

NS KOMATSU

Down To Earth

NS KOMATSU NEWSLETTER

MANAGING DIRECTOR'S MESSAGE

How Many Changes?

In last issue of "Down To Earth", I pointed out the basic function of our company and stressed the need for us to know our customers. Knowing our customers is the starting point of our activity.

Recently I have attended Parts Managers' and Service Managers' meetings and was pleased to see that we already have a lot of information and the ability to analyse this in many ways, such as parts availability by customer or by model, or claims analysis by customer or by model, etc. We have the basic information required for understanding of our customers' needs and we now need to convert these into new ideas and activities.

NS Komatsu is a developing organisation and change is the sign of our development or evolution. Our target in this change is to adapt ourselves and our operation to suit the

customer's business or way of thinking.

Based on our available information, we already can sufficiently develop new ideas. To do this, what we need is your initiative or will.

I would ask all of our employees not to do things just because it is our accustomed way, but to think positively about a new way and to try it. Action is very important and we want to try new ideas, keeping in mind our target of how to participate in our customer's business, or more simply, how to get our customers to smile.

Tom Hirano
Managing Director.

Who Is NS Komatsu?

Some of our people with long experience are listed here. (see Editor's Comments). If you need any help, why not contact one of these friendly people?

▼ "KOMATU" T40, as discovered in Australia in 1979 (Article on page 3).



Adelaide

Graham Davies 1966 Delivered
1st Komatsu machine.

Eric Glover 1969 Komatsu
& Wabco

Fairfield

Mark Mamo 15 yrs Komatsu
Terry English 25 yrs Komatsu
15 yrs Haulpak
Jim Wilson 13 yrs Komatsu
Albert Shields 12 yrs Office
WIP

North Queensland

Rod Pieper 20 yrs Komatsu
Robert Mays 20 yrs Komatsu
Lloyd Parker 16 yrs Komatsu
John Richards 14 yrs Komatsu
John Laidsaar 6 yrs Haulpak
Col Edwards 22 yrs Haulpak
Ian Tulk 14 yrs Komatsu
Kevin Munro 26 yrs Komatsu
& Haulpak
Dave Meyers 11 yrs Komatsu
Gary Cunningham 20 yrs Komatsu
Tony Hosking 10 yrs Komatsu
Phillip Woo 14 yrs Komatsu
Mike Teuwsen 12 yrs Haulpak
Steve Thompson 13 yrs Komatsu

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Editor's Comments

We have a new Regional Contact in North Queensland. Welcome to Kim Melham and many thanks to Leanne Sutton for your able support in the previous editions.

Previously we included various information in the "Who Is NS Komatsu?" article: where our Branches are, what products we sell, etc. This time, we thought it would be interesting and worthwhile to show that even though we are a young company, we nevertheless have a lot of people with many years' experience on the various products.

In fact, our initial research on this subject has shown such a wealth of experience, that we cannot list

everyone in one issue. Therefore, we will list some of the names and years of experience across the company and we will continue to do this in future issues, if the names keep coming in.

If you need assistance with any of our products, there is a very good chance that one of the people listed will be able to help you. If your name is not listed this time, please watch for future issues. If you have any particular skills or years of experience, please make sure your Regional Contact knows, so your name can appear, along with others.

- Editor.

Letters To The Editor

We have just received the new June issue of "Down to Earth". Congratulations to all concerned with a first class result. It was interesting to walk around the office & see everyone deeply immersed in the contents. WELL DONE!

Regards Peter Thrum.

Peter - Thanks for the bouquet. The whole team appreciates it.

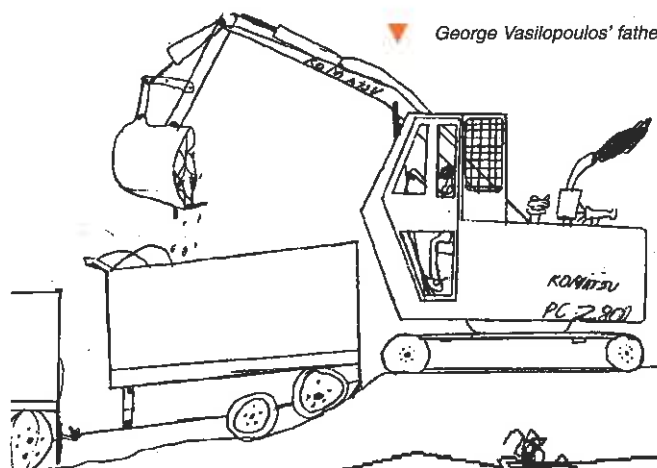
Dear Sir,

My dad is an earthmoving machine operator. At the moment my dad drives a Komatsu PC280. Because I like machines, my dad lets me go to work with him sometimes.

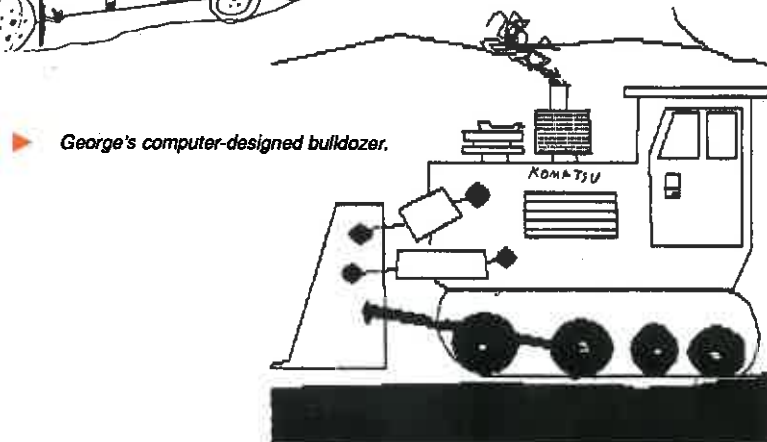
I have been trying to collect information, pictures or posters on Komatsu machines for a school project at Lalor North Primary School. I would be very grateful if you could send me some information, pictures and the history of Komatsu. I am sending you two pictures that I designed, one on computer and one by hand.

Yours sincerely,
George Vasilopoulos -10 years
(address supplied)

*George,
Congratulations on the beautiful pictures which you sent us. We are very pleased to print them, to share with all our readers. We hope you liked the information we sent you and found it useful for your school project.*



George Vasilopoulos' father's PC280



George's computer-designed bulldozer.

SPECIAL FEATURE
ARTICLE

"Komatsu" T40 Bulldozer

You may feel that Australia is a relatively new market for Komatsu. Certainly, the name has become very well known in recent years, following significant changes in the distribution of Komatsu products, and substantial increases in machine sales and market share.

Komatsu is not new in Australia. Graham Davies in our Adelaide Branch remembers preparing the very first Komatsu machine, introduced commercially, in August 1966. This was a D60A-3, serial no. 4126, delivered to Eudunda District Council, South Australia. At that time, bulldozers were introduced, and the range progressively expanded to include the wheel loaders, dump trucks, scrapers, graders and hydraulic excavators which NS Komatsu is selling now.

However, Komatsu goes even further back and Australia has played an interesting role in Komatsu's early history, as outlined in this article.

Komatsu first began in 1921, as a manufacturer of mining equipment. In order to expand its production of steel castings, Komatsu decided to produce tractors, which used a lot of steel castings, and in 1931, Komatsu's first tracked machine was produced. This was a 2-tonne agricultural tractor, later named the "G25".

It was then decided to make a "large" machine and a 4-tonne agricultural machine called "T40" was produced in 1935. This was used by the Ministry of Forestry and Agriculture in various places in Japan, for cultivating grass lands, snow removal, pulling trees up by the roots, etc. This machine attracted the attention of the Japanese Army and it was considered for use in towing cannons.

Later, tractors with gasoline engines were called "G" type tractors and those with diesel engines, "D" type. Thus started the current naming of Komatsu tracked machines. The T40 had a gasoline engine and following the new naming philosophy, also became known as the "G40".

In December 1942, The Japanese Imperial Navy ordered an earthmoving tractor, and because of time requirements, Komatsu decided to modify existing tractors by adding blades to them.

The first machine was produced in 50 days following round-the-clock operation and was completed in January 1943. This was the first bulldozer produced in Japan and its specifications were:

G(T)40

4 cycle, water cooled gasoline engine, (7.5l, 50ps/900RPM). Full length 3.76m. Operating weight 5.5 tonnes. With hydraulic blade raise & lower device. Blade width 1.8m.

Komatsu produced a total of 351 T40's during world War II. These were shipped to various places, but many were sunk while still on the transport ships and were lost. Only a few reached areas such as Papua New Guinea, the Philippines and other Pacific locations.

Following the war, a lot of captured equipment was dumped in the sea by US forces, as a means of disposal. At that time, no T40's were saved and they were all lost.

Years later, some of this equipment was considered to be a shipping hazard and an Australian scrap metal company tendered and won the rights to recover and dispose of it as scrap metal. One unit of T40 was amongst the recovered equipment and in spite of years of lying in the sea, was still in good appearance.

By good fortune, the scrap metal company decided not to destroy the T40, but instead sold it as a complete

machine. Two farmers, the Herp brothers of Wilberforce, just west of Sydney, bought it and with replacement of some electrical components and a change of oil, the machine was brought back to life. Some blade modifications, and the T40 entered its next phase of life, as a piece of working farm equipment.

It has the distinctive name "KOMATU" on the radiator guard, which prompted an inquiry to see if there was any relationship between "Komatsu" and "Komatsu". When Japanese characters are translated into English, sometimes the character for "TSU" is spelt "TU", but the pronunciation is the same. This explains the spelling difference, and the T40 is in fact a Komatsu machine.

In 1979, the owners contacted Mr. Peter White, the NSW State Manager of Wabco Distribution Australia, who were the Komatsu distributors. As you may imagine, Komatsu was very interested and the T40 was purchased and returned to Japan, to Komatsu's Awazu Plant, its original home. Awazu Plant completely restored the machine, returning it to its original specification. After a period at Komatsu's Head Office in Tokyo, it is now proudly on display at the Komatsu Training Institute, in Ohito, Izu, Japan.

The engineer who designed the original tractors and bulldozers is Mr. Fusao Yamamoto. Mr. Yamamoto is former Executive Managing Director of Komatsu Ltd. and former President of Komatsu Mec Corp. He is still alive, at the age of eighty.

▼ "KOMATU" T40 on display at Komatsu Training Institute, Izu, Japan.



Note: "Down To Earth" magazine acknowledges and wishes to thank the following people for assistance in the preparation of this article:

- Japan:** Mr. Fusao Yamamoto
Special Adviser
Komatsu Mec Corp.
Mr. Takehiko Takamatsu
Statutory Auditor
Komatsu Ltd.
- Australia:** Mr. Bert Robinson
Former Director & General
Manager
Wabco Distribution Aust.
Mr. Tony Holloway
Parts Department
NS Komatsu Head Office
Mr. Terry English
Field Service Supervisor
NS Komatsu Fairfield
Mr. Graham Davies
Parts Department
NS Komatsu Adelaide
Mr. Bob Taylor
Training & Technical Sect.
NS Komatsu Head Office

MARKETING DEPARTMENT ARTICLES

1st Quarter Results

The last month of the first quarter produced a record sales month for the company with 95 machines delivered, for a total sales value of over \$35M. This is the best result for new sales, both in numbers of machines and dollar value, since the incorporation of NS Komatsu in 1991. The first quarter results for the new financial year have also set a new record, with total sales of 217 machines at a sales value in excess of \$80M.

Some of the sales during this period were of particular significance:

- Total sales of 61 wheel loaders during the period, including 43 of the new DASH 3 loaders which were released in February. The introduction of these new loaders has been instrumental in increasing our market share in this product group to almost 20% on an annual basis, up from 15% at the end of December last year.
- Sales for the quarter of 114 hydraulic excavators which had us

running neck to neck with our major competitor for market share leadership in this product.

- The first sale of the new PC710SE-5 hydraulic excavator to Cooks Constructions in Melbourne. This model replaces the PC650SE-5 which has proved itself in many mining applications around Australia.
- Ten (10) crawler dozers were delivered in June:-

TD20G :	1
D65EX-12 :	1
D65PX-12 :	1
D155AX-3 :	3
D375A-2 :	3
D475A-2 :	1
- Since their release earlier this year a total of 5 FAI 898 back hoe loaders have been sold and this model has been well accepted in what probably is the most competitive sector in the whole market.
- A total of 7 Ingersoll-Rand rotary drills were delivered during the first four months of the new financial year including:

3xDM-H	BHP Iron Ore	Newman W.A
1xDM-M3	BHP Coal	Peak Downs NQ
1xDM-M3	Bulga Coal	Hunter Valley NSW
1xDM-L60	Leighton Cont.	W.A
1xDM-25SP	Leighton Cont.	W.A

Overall, a very good result for the first quarter of the new financial year. We all look forward to continuing good sales results to increase the population of Komatsu, Haulpak and Ingersoll-Rand product in the field.

Japan Trip

Colin Chamberlain, Merv Laing and Brian Thomasson recently hosted a group of Quarrying Company Managers on a fact finding visit to Japan.

The trip included visits to Komatsu factories and quarries in the Tokyo

region but for the Queensland contingent at least, the highlight was a visit to Kano Yama Quarry, worked by the Chichibu Mining Company.

Kano Yama Quarry is an 1100 meter high pinnacle of limestone which will eventually disappear completely. To date the mountain has been reduced 110m. Approximately 250,000 tonne of ore is mined each month.

The quarry face is accessed by a 3km long tunnel which climbs up inside the mountain. The finished product is then transported by conveyor, 22km to a cement making factory.

All visitors agreed the operation was spectacular but unique and would be unlikely to have an application in Australia.

Immediately upon arriving back at work in Australia, one of the Queensland participants was asked by his Company to make recommendations on how to handle rock from a proposed quarry on top of a very steep mountain.

His response is understood to have been "Funny you should ask me that".

A Sticky Solution

We have had a suggestion from Fairfield Workshop, to include a regular article providing solutions to problems experienced with adhesives, sealants and lubricants etc.

This is an excellent suggestion, but is beyond the scope of "Down To Earth" to include technical articles, due to space limitations.

The best place for this information is in NS Komatsu Service Bulletins.

If you have found a beautiful way to solve a problem and think your experience would help others, why not tell your supervisor and ask for a Service Bulletin to be prepared. This way, your knowledge and experience can be used to help your workmates. Thank you for the very helpful suggestion.



SPECIAL BRANCH
FEATUREBrisbane
Branch

In this issue of "DOWN TO EARTH", we are pleased to show our Brisbane Branch to the world. Brisbane is the headquarters of South Queensland Region, which services the area from Coffs Harbour in New South Wales to Gladstone, and west to the border.

This covers a broad customer base, mainly in quarrying, urban development, government authorities and general contractors. Mining is restricted to the Ipswich and Tarong coal fields.

South Queensland Region's General Manager, Graham Dickinson, shared the following thoughts with "Down to Earth" "We have seen considerable changes in our branch facilities. When trading as ANI Komatsu, we owned 17.5 acres sited on the engineering works, originally ANI

Brisbane
Branch main
office entry.



"There are 70 people employed on site, with 13 others located in field positions. We have always considered people our main asset and continually stress that first impressions are most important. Our attitude to the customer must always be positive. We encourage all our people to look at every situation from the other person's point of view.

"Our people are regarded highly throughout the rest of the company. Our Demonstrator/Trainer is often on

loan to other Regions, and several people have transferred to important positions elsewhere in the company. For example, our Service Manager to Perth, two of our Fitters to Kalgoorlie, a resident Serviceman to Cairns, and our Assistant Accountant to Head Office.

"There has been a gradual downturn in the market since last Christmas affecting three main areas, subdivision, housing and roadwork projects. Unfortunately we do not foresee improvement before the end of 1995. Following the recent State elections, there will be a need for government to reassess its priorities and promises/commitments. However, the south east corner of Queensland is still the fastest growing area in Australia and long term, our business prospects are good.



Used
Machine
yard and
Employees'
car park.

Brisbane Branch staff.

(L to R) Front Row - Michelle Creamer, Kathy Murchison, Pauline Armstrong, Jane Brimblecombe.
Back Row - Wendy Honour, Kerry Beattie, Robyn Duffy, Merle Hill, Allison Vining, Denise Hakowski, Linda Olsen.

Sargents. NS Komatsu decided to subdivide and in September 1993, we sold off 2/3 of the property to Evans Deakin Industries.

"We developed our new office area, in the original parts office location. By using some of the Parts Warehouse and Service Workshop, we gained a total office area of 966m². The Reception, Service Department, Parts Department and Training Centre are downstairs. Upstairs contains Sales and Marketing, Administration and Accounting Departments. As part of the redevelopment, we provided a new Employees' car park and upgraded the Used Equipment display yard.





▲ Darren Deschamp preparing a parts order.

"Because of the current market conditions, we need to strive hard to maintain sales, control our costs, and in working with customers as partners in their business, plus giving our customers added value from South Queensland Region in all transactions, whether New or Used Equipment Sales, Parts, or Service.

"I am very pleased with the whole team and by working smarter and harder, we will achieve our objectives."

Dash 3 Wheel Loader Release

In April, the South Queensland Region made a decision to withdraw its participation in the bi-annual Truck Machinery Show and concentrate our resources on the official release of the new Dash 3 Wheel Loader range.

The Region combined this release with an opportunity for our customers to visit and see our Sherwood premises, including the new office complex, completed early this year.

Special invitations were printed and approximately four hundred mailed out to our key owners, prospects and supporters. The objective was to inform and entertain two hundred and fifty clients and partners. The official count on the night was two hundred and fifty six clients and partners.



▲ Dash 3 Wheel Loader release evening at Brisbane Branch.

Bay 2 in the main workshop was transformed into a carpeted "Wonder World" with full carpeting, rain forest, waterfalls and a special contrast of multi-coloured lighting.

Upon arrival, our guests were met by five hostesses to assist with the car parking and be directed to our decorated foyer.

A walk through the office led our guests to the Training Room, where the ladies received a rose, and they then stepped into the "Wonder World".

Seating for all at "candelabra" decorated tables, a singing duo, specialist M.C., giant rear projection screen and

hot and cold smorgasbord ensured that all attending were made to feel comfortable and welcome.

Our guests were initially greeted by Regional Manager, Graham Dickinson, and our Managing Director, Mr Soyao Hirano officially launched the Dash 3 Range, with an address to the group, an invitation to watch the specially edited video and then to view the actual Dash 3.

To the music of Beethoven, giant black curtains parted and the full range of loaders was revealed one by one, through the excitement of smoke bombs, laser lights and special effects created by our producer, Bojo Entertainments.



Finally, our Senior Demonstrator, Peter Dickson drove the WA380-3 through the spectacle, dropping a full bucket load of coloured balloons towards our audience, surrounded by the other loaders operated by our lovely hostesses.

Special thanks to all Regional Staff for their tremendous support and enthusiasm and to Mr Hirano and our other guests from Head Office who came up to Brisbane to assist in this unique release.

▲ Anthony Warton working on a WA600, to be sent to Perth Branch.

Fourth Haulpak Giant for Tarong

Early in July, Brisbane Branch handed over a new Haulpak 630E, 170 tonne capacity dump truck to Tarong Coal Mine approximately 200km north-west of Brisbane.

Tarong Coal strip about 17M tonnes of overburden each year to produce 6M tonnes of coal for the exclusive use of Tarong Power Station, which provides 40% of Queensland's power.

The new truck joins three 630E haulers which Tarong purchased approx. 2 years ago. There is also a 685E at the site, on hire. All are being used to transport overburden and interburden at the mine.

This was the first Haulpak truck assembled by NS Komatsu Brisbane Branch and the mine staff have commended us on the presentation of the unit at delivery.

Those involved in assembly at Sherwood were Trevor Jackson and Anthony Warton with very practical supervision from Brad Lynch. Peter Clark, Ken MacDonald, Trevor Jackson and Brad Lynch accompanied the truck on its two day journey to the mine site.

Special thanks to Graeme Weatherly of Haulpak and our own Gerry Wells

for technical assistance during the assembly and start up.

Now that this new truck is producing, all our efforts are directed at ensuring Haulpak trucks are the most suitable for Tarong's coal hauling requirements, replacing Cat haulers.

We should know within the next month.

A Birthday Surprise

A 50th Birthday needs to be celebrated. It was with this in mind that the Brisbane Branch Sales Division and a couple of helpers headed off to a surprise birthday party for Sales Administrator Ron Coldrey who turned 50 on 21 June.

What better place to help Ron to relieve childhood memories than McDonald's Family Restaurant. The brief to McDonald's was that it was to be a normal children's birthday party, but with "big" food.

It was a sight to be seen - 10 grown ups with party hats on, playing games such as who could chew their McDonald's cookie the fastest, pass the parcel and trying to find the biggest French Fry. In the middle of chewing on his Big Mac, Peter Thrum was busy making a business call on the mobile. We even went on a restaurant tour whilst pretending to be a choo choo train. This was made a little more complicated as it was

school holidays and the restaurant was extremely busy.

Having survived the meal and the traditional ice cream cake, Ron thought the worst was over. Wrong! At this stage Ron's playfriends took him to the playground, where he had to endure being mugged by a four year old who didn't want to share the slippery slide with big kids.

At least you could say it will be a birthday that will be remembered for a long time to come.

Picture left hand side row:

Pauline Armstrong (grrr...)
Ron Coldrey (Birthday Boy)
Dennis (Spud) Murphy
Len Lissette
Peter Thrum

Picture right hand side row:

Robyn Duffy
Greg Osborne[†]
Neil Spackman (playing peek a boo)
Brian Thommasson
Peter Dickson

June was a busy month - we also celebrated another 50th birthday on 29 June - Richard Charlton, Parts Product Support. After the staff helped him eat his Dinosaur cake at morning tea, Richard became conspicuous by his absence at lunch time. Methinks he must have heard on the grapevine about the McDonald's party a few days earlier and didn't intend there to be a second.

Celebrity Guessing Game - Who am I ?

I am tall (Approx 6'3").
I have a distinguishable Hair Style.
I have heaps of Earthmoving experience (Did I tell you about my time with Volvo).
I don't like sauce on my hamburger.
I come to work because my wife doesn't like me under her feet, neither do my three daughters.
People follow me out of idle curiosity.
'Oops nearly forgot the 'Give away Clue' - I was such and such young on April the 15th.

Correct answer will be given in the next issue



▲ Ron Coldrey's birthday party at McDonald's

SPECIAL PEOPLE

Peter Pledger

My position is Parts Interpreter. We have about a dozen people in our Parts Department, where I have worked for over 9 years and we all work as a team. My job function is to sell parts and to meet



Peter Pledger

the Customer's needs. This includes talking to the Customer at the parts counter or on the telephone, quite often to help interpret which parts are needed and sometimes even to identify which machine model it is. I prepare work sheets which are then processed and the parts are picked from the store and either handed over, or despatched. We work smoothly and the whole process only usually takes 15-20 minutes. As I am the longest serving person, some of the larger Customers tend to ask for me as I may have a better knowledge of their needs. Where possible I help the other Parts Interpreters with their difficult questions.

I like my job, because I see it as a challenge. I treat the Customers as I would like to be treated and find I can talk to them in their own language. Some are more like friends than Customers, and I value their friendship.

I started in 1984 and since then have seen many changes. Initially, parts availability was often not good. Sometimes we still have availability problems, but this is improving. There is only one direction for NS Komatsu and that is ahead. The product is good and so are the

people and their knowledge. The feeling in Brisbane now is very good and that is because we are all in one building, as one team.

I live at Mt. Gravatt, about 20 minutes from work in a comfortable house, with my "better half", Shirley (many agree). We have about 3/4 finished building a house in the hills about 2 hours from Brisbane, which will become a weekender and retirement home for us.

I enjoy the outdoors, fishing and touring around. Sometimes staying at caravan parks or if the budget allows, motels. I'm a bit of a car buff and enjoy the Group A and Super Tourers, mainly watching on TV, as I never seem to get the time to go and watch them.

To all the Receptionists - I greet with "Hi there, it's Smooth Pierre". You now know who I am.

Regards to all, from Peter Pledger, NS Komatsu Brisbane.

Peter Dickson.



Peter Dickson

I am South Queensland Region's Demonstrator/ Trainer, part of the Sales Department team. I have been employed by the company for 10 years, with my anniversary on 15 August.

My job involves demonstrating machines to Customers or potential Customers. This calls for experience based on actual operation, to present the machines in their best light. I was previously employed as Earthworks Supervisor on the Brisbane Airport construction project and before that, I was a Demonstrator for ISAS, so my background enables me to demonstrate our machines with confidence.

I also provide training to Customers and Operators, mainly on safe and correct machine operation and maintenance. This includes preparation of our own training videos, together with materials provided by Komatsu. If a Customer has any problem relating to the application of the machine, I am able to assist, perhaps by advising a more suitable machine or attachment for that application.

In my job, I get to see what technical advances have been introduced in new models when they are released, which is very interesting. I enjoy meeting people I come into contact with and I am familiar with people in bodies such as local councils, from Operators to Engineers. I also enjoy the travel involved in my job, all over South Queensland and to North Queensland for major Customers such as CSR and Boral. 7 years ago I visited Vanuatu to install machines, originally sold direct from Japan. Following our support from Brisbane, the Customer turned to us for the next machine.

NS Komatsu now has a much simpler and clearer structure since the various companies were taken over by Komatsu and Nittetsu Shoji. I believe that we have just scratched the surface in our potential for the future. The Company is obviously committed to the products we sell. Now that we have introduced US and European made products in addition to Japanese, the Company is more diverse. The reputation of Komatsu is very strong, up with the best. Our product support from Brisbane is very good, for example with two Product Support Representatives on the road and our Customers are generally happy.

One of my interests outside of work is restoring 1950-60's British motor cycles. I have finished two, one of which I have sold. This is a long job taking about 12 months, but can last up to three years. With this hobby I am also a member of the British Singles Club (single cylinder, not single people). I developed the interest in British motor cycles having ridden them when younger. In 1991 I visited the UK and Europe for a holiday and also to gain more information on the motor cycles, as well as searching for parts.

Another interest is crewing on yachts, competing in races at Mooloolaba and Manly. These yachts range from 22 - 40 ft taking 6 crew, or more in rough weather.

I live in a unit at Clayfield which is about half an hour to work, although I quite often go directly to Customers' job sites, depending on my job requirements.

Jane Brimblecombe

My position is South Queensland Region's Assistant Accountant, which I have held for almost 2 years. My job involves the preparation of monthly trading statements and balance sheets, as well as various financial and statistical management reports. I have a Bachelor of Business and "Certified Practising Accountant" membership qualifications with the Australian Society of C.P.A's. I work as a part of the Accounts Department Team with Jon Wiley - State Accountant, Michelle Creamer -

Credit Controller, Kathy Murchison - Payroll Supervisor and Denise Hakowski and Merle Hill - Accounts Payable. The Accounts Department also administers various functions for the North Queensland Region and works closely with that Region's Assistant Accountant Pauline Hyde.



Jane Brimblecombe

One of the things that I find most interesting about my job is the industry in which NS Komatsu operates. We have to keep track of a multitude of parts, assembled machines and service work in progress. My window overlooks the workshop so I have a fair idea of daily happenings. I authorise the release of sold machines so I am interested to identify the machines and watch their comings and goings. It was an exciting experience recently to watch the progress of the 630E Haulpak Truck assembly for Tarong Coal. Fully assembled it was an awesome machine and I would have loved to have taken it for a drive!

The thing that I have noticed about the people who work for NS Komatsu is that they have pride in both their work and their company. This attitude has created a happy and friendly work environment with everyone eager to meet the challenges of their jobs.

Recently we had a Customer release of new model wheel loaders which was a great success with a very good response from Customers. There were around 250 people in total, indicating the successful place NS Komatsu has in the market. We place great importance in providing our Customers with the best service and we recently held a Customer Service Training session, attended by staff from all departments who provide support directly to Customers.

My husband and I live in an old 1920's "Queenslander" close to the city. We

completed major renovations this year including a rear deck, new bathroom and polished timber floors. I have a rose and cottage garden at the front of our house which gives me great pleasure and I love having bunches of home grown roses around the house.

I am a "Bushie" at heart with my parents owning a beef cattle property west of Gympie, which is 3 hours away from Brisbane and my husband's family owning a vegetable and hay farm 1 hour away. We frequently escape city life on the weekends to enjoy the country lifestyle. I love horse riding, mustering cattle and working outdoors. We have two pets, "Gus" the River Perch who now swims alone in the fish tank because he ate all the other fish and "Gordon" Ghekkos who roam the walls freely at night devouring moths by the dozens.

Greg Osborne

My job is Diesel Fitter, in the Service Department and I have worked for NS Komatsu for 3 years. I work in the Assembly Section, assembling new machines and repairing and servicing used equipment ready for sale. Whenever the Leading Hand is away or occupied, I take over, with about eight people in our Section. Recently I acted as Leading Hand for 3 1/2 months, looking after everything else in the Section, while Tarong's 630E was built. When we have a busy period, we need to work a lot of overtime to make sure the required delivery dates are achieved. Customers come in occasionally to see their machine

being prepared, but mostly we don't see the Customer. We rely on written specifications in the work order to know how to prepare the machine. We often have to fit special items or options and if any are unique or peculiar, we will photograph it and prepare templates, which are kept in the store. In this way, we know exactly how to do the same job next time.



Greg Osborne

What I enjoy most about my job, is the fact that when the machine comes in, it is incomplete or dirty and damaged from previous use or off the wharf and through our efforts we clean up the machine and prepare it to the Customer's specification. When it goes out, it is on time and in a condition to make the Customer happy. I take a lot of pride in my work and I want to make sure that the machine leaves our place in the condition which I would like to receive it myself. First impressions are important and the machine must look good, for the Customer.

I believe that NS Komatsu is an excellent Company, compared with others for whom I have worked in the past. All our different Departments work together, for the same goals. Everything is professionally done and nothing is left to chance. Komatsu is a very good product and we provide very good support, with well organised Product Support Representatives and Field Service People. Obviously NS Komatsu plans to stay in business for a long time.

I am married, with my wife Dianna, 2 sons Shane 7 and Christopher 5 and step daughter Sheree 26. I used to compete in motor racing and rallies before getting married and nowadays I enjoy watching sport and the news on TV. Dianna plays squash and I have the job of babysitting.

We built a new house 18 months ago in Ferny Hills, about 20-25 minutes from work. We have planted lots of trees and are busy developing the garden. I usually work half a day on Saturdays and after work, the garden and spending time with the boys, so my weekend usually finishes very quickly.

We have two cats, inherited from my step daughter. One is black and white and the other is a tabby colour. They are good friends and get on very well with the boys.

PARTS DEPARTMENT ARTICLES

Terminology - What's To Come?

For some years we have now become accustomed to the never ending development of new terminology in the computer industry. We have often accused that sector of creating new terms just to protect their jobs, a little like the old secret societies of days gone by.

You know the terms and phrases we hear... Networking, VDU, Bubblejet, PC, Laserprinter, Dot matrix etc.....

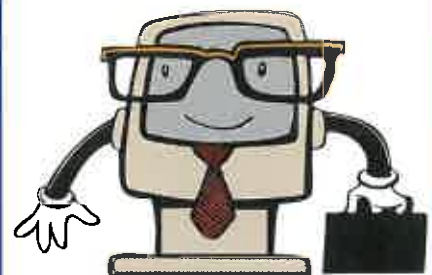
We believe it or not most other departments also created terminology of their own. Time has washed away the memories, but just to keep you "in the picture" how about ... "downtime"

as it applies to machines not operating, or "flexitime" as applied to working hours, or even "superannuation" ...now there's an emotive word. Its for sure that none of these words were in the Oxford dictionary 50 years ago.

New words can easily be created in English and are being created every day, and a large part of our speech is made up of terms we have formed for ourselves out of old and familiar material.

One of the simplest ways of making a word is to join two or more separate terms to make a third. This was very common amongst the Greeks but rare in classic Latin or French languages. In German almost any words can be joined together to make a new word and often a very long word is the result. In English for example the two words rail and way were combined to make "railway", whilst steam and boat resulted in "steam-boat". It goes on with rainfall, gold-field, and so on.

So don't blame the computer folk for the shortcut words derived for that industry. It's just that we are hearing these terms as the industry grows but in time they will be an everyday part of our life and future generations will be developing new words and terminologies as they soar through space in a "timewarp" up into the "milky-way" in their "spaceships".....



Among the many living forms of human speech and those countless tongues which have arisen and perished in the past, the English language, which has now spread over so large a portion of the world, is as humble and obscure in its origin as any other.

The growing new terminology will continue to develop along with a new array of words and soon "Mechatronics", and "Hydraumind", will all be absorbed in to the abyss of the Thesaurus and whatever dictionary is current in the millenniums to come.

- Graeme Reid

SERVICE DEPARTMENT ARTICLES

Advanced Technic Contest

Nineteen of NS Komatsu's finest Field and Workshop Service Technicians recently converged on Fairfield for the finals of the 1995 Advanced Technic Contest.

Held on the 28th and 29th June, the finals were conducted in two categories, Hydraulic Excavator Dash 5 series and Dash 6 series. The nineteen finalists were determined through the results of a theory examination that was held in each Region two months earlier. Two representatives for each category from each Region won through for a place in the finals.

The finalists from each region were:

DASH 5

Nth Qld -	Phillip Mann (Mackay) Paul McMartin (Mackay)
Sth Qld -	Darren Fraser (Brisbane) Scott Randle (Brisbane)
Cent Reg -	Mark Ward (Fairfield) Steve Bowling (Fairfield)
Sth Reg -	Ross Nicol (Adelaide) Kieran Sheridan (Melbourne)
West Reg -	Karl Heald (Kalgoorlie) Chris Luke (Perth)

DASH 6

Nth Qld -	Kevin Beckett (Mackay) Terry Dyke (Mackay)
Sth Qld -	Michael Turk (Brisbane) Paul Humphrey (Brisbane)
Cent Reg -	Shaun Watts (Fairfield) Darryl McMullen (Fairfield)

Sth Reg -	Kevin Twisleton (Melbourne) Trevor Dowling (Adelaide)
West Reg -	Andrew Boreham (Perth)

Each finalist was allotted 60 minutes to diagnose and repair two faults that had been built into the machines and a further 10 minutes to compete a field service report.

Judging was based on the contestant's ability to follow correct troubleshooting procedures, problem solving, work habits and customer relations.

This year's finals provided a tense and closely fought competition in both categories, with nerves playing a large part. This was reflected in the final results with just 2.5 points separating first and second places in the Dash 6 category.

The results announced at the Presentation Dinner held at the Park Royal Hotel, Parramatta by Managing Director, Mr Tom Hirano were as follows:

DASH 6

1st Place	Shaun Watts (Fairfield)
2nd Place	Kevin Twisleton (Melbourne)
3rd Place	Michael Turk (Brisbane)

DASH 5

1st Place	Ross Nicol (Adelaide)
2nd Place	Mark Ward (Fairfield)
3rd Place	Darren Fraser (Brisbane)

As the winner of the Dash 6 category, Shaun Watts earned a place in the International Advanced Technic Contest, to be held at the Komatsu training Institute of Atami, Japan in October this year, with the opportunity to visit several Komatsu manufacturing plants in Japan. Shaun will be accompanied by Ross Nicol who as the winner of the Dash 5 category will attend the contest as an observer.

Both second placegetters, Kevin Twisleton and Mark Ward received prizes of travel to the value of \$1000.00 each, and 3rd placegetters Michael Turk and Darren Fraser will enjoy using new tooling of their choice to the value of \$500.00 each.

Congratulations go to all those who competed and while not among the winners I am sure they will all agree that they had a thoroughly enjoyable experience.

A special mention to those people who acted as judges

Steve Green	Mackay
Chris Daly	Head Office
Geoff Heather	Mt Thorley
Geoff Deller	Head Office
Barry Potter	Head Office

Thanks also to special organisers Jeff Warton and Dave Field and to guest "operators" Ike Murata and Chris Wilks, and to others who assisted and ensured that the contest was the success that it was.

NS Komatsu around Australia will wish Shaun Watts all the best as he represents us in Japan.



Shaun Watts receiving the Winner's Trophy from Managing Director Tom Hirano.




Automation the way to go

During a recent visit to Komatsu factories in Japan I noticed the significant investment by Komatsu in Robots for machine production. Robots designed & manufactured by Komatsu were found in all production plants around the country.

If a Robot can do the work of three employees then it is feasible to install the Robot. The excavator plant in

The Komatsu main frame computer control system enables spare parts and components to be manufactured at various locations and transported to the machine assembly plant. They arrive just in time for the scheduled assembly of a particular serialised machine. The exact location and manufacturing status of any part required for a new machine assembly can be tracked from time of order through to the new machine assembly line.

- Rob Wilson.

 A robot at work in the Hydraulic Excavator plant.



Osaka was well endowed with Robots and other computer controlled equipment, made evident by the capable production of one 20 ton excavator every twelve minutes. The assembly line process is finely tuned with computer controlled equipment performing lifting & turning functions of the track frames, roller installation, greasing of the swing gear, & picking and delivering parts to the assembly line.

Not limited to the assembly process, Robots perform other functions. In the Oyama plant I witnessed a truck laden with spare parts being unloaded by a Robot. During unloading, the Robot bar-coded the parts and placed them onto a conveyor. The parts then moved on to an unmanned delivery cart which drove off to the spare parts storage rack. The parts were unloaded onto another conveyor which delivered them to a parts picker and stacked the parts in binning some 50 feet high. When the parts are required for assembly, the process works in reverse. Not one person touches the parts during the entire operation.

Focus on S.A. Service Department

For this issue of "Down To Earth" I would like to introduce readers to the South Australian Service Operation and Network.

We are now operating our Adelaide Branch from our new address of Cavan Road, Dry Creek. This facility was purpose built by J.I. Case in the late 1970's. It has extensive office and yard space, with a workshop which is well lit. It has an overhead crane, covered wash bay and a paint shop.

We currently employ seven Mechanics (two who are for Field Service), a 3rd year Apprentice, Supervisor, Technical Representative, Workshop Clerk and a Service Manager. Our work mainly consists of general repairs, major overhauls

and new assemblies. Early this year we hired a Resident Mechanic for the Mount Gambier area, which is in the South East of the State, where many Komatsu machines are in operation (mainly forestry and associated work).

Our other Branch is in the B.H.P. complex at Whyalla, where two Resident Mechanics are employed to look after four B.H.P. owned WA500 fork loaders, on which we have a total maintenance contract. These units are just over six years old and have clocked in excess of 32,000 hours. We also have a back-up WA500 for hire, as well as two mini excavators on lease in the B.H.P. blast furnace operations. We are also looking after some Kalmar specialised forks for Prolift Toyota (five) and are currently taking delivery of nearly twenty Komatsu forklifts (3-4 tonne) which T.N.T. Komatsu are putting into the B.H.P. operations.

This Branch is also home base for our North Western Resident Field Service Mechanic, who covers a vast area from the W.A. border to the Northern Territory border. He is also looking after nine HD785-3 dump trucks owned by B.H.P. at their iron ore mines at Iron Knob and Iron Duke. These units have SMR's ranging up to 17,000 hours.

All Residents and Branches are controlled from the Adelaide Branch. I hope this gives readers a key-hole picture of the South Australian Service Operations.

- Eric Glover.

Thoughts To Ponder

- People really don't care how much you know, until they know how much you care!
- Blowing out someone else's candle will not make yours shine any brighter.
- If you are tired of the rat race, stop associating with rats!
- Say... does acupuncture cure "windbags"?....
- Can't the airline industry understand that we want airports that we can get to in five minutes but we don't want the aircraft flying over our house?
- How can there be such a difference between a "day off" and an "off day"?

- Graeme Reid

Donation Of PC05-7

Sydney Branch and Head Office jointly donated one PC05-7 Hydraulic Excavator in May, to Sydney University.

This machine will be extensively modified by the Department of Mechanical and Mechatronic Engineering, to be remote controlled and capable of computerised automation.

The project shall be in place for a number of years, assisting in the development of future Engineering professionals.

NS Komatsu is proud to be involved in this type of technology development.

Training in Adelaide

Back in 1989 I went to the old Branch in Gepps Cross to conduct my first service school in South Australia. I was unaware that the venue was to be a ten foot square portable office containing a large desk, five chairs, two filing cabinets, five students, one overhead projector, one screen and a television set. Although it was winter, heating was not required (I was not the heat generator!) All of this was located centrally in the workshop, but we survived and the students learnt, how, I don't know.

To return to the new S.A. Dry Creek Branch and find myself having access to a dedicated "training room", albeit with furnishings "on the way", really got me hopping. In four days, the staff were subjected to non-stop training, covering the Dash 6 Excavator, Induction for our new guys, and Customer Relations training for all of the staff (remember the boot polish - I'm coming back).

Robert Hudd is as excited about the wonderful new facility and intends to utilise it as a tool to improve their performance and image and for expanding the market share in the State.

- Dave Field

Do You Recognize These Lovely Legs?

This photo is about fifteen years old, not so sure about the legs! One of our sporting types in Head Office Parts Department may be able to recall those heady days at Wabco Australia, when business was so good, people even had time to play touch footy!

If you have any interesting old photos of people, machines or anything from the "good old days", why not send them in and we will be happy to print them in future issues of "Down To Earth".



▼ "Lovely Legs" Tony Holloway, standing on the right.



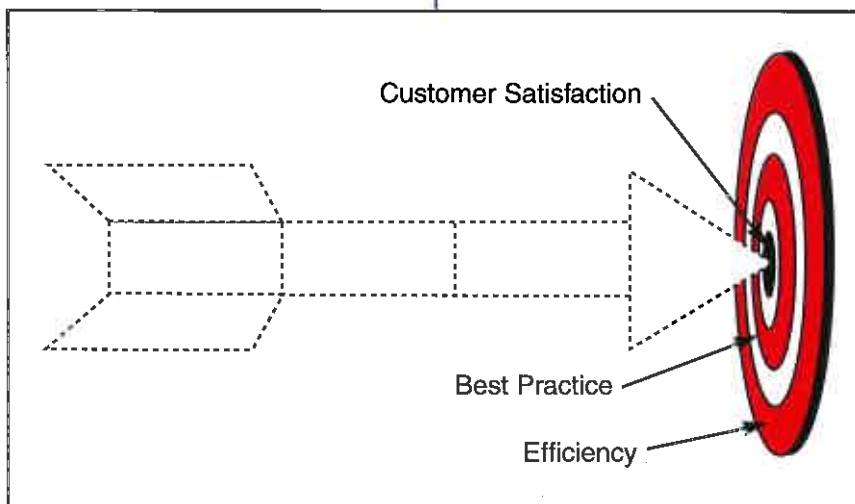
▲ Dave "Call A Spade A Spade" Field, conducting training session in Adelaide.

NS Komatsu Quality Arrow

The NS Komatsu Quality Arrow will be the focus of our articles on Quality in this and future issues of "Down To Earth". Starting with the Target, as is shown in the diagram, we will explain the various components of the NS Komatsu Quality Arrow and will gradually build our diagram.

Best Practice is identifying the best and most effective way to do any task. Often there are many ways to perform a particular task, but just as often, there is one best way. The most successful companies are those that implement and operate under "Best Practice" principles.

- Carl Pemberton.



The long term success of any business rests almost entirely on understanding and satisfying Customer needs better than the competition. You can never be successful in business unless you understand and satisfy the Customer's needs.

Just having a good product is not enough. In order to be successful themselves, our Customers are looking for suppliers who give them the best value and especially excellent service in all areas. We need to respond to our Customer's needs in a proactive way, so that doing business with NS Komatsu makes their job easier and we become an integral part of their business and they see us as contributing to their success.

The needs of the Customer determine what is most important, and therefore the most valuable. Customer satisfaction is a combination of both costs and benefits. The supplier with the greatest difference between benefit and cost provides the greatest value and will win every time.

We can all contribute to improving the value we give to Customers by being efficient in our work. Irrespective of the job we do, being efficient helps make us more competitive.

Saying It With Signs

As we are all aware, we need a safe workplace. The use of safety signs is one of many ways to ensure that a safe system is in operation.

- A sign is designed to:
- Prevent accidents.
- Identify any health hazards.
- Provide the location of safety and fire protection equipment.
- Provide guidance and emergency instruction in emergency procedures.

All signs are to be designed and constructed in accordance with Australian Standard AS1319-1983.

A comprehensive range of signs is available in various sizes and materials, from metallic to adhesive stickers and should be utilised throughout the workplace. If not, speak to your OH&S Representative.

The selection of location for signs is important, with the signs being readable and clearly visible. The following

are guidelines on how to correctly position the safety signs:

Visibility

- This will be increased if there is a contrast between the sign and the background.
- Do not place the sign in a position where it could be obscured by stacked material or other equipment.
- If signs are not clearly visible, then spotlighting, self illumination or the use of reflective materials must be considered.
- Signs that detail prohibited, hazardous or danger areas must be sighted in relation to the particular hazard, to allow anyone ample time after first viewing the sign, to heed its warning.

Height

Just above eye level is best.

Moveable Objects

Signs should not be placed on moveable objects.

Numbers

Care should be taken to ensure that the number of signs used does not cause conflicting messages, information or visual perception.

Maintenance

To remain effective, signs must be in good condition, kept clean and well illuminated.

- Dave Field.



7th Komatsu Golf Classic

On 22 June, the traditional Komatsu Golf Classic was held at Muswellbrook Golf Club. This is the biggest and most famous golfing event in NS Komatsu's calendar, having been held each year since 1989, started by ANI Komatsu.

About 140 players including special guest Mr. T. Suketomo (Komatsu Mec President) from Japan joined the day, for team, individual, sponsor and free entry categories. The day provided good weather, BBQ and many stubbies.

Most keen golfers from mining companies took annual leave to join this event, as well as several non-mining people, i.e. police, electrician, optometrist and golf pro.

This event will become one of the biggest golf competitions in the Hunter region as well as one of NS Komatsu's biggest activities in the Hunter Valley.

The team winners received a silver Komatsu Golf Classic cup as a perpetual trophy, and individual prizes. Many prizes were presented to players, having been donated by Bridgestone and other sponsors.

The team winner was Hunter Valley Mine, who were also the winner in 1991. The individual winner was G. Eyb of R.W. Miller with 41 points (handicap 13)

Next year's event will again be held in mid-June.

- Ike Murata

▼ *Managing Director Tom Hirano, presenting the Individual Winner's Trophy to Mr. G. Eyb of R.W. Miller.*



Staff News

SOUTHERN REGION

MELBOURNE

Bob Jones is our new Corporate Accounts Manager and has settled into this role with remarkable ease. We are a little concerned about the story we heard of him "misplacing" his tie on the tour of Central Deborah Gold Mine!

Craig Hahnel has joined the Sales Department in the role of Sales Support and Shayne Morrall is our new Sales Representative for the Metro-East area.

ADELAIDE

Daryl Bennett has taken up the position of Service Manager - South Australia. Daryl, his wife Julie and the two boys now have the job of house-hunting. Good luck Daryl.

GIPPSLAND

Congratulations to Bob Reid for taking out the National Championship in the 4.2 litre class, after only eighteen months racing with the Glenmaggie and District Speedboat Club. His wife Janette said that "Someone gave him a drive one day and he came home and said 'I want a boat'".

Bob said, "We haven't got the fastest boat, but we have a reliable one that always finishes." It reaches speeds of approximately 120 km/h.

Congratulations, Bob!

HEAD OFFICE AND FAIRFIELD BRANCH

Unfortunately we said goodbye to Evan Morrison, our Operations Manager on 14th July. An enjoyable farewell night was held for him at the Hong Kong Palace Restaurant at Liverpool the following Friday night.

Birthday list:

Ike Murata	17 June
Jerry VanDerKolk "Big 50"	22 June
Kent Yoshimura	25 June
Loretta Bannister	3 July

Efi Letele	12 July
Tony Wafer	21 July
Keiko Fujiwara	22 Aug

Happy Birthday to Val Wilcox. Life begins at 40 so they say. Depending on your attitude, it's either all downhill or all uphill from now on.

Nicole Malvern's new house is finished and she and Jason are busily setting things up.

New Staff Members:

Welcome Margaret Fittler, our new Sales Secretary.

Congratulations:

Engagement Julie Hayes 24 June.

Congratulations to Ian MacCowan for promotion to Operations Manager, Sydney Branch.

Proud Grandma, Maureen Clarke has a baby granddaughter with the delightful name of Dakoda. Ask her to show you the photos.

Social Club Activities

Rosehill Race Day

On 29th July a group of 50 members and guests attended the Rosehill Races. Val (Susan Renouf) Wilcox was a successful punter thanks to tips from one of her contacts at R.W. Millers. Even though the rest of us "did our dough" it was a great day. Food and drink were plentiful and the amenities and view from our private suite were excellent.

Beauty and the Beast on Ice

A group of about thirty people attended the production of "Beauty and the Beast on Ice" on 9th July.

The show started at 4.00pm and lasted approximately two hours with all children and especially parents enjoying it thoroughly. The production was colourful, the costumes were outstanding as only a Disney production could be. We look forward to seeing Disney on Ice in '96.

Indoor Cricket (by Allan Wakeford)

Sydney Branch sponsored two Indoor Cricket Teams in the just completed season with a fairly good result, considering the fact this was their inaugural season. The comp. was played at Wetherill Park Indoor Cricket Centre. The teams were graded "C" Grade and "D" Grade.

Team Komatsu played in the "C" Grade competition in which they finished a creditable fourth place. The team consisted of Komatsu

employees with one exception, Dave Ward. The other team members were Mark Ward (Captain), Allan Wakeford (Vice Captain), Danial Gallagher, Steve Bowling, Shaun Watts, Steve Rogers, Bruce Beveridge, Jim Alcorn, Andrew Hoppet and Charlie "Achmed" Merhi.

The other team was the Komatsu Diggers and after a slow start to the season they hit their straps with three wins on the trot. The team was actually all shouted at the bar after their first win because the Management of the Indoor Centre did not think they would win a game.

The "D" Grade Competition was split into two divisions and the Diggers finished in fourth place in their division. The team members were John Kniepp, Matthew Watton, Wayne Williamson, Gavin Stewart, Les Green, Matthew Buttigieg, Andrew Alcorn and a few outsiders including Ian "The Pipeman" Griffin.

We will give it another try in the new season and with improvement could possibly win the competition.

NORTH QUEENSLAND

Congratulations to these new employees in Mackay:

Janine Durrant, Permanent Parts Clerk.

Madonna Heathcote, Casual Parts Clerk, to replace Janine.

Geoff Cummings, Casual Storeman

Andrew Galea, Jason Sternagel and Vaughan Brown, Workshop Staff.

In Townsville:

Helen Porter, Receptionist/Service & Parts Clerk

Joel Wales, Field Service Fitter.

Graham Moohin has resigned as Service Manager, to pursue his interest in Sales. After he returns from a two week holiday participating in the Variety Club Bash, he will join the Sales Department as Major Accounts Manager in the North Queensland Region.

Total Quality Service Program

North Queensland Region has embarked upon a TOTAL QUALITY SERVICE PROGRAM. This is a continuous improvement, customer focused concept. The aim of the TQS Program is to improve customer service through implementation of various principles and actions to ensure that customer expectations are **exceeded**. Rewards will be given out

regularly to staff members who exceed customer expectations. Kris Chambers, our Receptionist, received the first reward for her ability to answer calls within three rings. Congratulations Kris and keep up the good work.

Total Quality Service Slogan

A competition was held for a slogan for our TQS Program. Many entries were received and it was a tough decision for the winning entry. Finally it was decided to go with a more customer orientated slogan than an industrial one.

The winning entry was from: David Meyers, with "Quality and Service through People".

Other inventive slogans were from:

Ian Tulk "Komatsu and Coal, 2 Sources of Power".

Steve Thompson "NS Komatsu - we'll move heaven to get you moving earth".

Annalie Thompson "Komatsu always keep you on the right track".

Social Club Function

Recently Mackay held a Social Club Function at the Metropolitan Theatre Restaurant. Everyone enjoyed the buffet dinner and show "For The Governor's Pleasure". A good time was had by all and we now look forward to our next Social Club Function in the near future.

Mackay Facility Expansion

The expansion of the Mackay Facility is almost complete and we are expecting to move in very soon. We are all looking forward to this move.

WESTERN REGION

The Touring Car Championships were held on Sunday 16th July at Barbagallo Raceway in Wanneroo. It was a very successful event with our customers and their families having a very enjoyable day. All rev-heads who attended were unable to see Team Komatsu Driver, Kevin Waldock take a place. Better luck next year Team Komatsu! Three cheers for Deidre and Dal of the Sales Department, who almost lost their hair in organising the event.

Still on the Race Day, Barry Dimer and Alan Walton from Kalgoorlie made the trip to the day. Apparently they managed to get some good shots of the rears, fronts, tops and bottoms, but did not get one picture of a car! You figure it out!!

Well done Penny Stewart in the Accounts Department for her excellent marks in recent exams.

Joe Lemmermeyer, Leading Hand in the Service Department celebrated 15 years with Komatsu on 4 August. Joe joined us when we were Mitchell Cotts Engineering (that many years ago). When we asked Joe what kept him at NS Komatsu he said "when you're on to a good thing, stick to it". (No, this is not a Valvoline add.) Congratulations Joe!!

Lyne Shearer, Parts Secretary also celebrated 15 years, on the 14th July. Lyne started out with Morgan Equipment who changed to Hawker Noyes who were then taken over by NS Komatsu! When asked what made her stay for such a long time, she laughingly replied "I'm in a rut!" Onya Lyne!

Jim Cockburn, Kalgoorlie Branch Manager, has mysteriously injured his back whilst on holidays. Jim is being quite closed mouth about how the incident occurred, but reports have it that a chandelier repair man visited Jim's home shortly after the "accident".

The following message was left anonymously for the next issue of "Down to Earth":

"To a certain Sales Manager in the Western Region- The All Blacks will fall hard they will - I hope that your mouth(and wallet) is big enough to swallow this pill".

Management and supervisor staff set off to the Vines in June for training on Total Quality Management and Team Work. It was reportedly an all-male action packed weekend which involved activities where lives and personal safety were put in the hands of colleagues!! One activity involved falling into the waiting arms of a group of workmates. Some of the fellas said that this was their favourite part. Isn't that sweet?

NS Komatsu would like to welcome all the new employees to Western Region - Good luck to you all.

