



Down Earth

The Official **NS KOMATSU** Newsletter

MD's Message

I trust all staff enjoyed a safe and restful festive season. 1998 holds many challenges and uncertainties, which will combine to keep all of us alert as the year unfolds.

I know that some staff will find the word "restful" a little out of context. Our team in Queensland, ably supported by Head Office Marketing and Service staff spent the period in lengthy negotiations with personnel from the Roche, Eltin Joint Venture. As a result Team Komatsu has secured one of the largest orders for mobile plant to be awarded in the industry, plus a full maintenance package for up to six years. The order includes an extensive list of Komatsu, Haulpak, Demag and Ingersoll Rand products.

The Century Zinc job site in the Western extremes of North Queensland will be the largest zinc mine producing 450,000 tonnes of zinc metal, 40,000 tonnes of lead and 134 tonnes of silver a year. The first zinc concentrates are planned to be shipped out of the mine by late 1999. The owner of the project, base metals miner Pasminco Ltd., is to invest a total of \$1.4 billion in the project.

This is a great way to start the year and a good example of what our company can achieve by working together and packaging the Komatsu family of mining equipment and services to the major mining operators. My congratulations to all who have participated.

Our challenge for the the rest of 1998 is to continue to build on this success and at the same time to improve our relationships with our client base.

Ian Oliveri
Managing Director

NEW MODEL WHEEL LOADERS

With the announcement of new models WA600-3, WA700-3, WA800-3 and WA900-3, the Komatsu wheel loader line is now fully updated to the Dash 3 series.

These new models are at the large end of the line, mainly intended for quarrying and mining operations. The 328kW WA600-3 has a 6.1m³ excavating bucket and the WA900-3 at 637kW has a 13.0m³ bucket capacity.

All models provide improved productivity and fuel consumption due to technology advances such as the Dual Speed Hydraulic System.

With this system, most of the engine's power is applied to the wheels when digging, providing increased rimpull. When raising the boom while approaching the truck, more of the engine's power is applied to the hydraulic system, providing faster operation and cycle times.

An automatic transmission is used and depending on the vehicle's travelling status, the optimal gear is automatically selected. This reduces operator movements, reducing tiredness, even after extended operation.

A kick-down switch is located on the boom control lever, so the operator can easily downshift from F2 to F1 when digging and scooping, automatically returning to 2nd speed when reverse is selected, making digging and loading operations easier.

Operator comfort is improved with a pillarless, large sized cab with viscous damper mounts, giving a low noise level of 75 dB(A) at the operator's ear, comfortable air suspension seat and a

large capacity air conditioner.

The ECSS (Electronically Controlled Suspension System) functions to absorb bucket hydraulic shocks resulting from pitching and bouncing when travelling on rough ground. This provides a comfortable ride for the operator, together with excellent travel and steering stability.

Full hydraulic orbital steering is used, for lighter operation with excellent response, improving travelling stability even further.

Electronic vehicle monitoring systems include easy to use soft touch control switches, and service and failure codes can be displayed digitally, stored for the last 1000 hours, facilitating fast and accurate troubleshooting.



WA800-3

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After nine years, Fiona Michaelson, our Western Region contact, has decided to move on to new work opportunities. We would like to thank Fiona for her enthusiastic and considerable support with "Down To Earth". Best wishes Fiona.

We also would like to welcome our new Western Region Contact, Fiona Browning. Western Region people please send any material or information for Down To Earth to Fiona on Fax: (08) 9451 8140.

In our first issue of Down To Earth for 1988, we would like to say "Happy New Year" to all NS Komatsu employees.

In issue 12, we introduced our new look for the magazine, with a brighter, more colourful and "newsy" presentation.

A lot of people have commented, mostly enthusiastically, which is encouraging for the production team.

As it is your magazine, we have included a survey form on the back page.

Please photocopy it and send in your thoughts so we can continue to include content and style reflecting the wishes of all employees.

Barry Potter

Gippsland Bushfires

During the recent remote East Gippsland bush fires, our Branch was asked to respond to a request for assistance at 2.00 am on a Saturday morning. Over the following two (2) weeks six (6) tradesmen worked up to twenty three (23) hour shifts at the base camp and around the fire area repairing all brands of dozers, generators, four wheel drives and anything else mechanical. Support from the Parts Department was a critical factor in supplying effective maintenance.

A visit to the Branch from Dave Chandler of the Department of Natural Resources and Environment has been made to thank those tradesmen involved - Ian Bruce, Mark Smith, Thorold LePage, Paul Downey, Brian Jolly and Steve Flowers. Dave Chandler commented that our team has done a great job under extreme conditions.



The Base Camp in the mountains.

1st. Competency Based Training Course

NS Komatsu has had a new Competency Based Training Course accredited. Entitled "Course in Disconnection and Re-connection of Earthmoving High Voltage Propulsion Components", it will be listed in the national register of courses, and NS Komatsu is entitled to use the logo of the Australian National Training Authority (ANTA) in conjunction with this course.

In some states, it is legally required to hold an electrical licence, before being qualified to disconnect electrical components on electric drive machines such as dump trucks.

In order to meet the licencing requirements, NS Komatsu has developed the above course, with the competency standards and supporting documents prepared by a professional training advisory board in close consultations with the electrical licencing authorities in Queensland and Western Australia.

The course has been accredited with the Western Australian Training Accreditation Council and is nationally recognised. It is intended for people who hold a mechanical or other appropriate trade, to give them the necessary competencies to allow them to apply for a Restricted Electrical Licence.

We recently ran this course for the first time at Mt. Thorley in the Hunter Valley. People who attended were selected to become future trainers for this course.

NS Komatsu has the copyright for this course and will be offering it to the industry on a commercial basis.

For further information, please contact Training personnel in your region, or at Head Office.



NATIONALLY RECOGNISED TRAINING



Tradition of Excellence

By Tony Holloway

*We continue with the Wabco
Australia story.*

When LeTourneau Westinghouse Sales and Service was established in July 1961 to distribute and service the equipment built by the manufacturing company it did not take long for Jock West and his management team to realise they needed to expand on the equipment they could offer customers.

LeTourneau equipment was previously distributed by Wheel Traction which was a division of Tutt Bryant. They were distributors for a wide variety of equipment including Allis Chalmers crawler tractors and it was decided by the management of LeTourneau Westinghouse Sales and Service to look at obtaining the distribution rights in Australia for a range of crawler tractors.

The crawler tractor market was very competitive, most of the machines available in Australia were of U.S. or British manufacture and all were represented by Australian distributors.

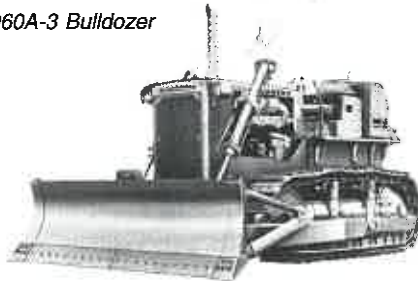
There were very few Japanese manufactured crawler tractors in the country and there was no distributor in the country for these machines.

The distribution company had decided to look at Japanese machines but they were still under the control of the manufacturing company and the final decision had to be approved by the board of directors.

Approval was given and it was decided the best Japanese crawler tractor was Komatsu. Jock West and Stan Lynch made arrangements to visit the Komatsu distributor in South Africa to get first hand information and evaluate the performance of the Komatsu machines.

They returned to Australia and immediately made arrangements to visit Komatsu Japan and establish a distribution agreement. The agreement

D60A-3 Bulldozer



was signed and the first order was placed for twelve Komatsu tractors, six D60's and six D80's for delivery to Brisbane, Sydney and Melbourne.

The first tractors arrived in Australia in 1964 and the first machine sold was a D80. Unfortunately all early sales records have been lost and it is not known who the first machine was sold to. We do know it was to an operator in the New England region of New South Wales.



D80 Bulldozer with rear P.C.U.

The second Komatsu machine sold in Australia was also sold from the Sydney office and was sold by Jock West to Ces Swords of Mudgee. He remembers the sale very well.

Ces Swords walked into the LeTourneau Westinghouse Sales and Service office and told Jock West he wanted to look at a Komatsu D60. Jock took him out into the yard and let him look at the machine. He went all over it, started it up and took it for a run

around the yard.

They went back into the office and he told Jock he would take it.

Jock said it would be available for collection in about a week. Ces said he had come to town to buy a machine that day and would wait for the pre delivery service to be done as long as he could take it that day.

Jock explained it could not be taken that day as finance had to be arranged and approved and delivery could not be made until payment was received. Ces pulled out his cheque book and began to write out a cheque, Jock was a little surprised and told him he could not take delivery until the cheque had cleared and besides he could not arrange a low loader at such short notice to take the machine to Mudgee.

Ces told Jock to ring his bank manager to confirm the cheque would be honoured. He did this and the bank manager assured him there would be no problems with the cheque. Ces then contacted his low loader driver who was in the area and he was at the yard in a very short time.

The very first Komatsu D60 to be sold in Australia was paid for and delivered on the day it was inspected.

After the deal was finalised Jock West asked Ces Swords why he came into the office that day to look at a Komatsu when it was common knowledge that he was a dedicated Cat man.

Ces explained that he had let it be known to the Cat distributor that he was in the market for a new D6 machine. The Cat sales person spent many hours rubbishing the Komatsu machines. Ces thought he had better have a close look at the Komatsu machines because he had never known Cat to talk about opposition equipment. He figured if Cat are talking about Komatsu they must be some threat to their market share and he had better check them out.

Komatsu had arrived in Australia.

LeTourneau Westinghouse Sales & Service which later became Wabco Distribution would continue distribution of Komatsu crawler tractors and loaders until 1980.

4. returned PARTS

By Graeme Reid
Operations Manager
Parts Dept. Head Office

Every day the Parts department is asked to issue a credit for 'Returned Parts', be it a return from a customer or our own workshop.

Every year we, in turn, return parts to our own factories.

Do these activities have a link?..... is the question recently raised at a Parts department discussion. In short, yes, they do although to some the link may be obscure.

We all understand how difficult it is to diagnose a machine fault, especially when the machine is in a remote location and the customer does not have the special diagnostic tools to trace and identify the problems, and therefore advise exactly which parts are needed.

The result is that a field service mechanic will take with him all the parts needed to cover all the possibilities and inevitably some of those parts will be returned to the Parts department for credits.

This scenario is the same whether the customer is NSK field service or an external customer.

The Parts department is often asked to apply controls on the issue of parts to field service jobs, but this request is difficult to manage as nobody knows better than the field service people, what the possibility might be and certainly you can not have a service technician arrive at the machine site and not have all the nuts and bolts to address the fault and get the customer up and running immediately.

So we agree that whether it be a return from an external customer or our own field service department, return parts are a reality and certainly an item which has the potential to get out of hand.

Of course conditions apply when parts are returned and labour is used to "re-stock" the parts..... eg: no handling charge if returned within 21 days, 15% charge 22 ~ 45 days etc.

A credit is raised after checking the goods are re-saleable, and the individual items are returned to their correct bin

location. It is important that the parts being returned are saleable (as new condition, and packaging in good condition).

So where is the link to a factory return?

Every 12 months the factory allows NSK an opportunity to return surplus stock, but this opportunity is also covered by conditions.

Parts are divided into returnable and non-returnable parts.

Obviously some parts have a "shelf life", that is to say that the part does deteriorate over time, simply by the nature of the part and within the definition of the term "non-returnable"; any part having a rubber content is classed in this manner, because rubber deteriorates especially if it is stored in sunlight or exposed to UV rays.

Some electronic parts are also classified "non-returnable" due to the delicate nature of the inner parts which can break through handling processes, and there are other parts which are also non-returnable, but we won't detail all in this article.

The link in the return process now becomes clearer. However.....

A part returned from a customer can ultimately be returned to the factory for resale through another retail outlet elsewhere in the world, and if some controls are not applied to ensure the item is always sale-able the final end user could end up with a damaged part or he would simply refuse to accept the part if it was returned in a damaged carton.

Upon return of any parts to the factory warehouse a 100% examination is conducted to ensure that all returns are "as new" and any items not meeting the standard are scrapped, and any cost involved charged back to the shipper (NSK in this case).

So next time you obtain items from the Parts department, it is possible that the item you receive has already been to Brazil or Chicago, and somewhere in Australia we give it a home.

Graeme Reid.

Brian Thomasson & Kev Holzheimer visit Japan.

During September, 1997 Brian Thomasson, Major Accounts Manager, South Queensland Region, accompanied Kev Holzheimer, Senior Mine Representative of Queensland Cement Limited on a visit to a number of Komatsu factories in Japan.

The trip was timed to coincide with the manufacture and assembly of QCL's new WA800-2 Wheel Loader and Komatsu-Mec made Kev and Brian feel most welcome.

The partly built WA800-2 was festooned in red, blue and silver bunting with a welcome message. The loader assembly team, management and receptionists were on hand to assure that Kev took home to Gladstone the conviction that Komatsu are very pleased to have QCL as an owner and partner.

Brian Thomasson and Kev Holzheimer with the reception group in front of QCL's WA800-2.



20 points for HAPPY customers

During the examinations held for preselection of contestants for the Advanced Technic Contest last year, we asked all contestants for five examples of good customer relations - what to do or say when on the job, to make sure the customer will be satisfied.

Because of the supreme importance of customer satisfaction, we thought we should share the experience of the ATC contestants with the rest of the company.

We have summarised the answers and grouped them into twenty categories. These are shown below, in the order of frequency of mention. This does not mean that the last listed is less important, just that some were mentioned more often than others.

We encourage all employees to read these, and to adapt and apply them to your own job, as appropriate.

1. Have a neat and tidy personal appearance.
2. Be polite and friendly, with a good attitude and friendly manner. Introduce yourself to the customer. Promote NS Komatsu and have pride in yourself and the product.
3. Make sure the field service vehicle and tools/equipment are in a clean, neat and tidy condition.
4. Carry out the work efficiently and without mistakes, to minimise machine downtime. Give the customer value for money.
5. Communicate well with the customer, to be sure and pinpoint the problem and what the customer wants. Keep the customer clearly informed as the job progresses, or if any difficulties arise. Use correct terminology.
6. Be punctual.
7. Have good product knowledge and work with confidence.
8. Be tidy on the job. Have good work habits and take pride in your workmanship.
9. Be interested and a good listener. Understand the customer's needs. Don't argue, and make the customer happy.
10. Have and use correct tools and diagnostic equipment.
11. Take care of the customer's

machine. Complete the job properly and leave it in a clean, tidy condition.

12. Follow correct procedures on the job, with a methodical approach to solve the problem. Use the Shop Manual properly./
13. Plan the work properly before leaving the shop. Take the correct parts to the job.
14. Follow up any customer requests. Call the customer back after the job is completed, to make sure he/she is still satisfied.
15. Provide prompt service support and go to the jobsite the same day as requested.
16. Give the customer a full report, showing clearly what work was done and what parts needed to be replaced.
17. Speak clearly and positively. Present yourself well.
18. Work safely.
19. Make sure the customer has checked the machine performance and is happy, before leaving the job.
20. Carry out preventive maintenance while on the job, as well as the repair needed.

Also, to show that a light-hearted spirit and sense of humour is alive and well in NS Komatsu, we received a few humorous responses.

- Give hats and stickers to the customer.
- Buy the customer a meal, or a beer in the pub after work.
- Tell the truth.
- Always look busy, even when doing nothing.

We are sure that everyone recognises the importance of having satisfied customers. By adapting and following the above points in our jobs we will be well along the road to that objective.

"Down to Earth" is also read by our customers. We would be very interested to hear how our customers feel about the twenty points. Do you agree with them - are they the most important?

Customers, please contact "Down to Earth" Editor Barry Potter on fax (02) 9795 8230 with any comments, and we will be delighted to include these in future issues.

The editor

Shoot for the moon....even if you miss you'll be among the stars.

down lane MEMORY

We are pleased to include photos of two long-term employees, Neville Drayton from Melbourne Branch and Eric Glover from Adelaide Branch.

Neville and Eric both go all the way back to when Wabco was the Australian Distributor for Komatsu products and have experienced first hand, the dramatic growth resulting in NS Komatsu of today.

Among the other skills and achievements Neville has been involved in Motor Grader sales and operator training and was also the main driving force behind a series of successful truck and other equipment sales to the Pacific Island of Nauru (Note the mention in Around The Traps about the "King Of Nauru").

Neville recently clocked up 30 years continuous employment having started in 1967.

Neville Drayton
Sales Support
Manager
Melbourne
Started 1967.



Eric is a true identity from South Australia and knows just about everyone in the industry, many as personal friends. For many years he was Service Manager and is one of our most knowledgeable people, going back over twenty years ago. He started employment with Wabco in 1969.

Eric Glover
Started 1969
with Wabco.
Technical
Support
Supervisor.
Adelaide.



6.

insight into FUTURE Technology

The following article provides an overview of Komatsu's credentials in the field of unmanned earthmoving equipment and robotics, levels of automation which can be achieved, and unmanned dump trucks.

Komatsu began development of radio-controlled earthmoving machines as early as the late 1960's. The initial project was a remote controlled version of the 315 horsepower D155 bulldozer.

This activity evolved into two distinct models for different applications. One application was in dangerous job site, such as steel mills. Forty-two remote controlled bulldozers have since been sold to steel mills in Japan. Additional machines have also been exported to Russia.

Death and Taxes are life's two certainties. It would appear that technology and automation are fast becoming two more.

dozers - a machine which weighs 44 tonnes and can operate to a depth of seven metres using a snorkel. Komatsu remote controlled machines were also used in clean-up operations at the Kobe earthquake site.

Komatsu's second major stand in robotics came in production engineering. It began when the company sought robots for its own production lines. When Komatsu couldn't source robots which met its needs, it bit the development bullet and built its own.

As a result, Komatsu's huge Osaka production plant (a facility which covers over a million square metres) is almost totally automated. The plant produces hydraulic excavators and bulldozers, including the radio-controlled models. Robots are used in hydraulic excavator assembly, welding, gear machining, torquing critical items and materials handling.

The company now has two plants which make robots. The Kawasaki plant in Japan builds construction robots as well as a special robot for washing down machine undercarriages. The Oyama plant, site of the Computer Centre and Industrial Robot Division, produces industrial robots. It designs and manufactures vertically and horizontally articulated robots, and twin-armed models.

The company has also enjoyed a major involvement at the cutting edge of vehicle electronics, in Formula One car racing beginning with the former Lotus Team, in the period prior to 1994 when use of electronic aids was unrestricted in Formula 1 cars.

Major areas of study with Lotus included measuring G-forces, car



PC200 Hyper GX Excavator

attitude and suspension movement. Komatsu was also involved in research in so called fly-by-wire controls and data collection/transfer. In fact the suspension movement control system was used at various tracks to measure the profile and roughness of the actual track surface. The company is now involved with the Williams Formula 1 Grand Prix Engineering, one of the

top competitors in the sport.

Levels of automation which can be achieved with large earthmoving equipment will obviously differ from those employed in Formula 1 but the technology can be adopted and adapted. Robots can offer benefits, in both cost and accuracy in any precise, repeatable application. In quarry and open-cut-mining operations, it will suggest autonomous trucks and operator-aided systems for loading tools and bulldozers. It is, however, expected that wheel loaders would still be manned in the short-term future.

Six years ago, Komatsu predicted that on-board computers would provide auto digging depth, auto loading and auto slew functions, and the opportunity for unmanned truck operation.

That was the prediction in 1991. Automatic digging systems are now offered on the most advanced medium-weight hydraulic excavators, such as the Komatsu PC200 Hyper GX model. This technology can be extended to mining and quarrying machines.

The concept is to train the machine to perform a function.

The operator runs through the cycle. The machine then sets its work limits and repeats the process.

Auto dozing/ripping controls can be added to bulldozers. On the remote-control front, Komatsu has broadened its field to include remote-operation of the largest bulldozer in the world, the 1150HP, 142 tonne D575A-2 Super Dozer.

As discussed earlier, Komatsu's

primary step in remote control of earthmoving machines was to avoid placing a human operator in dangerous or impractical situations - such as the challenge of operating a bulldozer under seven metres of water.

The second step in research and development was to expand the horizons of what was possible with remote-controlled and/or automated machines. However, the primary demand from most customers is to reduce operating costs - to lower the cost per tonne. With that in mind, Komatsu began work in 1983 on a system in which unmanned dump trucks would run on a constant cycle.

The initial concept was a system where the trucks would be guided by poles. Work since then has been



Komatsu Amphibious Bulldozer

conducted on two types of guidance system - the pole type and a highly sophisticated satellite based global positioning system.

By 1993 Komatsu had a prototype machine running on site for a customer in Japan. In April 1995 the system was offered for sale, as an add-on to Komatsu's 85 tonne payload HD785-3 truck.

Three customers in Japan are already using this system and last year a mining site in Australia began using unmanned HD785 units. The system can be retro-fitted to existing Komatsu HD325-6, HD465-5 and HD785-3 trucks.

The automated truck system provides constantly updated information to supervisors on production fluctuations. The system can spot variances in cycle times such as trucks standing idle near the loader or greater gaps than normal between trucks arriving back at the loader.

In addition, the automated truck system has safety advantages for night-time operation and in conditions of poor daytime visibility. The automated truck system does not suffer from tiredness or glare from headlights of other vehicles and spotlights.

On the question of what levels of automation can be achieved, the bottom line is that Komatsu can build a fully automated production facility and machines, but the cost must be weighed up against the benefits to be gained.

Who Was That Man?



Issue 12's mystery celebrity, Darryl Beall and those glasses.

Who Am I

1. I worked for Head Office for a period.
2. My office is in a small outside building and I have resisted efforts to move into the main building.
3. I am heavily involved in training, the only one of my kind in my region.
4. I try to be computer literate by talking and squinting at the machine. Maybe I should wear my glasses when I press the keys.
5. I am a jovial chap and like to play jokes. I straighten Directors' ties.
6. I am rather noisy and you know when I'm around.
7. I have recently turned 50.
8. My wife knows how to use a whipper-snipper and lawn mower, as I have trained her.
9. I defend our country by playing war games on the weekend.

Send your entry to Dave Field in Melbourne, on Fax: (03) 9205 9350

Issue 12's Celebrity

The Who Am I celebrity in issue 12's competition was DARRYL BEALL, Product Support Rep / Sales Rep of NS Komatsu Adelaide.

The photo shows Darryl caught unawares in a restaurant, wearing a borrowed pair of pink reading glasses. (This explains the final clue in the last issue).

Correct entries were sent in by the following people.

Chris Manny	Newcastle
Ross Nicol	Adelaide
Steve Leicester	Melbourne
Lynne Curtis	Melbourne
Tony Holloway	Head Office
Efi Letele	Head Office

As usual, the correct entries were all placed into a hat (shoebox actually) and the winning entry from ROSS NICOL was drawn out.

Congratulations Ross, we have sent you a novelty prize to celebrate the win.



Driving Exercises

Prolonged driving results in fatigue of the muscles of your back, neck and shoulders. Regular breaks combined with the exercise routine below, helps to alleviate these aches and pains.

Neck Exercise

Begin with your head in a neutral position, turn to the right then left holding each stretch for a minimum of 5 seconds. Next, tilt to each side holding for the same time. Ensure that your shoulders remain level and repeat the whole procedure twice.

Shoulder Exercise

1. Shoulder Roll - Roll your shoulders forward 10 times and then backwards. Large circles are more effective, repeat twice.

2. Shoulder Blade Stretch - With hands interlocked fully in front of your body, pull forward so that your shoulder blades come forward. Hold for 20 seconds and repeat twice.

Lower Back Exercise

Lying flat on your back with both knees bent, pull both legs up to your chest and hold for 10 seconds. Feel for stretching sensation in your lower back. Then place hands by sides and roll knees to alternate sides, holding each for 5 seconds. Repeat the entire procedure 2-3 times.

Did you know that there are so many nerves in our bodies that if all our skin, bones, muscles, blood vessels and organs were to disappear, you'd still be recognisable ????

Anyone can become angry - that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose and in the right way - That is not easy.

Around the Traps

South Queensland

Whilst on a visit to the United States, Brian Thomasson heard around the mines what a mighty truck the Komatsu 930E is. The story goes that shortly after delivery and start up of the first of a new fleet of 930E trucks at a copper mine in the USA, the operators decided to run an unofficial brake test to settle an argument.

While the 930E has multiple disk brakes, running in oil, at each wheel, there was still a lot of interest in the braking capabilities of a truck which weighs about 190 tonnes, empty.

A course was set on a piece of level land and the empty 930E stopped from 36kph in a touch over 10 metres.

The operator then repeated the test in his Ford pickup. The pickup (which weighs approximately 2 tonne) took almost 16 metres to stop from 36 kph.

Needless to say, no one now questions the 930E brakes in that mine.



▲ Gladstone Service Centre

On the 1st October, South Queensland Region opened the doors to a new Service Centre in Gladstone. Congratulations to Warren Smith (previously Service Product Support) who accepted the position as supervisor of the centre and Darren

Fraser (previously Sunshine Coast Field Service) who has taken over the Service Product Support position in Brisbane.

Personnel News.

Welcome on board to Tim Denehy, our second Major Accounts Manager, who commenced with SQR on Monday, 19th January. Tim will be sharing the Major Account customer base with Brian Thomasson (The Century king).

Robert Mays has transferred from North Queensland to South Queensland at the end of February. Robert brings to the region years of experience and knowledge which will stand him in good stead in his new position as a Brisbane based representative.

Eddie Bredin, who transferred from Ingersoll-Rand with over 20 years service, retired on the 5th December. While Eddie was only with NS Komatsu for just over 12 months he was a valued member of the sales team. We wish Eddie and Nancy all the very best in their retirement....

Happy golfing and enjoy your new grandson.

New Sales.

Our new Sales Department finished 1997 with Gold and Silver medal performance, achieving either first or second share of the market, across all our products, a very strong and well balanced sales result.

North Queensland

Business News

Ensham Resources Pty Ltd have purchased a new Komatsu PC1600SP-1 Excavator which was delivered at the end of February 1998.

Golding Contractors Pty Ltd have taken delivery of a new D475A-2 Dozer in January 1998.

South Blackwater Coal Limited have taken delivery of their new D375A-3

Dozer and Ingersoll Rand DM-M3 Drill in January 1998.

Social News.

Mackay Branch's Social Club had their Christmas Function at Illawong Lakes Resort on Saturday 29th November 1997 where drinks and a seafood buffet were consumed in excess. Some Social Club fundraising was organised in the form of a raffle of a free night at Illawong Lakes Resort



Make-shift footwear! I don't think this will take off....

and cheap thongs sold. A Hawaiian theme was set and everyone complied with some dressing up in grass skirts

The kids Ski Day that was to be held on Sunday 23rd of November 1997 was unfortunately cancelled due to an outbreak of Blue Green Algae in the dam water. The Social Club changed the venue to the Mackay Harbour where our Operator Trainer, Bluey Townsley took the honorary job of Santa Claus arriving with presents in the back of a new Holden Commodore ute. The day ended up being a great success despite the late change of plans.



Santa on the job in Mackay

Staff Movements

Welcome to Shelley Greaves the new General Manager's Secretary.

Welcome back to Pauline Hyde, Regional Accountant, from her maternity leave. Pauline and baby, Andrew, are doing just fine.

Congratulations to Gavin Biggam who has transferred to our Mount Isa Branch. We wish him luck.

Farewell to Mike Sera, an Engineer from Japan, who has been with us for the past year to support the D575 Superdozers at Blair Athol Coal and BHP - Norwich Park Mine. His commendable efforts will always remain with us and we shall miss him dearly.

Farewell also to Jim Lui, Diesel Fitter, a long-term employee of NS Komatsu. He has left us to join his family business on Thursday Island. We wish him the best of luck in his new venture.

Happy 21st Birthday to Angela Holliday on the 22nd December 1997.

Townsville

Well, as most of you are aware from the Newspaper reports, Townsville was inundated with rain the second week of January. The office fared well, although the store and workshop received six inches of water throughout.

Most of the staff were spared from the inundation, although one of our Field Fitters, Anthony Sands, received quite a downpour through his house (up to the kitchen bench). Tim Gallagher took his family out to dinner to celebrate his daughters birthday and ended up stuck in the rising floods for five hours.

Although we survived the floods fairly well, the following weekend we were in the throes of a cyclone watch category 3. Thankfully, it never eventuated. Townsville would not have coped with any more water!!! Who says it never rains in Townsville???

Our "little ferret" Kevin has been on holidays for the past few weeks and Bill Bedford from our Cairns office has been filling in for him. Mount Isa Branch is growing with the arrival of another resident fitter, Michael Blacklock, to cope with the growing work situation.

Southern Region

Special Birthdays:

Karen Binos - Sales - celebrates her 40th Birthday on the 6th February

Social Club News:

Once again Darren and Edwina did a wonderful job in choosing the Hotel Sofitel for the Christmas Party. The theme for the evening was "The Phantom of the Opera" and as you can see from the photo several people went to a lot of trouble. The best decorated mask prize being ~ one night's accommodation for two at the Hotel Sofitel, this went to Karen Binos, Sales Secretary. We are led to believe that Karen spent an entire evening decorating it - congratulations Karen. Some of the masks were probably not suitable but, hey, we had a BALL!!! Door prizes included 2 tickets to the Phantom of the Opera as

1st Prize ~ Won by Geoff Deller - Head Office

2nd Prize ~ \$100 Myer voucher won by Glen McHugh who has transferred to Gladstone Branch.

3rd Prize ~ \$50 Coles voucher won by Ron Russell - Field Serviceman.

Congratulations to all !

During the interval when the band took one of the breaks an Opera Singer, accompanied by a Tenor and Flautist entertained the crowd and the feedback was tremendous. Of course Peter Killey our General Manager made a speech and presented each member with a hamper from the Social Club.

Darren Attard and Janene Taggart announced their engagement and

were presented with a large bouquet of flowers, much to their surprise. Congratulations



▲ Kieran Sheridan and partner Vicki.

Administration:

Congratulations to Peter and Lorraine Killey on their 25th Wedding Anniversary, celebrated in December.

Vije Kathiravelu celebrated his 40th birthday. Congratulations Vije.

Sales:

Bill Capell seen wandering around Campbellfield -- again

John Tannahill is our new Territory Manager, covering North West Victoria, welcome to the Sales Team

Parts:

Trevor Draper (Despatch) has excelled in '97, having despatched training materials to the correctly required locations everytime - not to the opposite corners of the world as he did the previous year - well done 'old fella', keep it up (submitted by Dave Field)

Graham Connor - now 'Prince of Nauru' understudying 'King Neville' - Steve Leicester has gracefully handed the title on with his move to Used Equipment Sales.

John Silvester - ex Workshop Supervisor - now Product Support Representative

Service:

Geoff Deller - all staff wish you a quick recovery.

10.

Jim McTigue and Anthea Fortuin announced their engagement, congratulations from all of us - Edwina is walking around with a rather big smile.

There are a few new faces in our Service Department - Welcome to ~

Warrick Benton (Apprentice), Lawrie Burns (Apprentice), Preston Burley (Tradesman).

Just a little humour from the Service Department:

Chippa (David Chippolone) ordered a convertible mustang from USA (too much money and no woman to spend it for him!!)



Chippa's new Mustang.

Congratulations to Rodger Bates and his wife Susan on the birth of a baby girl.

South Australia:

Guess who can wear a (7) seven year olds Footy Jumper. He works in the Service Department, has a great sense of humour.

Congratulations to Roger Kain on the announcement of his engagement to Vicky Ward.

Head Office and Fairfield

A big **THANK YOU** goes out to Pam O'Connor for her efforts in the organisation of the adults christmas party at the Park Royal Hotel, Parramatta. Everyone had a great night.

To Greg Wakeford, Heather Coombes and Renee Portelli for the childrens

Christmas party on site although we could not control the weather (It was a **VERY** hot day) and to Santa (A last minute recruit - A job well done).

A new committee has been elected - Please support them.

Personnel News.

Congratulations to Maureen (Grandma) Clarke on the birth of her new granddaughters, Meg born 1st November and Makiah born 5th December. She now has a total of five grandchildren, four girls and a boy. Congratulations to Jacki Van Der Kolk for reaching 10 years service on the 8th February.

In the last issue of Around the Traps it was mentioned that Gary and Lisa Steen had a new daughter, Courtney. However their family was enlarged with the mysterious addition of two children Nicole and Ross. Perhaps some reader could enlighten us

as to whom these children actually belong.

The Hunter Valley.

The new Hunter Valley Social Club held their kids Christmas Party at Hungerford Hill Winery and Park on Saturday 13th December. Everyone was entertained by Putt-Putt and Aqua Golf. Some of the parents had a go at the Aqua Golf and couldn't even put a golf ball in a lake the size of Sydney Harbour from 10 paces. Some of the culprits were Neil Robinson, Glen Hodgins and Carol Hedges.

Santa (Mark Hungerford) Claus provided lots of Ho-Ho's and presents for all the kids.

The adults party followed a week later on Saturday 20th December with a day at the Newcastle Races. Broadmeadow Track will never be the same again as lots of "once a year" punters became tipping experts. However, tipping winners was



▲ Robert "Doc" Tripp at the Head Office / Fairfield Christmas Party.

a tough task and as the day progressed more money was invested in the TAB and less returns coming back.

There was an odd exception with Aaron (KP) Stevenson on a winning streak. And rumour also has it that Parts Supervisor Gary O'Reilly and his punting club mates made a few bucks after a couple of their tips came in.

The food provided in the marquee was good, and all the flies in Newcastle joined us.

Near the end of the day, Bryan (I'm tired not drunk) Shearer was told no more after he had three lemonades all day. Both outings were enjoyed by all. Congratulations to Bryan Shearer and Kylie Phipps on their engagement on 23-11-97.



Head Office Staff Clockwise:- Loretta Bannister, Efi Letele, Amber Rickard, Lea Coleman, Christine Todd, Andrew Hoppett and partner Nicole. ▲



Obviously NOT the winners circle!!!
Hunter Valley TAB victims.

Western Region

Personnel News.

Rod Berry (Component Rebuild) showed up with his teddy bear slippers the other day.

Then, in an effort to hide his closet affliction, he tried to sneak in without anyone noticing before he changed into his boots. But alas, someone saw. And of course, it had to be shared.

Congratulations to Kim Francis (Field Service) who became a father for the fourth time when wife Cindy delivered their third daughter, Teagan Jane on 3rd October, 1997.

Helge Jorgensen (Pannawonica) and wife Maree celebrated the birth of their first child, Daniel on the 29th November, 1997. Helge said the birth went well and didn't hurt a bit. On ya and congratulations.

To Trevor Fitzgerald and Dean Court (both Service) who were accosted by mishaps recently, we send our best wishes we all and hope to see you both soon.

A big HELLO to all newcomers to NS Komatsu Western Region. Welcome to the "Nuthouse".

Social Club News.

On Sunday 7th December the Social Club Members took their children off to Perry Lakes to meet the almighty Santa Claus. Normally, parents are a bit suspicious when a fat, bearded guy based his whole life on giving toys and lollies to children, but the parents

seemed just as thrilled as the kids when they received such from good old St. Nick. A big thank you to our bloke who braved the heat and donned Santa's outfit.

On Saturday 20th December Social Club Members headed off to the Hyatt for the annual

Christmas Party. And what a night it proved to be. Everyone was in high festive gear and were ready to party. The food was great and the drinks kept on coming. The dance floor was packed - except for the instance when too much wind caused a major evacuation of the boogiers and the floor had to be cleared. It is still not certain as to where this sudden gust of wind blew in from! Quite a few of our members indulged in the Christmas spirits and one actually had to be carried to his chariot by a couple of buddies on either side. A huge night overall.

Kalgoorlie.

We are sorry to see our dear friend Jim Cockburn leave, due to back troubles. Our very best wishes go with you, Jim. Keep in touch.



BUYS PROGRAMME

Technical Service Information (TSI) Reports allow NS Komatsu staff to communicate information to the manufacturer regarding concerns or commendations related to their product/s.

In June 1997, a competition was developed to improve the quality and quantity of TSI submissions.

The first draw was held at the end of August with Peter Clarke (Brisbane) taking first place. Due to extremely close results, runner up prizes were also awarded to Rob Roper (Kalgoorlie), Paul McClintock (Darwin) and Tim Callaghan (Townsville).

The second draw was a two way tie between Tony Johnstone and James Arena of North Queensland. The winner of draw three was Eric Glover of South Australia.

Though the competition proved a success, it has recently been replaced by a program that seeks to benefit all participants, individually.

Effective from March 1st, the TSI Buy's Programme works via a points system, where each submission automatically earns you reward points. Build up your points and claim from a large selection of prizes, including jackets, models, caps and much much more!

The information communicated through your TSI submissions is beneficial for continuous product improvement. Keep up the good reporting and thank you for your efforts.

To submit a TSI, send to Head Office marked to the attention of the TSI Administrator.

For further information on the TSI Buy's Programme, contact your Branch Service Manager.

A Short Course in Human Relations.

The six most important words: "I admit I made a mistake".

The five most important words: "You did a good job".

The four most important words: "What is your opinion".

The three most important words: "If you please".

The two most important words: "Thank you".

The one most important word: "We".

The least important word: "I".



Five Major Time Wasters

1. Spreading yourself too thin by trying to do too many things at once. Instead, set priorities for the day.
2. Being reluctant to delegate tasks. Remember, you don't need to do everything yourself.
3. Not wanting to say 'NO'. First decide what you must do, then what you want to do and refuse all other requests.
4. Being a slave to the phone. Instead, screen your calls or use an answering machine.
5. Procrastinating (Putting things off). First get the unpleasant chores done, then reward yourself as you accomplish your tasks.

INGERSOLL-RAND

Portable Compressor Training

Ingersoll-Rand portable compressors come to us from the USA and the UK. So what did I-R do recently? They sent a trainer from each factory, to conduct service training for NS Komatsu personnel.

The two trainers - Alan Banks from Hindley Green UK and Eddie McDaniel from Mocksville USA travelled around to each of our Regional offices. Starting in Mackay, then Brisbane, Melbourne, Fairfield and Perth, they provided training on portable compressors for our service and also parts personnel as well.

NS Komatsu sells approx. 300 compressors a year which gives us a large population of machines to look after, so the training was very well received.

Down To Earth Readers Survey

This is your magazine, so please take a few moments to write down your thoughts on the questions shown below. Photocopy the page and fax it to "Down To Earth" Editor on (02) 9795 8230.

1. Your comments on the new look of "Down To Earth" (eg. Brighter, more colourful, new front page logo etc.)

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2. Your comments on the articles and contents in "Down To Earth".

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3. Do you have any suggestions for specific articles you would like to see in future issues of "Down To Earth"?

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4. Which regular articles do you read with the most interest in each issue?

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OPTIONAL:

Name:.....

Branch:.....

Thank you for your interest in "Down To Earth". We value your comments.

Please copy and fax this page to:

"Down To Earth" Editor
Fax Number: (02) 9795 8230