecting and troubleshooting machines for specific mining and contracting customers, to whom I have been assigned. I have 9 or 10 major customers and look after around 50 machines, as a free service to the customer. Our area is very wide spread, with my closest customer being 3 hours' drive away and the furthest, 6 hours. Because of the distances involved, I travel to the customers' sites and stay there for several days, so I am usually away for 3 and sometimes 4, nights each week.

I enjoy my job, because I realise it is very important, both to the customer and also to NS Komatsu. Through providing technical assistance, KUC inspections and troubleshooting, I and the other two Tech. Services Reps are able to assist the customer to predict upcoming failures and arrange repairs before the failure occurs. The result is faster and less costly repairs, less down time and more satisfied customers. The Tech. Services Rep job is one which has a

lot of direct face to face contact with the customers and allows a relationship of trust to be developed. Customers have confidence in our company as a result of this trust and will look favourably on NS Komatsu, when they are ready to buy new machines, if we have performed well and met their expectations.

My current job requires a lot of time away from home, so eventually my ambition is to move into a management position in some area. The people management and planning, organising and controlling aspects, which I learnt in the Field Service Supervisor's position appeal to me and should stand me in good stead in management.

NS Komatsu still has a way to go in marketing itself and with better support from the manufacturer, such as modern state of the art special tools and diagnostic equipment will present the correct image to customers. With the new facilities opening in Mackay, this is certainly a step forward in this regard.

▼ John Richards



NS Komatsu has made a lot of inroads in the mining and construction industries and is now truly a national company. This makes it possible to obtain promotion and transfers from State to State within the company, as I have been able to do.

I am married with a two year old boy, Wesley and another baby on the way, due next March. My wife, Sue, is from Melbourne and is still adjusting to the humidity here, so we are now putting in a pool. My hobbies include restoring old British motor cycles and I have just purchased my 2nd BSA, a 1953 Gold Flash from Darwin (in pieces). It will be a long term project over about 2 years to rebuild it. I have also just got the bug for estuary fishing and enjoy this very much.

HISTORICAL FEATURE ARTICLE

A Tradition Of Excellence

As the final fifteen or so employees of Wabco Australia watched the Rydalmere factory tumble to the ground on that day in July 1983, my thoughts were of the seven hundred who only eight years previous helped to make Wabco one of the giants in the mining and construction industry.

Some thirteen years earlier I walked through those factory doors for the very first time and could not help notice the sign overhead which simply read "A TRADITION OF EXCELLENCE".

I recall thinking when I first read that sign, it was a brave statement for someone to make, but it didn't take long for me to realise how true it was. Everyone was proud to work for Wabco and it showed in the quality machines they produced.

Over the next few issues I will try to show the origin of that statement and the history of Wabco.

Throughout time, there have been explorers, pioneers and inventors who have been immortalised in the history books. The Wabco story had its beginnings over a century ago and its evolution is primarily based on three such inventors and pioneers who, in their time, revolutionised the mining and construction industries with their inventions and techniques.

The three men were George Westinghouse, J.D. Adams and R.G. Le Tourneau, known as:

THE FOUNDER FATHERS

GEORGE WESTINGHOUSE

In 1869 at 22 years of age George Westinghouse, a veteran of the Civil War, introduced his first successful invention, the Westinghouse Air Brake. The same year the Westinghouse Air Brake Company was formed to manufacture the new system, which was soon to become standard on all American railways.

During his lifetime, he founded 60 companies and received patents on 361 inventions, an average of one every six weeks for 44 years.

J.D. ADAMS

A road inspector from Indianapolis, he was spurred to design a new instrument for road grading following his experience with bad roads in the early 1870's.

The grader in use at that time was a blade attached to the bed of a wagon with a raising and lowering mechanism. Adams observed that it was difficult to work on the sloping side of the road with this machine. To solve the problem, he invented a grader with adjustable leaning wheels.

His machine was called "THE LITTLE WONDER" and it won immediate acceptance and acclaim when it first appeared in 1885. This first crude rig was a small, two wheel horse drawn machine with a 7 foot blade at a fixed angle and wooden wheels that leaned only to the left.

In 1896 he manufactured the "ROAD KING", a four wheel all steel grader with an eight foot reversible blade and wheels that leaned either way.

In 1912 Adams pioneered the steerable tongue which allowed the grader to be steered independently of the power that pulls it. By 1928 he introduced the self-propelled grader.

By 1931 he had power operated controls on larger machines and in 1935 he patented the monomember frame machines, the first machines on which the blade could be swung out from underneath the frame to make bank cuts.

R.G. LE TOURNEAU

Robert Gilmour LeTourneau possessed a creative genius and a strong will. Of French Huguenot descent and reared in a devoutly religious household, he was a tireless worker who was born in 1888 and by the time of his death in 1969, had made an impact hard to measure, but great by any standards.

His mechanical skills were honed by correspondence school education & years of on the job training as an iron moulder's apprentice and machinist.

He was working as a land leveller in 1922 when he built his first scraper, a fully welded machine, not riveted as all

other models were at that time. This proved to be lighter, stronger and less expensive to manufacture than riveted models.

With welding torch in hand, this one-tool mechanic became an outspoken proponent of welded structures, as he built a series of earthmoving models and tested them on contracting jobs in California.

It was RG and his machines that moved the first dirt on the Hoover Dam project in 1931. Success at such projects won fame for both Le Tourneau and his equipment, and demand for his machines grew.



▲ The first leaning wheel grader, developed by J.D. Adams in 1885

Many new ideas and improvements were developed by LeTourneau an introduced to the industry, including:

The first all welded scraper in 1922; self propelled scraper in 1923; rubber tyred scraper in 1932; two wheeled prime mover in 1937; and the first electrically controlled self propelled rubber tyred scraper, in 1946.

In the next issue we will look at the early life of R.G. LeTourneau.

- Tony Holloway



TRAINING ARTICLES

New Training Standards for the Workplace

This is an introductory article to explain to our readers the new system of Competency Based Training, which will progressively be introduced throughout Australia.

The organisation controlling this implementation during 1996 is the Australian National Training Authority (ANTA). Industry Training Advisory Boards (ITAB) have been set up to develop the Competency classifications for that industry. ITAB's are made up of industry, unions and training authority representatives.

In this system, a person's job is broken down into different tasks which are skills required to do the job. The ability to perform those tasks is assessed and if done correctly, the person is classified as being competent in those skills.

The industry has a number of different trade skills areas, and cross-skilling is now possible, better addressing the needs of the industry and allowing staff to become more effective. Workplace recognition means that employee's skills are recognised by the employer and also reflected in the pay and classification structure.

Because this is a national system and the training involved needs to be accredited within the system, an employee's skills will also be recognised and qualifications able to be transferred across Australia.

A further benefit from this system is that a formal Career Path will be clear, allowing employees the opportunity to see what their future promotion prospects may be within the work environment.

Competency Standards will provide the worker with:-

1. Skills descriptions that are recognised industry wide.
2. A way of assessing whether the employee has the skills to match the requirements of the position within the enterprise.

3. A way of accurately identifying any gap between the skills the employee has and those needed to perform the job.
4. A tool to help identify the additional training needed to close the "skills gap".
5. A means of checking that an employee's classification is appropriate.

NS Komatsu will be introducing Competency Standards, as will all employers in the industry. This will have a direct effect on the method of identifying training needs and carrying out training activities.

In future issues, we will explain more about Competency Standards as they are set up within NS Komatsu.

- Doug DeCean

Overseas Training

Les Green, the leading hand from Fairfield components section has just completed a KDC training course on planned Preventive Maintenance, Overhaul of Hydraulic pumps. This was a 5-day programme and covered all inspection, checks and testing of the Hydraulic pumps used on Komatsu machines. Les informed us that he was in shock for some time after being asked if he would like to go. When he had settled down, he set about chasing passports and other details as he had limited time to prepare himself for the great adventure in front of him.

The training centre in Norcross was well equipped with training aids and resources which could only enhance any training programme conducted. This trip gave him the opportunity to also meet many other Komatsu people from within America. This part of the programme was the most beneficial due to the interaction and exchange of ideas during the course.

Les was able to pursue his favourite pastime, baseball, while in the US. His favourite team the Atlanta Braves were in town for a world series game.

Les hopes the opportunities given to him will also be given to others on the workshop floor so they can directly apply the information to their work situation.

SAFETY ARTICLE

Santa Speaks Out On Safety



"I'm a little embarrassed by having to forward this tale of woe, but I must delay my annual delivery by a day or so. I suppose I should tell you about my problems - after all, you are the ones who will have to explain to the kids why I'll be late this year."

The problems started when Rudolph, one of my young reindeer and an avid TV watcher, returned from our pre-flight reconnaissance. Would you believe he decided to dally over Australia and came home SUNBURNT. He completely ignored that catchy "slip, slop, slap" jingle he gambols about humming. Although most of the burns should heal before Christmas, I fear that his nose will always carry the scars and will probably remain bright red. The good thing is that I can probably put him to use to aid our flying safety on those dark nights.

To make matters worse, I found out whilst loading my gifts for the kids that my little helpers were crying, whimpering and bleeding profusely from multiple cuts caused by sharp objects protruding from the bags. The sleighs were very hard to control as they wandered, rolled and slid because they were loaded without considering that the heavy bags should be on the bottom of the load, not to mention that the reindeers couldn't get them to move. When we finally had everything loaded and ready to go, the elves who drive the sleighs were missing, they were so tired after having worked all day loading that they fell asleep.

The moral of this story is:

Before you go on holidays this Christmas - PLAN & PREPARE

Don't take more than you can load safely;

Plan your trip, including rest stops;

Ensure that your vehicle (and caravan/trailer) is serviceable;

Rest before you leave, and rotate drivers if possible; and

Don't forget the sunscreen.

HAVE A MERRY CHRISTMAS BY THINKING SAFETY, ACTING SAFELY AT ALL TIMES.

- Dave Field

QUALITY ARTICLE

NS Komatsu Quality Arrow

In our last issue we discussed the target of what we want to achieve through a quality approach to business. Leading the way is the Quality Policy that describes the vision, mission and attitude of the Company towards quality, and is the visible message to all our customers and employees, defining our commitment to supplying quality products and services. However, making it happen is up to all employees, as well as management, by actually doing it. The quality policy statement of each Branch should be documented and prominently displayed throughout the location as a constant reminder to all.

One of the main things that will propel us to achieving our target and fulfill-

ing the intent of the Quality Policy, is being "customer focussed". It's essential that we communicate frequently and directly with our customers (both internal and external) to clearly understand their need and identify how we can better meet those needs. It's not just the 'sales team' who need to be customer focussed, all of us have an impact on the Company's performance, and all of us have internal customers that rely on us to do our job so that they can do theirs. Irrespective of your job in the company, take 5 or 10 minutes to list the people that rely on you and the work you do, they are your customers.

The following quote summarises the attitude we all need to develop towards our customers:

"A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption on our work. He is the purpose of it. He is not an outsider on our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so."

- Mahatma Ghandi.

With thanks to Carl Pemberton



SERVICE DEPARTMENT ARTICLE

Aussie Boys Up There With The Best!!

As winners of the Australian Finals of the Advanced Technic Contest held earlier this year, Ross Nicol (NS Komatsu Adelaide) and Shaun Watts (NS Komatsu Fairfield) were invited to compete in the Overseas section of the Advanced Technic Contest held in Japan on 12 October.



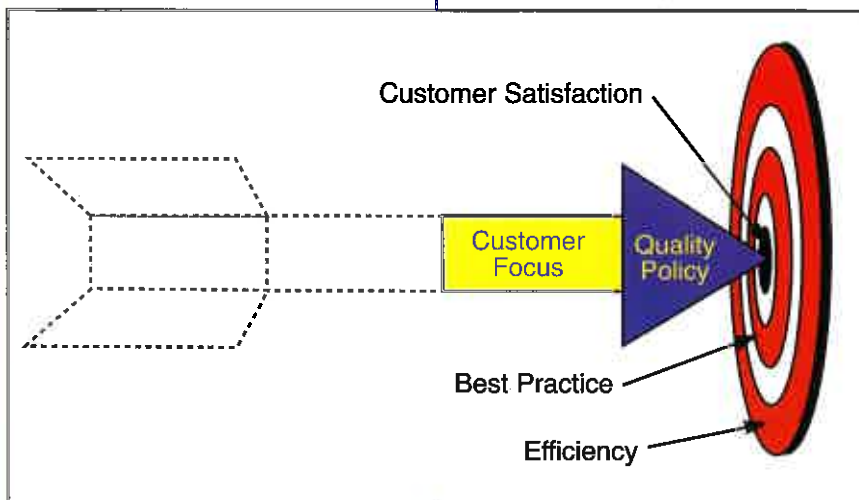
▲ Advanced Technic Contest in Japan, October 1995

Up against some tough competition from both Europe and North America, Ross and Shaun proved that the standard of NS Komatsu's service personnel is ranked amongst the best in the world, by finishing 2nd and 3rd respectively in the Hydraulic Excavator Troubleshooting Contest.

The ATC, held at the Komatsu Training Institute at Atami Japan, consisted of 4 separate competitions:

- PC200-6 Hydraulic Excavator Troubleshooting
- Welding
- PC200-5 Recommendation for Repair
- Rough Terrain Crane Troubleshooting

The PC200-6 Hydraulic Excavator Troubleshooting contest required the contestants to troubleshoot and repair two faults and troubleshoot and report on a third fault. A time limit of 40 minutes was applied to each contestant in which to complete the task, with a further ten minutes allocated for the completion of a job report.



Both Ross and Shaun identified and repaired the first two faults, however they ran short of time to complete the third fault. Both agreed that the experience gained during the Australian finals provided the ideal platform for their performances.

- Komatsu MEC Plant - Wheel Loader production
- Oyama Plant - Engine, Hydraulic Component and Industrial Robot production.

Ross and Shaun both commented that the opportunity to meet service



▲ ATC Contestants. Ross Nicol on the left (in "Foreman material" clothes) and Shaun Watts second from the right.

Final results of the Overseas category were:

1st Place

Herman Huber, Germany Komatsu Baumaschinen Deutschland

2nd Place

Ross Nicol Australia
NS Komatsu Adelaide

3rd Place

Shaun Watts Australia
NS Komatsu Fairfield

4th Place

David Turner USA
KDC - Mitchell Distributing Company

5th Place

Dave Morgan USA
KDC - Continental Distributing Company

6th Place

Damian Dickerson USA
KDC - Brandeis Indiana Equipment Co.

While in Japan, Ross, Shaun and the other overseas representatives were treated to tours of several Komatsu facilities. These facilities included:

- Techno Centre
- Electronics Group
- Research Division
- Osaka Plant - Excavator and Bulldozer production

people from other countries, the competition and tours would provide lifelong memories and has given them a greater perspective of Komatsu's operations. They added that they hoped that their experiences in Japan would encourage all NS Komatsu Servicemen to have a go at the contest in the future.

I am sure that everyone at NS Komatsu will join in congratulating Ross and Shaun on a fine performance and the manner in which they represented NS Komatsu in such a prestigious event.

Details of next year's Australian Advanced Technic Contest will be posted in the New Year.

- Jeff Warton

Staff News

HEAD OFFICE AND FAIRFIELD BRANCH

Birthday list

Nada Buric - 30th on 6 October.
Roy Burgess - 12 September

Congratulations

To Steve & Rebecca Wolanyk on their marriage - 23 September.

To Matt Watton and Nicole Malvern who celebrated their 21st Birthdays recently.

To Renee Portelli who passed her driving test and is now proudly displaying her "Ps".

Baby News - Proud Parents

Paul and Jackie Rasho - Sarah on 24 July.

Gary & Lisa Steen - baby boy, Brandon, on 26 September.

Gordon & Yvonne Wilson - Lisa Amanda on 4 October.

John and Tracey Kneipp are proud to announce they will become parents, with the happy event due next April.

Colin and Belinda Rash are expecting twins, next May.

Grand Parents

Tony & Fay Holloway, on becoming grandparents for the 2nd time, in July.

Graeme & Rosemary Reid are proud grandparents, with baby girl Khara now 5 months old.

New Staff Members & Farewell

Welcome Bill Haskell, Phill Disandro & Steve Jones.

After six years of managing the KAP and lately the NS Komatsu parts stocks, we bid farewell to Ed Gallagher who leaves us to manage a travel agency. Ed himself is a much travelled identity, having worked his way around most parts of the world and enjoyed working experiences on oil rigs and even worked as a photographer for some of the world's popular ski resorts.

The Fairfield parking lot will miss the colour of Ed's sporty Honda CRX in which many fellow parts staff have had their bottoms burnt, flying so low across the bitumen.

Andrew Hoppett joins the Head Office Parts team to coordinate the emergency order and binning activities. Andrew originally joined as a casual assisting with the growing warehousing duties and when Branches 10 & 20 merged, Andrew joined the new team to support the move and continue on the job.

Footy Club Winners

John Reid and Tony Wafer were joint winners of the Footy Club competition, both having the highest number of points, from about 60 players. They combined 1st & 2nd prizes and shared them. Matthew Opalnuick was the lucky 3rd place. The competition was keenly followed by all and it is hoped that it will be run again next year.

(Readers may be interested to note that Tony Wafer has managed to have his name mentioned in every issue of our magazine, so far. We wonder what escapades he will try, to get a mention in Issue No. 5? Could it be a baby notice next time?)

Social Club News

Bankstown Theatre Restaurant

A small but enthusiastic group of 15 people enjoyed a night out on 14 October, to see the "Great Pretenders" and to be taken back to those wonderful days on Rock'n'Roll. Great enjoyment and you would be surprised how fit some people must be. Don't you agree, Pam O'Connor?

WESTERN REGION

Congratulations to Grant Menhennett (Sales Department) who won a trip to Bali for selling plenty of Dash 3 Wheel Loaders. Grant and girlfriend Kelly headed off for a week of sun & surf, but somehow neither managed to get the slightest hint of a tan. Obviously they used their sunscreen well.

Dave Finck (Sales Dept) is feeling merry after winning the sale of two DM-M3 Ingersoll-Rand drills to Robe River. Merry got rather annoyed and gave him a clip across the ear.

David Dinsdale (alias The Komatsu Guru, alias the Lone Ranger) has sold a fleet of Haulpak 630Es to a major contractor in Western Region. Even better, he re-opened the doors for the PC1000SP's to the same contractor. Hi HO Silver!

Well done to Grant Menhennett who is the first from Western Region to sell the ECM690 Hydraulic Drill. And the lucky recipients werePioneer Quarries!

Tim Greenham from Sales Dept. had a bit of trouble with his hand brake recently. Apparently Tim parked his car, put the hand brake on and started walking up to the office. At the same time an excavator was being loaded, and the vibrations from the machine saw Tim's car rolling backwards - right into the excavator. Luckily, car and excavator escaped injuries, but Tim suffered from constant ribbing - without a brake!!

Western Region (with the exception of a certain ex Melbourne employee) would like to state that the Eagles deliberately stayed out of the footy finals to give other "more needing" teams a go.

Onya Eagles. By the way, did anyone see the basketball?

Congratulations

To Troy Bouckaert (Field Service) & Susan Copeland (Used Equipment) who were married on 9th September. Bride and Groom both looked terrific and partied hard at what was a memorable wedding. All the best to you both.

Baby News

Doune Ritikis (ex-Mrs Used Equipment) gave birth to a bouncing baby boy on 28th September. The "little guy (called Mitchell) came into the world weighing 8 pounds 10 - the thought of which brings tears to the eyes of all experienced mothers! Congratulations Doune & Paul.

SOUTHERN REGION

MELBOURNE

Social Club News

Campbellfield held an evening at the Harness Racing on AFL Grand Final night, 30 September (Great win by Carlton - go the Blue Boys!) Bruce Auld, our Service Manager - will have to keep a tight rein on Kerie his wife - "a great punter". Crown Casino, here we come on Sunday 5 November 1995!

This year our Christmas Dinner Dance is to be held on Friday 22 December at the Hilton on the Park.

A special word of thanks to our hard working team Edwina Fortuin and Darren Attard, who put in a great deal of time and effort to make sure the social club members have a great time.

ADELAIDE BRANCH

On Saturday 7 October, sales staff from Melbourne travelled to Adelaide by train to join their colleagues for a Southern Region sales conference. We hear that the sleeping arrangements were quite "friendly" and the "clickity-clack" of the train did not bring instant, blissful sleep. Food was to a minimum, as Warren Colbert just about ate every "Chicko" roll on board. Intense interest was also shown in Tom (The Demtel Man) Hovatta's pre-course questionnaire, which cost a particular branch manager a bottle of Grange Hermitage!

GIPPSLAND BRANCH

Personnel News - Promotions

Graeme Taig who was Product Support Representative for our Gippsland branch has been promoted to Service Manager Muswellbrook Branch.

TASMANIA

No news from our branches in Tasmania at time of going to press. Come on Tassie, what's happening down there!

SOUTH QLD REGION

Congratulations

To Greg Osborne - 40th Birthday on 4 September.

To Robyn Duffy (Sales Secretary) who married Craig Jones on October 7. All those who attended had a great time, but after the last two mishaps (at their engagement party, Peter Thrum had a car accident on the way home, and on the way to the wedding reception a major car breakdown was experienced by Pauline Armstrong's husband), it could be assumed that if the Duffy-Jones ever decide to hold another party, I wonder how many guests will be game enough to attend!!

NORTH QLD REGION

New Staff Members

John Legett-Ensham Fleet Manager,
Ken Westwood -W/shop Supervisor,
Jason Ward - promoted to L/ Hand.

Steve Green has become the Product Support Manager which now covers both Service and Technical Services Departments. Tony Hosking has accordingly moved into the Service Manager position.

Baby News

Peter Hayward in our Townsville Branch & wife Narelle has had a baby girl.

Coincidentally, the wives of John Laidsaar, John Richards and John Cooper, our three Technical Service Representatives are all expecting early next year! What a funny coincidence! Good luck and best wishes to all three of our Johns.

Birthday list

Pauline Hyde	19th Sept
Graham Moohin	19th Sept
Kim Melham	11th Oct
Rod Pieper	15th Oct
Dianne Johns	28th Oct

