

NS KOMATSU

Down To Earth

NS KOMATSU NEWSLETTER

MANAGING DIRECTOR'S MESSAGE

Declare Our Target

This is our first issue of "Down To Earth" for 1996. I would like to take this opportunity to greet all of our old and new employees and to wish us all a successful year.

Since my arrival a year ago, I have tried to emphasise the importance of understanding our customers and being seen as a valuable element in their business. I am convinced that this has been a sure step forward and will continue to bring us closer to our customers.

We are now very busy planning our activities for the coming fiscal year. Taking this opportunity, I would like to suggest one thing. In order to maximise the feeling of achievement, it is better to state or declare your plan or target and then to do your best to achieve your goal, rather than keeping the target private.

In Japanese there is an expression which means "Declare then realise it". This is a public commitment which allows recognition of our goal and our achievement.

This is a very good and important rule for us, which will benefit our customers, ourselves and our company. Therefore, I request that you write down and formalise your plans for the year, the month or week, so that the achievement can be seen and recognised.

Once again I wish you a prosperous year, through our very best efforts.

- 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 appropriate, for including in the list.

North Queensland

Ian Tulk 15 yrs Mackay
Congratulations from your co-workers at Mackay Branch.

Southern Region

Steve Leicester 24 yrs Melbourne
(last issue we said 20 years, sorry).
John Alps 14 yrs Launceston
Leigh
Hollingsworth 11 yrs Launceston
Diane Burles 14 yrs Hobart
Shane Stevens 12 yrs Hobart
Leigh Bygraves 11 yrs Hobart
Brian Webberley 11 yrs Hobart
Eric Glover 15 yrs Adelaide
Graham Davies 15 yrs Adelaide
Darryl Beall 15 yrs Adelaide
Neville Sanford 10 yrs Adelaide
Barbara Chapman 10 yrs Adelaide
Róger Kain 10 yrs Adelaide

Central Region

Peter Ford 12 yrs Mt. Thorley
Neil Langdon 11 yrs Mt. Thorley
Greg Burgess 14 yrs M/brook
Paul Rheinberger 11 yrs M/Brook

▼ Overlooking Launceston, Tasmania, our Special Branch feature in this issue.



IN THIS ISSUE

Marketing Article	Page 3
Parts Article	Page 4
Launceston Branch Feature	Page 5
Safety Articles	Page 3+8
Training and Quality Articles	Page 9
A Tradition of Excellence	Page 10
Good Old Days	Page 11
Mystery Jigsaw Puzzle	Page 11

"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) 246 6222 Fax (07) 246 6204

Southern

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

North Queensland

Kim Melham
Phone (079) 403 100 Fax (079) 524 547

Fairfield

Sue Mcleod
Phone (02) 795 8311 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

In this Issue No 5 of "Down to Earth", we look forward to 1996 with anticipation. The Editor's thanks to all who assisted in our first four issues last year and I look forward to our combined efforts for Issue 6 and beyond. I would like to thank Rhonda Summerhayes from Head Office Service Department, for her assistance with compiling Issue 5, in Michelle Jones's absence while she is on leave.

"Down To Earth" is a magazine dedicated to the people in our company, as a means to communicate, to show concern for the welfare of all staff and we hope, to provide an interesting account of our activities both business and social, nationwide.

There is a high emphasis on safety issues, for which we thank Dave Field. I would encourage everyone to read the article "Living Your Life Knowing", on page 3. Easter is not far away, a period which unfortunately produces grim road accident statistics. Let's all try and heed the message in this article, to bring us and our loved ones back safely after the Easter break.

- Editor.

New Article Suggestions

Many thanks to those who have offered comments on the magazine, resulting in the format we now have. "Down To Earth" is your magazine and should be a mirror, reflecting the news and views of all our people. Therefore we need continuing input and can use any snippets of information, or suggestions on subjects for articles.

We have a few thoughts in mind for regular articles in future issues. Examples of these are "A Day In The Life Of . . ." (a typical day through the eyes of different employees with interesting jobs in our company); "An Interview With . . ." (introducing us to each of the Company Directors and Managers, obtaining their views and thoughts for the future).

If you have a topic in mind which you think would make an interesting article, please send us your ideas, including the subject title and simple outline of the article. We will be very happy to consider this, for continuing improvements to "Down To Earth".

Celebrity Guessing Game Who am I?

I am blonde (natural?) Look exceptionally good in a top and shorts (according to a senior citizen). I just love to talk on the telephone. I know how to contact nearly everyone employed by NS Komatsu by phone. Sorting mail is one of my many skills. If you heard my name you wouldn't know whether I'm male or female. I have a raucous laugh

which regularly flows through the airwaves of the building. I have a real phobia when it comes to flying (panic was recently overcome by consuming champagne). Three of my latest quotations are:

"1995 was a good stir, but 1996 will see me flat out!" "If I have wings I would walk!" "Thirty something is not just a television show!" I was awarded "S*** Stirrer of the year for 1995.

Who am I?

Please send your written entries to Dave Field at NS Komatsu Melbourne, for your chance to win a fun novelty prize.

Results from Issue 4 "Who am I?"

We're not sure what was the most important clue, but several people successfully guessed that our "Celebrity" in Issue 4 was none other than Ian Watson, Manager of NS Komatsu Darwin Branch.

The correct entries were placed in a hat and the winning entry from Julie Fawcett also of Darwin Branch, was drawn out. Congratulations to Julie. We have sent a novelty prize, for the win.

Other correct entries were received from:

Glenn Swift -	Perth
Robert Hudd -	Adelaide
Colin Chamberlain -	H/Office
Ross Graham -	Perth
Scott Lamshed -	Darwin

Dave Field



▲ Ian Watson, Darwin Branch Manager.

MARKETING DEPARTMENT ARTICLES

Ingersoll- Rand News

The Ingersoll-Rand business of our company continues to expand and prosper. In November NS Komatsu signed an agreement with Ingersoll-Rand International Sales, for the Australian distribution rights to the range of Ingersoll-Rand crawler or rock drills. These drills are used mainly for quarry and mining work and for drilling in areas of road construction, bridges etc.

The drills are manufactured in two parts, one in Roanoke, Virginia, in the USA and the other by an I-R subsidiary, Tokyo Ryuki, in Yokohama, Japan. As part of our responsibility for the distribution of this product we have brought over a number of specialists from Ingersoll-Rand Australia into NS Komatsu branches to assist in the provision of technical and service support on these machines.

Only a small number of machines have been delivered to date, but our sales staff have been working hard on developing customer interest in these new (to NS Komatsu) units and we are very hopeful of having another successful product in our range. More news on our sales success in future issues.

The rotary drill business has been going particularly well and we are very proud to advise that our market share in rotary drills in Australia for 1995 was 54%, an excellent result. While we have had a number of problems with the delivery and operation of these drills since we took on the franchise almost two years ago, we are confident that we have overcome most of the major problems and are looking forward to another successful year in 1996.

The mining industry continues to be very buoyant and we have secured some very good orders over the last few months, including:

2 x DM - M3 Robe River WA
2 x DM - M3 BHP Peak Downs NQ
1 x DM - M3 Bulga Coal NSW

The orders from Peak Downs and Bulga Coal are particularly pleasing as they are repeat orders for these machines following on deliveries in 1995. Our recent success in winning orders for large blasthole drills has made us Ingersoll-Rand's largest customer in the world for these large drills, a very commendable result in less than two years. Congratulations to all of those people who have contributed to this success.

John Reid

SAFETY ARTICLES

Living Your Life Knowing

The following article is not just another drink driving tale, but one that puts the irresponsibility of drink driving into dramatic perspective. It was written by a lawyer, but we can all relate to this message.

"After an exhaustive day in court, I returned to my office to pick up my car. As I entered the reception area, I heard the sound of sobbing. The receptionist told me that the police officer sitting beside my office door was waiting for me to see a crying client in my office.

The receptionist explained that the client had just run over a 4 year old child and was suspected of driving whilst intoxicated.

The police officer said that the client had had a one-car accident on Union Avenue, which involved running over a child. The client had been given a Blood Alcohol Test. He also stated that the seriously injured child had been taken to hospital.

Entering my office, I recognised the client as someone whom I had known for years. He was a middle-level manager with a bright future.

As I entered the room, he began to sob even more. Giving him time to compose himself, I began to explain the seriousness of the situation. There were possible repercussions both in criminal prosecution and civil suit. In the criminal area, the Blood Alcohol Test results could very well mean charges of DUI as well as vehicular assault. He also could be

sued for the injuries to the child. I explained that the situation would be even more serious if the child died. With that he began to cry again. He didn't say a word but only shook his head.

I phoned the hospital to check on the child. After I identified myself, the emergency room nurse explained that the child was paralysed but was in a stable condition.

Hanging up the phone, I relayed the information to the client. He screamed out "Oh, Lord, what have I done!" He then collapsed. Suspecting that he may have been injured in the accident, the police officer and I immediately took him to the hospital. I told my receptionist to phone the client's wife and to have her meet us at the hospital.

After leaving my client in the emergency room, I walked to the waiting area. My client's wife was there crying. Hoping to comfort her, I told her that everything was all right and that medical care was being provided. I told her that I was glad that my receptionist had been able to contact her. She looked at me with surprise. She said that she had been there for 30 minutes, ever since the police found her at a neighbour's house. Realising that how she found out about her husband was unimportant, I said her husband would be all right. Again she looked at me strangely. In anger she cried out that she was there because some drunken driver had run down her daughter on Union Avenue."

The story doesn't end there. While the client was convicted of DUI, no further prosecution action was taken. The client's career was shattered. But most importantly, and most devastatingly, the client must live the rest of his life knowing that he caused his daughter's paralysis.

*IF YOU ARE A
DRIVER WHO DRINKS,*

*DO YOU THINK YOU
COULD LIVE WITH THE
KNOWLEDGE THAT YOU
INJURED YOUR FAMILY?*

*HOW WOULD THEY
FEEL ABOUT YOU?*

*Thanks to Dave Field for this
important safety article.*

PARTS DEPARTMENT ARTICLES

Pick, Pack & Despatch

It may seem to some that the function of warehouse staff is just to pick, pack and despatch.

It really doesn't matter whether you work in the warehouse at Kalgoorlie, Melbourne, or anywhere else in NS Komatsu, the activities are similar and the expectations the same.

Let me explain.....

The stock comes in, it is unpacked, checked for quantity and quality, and "binned" (put on the shelf) ready for sale or branch transfer.

The customer places his order, the interpreter processes the requirements, and out in the warehouse the printer chatters away to produce the picking slip. The staff then pick the goods, raise the carrier's consignment note and despatch the package.

Mention the word "stocktake" and everybody knows it's accountability time in the store. Stocktakes discover the missing parts, those parts binned in the wrong locations, and damaged parts.

Yes, there are a few skills required to ensure the warehouse runs correctly and economically and these are:-

- Make sure the fast moving parts are stored as close as possible to the packing table.
- When picking undercarriage parts make sure you pick the correct piece of shoe or link assembly and don't forget that Komatsu undercarriage is sold as a set, whereas the Berco product is sold per side.
- When picking small parts make sure you identify bulk pack lots (eg. 10 per box etc.) as the customer may only order two (2) pieces, not a box lot.
- Be careful when checking the inwards goods as it is not uncommon for vendors to incorrectly supply the part or the quantity.
- Of course one must have a forklift licence to safely drive a fork in the warehouse.
- Every despatch freight consignment note must be properly endorsed to ensure who pays and what class of transport is required. An error in

despatch can upset a customer and create an accounting nightmare.

- Component upgrades involving stock on hand must be correctly processed and the claim to the manufacturer must be properly transacted.
- Binning of incoming stock must be processed as soon as possible to maintain parts availability to customers and reduce air freight expenses. It takes just as long to bin a small part as it does a large one and more than 70% of warehouse transactions involve small parts. Keeping small parts identified is important also as many small items are not branded (eg. O-rings, bolts, nuts etc.).

In some branches the luxury of a dedicated storeman is impossible due to the size of the business, so spare a thought for those people who take the order, pick, pack and despatch it, and do all that with a telephone glued to their ear.

So, to answer a reader's question which arose from the last issue of our magazine - NO, working in the parts store is not complicated but it is a critical part of our day to day activities and you can be assured that the customer relies on those warehouse activities to keep his machine running.

Remember also that the warehouse customer includes our own workshop and field service personnel and when you're sitting out in the sun beside a "machine down" HD785 at Whyalla waiting for a transmission part, the last thing you want to hear is that the goods missed the truck and you won't get 'em until tomorrow!

Parts Management Movements

Yoshiro Ishii

After 4 years with NS Komatsu, Yoshiro Ishii, our Director of Parts Operations, is returning with his family to Japan.

Unlike most of our Japanese expatriates, "Ishii" has never taken up a "local" first name.

Ishii is the longest serving Nittetsu Shoji person at NS Komatsu, having joined at the old Botany site and was part of the team that developed the new Fairfield operation.

During his stay he joined in many functions at NS Komatsu and made many friends.

His background is in engineering design and although initially a stranger to the earthmoving business, he made every effort to understand the NS Komatsu operation and apply changes in consultation with Regional and Head Office personnel.

We wish "Ishii" every success in his new role at Nittetsu Shoji.

Minoru (Mark) Fukuoka

It was decided at the beginning that Fukuoka-san should have a local name when he joined NS Komatsu, as "FUKU" and "Fukuoka-san" were too much for the local Aussies.

Fukuoka-san, unbeknown to the local staff had already acquired a "local" name when he was working with Komatsu Europe and he quickly advised, "Please call me Mark!" Efi Letele was most pleased because she figured Mark's surname had some connotations she couldn't live with.....thus "Mark" was accepted.

Mark joined NS Komatsu with considerable experience in computer operations and a general knowledge in parts. During his time here, he applied these skills to improve selected parts activities.

Mark (and his wife) return to Japan taking up residence in busy Tokyo, where the luxury of owning a car or even parking in the city would anger a typical Aussie. Good luck to Mark in his new position.

A New GM For Parts

Many NS Komatsu people know of Ron Wilson, who has been engaged as a consultant to NS Komatsu over the past few years.

The good news is that Ron has decided to join NS Komatsu at the invitation of our Managing Director to impart his expertise to us as an employee rather than a consultant. Ron commenced on 26 February as GM - Parts with the specific task to streamline our parts system to achieve the best practice in customer availability and service.

(Continued on Page 12)

SPECIAL BRANCH
FEATURELaunceston
Branch

This issue, "Down to Earth" is very pleased to present our Launceston Branch as our special feature. Located in the north of Tasmania at the confluence of the South Esk and the North Esk rivers and the head of the Tamar river, Launceston is one of the most picturesque cities, with a population of about 75,000. Being the third oldest establishment in Australia, history abounds, making it an ideal tourist destination.



▲ Launceston Branch machine display and offices.



▲ A field service vehicle, ready to leave on a job.

Established in 1806, many old buildings have been restored to their original condition. Art galleries, museums, churches and mill buildings are available for visiting. Launceston also has a spectacular natural setting, with the rugged Cataract Gorge only 20 minutes walk from the centre of the city. Another claim to fame is the Tasmanian Tiger, a preserved example of which can be seen. Local legend has it that the Tiger is not extinct, just very shy and maybe, someone will find one again, in the bush.

Launceston is the gateway to a very prosperous area, including wineries, lavender farms, dairy cattle and sheep and importantly for us, the timber industry. John Alps, Tasmanian Manager, shared these thoughts with "Down to Earth".

"Because of the importance of the timber industry, about 60% of our machine sales are hydraulic excavators and these are almost all fitted with

forestry guarding and timber handling attachments. Our market is very specialised in that we have many private contractors as our customers, who have from 3-10 machines. It is necessary for our customers to trust their suppliers. Therefore, it is most important for all our people, whether sales, parts, service or administration, to be genuinely interested in our customers and to be seen as a reliable source of information or support, to assist the customer.

"We also have very good relations with the largest logging contractors and organisations, such as Comalco, North Forest Products, and Pasmenco. We must continue to work very hard to provide the total service which is required, not only with our Komatsu product but

with the Hyster forklift truck range as well.

"Our Launceston Branch is one of the smaller NS Komatsu facilities, with 22 employees. Most of these have been in the industry for a long time and have lived in Tasmania for many years, if not for their whole life. These two ingredients are very important for business success in Tasmania and I am very pleased with the efforts, loyalty and performance of my team".

John told us that the market in Tasmania is very difficult at present and every machine sold is the result of very stiff competition. However, with efforts and the reputation of NS Komatsu, we will continue to grow," he said.

"Down to Earth" wishes all NS Komatsu Launceston employees well and congratulates them for their efforts.

Darren Bunton installing forestry guarding on a PC300-6.



SPECIAL PEOPLE

Leigh Hollingsworth

I am Northern Tasmania's Sales Representative, which gives me responsibility for sales in the top half of Tasmania. There are about 500 customers or potential customers in my territory and the nature of our business in Tasmania means I have met them all, over time. Our market is very competitive and it is necessary to call on our core customers once a month, so I arrange visits to each local area, depending on sales leads, and stay there for a few days. Even non-Komatsu owners are happy to see us, to keep the door open for any future business, if they should have any difficulty with their current supplier.



▲ Leigh Hollingsworth.

All our competitors have branches in Launceston and they have more people on the ground than we do. Some also have branches in the northwest, at Burnie. We have put a serviceman in at Burnie, to provide the local service which our customers demand and I carry parts to the customers when I visit them, as a service. Our market is very much a timber and logging market, making up about 90% of our sales, and the remainder are earthmoving contractors. Almost all our machines sold are excavators fitted with forestry guarding and attachments. We sell only a few wheel loaders, bulldozers and graders, as the market is small. Last year we won 3 out of a market of 4 bulldozers, so our market share is very good, but low volume.

My job includes assisting the customer to fine tune his required specification, fully appraising and valuing the trade-in machine, occasionally assisting to source finance for the deal and overseeing the machine preparation prior to delivery.

I attend the delivery with a mechanic, who takes the customer and operator through all operational and maintenance requirements. A fortnight or so later, I call back to the customer to make sure he is happy and if there should be any trouble in the future, I will assist by following up with our workshop and the customer. We have very few problems, due to good products and backup service, with very good people in the workshop and on field service.

I enjoy my job because I like meeting people and getting out of the office. Driving is no problem and I clock up about 80,000 kilometres per year. I have had nearly 30 years in the business, the last 11 with NS Komatsu and most customers make me feel quite welcome. There is often good natured ribbing (both ways), although it is important to recognise when to stop.

Our larger customers and Government departments prefer to deal mainly with the two largest suppliers, which includes NS Komatsu. We are regarded as the viable alternative.

NS Komatsu is a good company to work for and I am happy here

because my efforts are appreciated. I am pleased to have won two trips to Japan and have also been able to include my wife in trips to Hong Kong and Thailand. As she has a lot to put up with as the wife of a Sales Rep, this participation is excellent.

My pastimes include golf, for enjoyment and exercise. I used to be a flag marshal at car races, but one car spun out and almost collected me and my brother, so I gave that away. Now, I enjoy going as a spectator.

When we built our house which is about 15 km from the office, I put up the fences and laid concrete. Now, I find myself helping my son with his house. Our three children are all grown up with their own places, so now our home is quiet, with just the two of us and the cat, which our daughter left behind.



Alison Mathews

My job is difficult to define with one title, as it covers a wide scope, which entails supporting the Tassie Sales Team for new and used equipment, hire fleet and Hyster forklift trucks. This includes quotations and tenders, correspondence, invoicing and creditors, equipment stock control, forklift truck orders, coordinating machine transport, liaising with Service Department and general sales administration duties. I perform secretarial duties for the Branch Manager, also reception and telephonist.

We are a small operation and everyone gets on very well, making it a pleasant working environment. I enjoy the challenge in my job especially dealing with the customers. Many times both sales people are away and I am the only one customers can contact in the office.

Product knowledge is the main requirement in this industry and I believe visits to customers' jobsites would broaden my knowledge of machine application, the customers' business and would be one forward step in an industry which has historically been male dominated. We have females in sales administration positions throughout the company and we can develop product knowledge through more training.

Our customers feel that NS Komatsu is a respected organisation which is well established and well-known in Tasmania, leading the competition. The



▲ Alison Mathews.

future for NS Komatsu is good, we target our customers, analyse the market, identify any weaknesses and try to improve. We could increase sales of mini excavators if stock was more readily available.

I was born and bred in Tasmania, with my mother and father both coming from Scotland. I have bought and am currently restoring a late 1800's millhouse. This is one of about 10 houses built for executives of the woollen mills and many of the materials were imported from Scotland. It is a very solid double brick home on bluestone foundations, larger than the average home. The renovations include professionally polishing the timber floors and I am stripping back the painted window frames, to expose the beautiful Tassie oak timber. I will also replace some of the stained glass, to restore it to its original condition.

I have played the flute since learning at High School and used to teach the flute to Primary School students. I enjoy classical music and also listening to Triple J, when renovating the house.

My hobbies include camping with a group of 6 or 7 friends, bushwalking and fly fishing. I would like to learn the art of tying the fly. I am also very keen on Olympic Trap clay target shooting and have represented Tasmania.

Denis Fowler

I hold the position of Parts Supervisor and have been employed by NS Komatsu for 10 years. We have three people in my area and our work includes parts interpreting, stock control, customer liaison and supplying parts to customers and the workshop. We have about 400 machines in total in Tasmania, but we get to know each machine and its history and keep



▲ Denis Fowler.

track of it, even when sold to another owner. Our franchises include Komatsu, Dresser, Hyster (forklifts), KMC (log skidder), Baldwin filters, Ingersoll-Rand, and Berco. I have responsibility for determining maximum and minimum stock levels, orders on suppliers and stocktakes.

The challenge of tracking down the correct part and being able to satisfy the customer is an enjoyable one and at times customers ring in to show their appreciation. We have friendly relations with our customers and very few complaints about our parts service.

NS Komatsu has a good reputation in Tasmania and this is due to the way the Branch has been run. Some of our customers are now in their second generation. NS Komatsu is here for the long run and is the only supplier expanding its range of products.

We could improve our parts area by upgrading our facility which will improve our control of stock and the ability to keep the area clean.

Also, we need more interaction between Parts personnel at the various NS Komatsu branches. Our electronic transactions on the mainframe mean less reason for direct conversation with other parts people. Our Parts Conference last year was very beneficial, allowing exchange of many ideas. This should be an annual event.

My interests include playing competition golf at least once a fortnight, I am interested in all sports and follow Carlton Football Club in the AFL. We also like to travel around on weekends for day trips, or to our holiday shack at Tomahawk on the NE coast. I enjoy my vegetable garden and grow old fashioned tasty tomatoes.

Originally I came from Western Australia in 1969, married a local girl and have stayed here ever since. Our three children are

now grown up, either entering, currently attending, or have just finished university.

We have two dogs, one a pedigree Basset Hound (Isaac) and the other, a Terrier Cross (Pip).

"KOMATSAW"

Congratulations Launceston Branch on the delivery of "Number 6" "KOMATSAW" fitted to a PC220-6 owned and operated by local Contractor Dennis Claridge.

The "KOMATSAW" is designed and manufactured at our Launceston Branch under the watchful eye of Nick Thomas (Workshop Supervisor). It is a fully hydraulic operated chainsaw which can be fitted to anything from a 12 t to 40 t Excavator capable of cutting up to 34" wood of any type. The "KOMATSAW" is significantly more advanced than the opposing "Supersaw" in many areas such as:



▲ The "KOMATSAW" in operation.

- Extremely compact unit with rugged construction enabling excellent saw, hydraulic and mechanical protection.
- Able to operate off full system pressure.
- Fully adjustable bar feed and screw type chain adjuster.
- A larger 12 litre built in oil tank, with the option of two separate bar oil lubricating systems available.
- Major decrease in moving parts as opposed to the "Supersaw".
- Suit most types of Log Forks.

Contact: Nick Thomas,
Workshop Supervisor,
NSK Launceston or
mobile 041 9360724.

SAFETY ARTICLE

How Is Your Eyesight

The loss of eyesight through injury caused by accidents is, unfortunately, an all too common occurrence. The resulting inconvenience and suffering affects not only the individual concerned, but frequently extends to families and friends. It is therefore necessary for everyone to take every precaution to prevent eye injury.

THE LOSS OF EYESIGHT THROUGH INDUSTRIAL ACCIDENT IS USUALLY PERMANENT.

Whether you are at work or at home, the risks are still great and should be eliminated promptly.

The general principles of eye protection are:

1. Eliminate the hazards by the correct design and layout of your work area, environment, working methods;
2. The control of hazards at or near their source; and
3. The provision and use of eye protectors.

HOW TO ENSURE THAT YOUR WORK AREA IS EYE SAFETY CONSCIOUS

An eye protection programme is an important part of the general safety programme in the workplace. It involves training and education,



accident reporting and investigation, co-operation, enforcement and regulation by ALL personnel.

The most important element of the eye protection programme is the co-operation of all personnel in the protection of their eyes. However, this should not imply that their participation is voluntary; it is mandatory and is to be enforced.

Because injury to others can be caused by the sudden loss of vision of an individual, statements such as "they are my eyes", are not to be taken as an excuse for non co-operation. It should be made clear to all personnel that 'compliance with the safety requirements is a condition of employment'.

HOW DO WE PUT OUR EYE PROTECTION PROGRAMME INTO ACTION?

It's easy, try this:-

1. Implementing a planned campaign for educating personnel about eye hazards that may exist in their work, and about methods of protection. (Good videos are available.)
2. Drawing attention to the need for eye protection, by means such as discussion, posters, pamphlets and warning signs to indicate areas where eye protection must be worn at all times.
3. Providing the necessary eye protection equipment free to all.
4. Making it known as a matter of policy that all personnel are to wear such equipment when and where directed to do so.
5. In planning and production procedures, include explicit references to eye protection measures and the use of personal eye protectors.
6. Ensuring that all managers and supervisors set a good example.

Give it a go.

Being able to see is one of the most enjoyable aspects of living, don't you agree?

Dave Field.

SPECIAL PEOPLE

The Lowest Bidder

This is a brief article sent in from our Gippsland Branch, to remind us that the cheapest price is not usually the best value.

This is a very good message to remember when purchasing something. Of course, we should endeavour to provide value and encourage our customers to consider this value, in the service we offer.

"It's unwise to pay too much, but it's worse to pay too little. When you pay too much you lose a little money, that is all.

When you pay too little, you sometimes lose everything because the thing you bought was incapable of doing the thing it was bought to do. The common law of business practice prohibits paying a little and getting a lot - it can't be done.

If you deal with the lowest bidder, it is well to add something for the risk you run. And, if you do that, you will have enough to pay for something better."

John Ruskin (1819-1900)
Prominent Victorian English
Writer and Critic.

With thanks to Kevin Hughes for sending this in.



TRAINING ARTICLE

Press > to Play

Komatsu is developing an electronic information system called Customer Support System (CSS). CSS will use CD-ROM as the main storage medium and ultimately will replace printed materials and video programs.

Using "multimedia" technology, CSS will in time allow interactivity, self-diagnostics for machines, remote access to an electronic library and machine database, instant quotations and reporting, etc.

CSS will come in two versions; Sales and Service.

The Sales version will have one CD-ROM for each of these groups:

- Publication List
- Spec Catalogue, Spec File, Attachments & Options Guide, Product Bulletin, Competitive Info, Sales Presentation Kit (by model)
- Specifications & Applications Handbook, Sales Mates, CAST, OFR
- Basic Product Knowledge
- Product Data Base
- Self Training Programs

The Service version will include:

- Shop Manual, Parts & Service News, Operation & Maintenance Manual, Parts Book (by model)
- Self Training Programs

We can expect the CSS programmes to be progressively introduced. So far, three have already been released:

- ✓ D155AX-3 HMT/HSS Self-Training
- ✓ Advance Excavator Hydraumind Self-Training
- ✓ Outline of Komatsu (Presentation Programme)

Service CSS programmes for Advance Series excavators and wheel loaders are expected to be available around mid-96.

In addition to CSS, Komatsu will also make Parts Books available for customers on CD-ROM using Image-Link programme.

The minimum hardware requirement to run CSS programmes is a 486DX2-66 computer with 16 MB RAM and a CD-ROM drive. A modem will be necessary for remote access to databank.

For further information, please contact Ned Yuksel at Head Office.

Ned Yuksel

QUALITY ARTICLE

NS Komatsu Quality Arrow

The next building block in driving us to achieve our target is Management by Fact. The word management does not just apply to those people that have supervisory or managerial roles, but applies to every employee in managing their own tasks.

How often do you hear the words "I think...", "Probably about...". "I guess...", "I estimate...", "approximately...". To succeed, decisions and actions must be based on fact, not perception or "gut feel".

All of us, whether formally or informally, set goals and objectives on a daily, weekly monthly and yearly basis. Unfortunately most people tend to leave out the most important element of performance indicators ie. how do we accurately measure whether we have been successful in achieving these goals and to what degree.

Some things are easy to measure like "stock turnover" or "line item performance", while others are more

difficult, like "customer satisfaction". But even with the difficult and subjective things we still need to develop ways to measure them. If you don't know how to, methods can be found by asking other people, branches or even other companies how they do it.

It is a waste of time setting any goal or objective that cannot be measured. Remember the old adage, "What you can't measure you can't control, what you can't control you can't measure". It doesn't matter what section of the business you are working in, an integral part of the process in setting goals is identifying ways to measure performance.

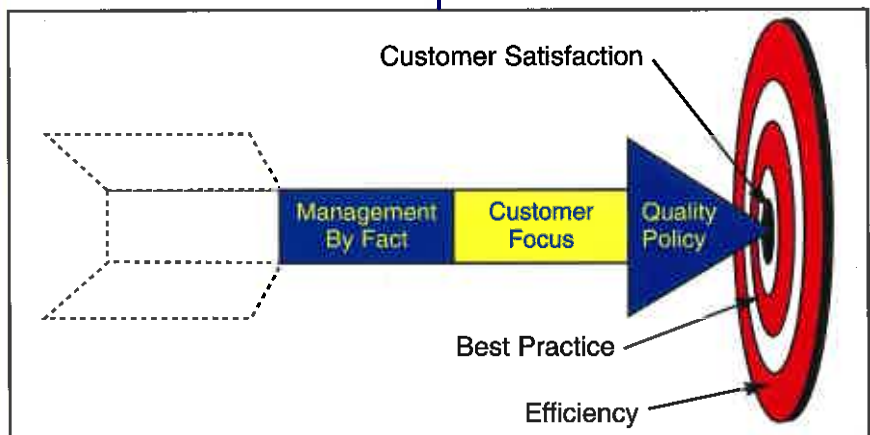
When we factually know how we perform, we are then able to seek ways to improve and eliminate waste. Waste exists in all companies and in all areas. In Australian industry it is estimated to average 30% of costs.

Measuring performance also provides the opportunity to Benchmark. Benchmarking is comparing your performance against that of another department, region or even against another company. If someone else does it better, find out how, and be receptive to new ideas. In today's competitive market, we all should be continually seeking ways to improve. By doing it better we become the best.

Remember "Success is a journey not a destination", but it takes determination and effort.

Carl Pemberton

NS Komatsu Quality Arrow -
▼ Management By Fact.



**HISTORICAL FEATURE
ARTICLE**

A Tradition Of Excellence

In his autobiography "MOVER OF MEN AND MOUNTAINS" published in 1960 R.G. Tourneau said "I became what is known in the heavy duty equipment field as an industrialist. Among my competitors, who often referred to my machinery as "THAT CRAZY LETOURNEAU STUFF", were such greats as General Motors, International Harvester, Allis Chalmers, Caterpillar and more. All big corporations with high powered executive staffs and engineering departments. In their midst I am the hick from the backwoods of Duluth".

Robert Gilmour Le Tourneau was born in Vermont, California on November 30 1888, he was the fourth of eight children - five boys and three girls, to parents Elizabeth Lorimer and Caleb Thucydides Le Tourneau, who were married on Christmas Day 1881.

As a boy he was described by his mother as restless, inquisitive, energetic, determined and ambitious. His brothers described him as restless, destructive, wilful, stubborn and frantically determined to amount to nothing.

In 1890 the family moved to Duluth. He was to remain in Duluth until he was fourteen. At school he had just enough black marks to overcome the red marks and progress to the next grade. By the time he was in seventh grade he was approaching six feet. In his own words. 'Not only the biggest kid in class but also the dumbest'.

When he was twelve he built his first piece of what could be called earthmoving equipment. It was a heifer-pulled snow plow, designed to save several hours of shovelling snow. It was v-shaped with curving sides and might have worked had the heifer not kicked the plow and the inventor out of the yard. That was the first and last time he used animal power for his equipment.

When he was fourteen he decided he was too big to sit at a school desk so he took a position as an apprentice

moulder at the East Portland Iron Works. His first day on the job he was introduced to a shovel, a wheelbarrow and a gondola full of wet sand. Before he had moved ten barrows of sand he was looking for an easier way to move dirt and had achieved an enormous respect for a cubic yard of sand.

At that Iron Foundry he learnt two priceless lessons that worked for him the rest of his life. One day his boss, a Mr. Hill, saw him mixing a batch of sand, clay and water and he was moving the shovel sluggishly. Mr. Hill came over to him and said "I don't want you to work hard, son.....just fast." Another time he was filing off castings, with short choppy strokes and Mr. Hill said to him. "Y'know, son, when I bought that file, I paid for both ends.....I bought 'em so you could use both ends as well as the middle....take a long stroke."

After a disastrous fire reduced the East Portland Iron Works to a slag pile late in 1905, young Bob was out of work and no one in Portland had a vacancy for a half finished apprentice.

In January 1906 at age 17 he was offered a job with Moore and Scott Iron Works in San Francisco. That job did not last long as the Iron Works were flattened in the great earthquake.

In the meantime he had finished his apprenticeship. That made him a Journeyman Moulder and a fully fledged member of the Iron Workers Union.

In 1908 he was hired by the Yerba Buena Power System to scrape fouled lead plates taken from old storage batteries. This is where he learned about oxyhydrogen welding and the rudiments of electricity.

By 1909 he had worked his way through four correspondence courses in mechanics and took a job tending stationary engines for a company building bridges. Soon after he moved to Stockton and took a position as night man, answering the phone and towing in stranded cars, for a local motor garage. In a very short time he had a reputation as the best motor mechanic in town.

Within six months he had teamed up with a salesman and they opened their own garage. They were appointed agents for Regal cars and as a sales gimmick to show these cars were better than the Buicks, Fords and

other cars of the day they arranged a stock car race at the Stockton County Fair. They hired a professional driver and while testing one day at the track with Bob in the passenger seat they had an accident which broke Bobs neck. This left him with a legacy he was to have for the rest of his life. His head was permanently cocked to one side. Some time later he fell off a motor bike which straightened it up a couple of notches but it never returned to the correct position.

In 1912 his good friend Henry (Hank) Rogers had an idea that he could use the electricity from the car battery to turn the starter until the engine fired.

The electric starter had a few problems, it was bigger than the engine it was to start and it would buckle the plates in the battery with an overload. Remembering some of his experiences repairing batteries, between them they invented a cut out that prevented overloading once the battery was fully charged.

Following his success with the cut out Bob was convinced by Hank to study electrical engineering and at the same time he became interested in a new welding technique known as acetylene torch welding.

Later we will see what a significant step that was.

Reprinted with the permission of



▲ R.G. Le Tourneau.

Simon and Schuster from "MOVER OF MEN AND MOUNTAINS" by R. G. Le Tourneau. Copyright (c) 1960 by Prentice-Hall, inc., Renewed 1968.

Next issue the R. G. Le Tourneau story continues.

- Tony Holloway

SPECIAL INTEREST

"Good Old Days" Photos

As the years roll by, all of us get a little older. That means that any photographs taken some years ago will show the subjects as more youthful and (perhaps) better looking!

Can you guess who these people are? No prizes, as these should be easy to identify (Everyone is very well preserved!).

1. These are not Fiat-Allis spies - they just look like it. 1971-73.
2. Would you buy a machine from this super salesman? How old is this photo?
3. Another sales person, this time from the deep south. A fine looking youth!
4. Spot the Trainer. Can you pick out the well known "NSK trainer" from this old WABCO photo of around 1974? As he just turned "50" on 3rd March, *should this photo be in Sepia colour? (These words are included, at the insistence of "Down To Earth" assistants.*

- Editor

We have several more "Good Old Days" photos for future issues, but we would like more. Please send them in, as this article generates a lot of interest.



▲ 1 Roy Burgess and Peter Dokmanovic



▲ 3 Shane Stevens.



▲ 2 Charles Foo.



▲ 4 Barry Potter.

Mystery Jigsaw Puzzle

An old jigsaw depicting Komatsu Dozers at work on a construction site has been found.

Matthew DeCean, son of Fairfield Branch's Training Officer Doug, was helping his mother clean out one of the cupboards in her infant's school class room over the Christmas break. In the cupboard was a collection of jigsaws that had not been used for some 6 years, due to their difficulty for such

young children. Matthew noticed immediately that the dozers had the Komatsu logo on them and showed his mother, who was about to consign the jigsaw to the bin never to be seen again.

After some investigation it was determined that the jigsaw had been at the school for some 15 to 20 years. No one is able to remember if it was a donation from a parent or if it was originally purchased by the school. The comic book characters and machines are typical of many of the characters in the operators manuals used today.

One of the machines is very similar in configuration to the Komatsu T40 which was a special feature of Issue 3 of this magazine.

The jigsaw is currently in the care of Bob Taylor, Head Office Training Department, while we try to find out if it was originally commissioned by Komatsu, or if the toy company just chose the picture. Ike Murata is assisting with this.

Matthew found it hard to put together as it was a reasonably complex picture for a 12 year old.

It has been recommended that it should be used for apprentice selection testing.

Thanks to Doug DeCean

▼ The mystery jigsaw puzzle found by Matthew DeCean.



Darwin Driver -Man On The Move!

A young Storeman/Delivery Driver from Darwin by the name of David Bicknell has recently received generous sponsorship from various **LOYAL** businesses such as Howard Springs Earthmoving, Wilson Plant Hire and NS Komatsu as a major contributor.



▲ David Bicknell's race car in Darwin.

He would like to thank all sponsors for helping throughout the season and when asked how he was going, his response was, "Well, things have come together slowly, but there is light at the end of the **TRACK**. Considering his was my first season of racing, I was looking for a car that was going to be an everyday car as well as a full on race car, so I chose a Datsun 1200".

The first thing that was done was the 1200cc motor came straight out and in went a 1500cc with a few extra goodies. "To be honest" said David, "I was quite surprised by the handling of the car on the dirt tracks - it suited my style of driving and it goes quite hard". David says that there were a few mishaps in his first race of the season, such as taking a wrong corner and getting a little lost, which were laughed off and could probably be excused for being his first race.

Apart from a couple of scratches here and there it has been smooth sailing since and considering this is David's first season of racing, his times have been improving greatly which is to his benefit. "I am about one minute behind the top cars, so with a bit more racing under my belt I hope to be up there". David says that he will keep us all posted of his form and improvement.

Team Komatsu Dragster

John Mortimer and Andrew Hoppett of Head Office Parts Department are keen fans of drag racing and they went to Canberra in December for the Summer Nats competition.

They were pleasantly surprised to find a reminder that they work for NS Komatsu when they found a Team Komatsu dragster ready to perform, complete with pretty costumed track attendants in leotards.

The Team Komatsu dragster is a Datsun owned by one of our Komatsu customers in Sydney and is part-sponsored by NS Komatsu. It competes in the Wild Bunch class, so it is a very fast car.

Rumour has it that John asked Andrew to get the technical details of the car, but that Andrew forgot, as he was mesmerised by the track attendants!



▲ The Team Komatsu dragster, Canberra.



▲ Leading the way in the Summer Nats.

Down To Earth

"Down To Earth" heard that the car also competed at Eastern Creek in February and did very well.

We will try to provide more details about this subject in our next issue. If any other readers hear of any interesting events which help to promote our products or our people, why not let your Regional Contact know? We'd love to give it a mention in "Down To Earth".

Thanks to John and Andrew

New GM For Parts

(Cont'd from Page 4)

For the past few months Ron has been working with Ingersoll-Rand Head Office in Melbourne and many NS Komatsu people are especially looking forward to Ron's expertise with Rotary and Rock Drill activities.

We ask all staff to welcome Ron Wilson to this new role and assist him to improve the parts support activities, to meet anticipated customer service levels.

With thanks to Graeme Reid.

STAFF NEWS

HEAD OFFICE AND
FAIRFIELD BRANCH

EMPLOYEE NEWS

New Staff Members & Farewell

Welcome to Vanessa Davies - Head Office Finance Dept. and Nigel Newport - Sales Trainee Fairfield Branch.

Welcome to our two new apprentices - Chris Barker and Michael Caruana.

Les Green, our Component Leading Hand left us mid February after 6 1/2 years for the Central Coast. Best of luck for the future Les.

We were very sorry to see the popular Chris Faint leave us on 14 February, after 10 1/2 years looking after our parts requirements. Very best wishes for the future, Chris.

Baby Congratulations

To Tony and Liz Wafer, on the birth of their daughter Katrina born in December.

Peter and Karen Gledhill announce the birth of their daughter Vanessa Jayne born 13th November, weighing 9lb 5oz.

Jim and Kim Wilson are pleased to announce the birth of their daughter Laura Beth, on 11 February. Weight 9lb 4 oz and 21" long.

To John & Sandra Mortimer, who will become proud parents in July.

Grandparents

Proud grandparents "The Van der Kolks" would like to announce the birth of their first grandchild, Joshua Aaron. Joshua weighed 6.8lb and was 22 inches long.

Birthdays

John Mortimer - 26 December
Chris Daly - 29 December
Steve Johnston - 12 January
Lea Bailey - 25 January
Roy Rossini - 29 January
(18 Once again)

BUSINESS NEWS

Following the amalgamation of the Hunter Valley and Sydney Branches congratulations to Ian MacCowan in his new role as General Manager, Central Region.

Craig Harper has been appointed the new leading hand for component section. We wish Craig every success.

Another PC1600 is being assembled for MacMahons at Girilambone by our boys under *extremely hot and dusty* conditions. Keep up the good work boys.

HUNTER VALLEY

New Employees**Muswellbrook**

John Allison
(Transferred from Gippsland)

Mt Thorley

David Turnbull
Kelly Renshaw

Birthdays

Peter Ford - 21 January
Neil Langdon - 22 January
Barry Moore - 1 February (21st)
Dave Forsdike - 10 February

Parts Dept. Muswellbrook would like to welcome Gary O'Reilly (Egor) to the **mighty** Muswellbrook team as

Parts Supervisor. Gary previously worked at V.M.E. for 5 years and before that at B.C.L. Mine in Papua New Guinea, for 3 1/2 years.

Gary is a fitter by trade and is a welcome asset to the Muswellbrook Parts Dept. We wish Gary all the best in his future with NS Komatsu.

NORTH
QUEENSLAND

EMPLOYEE NEWS

New Employees

Angela Holliday - New Service Secretary
Milena Preradovic - New Service Assistant

Birthdays

Janine Durrant - 8 December
Tony Hosking - 23 December

**Action Photos from Opening of
New Mackay Premises**

◀ John Cooper, caught with his mouth full, at the Waterfront Restaurant. Tak Kiji, Director of Service is in the foreground

▶ Steve Green enjoying the occasion.



◀ Mr. Ishii, Parts Director, Mr. Kamatani, GM Osaka Plant, Mr. Dekura, Japanese chef, Miss Fujiwara, Head Office Marketing Dept, at Mackay Branch official ceremony.

WESTERN REGION

BUSINESS NEWS

NS Komatsu Western Region were the proud recipients of the Gold Award for Excellence at the Kalgoorlie Expo held in November 1995. The stand was based on the streets of Kalgoorlie as they stood many years ago. This led to a pit with a black ceiling, which gave the effect of an open cut at night. Staff Involved apparently dipped deeply into the champagne on their final evening in Kalgoorlie to celebrate their winnings. Well done to all staff involved in the organising of the Expo.

The 1995 "Perth" Melbourne Cup was celebrated with sales staff and their customers at Ascot Raceway in a corporate marquee. Attendees were welcomed with a Komatsu Kamakaze Cocktail (nicknamed "Ollies Oil") and enjoyed a delicious lunch. Ian Olivieri (General Manager) had the luck of the Irish (?) with him when he picked not only the winner of the Melbourne Cup, but also the trifecta - good on you Ian (yeah right!).

Congratulations

To Andrew Berry (Perth Field Service) and wife Vicki on the arrival of their son, Connor James, born on the 22nd November, 1995.

Gerry Leonard (Component Rebuild) has been up to his usual tricks, and now wife Jenny is pregnant for the third time. It's obvious that he hasn't heard the saying "if it's not on, it's not on".

Jamie Thomson (Service) tied the knot with long standing girlfriend Shelley, on Saturday 25th November, 1995 at Christ the King in Fremantle. The newly weds then headed off to Cairns for their honeymoon where they enjoyed hot air ballooning, white water rating and exploring the Great Barrier Reef. (Well, that's what honeymoons are for...exploring!).

Ian White (Service) gave up his bachelor days and married his fiance Andrea on Saturday 9th December. Ian is being very tight-lipped about the whole affair and refuses to hand over any juicy details, so the only thing to say here is congratulations to the happy couple.

Trevor Nielsen (Field Service) married the love of his life, Penny on the 9th December. Rumour has it that Trevor played up a tad too much on the night

prior to the wedding and was rather ill and sore on the big day. This could well have turned out to be a case of Divorce BEFORE the Wedding, but all went smoothly and the knot was tied at Rottnest at what was reportedly a great day. Congratulations to you both.

Can it be that Wayne Dawkins (Parts) and Bob McGee (Product Support) are thinking about going into the fast food trade? These two have been passing around some very interesting and unique sandwiches, making most of the girls (and a few of the boys) smile!

Welcome to all new employees who have joined the Western Region "gang" since November 1995.

SOUTH QLD REGION

New Staff Members

Our newest recruit to the team is Peter Love. Peter joined us on November 27 as New Equipment Sales Manager. Welcome aboard Lovey.

Fire Drill



Who is the lovely lady at Sherwood who refused the opportunity to operate the fire extinguisher at the recent training session? Is it anything to do with the previous session when said lady forgot to hold the end of the hose and proceeded to drown the Fire Officer?

Oh, You can spray that again!

BUSINESS NEWS

We received from Tarong Coal a further order for an additional 3 Haulpak 630E 170 tonne Dump Trucks, which will increase the fleet to 7. The additional units recently arrived in Brisbane workshop for assembly

and customisation, with delivery anticipated late March/early April.

After some very hard work on the part of Peter Adams, we also received an order in December from Maroochy Shire Council for 1 x WA600-1 and 2 x 470-3's. The purchase of a WA600-1 by Maroochy is not the "norm" in so much as councils as a whole generally use smaller type machines. However, Maroochy have their own quarry at Nambour, hence the need for an upgrade from a large Hydraulic Face Shovel to the much larger Wheel Loader.

SOUTHERN REGION

New Employees

Campbellfield

Vicki Sharp	Reception/Admin.
John Silvester	W/Shop Sup. (from Gippsland)
Eve Gillard	Sales Secretary
Gary Meyer	Tech Supp.Supp. (Rockdrills)
Ron Russell	Res. Field Service
Michael Pitcher	Apprentice
Gareth Jones	Apprentice

South Australia

Maurice Shane	Res. Field Service (Mt. Gambier)
Robert Tomney	Workshop Fitter
Robert Dutton	Apprentice

Congratulations

Brian Morham - Field Serviceman NSK Melbourne and his wife Karen became the proud parents of twin boys on Friday 2 February, 1996. All well, we believe Brian is taking a two (2) weeks holiday!!!! To look after Karen and the boys!

Dave Field's a "Grandfather" - Grandson born on Christmas Day. *Congratulations Dave and Marilyn.. Notice the date - we always reckoned you were pretty important, Dave, but we didn't realise how much!*

- Editor

Graham Connor has been promoted to Product Support Representative.

Adam Russel and Dean Purchase were both promoted to Field Service.

CHRISTMAS PARTIES

As many locations had a fantastic time at their Christmas parties, we have gathered together several articles and photographs of interest.

HEAD OFFICE & FAIRFIELD BRANCH

Events for the year ended with our Children's Christmas Party held on site at Fairfield on 17 December.

With an assortment of amusement rides for the day (Dodgems - many front and rear end collisions, Looney Bin - plenty of "loonies", Cha-Cha - boy did it go!, Giant Slide - it was a long haul up but quick come down, Merry Go Round & Jumping Castle) and a fabulous smorgasbord lunch, ending with the arrival of Santa in his "custom-built" sleigh - all kids "big" and "small", "old" and "young", went home suitably exhausted.



▲ Santa Clause at Head Office Children's Party, 17 December.



▲ Mr. and Mrs. Hirano enjoying the Head Office Christmas Party at Oatlands House.



▲ Charlie Merhi and Allan Wakeford - in good spirits.



▲ Eli Letele and Geoff Deiler trip the light fantastic, under the watchful eye of Dave Field.

A big thank you to our Santa, our carpenter and caterer, and from all the feed back - Thank you to the Social Club Committee. It was a great day.

We had our formal Christmas party at Oatlands House, Dundas, once again. This is a very historical building which is now situated in the centre of a golf course - perhaps this is a good place, due to the noise generated by certain energetic dancers, from all departments!

WESTERN REGION

The Social Club held a Family Christmas Day on 10th December, 1995. The day consisted of heaps of activities including Merry-Go-Round, Bouncy Castle, Ferris Wheel, Shooting Gallery and Face Painting. The children were given presents by a real live Santa Clause (who looked remarkably similar to a guy in the Warranty Department) as well as lollies and balloons. Overall, it was a terrific day enjoyed by all.

The 1995 Social Club Christmas Function was held at Burswood Resort and was a thoroughly enjoyable evening. A lot of the "oldies" showed the younger ones how to boogie on the dance floor, whilst David Dinsdale (Sales) performed a lovely little sing-a-long for us all. Craig Dorman (Parts and Acting Social Club President)



▲ "Doc" Tripp in relaxation mode, celebrating the end of another busy year

lost his mind for a brief moment and thought he was Rocky - that or he's a really bad dancer! Murray Crommelin "lost" his shoes which were then auctioned off. \$120 was raised (which proves there are some really sick people out there) and the money was donated to the Good Samaritans.

NS Komatsu Perth would like to express their thanks to the Social Club committee for all of the Committees personal efforts which lead to a job well done during 1995.

SOUTH QLD REGION

Well with all the Christmas festivities over, it's back to work, albeit this is traditionally our quietest period of the year. However, in the lead up to Christmas we held our annual Staff BBQ and Children's Christmas Party at Dutton Park, Oxley on 3rd December. There was a bigger turnout (109 in total) than in previous years, which was great to see. As we always say, it's not just the little kids, it's for the big kids as well! Once again, all the children received a present from Santa with the able assistance of Santa's helper, alias Neil Spackman. Neil has become a very experienced Santa's helper over the last six years, but we are not going to encourage him to give up his day job - even if you are multi talented Neil, we need you on a day-to-day basis!



▲ South Queensland Branch's Children's Christmas Party.

On December 22 we held our breakup BBQ in the CCRC workshop. With the able assistance of one or two from the main office and workshop, we managed to put on a "gourmet's" delight. The Japanese engineers' who are working at Tarong Coal were invited to join us before they flew out to Japan the next morning to be with their families at Christmas. We are not sure if they had ever been to a BBQ before, but if not, it was probably an education for them - not your usual backyard type, as improvisation is definitely the key to a successful workshop BBQ.

SOUTHERN REGION

MELBOURNE

Our social Club, headed by Darren Attard and Edwina Fortuin, has yet again excelled. On Friday 22nd December, all members and their partners arrived at the Melbourne Hilton for a "night-to-be-remembered".

Upon arrival, we were greeted by the Victorian Children's Choir who entertained the guests with their delightful carolling. Our official photographer, Glen Facey, took some fantastic photographs throughout the evening. Glen, on behalf of NSK Social Club, please accept our sincere thanks for all your work on the night.



▲ Virginia and Peter Davidson in action on the dance floor.



▲ Lynn Curtis was the lucky winner - a trip for two to Sydney to see "Miss Saigon".

First prize, a trip to Sydney to see "Miss Saigon", airfares and accommodation for two, was won by Lynn Curtis of our Parts Department. We had people queuing at Lynn's table offering to "escort" her on her trip! Not satisfied with first prize, Lynn also won second prize, \$300.00 worth of car-detailing. Richard Eilers (another Parts staff member) won two (2) tickets to the Ford Australian Open.

As can be noted by the photographs everybody enjoyed this night out.

a truly magical, illusionist show by Russell Crow, and after the interval the "Deltones" who gave a true rendition of the 60's music, loud, toe tapping and exciting. A few of the party ventured onto the carpet area of the foyer to twist and shake.

The following lunchtime, the families gathered for the annual children's BBQ held in Thorndon Park, a venue favoured by many Social Clubs because of its rural setting. Although the day was cool and overcast we all enjoyed ourselves, especially the children who received presents from Father Christmas (who could not attend due to a prior engagement), via Robert Hudd adorned in red cap. Even Barbara was included this year with a present from Father Christmas - a white T shirt with St. Barbara's Day embroidered in red. She is saving it until December '96.



▲ Melbourne Branch people getting into the swing of things at the Hilton Hotel.

SOUTH AUSTRALIA

Adelaide staff and partners celebrated Christmas with a dinner at The Adelaide Festival Theatre in the Banquet Room. This was followed by entertainment,



▲ John Halantas appears to be somewhat surprised by Geoff Deller's attentiveness. Geoff gets around, doesn't he!



▲ Adelaide Branch staff outside the Adelaide Festival Theatre at their Christmas function.