

NS KOMATSU

The Gazette

NS KOMATSU NEWSLETTER

MANAGING DIRECTOR'S MESSAGE

Exciting Times For NS Komatsu

All our employees of NS Komatsu, I am very pleased to take this opportunity to introduce myself, as your new Managing Director and also, a special message to all our very important customers.

Having worked as Vice-President in Komatsu Europe, I am now looking forward with immense pleasure to working with and meeting you all.

I believe NS Komatsu is now entering a most exciting phase, one which will see continuation of the growth experienced during the time of my predecessor and good friend Mr. Ted Takiguchi.

In formally handing over the responsibility for NS Komatsu to me last December, Mr Takiguchi told us all that "NS Komatsu is an exciting company, with different cultures under one roof" and that "one very positive aspect for NS Komatsu is our close relations with mining companies".

I would like to express my sincere gratitude to Mr Takiguchi and to the entire NS Komatsu company, for the progress which has been made to date. I look forward to continuing this progress and I am certain we will go from strength to strength, in a spirit of total team work and harmony.



Mr. Hirano and Mr. Takiguchi relaxing after the formal hand-over.

Who Is NS Komatsu?

National distributor of Komatsu, Haulpak, Dresser, Ingersoll Rand (crawler mounted drills), FAI construction mining and earthmoving equipment.

Tasmanian distributor of Hyster forklifts.

Head Office - Fairfield N.S.W

Branches or Offices in:

NSW

Fairfield
Mt. Thorley
Muswellbrook

Queensland

Sherwood
Mackay
Townsville
Cairns

Victoria

Campbellfield
Yallourn
Loy Yang
Morwell

South Australia

Dry Creek
Whyalla

Tasmania

Hobart
Launceston

Northern Territory

Winnellie

Western Australia

Welshpool
Kalgoorlie
Collie

Welcome to NS Komatsu Gazette

Inside, we have included an article introducing the Gazette, explaining its purpose, what subject matter will be included, how to submit any items which you think may be of interest, and much more.

Name Your Magazine Competition

Do you like the name of this magazine? Can you think of a better name? Would you like to win a prize?

See page 10 for details.

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Welcome To NS Komatsu Gazette

As NS Komatsu is a vigorously growing organisation, it is important to have a company wide voice, for communicating messages or information of interest to all employees and to allow common understanding, in order to foster a true team spirit. This magazine is that voice.

The Gazette will be produced quarterly and is intended to be available to all employees, as well as to our customers.

We will include regular articles from all departments, to keep everyone up to date on developments and will also include articles on safety and quality, recognising the importance of these two subjects in our industry today.

Each issue will feature one of our branches chosen at random, giving all our readers an armchair guide to the operation and introducing some of the people who work there. Because we have just completed our new Head Office, in this issue we have featured the Head Office and Fairfield Branch.

One page will be dedicated to Staff News, because this is a people company and everybody is important. We want to know any personal interest news, such as new employees, marriages, birth of children, etc.

If you have any personal items or other subjects of interest which you believe would be suitable for the magazine, please give it to your Regional Contact.

If you wish to suggest any improvements to the magazine format, or make any comments, please feel free to do so. If there is sufficient input, we may include a "Letters to the Editor" article in future issues.

We look forward to preparing this magazine with your help. Please regard it as your magazine and we hope you enjoy it.

I would like to thank all the Regional Contacts, Head Office Assistant Editor and Contact, and all other people who have provided material for inclusion in this magazine - Editor.

NS Komatsu Affirmative Action

As part of NS Komatsu's ongoing development of the Affirmative Action Program, comments and questions were sought on the existing program.

Here are answers to some of the most commonly asked questions.

Exactly what is Affirmative Action and why is it necessary?

Affirmative Action seeks to provide equal employment opportunities for women by taking Affirmative Action. Affirmative Action is a process of identifying and removing barriers to employment and to promotional opportunities for women in the workplace. It is well documented that women have been unrecognised and under utilised in the Australian economy. Many women are locked into lower paid jobs with fewer opportunities for promotion and training. Affirmative Action can unlock the potential of women workers and boost the productivity of the workforce. It has positive spin-offs for employers and employees.

Is it similar to or the same as Equal Employment Opportunities? If not, what is the difference?

Equal Employment Opportunity is the outcome that NS Komatsu seeks. This will be achieved when both men and women have the ability to compete on equal terms for jobs and promotions. Affirmative Action relates to the strategies we need to ensure that we achieve equal employment opportunities.

If it appears that women are being treated no more or less than men, how can Affirmative Action assist them?

Affirmative Action for women is not only about increasing the number of women in that particular industry or occupation but also about providing equal opportunity in relation to all employment matters, regardless of sex. Affirmative Action is also about encouraging women to enter non-traditional jobs. Broadening work opportunities for women will give them access to higher wages and increased prospects of promotion.

How can Affirmative Action Legislation help change the attitude of employers/management in their conceived idea of women's position in the workforce?

The Affirmative Action Legislation requires management to examine where women are working and their conditions of work. It requires management to take whatever measures are required to recognise and utilise the quality and potential of women workers. For example, management might look at how their employees gain new skills which would help them to move into new jobs. If it is mostly informal on the job training, are women being included? Are women groomed for supervisory roles, or are they excluded? Do you need a special program to encourage women to gain new skills or to apply for non-traditional jobs? Through this action management will become more aware of the quality and potential of women workers.

If women cannot achieve promotions on their own merit/ability how is Affirmative Action going to change this?

Australia has one of the most gender-segregated workforces of all the OECD countries. The aim of Affirmative Action is equal opportunity for women. Affirmative Action is not a new idea. It has been used in Australia in the past for instance, land grants to returning servicemen. Affirmative Action for women in employment is based on the same principle that special measures are needed to secure the advancement of a specified group, in this case, women in employment.

MARKETING DEPARTMENT ARTICLES

New wheel loaders

On February 1st, NS Komatsu took the first step in the introduction of a new range of Komatsu wheel loaders. The six new models WA120 to WA420-3 represent the first completely new models from Komatsu for nine years.

morning tea we had arranged for each salesman's cup to be in a package on the top shelf of the high rise parts racking. For those who are not familiar with the Fairfield parts system, the look on several reps' faces as they were raised 11 metres (36ft) in the air to get their cups was interesting, to say the least. It did however, give everyone a bird's eye view of the investment made by the company in our parts system.

Additionally, we have arranged to have product presentations made at all major NS Komatsu facilities to our non-sales staff. Hopefully, by the time of issue of this newsletter, these will have been carried out and all staff will have received the presentation of a sample of our novelty customer handout.



The WA420-3, one of the new family of wheel loaders



Sales staff inspecting a machine at the wheel loader release.

The official marketing release was conducted at Fairfield Branch with all our sales staff from around Australia attending for an intense day of training and familiarisation. For the day, one unit of each model was made available for physical inspection and evaluation. The unanimous consensus was "these are the best machines on the market".

Thanks must go to the Fairfield Service Department who assisted ably both on the day and prior to the release by assembling and preparing the machines for display at our "secret" location. Well, the Nissan parts warehouse around the corner.

Thanks also must go to the Parts Department warehouse staff who assisted with our morning tea arrangements. At

One of two HD325-6 Quarry Pak trucks being prepared for CSR Readymix.



As well as the training and handouts, we will follow up the release with customer field days, advertising in the trade magazines, a demonstration schedule and a few little innovations like interactive disk programs for use with our customers. The other departments also have plans well under way for the new loaders; parts have put into stock new parts required to support the machines and service have their own training programs scheduled to ensure our people are fully equipped to deal with any eventuality.

All in all, a lot of people have put a lot of effort into a new product release which has the potential to raise our industry profile to a new level. Any assistance you can give to the release would be greatly appreciated.

Quarry Pak dump trucks

Komatsu has moved to meet the demands of quarry operators who want increased production without increasing the overall width and length dimensions of their dump trucks. The new Quarry Pak increases the capacity and productivity of the HD325-6 and HD465-5 trucks to 40.1 and 60 tonnes respectively.

Colin Chamberlain, NS Komatsu's National Accounts Manager - Quarries, said the new Quarry Pak offers quarry operators the potential to achieve additional tonnages without the substantial investment of up-sizing the truck fleet.

"In many quarries, the existing haul road dimensions and crusher capacities negate the potential productivity advantages of using larger trucks", he said. "The productivity potential of a larger truck can be compromised if it doesn't match the existing loading tool or if it cannot use its full travel speed due to the layout of the haul road."

Colin said the Quarry Pak addressed the question of increased payload while countering the usual downsides associated

with running trucks at increased payload. "The temptation in many quarries when looking to increase production was to overload existing trucks. This policy has the potential to increase costs with increased fuel usage and by reducing tyre life.."

Komatsu has moved to keep costs under control while offering increased payload capacity. Payload meters are offered as standard equipment on the Quarry Pak trucks, to maximise the volume of material in the body without overloading. "This means the payload can be optimised without overstressing the truck and its tyres", says Colin.

The increased capacity of the Quarry Pak trucks has been achieved while retaining Komatsu's 130kg/mm² strength high tensile steel v-type body. The v-type body offers a larger spot area so the truck can be loaded in to the middle of the body from either side. It also offers a lower centre of gravity for the payload, giving greater stability and safer operation.

Standard features of the Quarry Pak trucks also include 250mm body side extensions and seven speed Komatsu K-Atomsics transmission. This electronically controlled transmission has an overspeed feature for optimum safety and a separate control unit for each clutch pack for improved response. The combination of the transmission and powerful retarders with optional exhaust brake gives the trucks a productivity advantage in all haul road profile combinations - uphill loaded, downhill loaded or extended level running.

"The HD325-6 and HD465-5 have received the benefit of technological flow-down from the HD785-3, which was launched in 1989", Colin says. All Komatsu rear dump trucks



Fairfield Branch Service staff in front of the D155AX-3 "Super" bulldozer. L-R Mark Mamo, Gavin Stewart, Alan Baxter, Steve McCartney, Mark Ward, Craig McDermott, and Chris Tierney.



New product launch - D155AX-3 "Super"

NS Komatsu has launched a new 302 horsepower bulldozer with a breakthrough hydro-mechanical transmission to compete on the growing bulldozer market.

Komatsu's new D155AX-3 "Super" bulldozer is suitable for use in general contracting, civil works, quarrying, land clearing, forestry and broad acre farming.

- Machine control via a single joy-stick type wrist lever
- Hydro-Mechanical Transmission (HMT)
- Hydro-Static Steering (HSS)
- Komatsu's Resilient Equalised Undercarriage (REU)
- Closed centre hydraulics for greater blade and ripper control

The electronically controlled Hydro-Mechanical Transmission, an industry first, offers all the advantages of direct drive and Torqflow transmissions, with none of the disadvantages. Hydro-Mechanical Transmission provides high efficiency power transmission without the need for the operator to shift gears or the risk of the engine stalling under heavy load.

An automatic Continuous Speed Control system enables high draw-bar pull throughout all speed ranges with no power interruption for gear changes. HMT can transmit 100% of engine power to both tracks, even when the machine is turning. Additionally, the HMT equipped D155AX-3 can perform counter-rotation turns.

Komatsu first introduced Hydro-Static Steering on the successful 190 horsepower D65EX-12 bulldozer and pioneered the use of a Resilient Equaliser Undercarriage on the 1050 horsepower D575A-2, the world's largest bulldozer.

Being 30% more productive than its main facing competitor, the D155AX-3 "Super" bulldozer is set to build on the enviable reputation of Komatsu's D155A-1 and D155A-2 models. Komatsu's D155A series of machines are renowned in the earthmoving industry for reliability, low maintenance requirements and high re-sale values, as evidenced recently in NSW where an eight year old D155A-1 bulldozer with 14,000 hours returned 77% of its original purchase price on the used equipment market. That's good value in anybody's eyes and we are sure that the new D155AX-3 will prove to be even more successful than its predecessors.

have McPherson strut type front suspension, for the smallest turning radii in their respective classes with the benefit of outstanding manoeuvrability. Cast steel is used for the main stress areas of the main frame - for maximum payload capacity and optimum main frame durability.

The D155AX-3 offers significant improvements in productivity, draw-bar pull, manoeuvrability, durability and new levels of operator comfort while creating less environmental impact with its tracks. The features that have put this machine at the forefront of modern bulldozer design, include:

Gavin Stewart and Alan Baxter are shown the finer points by Leading Hand Mark Mamo

PARTS DEPARTMENT ARTICLES

Spare a thought for Inventory Controllers

In today's environment most people working in the hectic atmosphere of a Parts Operation sincerely question the origin of the terminology "SPARE" parts. Certainly, within NS Komatsu the belief is that customers rarely purchase parts to keep (just in case) as "SPARE" parts.



A selection of spare parts on display.

Exceptions to the rule may include bucket teeth, edges and on the odd occasion perhaps a single change of filters. The latter most likely applicable to those job sites where the supply lead time exceeds 24 hours. Remote mine sites would be a classic example of the need to carry basic spares of wear parts and consumables.

Today with the "invention" of just in time technology and the average equipment owner intent on reducing their exposure to tying cash up in unnecessary "SPARE" parts the very suggestion of a stock of spare parts is definitely foreign to an astute accountant.

Providing consignment stock holdings at customer job sites is now becoming a common event and although the customer is reducing his exposure to tying up cash the responsibility is now shifting to the equipment distributor.

The dilemma with this shift in responsibility is the problem of the distributor having to "juggle" his inventory to ensure he still maintains a viable turnover and carefully considers the levels and locations of those items that perhaps may turnover only once in (say) three years.

Take for example a machine with a population spread in only the mining areas of the Pilbara, Hunter Valley, and the Bowen Basin. The inventory controller in the Parts Department consults with the factory to determine potential changeout hours, he also needs to know the customer's operating hours and most important, whether the customer buys a fleet of machines or single units. The latter is critical, especially if a component changeout is to be coordinated throughout the fleet at close intervals, necessitating sufficient "spare" parts to accommodate all units in the fleet in a short period of time.

Add to the above the fact that three mining regions are to be considered and IF all customers insist on consignment stocks at their respective job sites to cover their own machines the obvious dilemmas is a large volume of "Spare" parts spread across the country with the cost burden on the distributor's account.

Most manufacturers insist that distributors provide major component support to be

available just in case of a warranty situation and at NS Komatsu we do this by providing adequate stocks of components at the nearest branch locations to where the new units are working.

In recent years as a result of improved quality of machines, and better training of operators, we have witnessed massive amounts of "write off" of these components as their demand is negligible and the overhaul of the original unit fitted to the machine is preferred in lieu of the purchase of a new component.

One acknowledges that the high cost of a major component with its expensive castings and forgings often outweighs the cost of repair of the owner's originally fitted unit, however the purchase of a component via the Service Exchange method offers less downtime and the manufacturer's warranty and in many instances an overall cheaper route for repair in the long run.

So, encompassing consignment "Spares", fleet applications, potential warranty considerations, operating hours, service exchange possibilities and of course inventory dollars, the inventory controller's role is a juggling act and a major influence on the cost of spare parts.

No doubt the word "Spare" now applies to the distributor and manufacturer not the end user.

At least in the automotive world we still carry a "SPARE" in the boot but with the improved reliability of the motor car who carries a fan belt or even a light bulb today?

Spare a thought for our Parts Department inventory controllers and let's help these people by feeding back information from customers' job sites..... A little forecasting in this industry can improve availability and ultimately reduce inventory, eventually cutting parts prices.

Tracks walk on water

ASP Ship Management has carried out some major repairs and maintenance on the "River Torrens" during 1994. This ship carries various cargo eg. life clinker, gypsum, fly ash and oats.

This cargo is unloaded by track chains, fitted with elevator buckets - the track chains used for this arduous duty are Komatsu chains. After approximately eight years of service, these chains required replacing, and due to Komatsu's excellent performance, Komatsu chains were chosen again.

To carry out this replacement, approximately 50 pairs of track chains were required. Steve Leicester, Product Support Representative for NS Komatsu Melbourne, reports that to date we have supplied and fitted 26 pairs of chains.

Adrian Cox, Ship Manager for ASP Ship Management is pleased with the way the whole operation has gone ahead, and with NS Komatsu's involvement over the past 5 years.



Elevator buckets fitted onto the new Komatsu track chains, ready for returning to operation.

SPECIAL BRANCH FEATURE

Head Office and Fairfield Branch

Each issue will feature a different one of NS Komatsu's Branches. This time, Fairfield Branch and Head Office is on show.

The new Head Office, Warehouse and Parts Office, and Branch Office buildings were constructed by ABI Group, one of our large customers. Construction went smoothly and on time.



One of the high-rise forklifts in operation.

Head Office inner courtyard and garden.



NS Komatsu's new Head Office and Fairfield Branch.



The Warehouse move from Botany began in August 1994 and was completed in 4 weeks, 2 weeks ahead of schedule, due to the dedicated efforts of all Warehouse staff.

The Office building is of modern 2 storey square design, opening onto a central courtyard and garden with ferns, palms and flowers, providing a peaceful lunch time haven.

The emphasis throughout the whole complex has been on safety, workers comfort and efficiency through modern design. The Warehouse is equipped with state of the art high rise, radio guided forklifts, allowing efficient use of the Warehouse space with safety and operator ease.

Training is an important part of NS Komatsu's personnel development plans and modern lecture rooms are included in the Head Office building, either as two separate lecture rooms, or they can be arranged into one larger room, for formal functions, customer presentation days etc.

The new Warehouse facility.



The central courtyard garden comes into its own on these occasions, allowing a pleasant atmosphere for lunchtime and coffee break times.

The Workshop Offices have also been fully rebuilt and the Workshop now is undergoing a facelift and complete transformation, to complete the development. The 150 happy people working at Fairfield are testimony to the success of this facility, of which the company and employees may be very proud and which will stand as a model in the community, for many years.

SPECIAL PEOPLE

Lea Bailey

In my job as Receptionist for Fairfield Branch and Head Office, I have the opportunity to talk to and meet almost everybody in the company. As well as reception duties, I also have other tasks such as arranging courier movements, mail distribution and clerical assistance to other departments.



Lea Bailey

I enjoy my job, particularly being able to associate with everyone. Many people use the Reception area as a "retreat", keeping me in touch.

My seven years with the company have seen two major moves, firstly from Bay Street to Halé Street Botany, and secondly from Botany to Fairfield. Each move has resulted in a larger operation and a bigger and busier job. Now I am looking after around 150 people. I enjoy the movies and socialising with family and friends.

I find NS Komatsu is a friendly, happy place to work. It is a progressive and classy company and the people I work with are a lot of fun and are quality people, compared with other companies. I enjoy what I do.

* Yes a definite fitness kick is on the agenda for '95.

Tony Wafer

I work in Emergency Orders supplying parts for machine down situation. Our section handles up to 230 orders a day, with the last normal courier pick up at 5.30pm, but we are able to dispatch parts with Ansett air freight, up to 8.50pm. Using E Mail, we are able to let the receiving Branch know their parts are coming.



▲ Tony Wafer

We have a good team with people from many different cultures; Croatian, South African, New Zealander, Australian, Egyptian/English, Korean, German and Filipino. We can joke together in a good atmosphere, but we work hard to get the job done. It is important to respect the culture of others. I am British born of Irish parents, educated in New Zealand and consequently I can be anything, depending who is winning in sport!

I will be married in a few months, have just bought a house and am busy establishing a garden. I live in Narara on the Central Coast and travel 85km each way by train,

leaving home at 4.30am to arrive at 7.00am and finally reach home again each evening about 7.00pm. I enjoy playing with computer software, am a keen armchair sports fan and try to spend as much time with my fiancée and daughter, at the beach and visiting our friends.

NS Komatsu is going forward and has a good future. We are still settling in at the Warehouse and further improvements are being worked on now. It is a company worth travelling 85km to work for everyday.

Jacqui Schroeter

My job is Sales Administration Assistant in Fairfield Branch Sales Department and as well as general secretarial work, includes the preparation of all tenders to Local Government and contractors, covering our total range of equipment from the PC05 to the PC1600. I also look after receiving and dispatch of machines.

These are all very interesting to me and I enjoy learning about them. I have driven them all and during the development of our new facility at Fairfield, I also was able to operate machines during the earthworks.

I enjoy my job, it is always different and interesting and I have made close friends at work, some of whom I go out with regularly. I have worked here for 4 years and 7 months.

Outside work, I am very keen on live bands and every Thursday, Friday and Saturday evening will find me out listening to their music.

I am also keen on bird watching and am a member of the NSW Ornithological Society, which takes me on field trips for bird watching to the mountains, southern highlands or around Botany Bay. On weekends, I also enjoy country drives to the mountains or the coast.

NS Komatsu is a good company to work for and is really expanding. It feels much



▲ Jacqui Schroeter

better now that Head Office and the Branch are together, providing better support for all Branches. Mining and construction equipment will always be needed and NS Komatsu will definitely have a place in the market, due to such a wide range of equipment, from the smallest excavator to the largest dozer and dump truck.

Matt Buttegieg

I have worked for NS Komatsu for 5 years, coming straight from school to my apprenticeship here and now am a Plant mechanic in our Component Rebuild Section. I attended Wetherill Park TAFE during my apprenticeship.

My job is interesting and I enjoy the responsibility which goes with overhauling components, ranging from the smallest



▲ Matt Buttegieg

hydraulic valve up to 12V170 engines from the D475 bulldozer. This work must be done right as we don't want jobs to come back and give the company a bad name. We have a good atmosphere in the workshop - everyone realises we have to work for a long time in the same place and it is important to all get on together.

My interests include all types of motor racing and I enjoy watching football. Night clubs are my evening interest - I have a group of friends from school days, with whom I get together.

I feel proud to work for NS Komatsu and I like wearing the company uniform. NS

Komatsu is a big company, selling and servicing world-wide products. People are always interested when they learn who I work for, because of the size of our machines. After I gain more experience, I hope to progress through promotion and would not think of leaving NS Komatsu.

SERVICE DEPARTMENT ARTICLES

"Worth the effort" says Kevin

Kevin Twistleton, NS Komatsu's representative in last year's International Advanced Technic Contest held in Japan, strongly recommends that all eligible tradesmen take the opportunity to participate in this year's Australian A.T.C.

As winner of the inaugural A.T.C. in Australia last year, Kevin, from NS Komatsu's Melbourne branch, was invited to take part in the international event held at the Komatsu Training Institute at Atami in Japan on October 20th, 1994. Kevin stated that his trip was "an unbelievable experience and not to be missed."



▲ Kevin Twistleton with his award in Japan.

The Advanced Technic Contest is not a new concept in Japan and this year's contest was the fifth held. The A.T.C is very highly regarded in Japan and to compete is considered a great honour.

Four individual contests took place on the one day, these being Dash 5 excavators, Dash 6 excavators, Mobile Cranes and Welding. Over seventy contestants competed in all categories, twenty of whom were in the Dash 5 excavator category along with Kevin. All up, over four hundred people attended the contest and presentation. Apart from Kevin the only other non-resident participant was Alan Dueck from Alberta, Canada. Alan won his way through three regional contests to finally triumph as the North American representative

Four machines were "doctored" with the same problems and the contestants (four at a time) were given forty five minutes to solve the two faults. Kevin followed the diagnostic procedures and repaired both faults within the allotted time frame. Unfortunately, Kevin, with a mark of 85%, was pipped at the post by the Canadian. He did, however finish a very creditable 10th overall including the local contestants. The Canadian, Alan Dueck, was placed 6th overall with a mark of 90%. Both were great efforts considering that the machines used were Japanese domestic units with lever controls and no labelling of switches.

Whilst in Japan Kevin was treated to tours of several of the Komatsu plants, including Osaka (excavator and bulldozer manufacturing). Kevin commented that "the tours of the factories were a real eye opener. The technology employed in the manufacture of these machines is something to behold".

(Rob Wilson, NS Komatsu Head Office Service Administration Manager, who accompanied Kevin to Japan, will give us an insight into these operations in our next issue). I'm sure all at NS Komatsu join in congratulating Kevin on a fine effort and the manner in which he represented us all. WELL DONE KEVIN!!!!

Australian ATC-Pressure Performance

While Kevin Twistleton sweated over a Dash 5 excavator in Japan, Darryl McMullen from NS Komatsu Fairfield had his feet up in New Zealand and Ross Nicol from NS Komatsu Adelaide was toiling with his new tools. These three, the finalists in the inaugural Advanced Technic Contest in Australia had managed to handle the pressure and fight off their competitors in the practical final held at the end of June at the Fairfield branch. For the first competition, the results and smoothness of the organisation were most pleasing. Each region was ably represented by two competitors, these being:

North Queensland - Terry Dyke and Warren Walker (both from Mackay branch)

South Queensland - Darren Fraser (resident) and Campbell Hay (Brisbane)

Central Region - Darryl McMullen and Mark Ward (both from Fairfield)

Southern Region - Kevin Twistleton (Melbourne) and Ross Nicol (Adelaide)

Western Region - Graham Paul and Kevin Morris (both from Perth)

Unanimous comments from all the finalists:

- "The pressure with all the observers (Company Directors etc) was extraordinary".
- "I will be back next year, this was a tremendous competition and experience".



▲ Kevin, under the watchful eyes of the judges.

Congratulations must go to all those who competed.

Details of A.T.C '95 which will take place around March/April will be posted and we hope to see as many entries as possible.

Congratulations Launceston - a job well done

The Launceston Workshop has recently completed a full machine overhaul for the Albermoyle Resources Mining Company.

The WA600-1 had clocked up well over 19000 hours since initial delivery in January 1989 and although performing very well, it was decided to carry out the budgeted overhaul prior to major component failure.



▲ The completed WA600-1, ready for delivery.

The machine was dismantled to the last nut and bolt including the cabin and chassis. A full repaint complemented the overhaul and the WA600 left the workshop looking, and set to perform, like a new unit. Albermoyle Resources were delighted with the machine

presentation and the fact that the overhaul was carried out within budget and the allotted time frame was an added bonus to them, and a credit to the Launceston Workshop personnel.

It has since transpired that prior to the overhaul, one of our competitors (who also supplies wheel loaders to Albermoyle) 'decreed' that it would be impossible to effect an entire rebuild on the WA600 for the costing or timespan that NS Komatsu had estimated. The upshot of this is that, not only were they entirely wrong, but we have managed to learn that our competitor will be subject to closer scrutiny whenever they submit quotes for their own brand machine rebuilds for Albermoyle's. Perhaps they would like us to do it for them!!!

World's largest dozer turns 10,000

Paul Rheinburger, D575A-2 Specialist from the NS Komatsu Branch at Muswellbrook, confirmed on Friday 25 November 1994 that the D575A-2 bulldozer owned and operated by Coal and Allied at their Hunter Valley mine had achieved 10,000 hours of operation. Delivered in November 1991, it has taken just over three years to reach this milestone, making this machine by far the longest serving D575A-2 in the world.

NS Komatsu Service Engineering Manager, Ike Murata, said that although some initial problems had been experienced, which would be expected with the first full production machine, the D575A-2 is performing to its optimum.

Factory engineers have initiated several modifications to improve the machine's performance. Redesigned and improved areas include track adjusters, ripper frame, master bolts, segment bolts, accumulator and fan drive. No major modifications have been necessary and the major components'

lives are expected to achieve industry expected standards.

Mr Murata also added his thanks to those people at the Hunter Valley Branches who have supported this machine during this time and he looks forward to their continued assistance in the future.

Service vehicle to prove a winner

The NS Komatsu Brisbane Branch recently took delivery of a new field service vehicle designed specifically to carry out machine services on site. The new vehicle which is based on a Ford Trader cab and chassis has many features including:

- bulk oil storage tanks
- grease dispensing facilities
- waste oil storage tank
- compressed air supply
- filter and parts storage
- parts washing tank
- oil evacuation facilities
- air operated oil and grease pumps
- hose reel and control valves

Brisbane Service Manager, Phil Atley, says that the vehicle will prove to be of great benefit to their customers as it will eliminate the need to return a machine to a workshop to carry out the routine services.

By offering a flat rate pricing scale, which has been incorporated into our mainframe invoicing system, the customer can realise a very significant cost saving. Reduced downtime is achieved through operating the vehicle on an afternoon shift basis - certainly a major sales feature.

Phil added that, with in excess of one hundred machines now covered under



▲ NS Komatsu Brisbane Branch's new Site Servicing Vehicle.

service agreements by the Brisbane Branch and with that number steadily growing, the vehicle and its operator, Shane Chestnut, will be in constant demand.

The vehicle was designed by the Brisbane Service Department, with the body and tanks manufactured by Bard Engineering and the hydraulic installation carried out by Cooper Fluid Systems, both based in Brisbane.



▲ A feature of the new vehicle is the dispensing equipment.



▲ Coal and Allied's D575A-2 during ripping trials.

FINANCE & ACCOUNTING DEPARTMENT ARTICLES

New Fujitsu computer

As you might be aware, NS Komatsu recently purchased an upgrade for the computer system in Fairfield.

Before the upgrade, the computer used by our company had been purchased by the previous east coast distributor in September 1986, and had reached the end of its economical life.

The new machine, installed in November 1994, is another Fujitsu, of a later series and is substantially more powerful than our previous unit, now being capable of 22MIPS (million instructions per second), compared with the original 8MIPS.

It is planned that our additional capacity will be utilised in new directions to help improve the total business. Features now available or in the very near future, to greatly help our information flow, include:

- The automation of inter-Branch transfers for emergency orders to reduce the Parts Department work load.
- System capability 24 hour operation, 7 days a week.
- On-line access to Komatsu Japan's computer and from there, world-wide access.

• We are currently working with customers to establish computer terminals at mine site, to provide the best possible product support.

• Electronic mail system available between all employees, reducing paper correspondence.

• Interstate telephone calls operate through the computer system. By using our current ISDN lines, interstate calls can be made for no extra charge.

Fe Alejandro

Many of you have spoken to Fe; it's about time you met her.

Fe has been part of the Komatsu team since July 1984, when she joined the previous ANI group in their computer division.



▲ Fe Alejandro

Fe is in charge of all system development and maintenance, managing two programmers.

Name Your Magazine Competition

We need a new name for our magazine, one which will portray the character of NS Komatsu. We believe the best name is currently resting inside somebody's head.

In order to find this name, we are pleased to announce a competition over the next month.

The winner will win a dinner for two at a restaurant of the winner's choosing.

Thought starters for the name include:

- Not too long, say 2-3 words max.
- Catchy - portrays the progressive spirit of NS Komatsu
- Double meaning, to relate to our products or industry (eg. "NEWS TORQUE" for an engine rebuild company's magazine, etc).

Conditions

Please give your entry to your Regional Contact, or send to Head Office. Entries to be submitted no later than the end of March 1995.

The judging panel's decision will be final and no correspondence will be entered into.

All entries will be acknowledged and the winner will be notified by fax.



▲ The new Fujitsu computer installation.

TRAINING

NS Komatsu Training System

We are pleased to have the opportunity to write about our training activities in this newsletter and believe it will be a good medium to let Service Personnel know of interesting or significant developments in training.

NS Komatsu training includes courses of all types. Head Office Training Staff are part of the Service Department and have responsibility for conducting Service Training and for providing support for other Departments own training activities. This support includes coordinating and arranging of training facilities, preparation of training materials and assistance with the actual training sessions. For Service Training, we basically have three types:

1. "New Model" or "Initial" training - when a new product or technology is introduced.
2. "Repeat" training - which is training repeated in various regions by trainers who have attended the New Model or Initial training.
3. "Customer" training - which is conducted by the Regional trainers or Tech Reps for the "end-users" of our equipment. This is the ideal way of ensuring our customers can operate and maintain their equipment correctly, thus enhancing our and the equipment's reputation.

These people are involved in Service Training:

Name	Region	Title
Barry Potter	Head Office	Training & Technical Manager
Ned Yuksel	Head Office	Training Instructor
Bob Taylor	Head Office	Training Assistant
Dave Field	Head Office (Melbourne)	Training Officer
Ross Graham	Western	Training Officer
Kevin Morris	Western	Training Officer
Tony Hosking	North Queensland	Training Officer
Jack Turk	South Queensland	Warranty/ Training Sup
Geoff Heather	Hunter Valley	Training Officer
Doug DeCean	Fairfield Branch	Training Officer

Additionally, Head Office has responsibility for creation, reproduction, distribution and maintenance of training materials and sales publications. This aspect is in the capable hands of Bob Taylor.

The people employed by the company are its greatest strength and training is an important tool in developing personnel skills. We look forward to meeting all readers as you attend training in the future. If you feel you have a specific training need, please let your manager know so that your need may be recognised and considered in the future.

SAFETY FIRST

Office accidents are real risk

Did you realise that accidents in the office can easily occur? Do you think the office is safe and you are unlikely to have an accident??

Many injuries in offices across our nation have resulted because office workers are less conscious of safety issues than their workmates in the workshop or warehouse.

Q. Who is responsible for safety?

A. Everyone

Consider these tips for a safer workplace in the office.

Desk / Keyboard Use

Adjust your seat height so the feet are comfortably on the floor. Have the keyboard about the same height as your elbows.

Manual Handling

Yes, even in the office! (eg. box of computer paper). When lifting and carrying, prepare properly - make sure there is a clear pathway to your destination; check for sharp edges, staples etc; check the weight by moving it from side to side. **DON'T EXCEED YOUR CAPACITY** - when lifting, take proper hold, bend your knees and keep a straight back. Your legs have the strongest muscles in the body. **DON'T CHANGE YOUR GRIP**. If too heavy, get help, or don't lift it.

Slips, Trips and Falls

Have you ever nearly slipped on a slippery floor? Or tripped over a power cord or loose carpet? Or have you ever nearly fallen when standing on a chair to reach up high? If any of these are "Yes" answers, you are in the majority. Most of us nearly have accidents, very often, and even simple accidents can be very hurtful and expensive.

Take care! - Clean up any spilled liquids, don't leave loose objects lying in walkways and only stand on correct steps etc when reaching high.

We don't want you to hurt yourself. We need you!

Fires

Fortunately, these are rare occurrences, but do you know:-

- Your nearest exit?
- Where is the fire extinguisher?
- Which one to use and how?
- Where to gather outside?
- What is your first responsibility if there is a fire?

If you don't know the answer to these questions, **SEE YOUR SUPERIOR!** These are important safety questions and may indicate a need for training for you. Remember "Safety First" means just that.

SAFETY FIRST - also in the office

QUALITY CORNER

Quality - Why worry?

Often when people hear the words "Quality System" they tend to turn off, as these words are usually identified with a lot of extra work (eg. writing out job descriptions, work procedures etc). While the process of introducing a quality system is indeed quite a burden, at the same time it can be the means of allowing people to understand and feel more confident in their job. More importantly, other people will recognise just what work is entailed in a person's job, adding prestige and job satisfaction. How nice it is to do your job well, but how much nicer is it to have your work recognised and appreciated!

In this column, we plan to cover the subject of Quality Systems, from a human point of view. Quality systems are a necessary part of our lives, nowadays. Some of us of an "older generation" take time to pick up new technology, and this includes Quality "jargon". We hope to simply and clearly present some basic quality facts, to help us understand what is involved and what are the answers to our common questions related to Quality Systems, eg.:

What is AS9002?

What does "Contract Review" mean?

Does Quality involve my job?

How will I be better off with a Quality System?

Please see our next issue for these answers and more.

- NS Komatsu Gippsland has been accredited to AS3902. Our heartiest congratulations!!

Staff News

WESTERN REGION

Recent new employees to welcome:

John Gordon joined NS Komatsu on 9th January as the Used Equipment Manager.

Katrina Burdon transferred to Perth Parts Department from NS Komatsu Mackay. She holds the position of Parts Clerk.

Wayne Underhill joined NS Komatsu Perth towards the end of 1994 as the Site Rep in Collie.

Steve DeBoer has re-joined NS Komatsu as Field Service Clerk in Perth.

There was some good news and some bad news for Barry Dimer at NS Komatsu Kalgoorlie. The good news is that Barry's wife Bronwyn has happily discovered she is pregnant. The bad is that Barry spent weeks preparing and fitting a fence at his home and finally finished at 10.30 on a Sunday morning. Then at 2.30p.m. that same day, a storm caused a tree to fall on the new fence, ruining it.

Ray Wilson, also from Kalgoorlie, has bought himself a Harley Davidson. It was said that all Ray needs now is longer legs so he can touch the ground, and a tattoo!

SOUTHERN REGION

John Alps of Tasmania decided a well-earned "rest" was in order, therefore had himself a "holiday" at the Royal Hobart Hospital where he underwent a triple bypass operation. John is now back at work, and we welcome the news that the operation was 100% successful.

Pamela O'Connor, Credit Controller with NS Komatsu's Melbourne office for over 10 years is "migrating" to Head Office. We certainly wish Pamela and Barry O'Connor (you may remember him from his days as Parts Manager, Melbourne) our very best wishes on their new career paths. Pam, don't forget your many friends here in Melbourne (and the fact that Sydney is holding the 2000 Olympic Games - keep those spare beds vacant!)

NS Komatsu Gippsland has been officially accredited with Quality Assurance to AS3902. Congratulations!

Robert Hudd and his staff will be moving from their offices at Gepps Cross and relocating to their new offices in Dry Creek, South Australia. This should take place approximately mid-March.

SOUTH QUEENSLAND

Staff members are trickling back to work once again after spending Christmas holidays ranging from lazing at home, camping at Stradbroke Island, touring New Zealand, driving to the Barossa Valley, to name a few. We hope all the troops are well rested as we anticipate moving at one speed this year - full bore!

Welcome to Les Lissette, our newest addition to the sales team. Les, originally from New Zealand, worked on a property at Camooweal before joining NS Komatsu as our Toowoomba based representative, replacing Dennis Murphy who has relocated back to Bundaberg, due to Barry Arnold's transfer to Tasmania.

Congratulations to Nigel Martin who has just completed his apprenticeship. As of 11th January, Nigel is a fully fledged Diesel Fitter.

We have several members of the South Queensland Region staff at the present moment in the house-building mode, with two almost completed ready for moving into within a matter of weeks, and a couple of others in the planning stages. What a great way to start the new year for them. Oh those aching backs, arms, legs! The fortitude of these people is admirable. We more mature, learned, sensible people will just nod and try to remember what it was like to do things like building retaining walls, pergolas, garden beds, to name a few. Or perhaps we don't wish to remember!

HUNTER VALLEY

Our receptionist, Susan, celebrated her 21st in October 1994.

September and October were very productive months. Dave and Belinda Palmer became proud parents of a baby boy, Dillon. Richard and Carmel Gibson were also very proud, with the stork bringing them a baby girl, Emma.

Birthday List

Chris McFarlane	19 Jan
Peter Ford	21 Jan
Neil Langdon	22 Jan
Barry More	1 Feb

Congratulations to all!

HEAD OFFICE

Welcome to the following new people:

Mr. Hirano, Managing Director
Mandy Sinclair, Marketing Secretary
Chris Daly, Technical Supervisor
Julie Hayes, Assistant Accountant
Pam O'Connor, Payroll Supervisor

Did you see the Nescafe "Big Break" awards on national television late last year and did you recognise our Simon Murr among the winners? This is a really big piece of news!

This competition is run each year for 16-21 year old people, who have an innovative idea. It may be an invention, an idea to boost Australia, either in image, economics or social improvement. Simon was one of 8 winners, out of an original application list of 50 to 100 thousand! All winners were awarded \$20,000, to be used in furthering their idea.

In Simon's case, it is an invention called "Electrocharger", which is a device to boost an engine's power output. Simon will use the award to help with R&D, prototype and patent costs. Very well done, Simon!

We have recently recovered a wall plaque of the original T40 "KOMATU" (no spelling mistake) bulldozer, Komatsu's first ever. This machine has a very interesting history, including being sunk at sea! We'll include an article about this machine in the next issue.

Share Accommodation

If you are mad and looking for share accommodation please call Mandy on Ext: 253.

Minto: 3 bedroom furnished house. Close to shops. Garage. Built-in wardrobes. \$100.00 p.w. (negotiable) plus bond.

NORTH QUEENSLAND

Welcome Lloyd Parker our new Sales Manager - North Queensland Region and Jaye-Lee Thompson, Parts Clerk in Mackay. Gary Cunningham has relocated to Townsville to take the position of Product Support Supervisor for Townsville and Cairns areas.

Townsville Branch expect their new building by the middle of February and the new expansion for Mackay commenced 9 January.

Congratulations, Peter and Cathie Little who had their first child, a baby girl called Renae.

Also congratulations to Aaron Daniel on his recent engagement to Jenny Busey. They are now busy planning a 1996 wedding.

FAIRFIELD BRANCH

We were sorry to see these people leave recently:

Brendan Watmore, Sales Cadet.

Leasa Newport, Accounts Assistant.

We wish them well and hope the grass is green!

New employees to welcome:

Doug DeCean, Training Officer.

Renee Portelli, Office Assistant.

Also, we have employed these apprentices over the last few months. Welcome to them as well:

Daniel Gallagher, end '94 (2nd year)

Craig Barton, end '94 (1st year)

Steven DeGabriel, beginning '95 (1st year)

On Tuesday 31 January, Les Green and wife Brenda became the proud parents of a baby girl, their new daughter Hayley. Our congratulations!