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FOR AUSTRALIAN AND NEW ZEALAND
STAFF AND FAMILIES OF HEWLETT PACKARD

No 25 November 1986



- Senator John Button, Minister for Industry, Technology and Commerce, unveils a plaque commemorating the opening of Hewlett Packard's new Fern Hill facility. Canberra feature: pp 4-8.

We'll make our teams successful

Next year Hewlett Packard Australia will complete the second decade of its short life.

In just 19 years its business has grown from \$3 million to close on \$200 million annually. It is undoubtedly one of Australia's success stories.

Yet in recent times we have slowed and wondered if the pattern of around 30% growth each year would ever return.

Adverse domestic and world economies have been factors but not the only ones.

No matter how much we planned, how determined our effort and how enthusiastic our teamwork, something seemed to be missing . . . and tantalisingly difficult to identify.

But I believe we now have an opportunity to regain momentum, helped by MTS — *Making Teams Successful* — which is a largely home-grown concept we are acquiring from Sydney-based Harlos Management Services.

MTS philosophy doesn't supersede or conflict with the HP Way, MBO or MBWA. Indeed, I marvel at how totally consistent it is with the enlightened policies Bill and Dave gave to a fledgling company 47 years ago.

MTS reinforces the culture within which we have been accustomed to operate. It interlocks the good things an organisation has going for it while identifying weaknesses and pointing to solutions.

We don't have all the answers from MTS yet. Everyone in HPA will be

listened to and involved in finding them.

I'm very much aware that a managing director's personal abilities, flair or style do not of themselves make a company successful; nor the single-handed efforts of front-line managers. It has to be a team performance.

Already MTS has shown us how to link TQC to all our activities. We now regard TQC as an even more powerful tool in our management process.

MTS will benefit us most in the vital areas of planning, acceptance of change, ownership and accountability.

Like the HP Way, it recognises that companies are but assemblies of human beings and it draws on all the potential of intelligent and creative people while accepting there will be shortfalls from perfection.

The nature of humans is to resist change, certainly when it happens too quickly, is forced from above or is not understood.

So it delights me to be able to say that MTS avoids these errors.

Its introduction will not be an overnight exercise. In fact, we have already gone through a six months lead-up period appraising MTS and customising it to tackle our shortcomings and bolster our strengths.

Eighty managers and supervisors have been through intensive Leadership Development courses, which are but preparation for the all-important second phase of Team Building in which everyone will participate.

We expect it will take three years for MTS to become institutionalised, as it has with companies like IBM in Australia and the Far East; CSR; and Australian Portland Cement.

You will see that change does not threaten us. We aren't going to be overwhelmed by the strangeness and speed of it all.

Change won't happen because I or your managers will it but because *all of us will want it to come*.

Already MTS has highlighted some areas for improvement. For one thing, it has put focus on the difference between *effectiveness* and *efficiency* of performance.

Efficiency might be described as carrying out procedures correctly; effectiveness is doing the *right* things efficiently. And sometimes deciding a particular procedure is not needed at all.

At every step MTS measures *outcome* before procedure. Every procedure is judged on the quality of the result it achieves.

MTS is the product of 50 years of world-wide development in behavioural science and its application to business management. Not by thoughtful theoreticians alone but in partnership with a team of highly experienced and successful international managers.

We can take pleasure from Australia being a leader in research, notably at the University of Queensland.

As you come to study MTS, I hope you will share my belief that it can kick-start a return to the steady growth of recent times and provide even more fulfilling and rewarding careers for all of us.

MALCOLM KERR



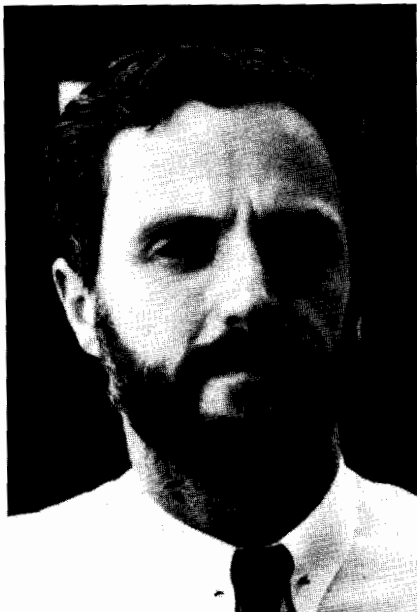
• Dave Burgess (left), Gary Pope, Arthur Booth and Peter Simpson at the end-of-year "beer bust" in Melbourne.

Swapping jobs and houses for a year is helping Gary Pope learn about Australia and Accounting Manager Colin Byron to do the same in America.

Gary is working in Melbourne and Colin in Palo Alto.

Gary will do trips at weekends and during holidays with wife Nancy Hutt and their two children.

Colin and Leanne, with their three children, will be exploring on the other side of the Pacific.



New MD for NZ

On 15 September, **Hans Neilson** started his new appointment as Country General Manager in New Zealand.

He had been Quality Assurance Manager and he succeeded **Wayne Squires**, founder and first MD of the New Zealand company.

"Wayne served Hewlett Packard well in many capacities. We are grateful for the way he always put in and glad that he was able to preside at the opening of the new Wellington building in April," said HPA Managing Director **Malcolm Kerr**.

"Wayne will pursue private business interests and all who worked with him in New Zealand and Australia wish him much success."

Hans' appointment is for a minimum of two years. He is no stranger to New Zealand, having visited regularly over the past seven or eight years.

"I have enjoyed the association. I like New Zealanders and I've always liked the Kiwi operation," Hans said before leaving Melbourne.

"I won't be trying to impose Australian values on New Zealand. But I do want to impose HP values and within those parameters I'll be working with my colleagues to find solutions appropriate to the territory.

"I'll be looking for opportunities for the team to persuade the Government and private customers that Hewlett Packard, having given impressive evidence of its intention to stay, can strongly contribute to New

- (Left): **Hans Neilson** ... leads NZ operation.

- (Right): **Wayne Squires** with **YHP President Kenzo Sasaoka** at meeting of the **W Edwards Deming Institute of NZ**.



Miniaturising

Brisbane BGM **Bob Keers** needed no urging to attend an Australian Army award presentation.

That was because an HP41CV calculator was admired almost as much as the smart soldier who programmed it to make huge savings in time, equipment and manpower in procedures for pin-pointing enemy artillery.

Warrant Officer **Max Crane**, a self-taught programmer based at Enoggera Barracks in Brisbane, won a \$1700 Army Suggestion Scheme award for his cost-cutter.

Fitted with a printer and memory module, the 41CV replaces more than 15 items of equipment, reduces a three-tonne truckload of equipment by half and eliminates one gunner from a sound-ranging troop.

The award received television and radio coverage. ■

Zealand development in the long term."

Hans won't be joined by his family until December. It won't surprise anyone in Australia that they are shipping their 4WD and camping gear across to explore the New Zealand outback when opportunity offers.

They have toured in Central and Western Australia, Malaysia, Thailand and the United States.

"We had a date to be in Birdsville with **Bruce Marsh** and family this Christmas but we're taking a rain-check on that for three years," he said just before leaving Melbourne. ■

Globetrotters

To make room for the many thousands of visitors flocking to Adelaide for Grand Prix car racing and the golf, making it a very crowded city, a few HP people decently moved out.

SR **Yves Knezy** went to Palo Alto for three weeks of training and on return spent his holidays in Queensland.

BGM **Graham Palmer** skipped out to Fiji for a fortnight.

SE **Jim Golding** had a month in Cupertino.

CE **Rick Fisher** spent nine weeks touring the world.

And CE **Hugh Hocking** lazed in Bali for a week before going on to Hong Kong and China for three weeks.

"China was an eye-opener," reported Hugh. "Amazing industrial development and a lot of first-class hotels gearing up for the tourist invasion."

Branch Business Manager **Sandra Carter**, telling all this, sounded a little forlorn and envious when she said: "But I'm still here."

Sandra and the others still in town enjoyed a Grand Prix chicken and champagne breakfast which the Social Club staged in the park opposite HP's office in Greenhill Rd. ■

Open Line

Have you read all your bulletins, particularly No 3?



Canberra builders better their budget

Bringing in the new Hewlett Packard building in Canberra below budget was praised by Managing Director **Malcolm Kerr** at the official opening on 18 August.

Civil and Civic is the developer of the Fern Hill Technology Park in the suburb of Bruce. Its achievement was impressive in an era of escalating costs.

HP Australia is the first high-technology company to be operating on the site. Its fine split-level building cost just on \$5 million.

The picture above suggests Lend Lease did even better than Malcolm said — two buildings for the price of one.

But the bottom edifice is only a reflection in the artificial lake where already wild duck congregate and an occasional fish jumps.

Extensive landscaping will beautify the area and recreational facilities are planned for HP and the other companies that follow.

The HP building has the choicest of the front sites and commands an impressive view that cannot be built out.

Malcolm also thanked Operations Manager **John Springall**, Canberra Branch Manager **Paul McQuarrie**

and Branch Business Manager **Vicki Walker** for their special contributions to planning.

There were scores of meetings, initially with the architects and then with builders and their subcontractors.

The airconditioning plant is one of the most sophisticated in Australia. Not only does it sense the actual outside temperature and bring it up or down to comfort level but it's a kind of robot shrink.

It knows that on bleak winter days people looking out at a landscape think they ought to feel cold even if they aren't. The system makes an adjustment for the psychological factor.

Likewise on blistering days when haze hangs over the Canberra hills it will cool the working areas and throw in a bit more coolth for good measure.

Then, clever beast that it is, it knows that in winter people take to wearing cardigans and jumpers. So yet another computation.

These days security has, or should have, moved beyond a high wire fence and bad-tempered mastiff. Burglars are far too clever to be deterred by the technology of the used car lot.

Just how imperative security is becomes apparent from the list of Canberra customers, who range from the Defence Forces through to the Family Law Courts and the Attorney General's Department.

A highly sophisticated electronic surveillance system controls every one of the 14 entrances and internal security areas at Fern Hill.

It will give a printout of every person who enters or leaves with a date and time of each movement.

A negative reaction could be that Big Brother really is casting his malevolent eye. The positive view is that all the innocent are absolved should someone try to breach security.

Nearby are the National Institute of Sport, the Bruce College of TAFE and Canberra College of Advanced Education, all with landscaped but not over-manicured areas which help preserve the natural charm of the district. ■

• Paul McQuarrie Canberra BGM (left), Malcolm Kerr, HPA's MD, and Major General Neville Smethurst, Assistant Chief of the Australian Defence Force. The Defence Department installed the first HP3000 system in Australia in 1975; now has 10 HP3000s, 20 HP9000, 300 Unix systems, a number of Real Time HP1000 systems and more than 200 PCs.



Printer bridges two technologies

His reputation for droll humor had preceded **Senator John Button** to the official opening of the new Canberra building and he did not disappoint.

As Minister for Industry, Technology and Commerce, he has said a lot about the need to encourage efficiency through high technology for Australia to pull out of current economic difficulties.

One suspects he knows a lot about computers. But as he left the lectern to walk to a shrouded plaque commemorating the ceremony, he expressed doubt that he was able to manage the technology.

It's doubtful that he would have read about Wellington's new building being opened by pressing a button which gave a readout that Halley's Comet was 62,153,606km overhead.

Still, even if he had, he needn't have been intimidated. He just had to tug at a cord attached to a curtain; it slid effortlessly for all to be revealed.

Senator Button acknowledged Hewlett Packard as a world leader in personal computers, integrated office automation, calculators and

electronic, medical and analytical instrumentation, employing 84,000 worldwide.

He said that HP, in winning government contracts, would significantly contribute to achievement of the Government's industry development objectives.

"The Government's commitment to industry development is consistent, I believe, with the interests of Hewlett Packard," he said.

The Federal Government was providing a framework in which —

- HP's position as a leading supplier of computers and precision electronic equipment was enhanced;
- The development of worldwide exports based on domestically developed products was encouraged and assisted; and
- Proposals for co-operative joint ventures with statutory bodies were welcomed.

Because **US Ambassador Lane** was

cutting it fine to attend another function, he was not scheduled to speak.

But he waited until after the unveiling and said he could not leave without paying a tribute to Hewlett Packard.

"In my role of fostering goodwill between two friendly countries, I could not be encouraged more by the example of such an outstanding company as Hewlett Packard," he said.

It made his job so much easier when an American-founded company operated with such high ethics and required its entities overseas to identify so helpfully with the best interests of a host country.

Alan Bickell, Vice-President and Director of Intercontinental, recalled that **Ambassador Lane** (Laurence William, who prefers to be called Bill) had long been a close friend of **Bill Hewlett** and **Dave Packard**. Alan also knew him well and was delighted they had met again in Canberra.

He assured Senator Button that HP was committed to a long stay in Australia. The Australia Software Operation was a major investment in R&D. It had already resulted in advance productivity tools becoming available to Australian users and exports had started.

"Australia is an excellent place for HP to develop software and we will try to develop networking. Our leasing company also helps, particularly those trying to get started," he said.

"What we have done is just the beginning; we can increase our contribution to Australia substantially."

Alan said that so far Canberra branch activity had been confined to selling, servicing and training. The new building had capacity for much HP growth, including manufacturing which would start with software development.

Alan recalled that he first came to Australia as HPA's first Administration Manager when Malcolm Kerr was a Field Engineer.

"Our first year saw sales of \$3 million. Next year is HP Australia's 20th anniversary and sales are running at \$200 million. We have \$90 million invested in assets here and 640 employees, who are our greatest asset," Alan said. ■

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Learning fast

When Depth first talked with Sales Representative **Chris Bridgland** in Canberra in March, he had not long arrived from a Government job.

He'd just about made his first sale, worth around \$400,000, to the ACT Schools Authority but was almost apologetic about it.

"It was something that landed in my lap, not through any of my sales ability. I'm just starting to pick up how a professional goes about making a sale," he said.

The Authority has since bought 87 HP150s and disk drives, adding to its HP3000/68. The plan is to put a Touch Screen in every school to link with the Authority's mainframe.

When Depth met him again last month, he was toasting the new building Senator Button had just opened. But thoughts weren't far from another bottle of champers in the home fridge. He was going to quietly celebrate with wife Wanda the order he had worked hard for and finally clinched.

Chris qualified first as a physicist and then as a statistician. He came from Adelaide and has worked for nearly nine years in Canberra. He's the father of Christy, 7, and Amy, 5.

"Reading about the HP Way and observing HP ethics in my previous job were what persuaded me to throw up one career and try to make a success of another," he said. ■



● US Ambassador Lane; Alan Bickell, Vice-President and Director of Intercontinental; and Pat Bickell.



● Jon Rosalky, Junette McQuarrie and Barbara Kerr.



● Dave Holland (right) was away from Wellington when the new NZ headquarters were opened in April. He's since moved to Canberra where he was pictured with Chris Bridgland.

This is your Pay Co-ordinator speaking:

Just a reminder that all paperwork relating to payroll should have your employee number on it.

Payroll is processing up to 3800 transactions a month (leave, overtime, salary changes, etc) and a rising employee number slows us down.

Your contacts for any queries on payroll are:

John Biermann
Payroll Co-ordinator
Pat MacDonald
Payroll Assistant
EXT 2614

No flies on Kerri

Saturday and Sunday bring a change of pace for Canberra Sales Secretary **Kerri Crawford**.

No matter how hectic are weekdays, the weekend finds Kerri and friend **Andrew Reid** exploring the quiet fishing spots around Lake Eucumbene in the Snowy Mountains or along the Delegate River.

Kerri (part-time) and Andrew (full-time) conduct a business as fly fishing guides under the name of Stream Guide Experiences.

They will hire themselves as guides only, customers supplying vehicle, camping gear and fishing tackle. Or will provide all equipment as well as lead to likely fishing spots.

Kerri is no slouch at casting a fly as a three-and-a-half pound trout from the river testifies.

"Andrew still leads with a seven-and-a-half pounder from the lake. But so he should; he's been at it longer and he's been taught by his dad who owns a tackle shop in Canberra," says Kerri. ■

Precision architecture of another kind

Fitting out the interior of the Fern Hill building was planned to millimetre tolerances using HP's EGS (Engineering Graphics System).

BGM **Paul McQuarrie** entered into memory the graphics of a partition module, work station, desk, chair, roof-supporting pillar, filing cabinet, etc.

He was then able to manipulate the shapes to any configuration, proving whether things would fit. The scale was 1:100 and printouts were accurate to one millimetre.

At leisure — a figure of speech really because he's had little while planning for the move from Fyshwick and keeping sales moving — he could do mock-ups and ascertain from colleagues whether that was what they wanted.

"I wouldn't claim the final positioning was give or take a millimetre — we're not as regimented as that in Canberra — but after we agreed on the final configuration everything did slot together very smoothly," Paul said. ■



- Above: Ellis Campbell (left), Athol Barker and Kerri Crawford.

- Right: Vicki Walker and John Springall: "Will the benches come in time?"



- Marie Henderson ... second encounter. ■

HP admirers

Computer Museum

Canberra's new Service Co-ordinator **Marie Henderson** and husband Tony went into debt for an HP purchase. They have never regretted it.

"We were students and Tony was doing engineering at the NSW Institute of Technology in 1973. He had his heart set on the best, an HP35 calc," Marie recalls.

"We had to take out a loan. Even though he bought well through the Institute, it still cost around \$250. But it's still going strong. He wouldn't part with it."

Marie has worked for the Immigration Department and private companies in Sydney. Tony now is with the Department of Employment and Industrial Relations.

They have two children in primary school — Grant, 6, and Ryan, 5. ■

Biggest sale so far in Australia

Fifteen million dollars is involved in an HP contract to supply hardware and software over a five-year period to the Federal Attorney General's Department.

It is the biggest single sale the company has made in the region.

The Department is the largest Government user of HP3000 office systems. HP will supply micro computers and HP3000 systems for data base management and office automation applications.

The Department operates six HP3000 Series 42 systems in the Official Receiver's Office to manage bankruptcy proceedings.

The Family Court of Australia will network 12 HP3000s and Canberra office will substantially modify an American software package for court administration.

The system will process orders handed down by judges at 11 locations, will schedule court hearings and handle word processing.

One aim is for court reporters inside the chamber to link directly to an HP3000; and for exhibits to be recorded by OCR.

Canberra BGM **Paul McQuarrie** and Sales Representative **Mark Dilli** were happy to spell out guarantees that most customers, knowing HP standards, would take for granted.

"The Court had not bought a system before so we were anxious ourselves that everyone knew exactly what it would do and had confidence not only in the hardware and software but the backup as well," Paul said.

Sixteen months elapsed between tenders being called and the signing. HP's tender grew to 600 pages. Tendering was made easier by drawing on a data bank Mark had been five years compiling.

"It means we don't have to start from scratch every time," Paul said. "It saves much time and guarantees Government tendering procedures are observed down to the smallest detail."

The system for the Film Censorship Board will tackle a huge backlog of film and video classifications and handle new classifications more efficiently.

Often cinemas, telecasters and

others are unsure what old material is safe to use. By the time a manual search is made, the usefulness of the information can have passed.

In future, a search for a classification made at any time since censorship started will take mere seconds.

One of HP's largest Canberra installations is an HP3000 series 70 host computer system which supports the National Capital Development Commission's data base applications in land management, financial project management, library, registry and environment. ■



• Nigel Carruthers ... care of the bush.

Knew the scene

Sales Support Engineer **Nigel Carruthers**, who helped set up demonstrations for the Federal Attorney General's Department contract, was on familiar ground.

He had not long moved from the AG's Dept, where he had supported the HP3000 used for bankruptcy dealings, after graduating from Canberra CAE with a BA in Management Science.

Nigel was born in Queensland, went to Tasmania and has been 16 years in Canberra. A recent holiday was spent scuba diving on the Great Barrier Reef.

His other hobby is competing in off-track motorcycle reliability trials.

"No, we're not bush vandals," he assures. "We're careful to protect the environment. We don't return to a place for at least six months." ■

Have toolbags, will travel

On loan to New Zealand until next month as Country Support Manager, **Doug Woodcock** settled in quickly.

He got used to the drinking water, slept through earthquakes (if there were any) and might even have lifted the self-image of CEs.

At least, Wellington's **Mike Smith** is thinking positively and is ready to tackle the world.

Reporting recently to the US that all of NZ's 2603A printers had been upgraded, Mike said:

"This end of the world has now completed its assignment and I'm pleased to report that the printers felt no pain throughout the operation.

"It was completed in record time by a crack team of 12 CEs led by a super CE (modesty forbids mentioning his name).

"If you have any other special assignments that require extraordinary powers, I would be only too glad to lead my team anywhere worldwide but preferably somewhere warm with a beach and beauties toting cool liquids."

Doug doesn't feel HPNZ is about to lose staff. He's read all there is on *Compensation and Benefits* and believes no manager has the power to offer lures like Mike stipulates. ■



HANS BELS is healthy and happy living at Ormeau in Queensland.

"I very much enjoy reading about HP events and people. Thanks for sending the issues of *Depth*," he writes.

"We have settled in very well. The first 30 months of retirement just flew by. My boat is finished and we enjoy sailing and fishing on the nearby Broadwater.

"About twice a year we visit our sons and their families in Sydney and once a year they visit us. No, our life isn't boring.

"The garden looks good and requires mainly maintenance but one acre keeps us busy and physically fit.

"Please give my regards to those who might remember me and please keep the *Depths* coming." ■

Faces to names

Over the years, Adelaide CE/FE **Yves Knezy** has made a lot of contacts with HP people around the world and particularly in the US.

"You think you know them pretty well and you appreciate the help they're always willing to give, but it's nothing like seeing them face-to-face," Yves said on his return from a recent three weeks' visit to Palo Alto.

"It was a pleasant exercise putting faces to names I knew mainly through Desk or phone," he said. "Also, it was invaluable meeting people in the factory who make and ship our products."

Yves was updating his mass spectrometer skills.

He didn't need US help with a problem that bugged him in 1980 and which Region CE Manager **Bob Congdon** and Support Administrator **Joyce Thompson** were reminded of when cleaning out some files a few weeks ago.

Yves was finding that sheep urine under analysis stained the glass column of the spectrometer and he sent out an SOS for a detergent.

Analytical Sales Manager **Jim Watson** responded breezily but unhelpfully, suggesting that sheep be kept out of the lab or, if Yves didn't want to do that, he could try BAA's Leak.

Yves got the impression that Jim knew a bit about patching tired radiators but was a lousy speller.

Yves advises that Extran 300, available on supermarket shelves (at least on Adelaide shelves), does the trick. ■

Tranter Inc

Remember **Jason Tranter**, the bright young College Graduate who came to us in 1984 and developed his system for monitoring the condition of moving machinery while at Joseph St?

He's the boss of what must be one of the world's smallest international companies. — he's the sole employee.

But he's building a reputation, none bigger than in New Zealand, where six sites are interested in his Condition Monitoring System, which is based on the HP Spectrum Analyser. ■



Tudor Court in South Caulfield was again a friendly venue for the Melbourne office's annual dinner dance.

The function was well supported, with more than 200 attending and rewarding the hard work of the organiser, Support Administrator **Joyce Thompson**.

New girl! — Sales Administrator **Michelle Rittinger** — is pictured (above) dining with Staff Systems Engineer **Justin Klvac** and Staff Sales Representative **Brian Glasgow**.

Customs Specialist **Greg Beers** (below) showed commendable loyalty to his beloved Fitzroy, threatened with extinction if they don't find a wealthy patron or move to Brisbane.

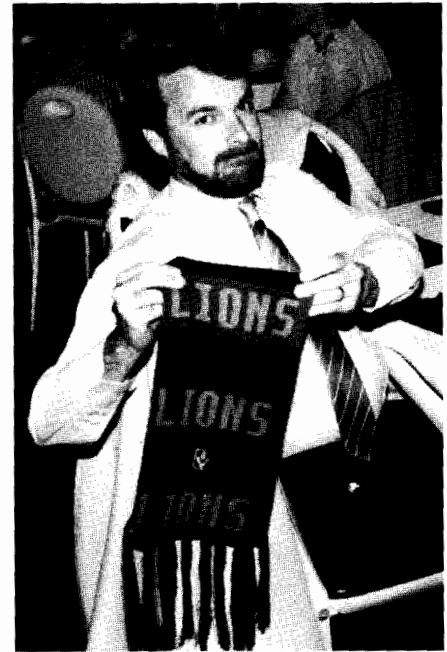
He ignored jibes from the next table that he could do his bit by smuggling out the empty bottles. ■

Births

- Bryan, first son of SVC Sys Co-ordinator **Marion Juni** and Jack at Dandenong Valley Hospital on 5 October at 3.20pm (3033gr/6lb 11oz).
- Aimee Nicole, daughter of Secretary **Vicki Elliott** and Cliff on 9 September at 10.49pm (3459gr/7lb 10oz).
- Katie Elizabeth, daughter of CE **Brendan Lynch** and Felicity, on 15 October at 12.37pm at the Mercy Hospital (3118gr/6lb 14oz).
- Joel William, son of CEDM **Phil Hunt** and Julieann, on 19 August at 5.30pm at the Lilydale Hospital.
- Aaron Lebestor, son of Secretary **Millicent Miranda** and Jude (3629gr/8lb).
- Dean Andrew, son of Melbourne SVC Engineer **Bruce E Thompson** and Christine on 3 July at 1.44am at St Andrew's Hospital.
- Timothy John, son of Brisbane SR **John Burnett** and Noela, on 6 August (3600gr/7lb 15oz).

ENGAGEMENT

- Support Administrator **Toula Filopoulos** to Nick Chrisant on 11 October. They will marry in May next year. ■



BASKETBALL: Adelaide HP, with a new team, had a successful season but were beaten in the grandfinal.

Suzanne Bosley, Ruth Johnson and **Debbie Karrandjis** were the linkum HP component, helped by a couple of equally classy outsiders to make up the numbers. ■

Newcomers

Mark Bryant, Customs Co-ordinator/
Customs (Melbourne).

Richard Chan, Order Co-ordinator/
OP (Melbourne).

John Fogarasi, Staff Sales Representative/Sales (Sydney).

T C Kwang, Analyst/Programmer/
ISG (Melbourne).

Toni Maxwell, Service Co-ordinator/
Service Admin (Brisbane).

Bob McCutcheon, Sales Representative/Sales (Melbourne).

James McLeod, Service Engineer/
Service (Melbourne).

Andrea McMillan, Secretary/CEO
(Melbourne).

Joan Pissara, Analyst-Programmer/
ISG (Melbourne).

Kerry Poole, Order Co-ordinator/
OP (Sydney).

Jeff Riley, Response Centre Engineer/AEO (Melbourne).

Michelle Rittinger, Sales Co-ordinator/Supp Admin (Melbourne).

Ken Sheers, Systems Engineer/AEO
(Melbourne).

Gina Tripi, Sales Secretary-Co-ordinator (Rosebery).

NEW ZEALAND

Marilyn Daly, Personnel Assistant/
Personnel (Wellington).

Anne Double, Support Co-ordinator/
Support Admin (Auckland).

Jos Kunnen, Customer Engineer/
CEO (Wellington).

Glen Spackman, Accounting and
Financial Manager/Admin
(Wellington). ■

Transfers

John Bieske, Director of Sales/Region (Melbourne), to International Sales Manager/Value Added Channels (Intercon).

Tom Daniel, Field Marketing Manager (Neely Sales Region), to Marketing Development Manager/Marketing (Melbourne).

Leanne French, Office Systems Program (Cupertino), to OA Specialist (Rosebery).

Dave Holland, Staff Sales Representative (NZ), to Snr Sales Representative/Sales (Canberra).

Dave Kelly, Panacom Division (Canada), to Support Engineer/ASO (Melbourne).

NEW ZEALAND

Judy Chua, Systems Administrator/
Systems Admin (Melbourne), to Commercial Services Manager (Wellington).

Hans Neilson, Quality Assurance Manager (Melbourne), to Country General Manager, NZ (Wellington). ■

FOOTBALL

By "Shirtfront"

There's nothing sadder in sport than the decline of a proud club and the threat of extinction.

Such a fate faced the HP All Stars until their great victory over Colonial Mutual.

Humiliating losses had prompted a three-option ultimatum from the Football Commissioners:

- Improve competitiveness by clearing all 50-and-overs and recruiting from the HP Hyacinths.
- Earn funds for recruiting by any means — massive diversion of the HP advertising budget, lamington drives, bingo, anything.
- Relocate away from Melbourne.

First action of new head coach **Malcolm Kerr** after the win was to squash speculation of a merger with Snake Island.

And assure that money troubles would disappear when **Ben Bramble** got chook raffles and pokies up and running.

Downgrading **Bruce Marsh** from the top job and skills coach, **Bruce "Ten Thumbs" Thompson**, to water boy were inspired moves.

Kerr achieved a remarkable turnaround with his first game. Shrewdly guessing he had more than brawn to work with (all could read and write), he got his strategy across in a pre-match address, using words of two syllables and more.

He wasn't too proud to take advice from his brains trust. This cheered supporters no end; there had been doubts only a week before when he asked captain **Hitchings**, "Steve, why isn't the ball round?"

HP supporters contributed to the win, notably the Hyacinths cheer squad: **Elaine Griffiths**, **Maria-Luz Bernabe**, **Sue Morrison**, **Joanne Hoad**, **Iris Brinkman**, **Dianne Nebert** and **Dee Gibson**.

Energetic in dance and chant, they also helped the umpires with interpretations of holding the man (when

an HP man); holding the ball, throwing the ball, overrunning the mark and wasting time (CM men); and real time (they thought **Les Clark** was robbed of a goal by the bell being rung too soon).

SCORES: HP All Stars 15.7 (97) d. Colonial Mutual 10.10 (70). Goals: Les Clark, 5; Steve Hitchings, 4; Derrin Johnson, Justin Klvac, Peter Simpson, Mark Wilkins and Alan Colvin, 1 each.

ICE HOCKEY

By "Shintickler"

Region Training and Development Manager **Ray Gerwing**, battle-scarred from a thousand encounters, was the Nite Owl's goalie in their annual clash with a team of Sydney ice hockey oldtimers.

Aficionados seemed to know it was Ray because they kept shouting "Good on yer, Ray" every time he pounced on the murderous bullet they call a puck, and even louder when he gave opponents a clunk with his king-size goalie's stick.

But to the ignorant, it could have been Michelin-man hiding behind the shoulder pads, chest pads, kidney pads, thigh pads, knee pads, shin pads, padded boots, padded gloves, sturdy helmet, visor and chin protector.

Ray's been skating since two, learning on a pond near his home town of Saskatoon in Saskatchewan.

Introduction to hockey, Canada's national sport, started at seven; he won a hockey scholarship, played "A" grade for the University of Saskatchewan and semi-professionally to help with fees.

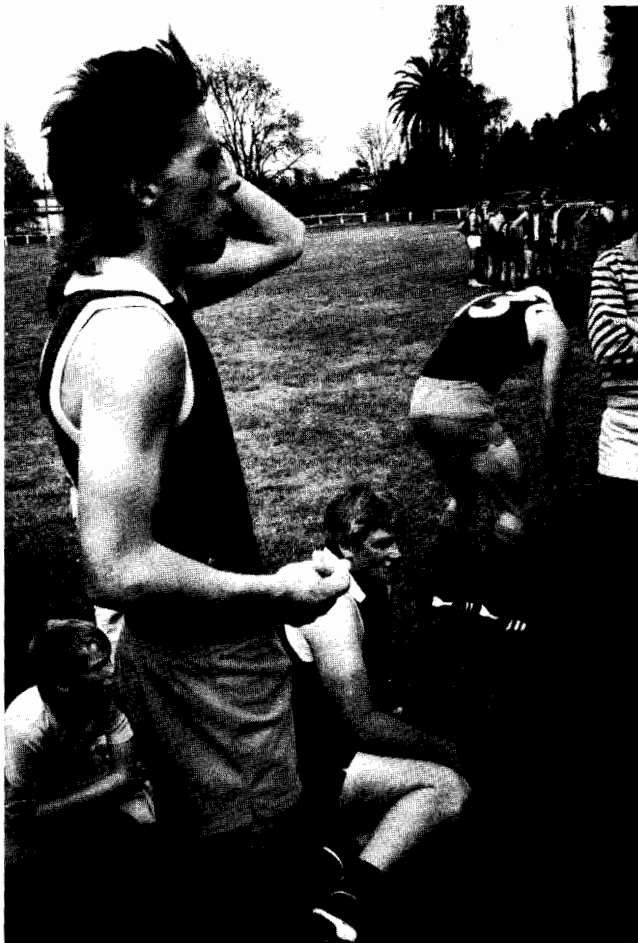
In Australia, he played "A" grade for 13 years and baseball for Victoria and Australia but as a veteran now plays hockey a little more sedately.

"We live a bit in the past," says Ray. "They look down on us as the 'Play it again, Sam,' brigade."

Is his wife Canadian and a skater? He replies: "She's Australian; that's why I came here; she used to watch but not anymore."

Cynthia pulls her weight by changing hot compresses and bandages when a rib, finger, arm, leg, ear, eye or chin has been cracked or bruised. Both have lost count of the times he's needed tender loving care.

Neither Rebecca, 17, nor Stephen, 19, is attracted to ice but Stephen does please dad by playing baseball. ■



- Above: "One company, one team; we can't lose," boom coach Malcolm Kerr tells spellbound supporters Laurie Cini and Geoff Brown.
- Left: Derrin Johnson sniffs victory; Les Clark relaxes but maintains rage against fullbacks; and Jeff Mann practices going limp.

LAST year we gave the Spastic Society's Knox Centre in Wantirna an HP computer, plotter and graphics package. A recent letter expressed gratitude again for the donation, told how disabled people had become interested in computing and how one had been motivated to enrol in a computer course at Box Hill TAFE. ■



- Ray Gerwing ... toting about a fifth of his gear.

Secrets of the kitchen were swapped when **Edward Gaal** travelled from Talavera Rd to Joseph St to meet **Ben Bramble**.

"I certainly found Edward's visit helpful. He's got a lot of strength in some areas where I haven't had much chance to practice," Ben said. "I picked up tips on Hungarian dishes in particular and I'll be using some of his recipes."

It wasn't all one-way. Edward was able to draw on Ben's experiences in Canada and Bermuda so North Ryde diners will also benefit. ■



- Ben (left) and Edward tricking up taste treats.



• John Keen is congratulated by President Wood at Reno.

John's honor

Sydney SR John Keen has become Governor of Toastmasters International's District 70, which serves 106 clubs with 2500 members.

He expects there will be 118 clubs when his term ends in June.

He was D70's *Toastmaster of the Year* in 1983, having joined in 1972.

Members improve communication and leadership abilities on the principle of learning by doing.

At the international convention this year, District 70 was voted the most successful in the world, the only one to win four awards at highest achievable level. ■

Stop Press

Football: Shell d. HP All Stars by five goals.

FOR SALE

(Late Advt)

FOOTY boots, jumpers, blue&white, all sizes, lge qty goanna oil; unused trophies in mint cond (computer disks on polished wood, engraved "Premiers 1986", "Premiers 1987", "Premiers 1988", "Premiers 1989"). Must sell. Lvg ctry. Ask for Steve 03 895 2749.

Suspended

Enthusiasm and bustling energy were qualities that Marketing Associate **Grant Freeland** brought from Chisholm Institute of Technology in 1984.

Now he's applying them to trekking through Nepal, Europe and America, before returning to start a two-year MBA course in Sydney.

He was also a sartorial trend-setter. A lot of colleagues had hoped that, if ever his trouser braces had a litter, he'd give them one of the pups.

One confessed coveter was **Malcolm Kerr**. But not because of the extra assurance they would give in the unlikely event of finding himself out late at night in Memphis.

"While you might think I'm a dull character, there's this urge to be an extrovert. Secretly, I've long wanted a snazzy pair of braces like Grant's," Malcolm confided to a Joseph Street staff meeting.

Grant wasn't prepared to surrender his latest psychedelic supports but presented Malcolm with a pair somewhat toned down to fit the dignity of a managing director. ■

Bar refreshed

For a journey to Flemington for the Cup — if Melbourne folk didn't want to drive — they had to ring for their taxi or go to train or tram and buy a ticket themselves.

But for most destinations — anywhere in the world and soon the moon — they would just naturally turn to **Barbara Walsh**, the Thomas Cook travel consultant who spends all her time at Joseph St.

In fact, HP puts so much business her way with interstate and international travel and hotel bookings that she has part-time assistants.

There are only five other company sites where Thomas Cook feels it is worth stationing a representative.

Barbara is just back from a rush trip to London and Amsterdam where she brushed up on the hotel and travel scene.

She'd been 20 years in travel but took time out while Andrew, 12, and Sarah, 9, were growing up.

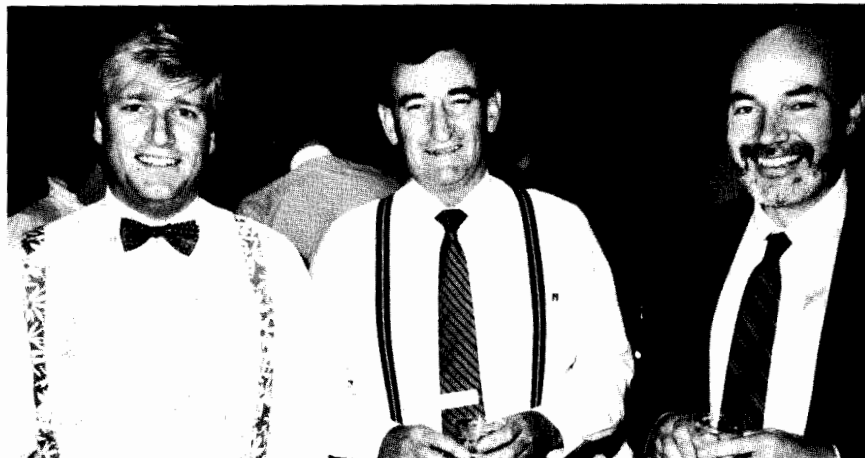
Barbara had worked more than two years in London and been round the world a few times but had become rusty and welcomed the invitation to freshen up.

Her favorite holiday spot? Southern India, "without a doubt."

Husband Christopher is a public servant. "You couldn't possibly have two travel people in the one household," Barbara declares. ■



• Barbara ... wanna go somewhere?



• Well-braced Grant and Malcolm with belted John Antonello