TekTimes

TWENTY YEARS' SERVICE

Company loyalty is recognised

THE annual long-service luncheon for Tek U.K. employees was held at the Hatfield Lodge Hotel earlier this month.

Presentations were made by Keith Retallick.

Twenty years' Tek service were celebrated by Pat Plimmer, Paul Smith, Ron Kettlewell, Brian Ellison and Bill Pelling (left to right in picture above).

Unfortunately Bob Garrett, who completed 25 years service before retiring, and Ron Nott, who has been with the company for 30 years, were unable to attend.

There are more pictures of the happy occasion on page 6.

COVER GIRL . . .

EILEEN O'DOHERTY is a marketing assistant at our Harpenden office. She works for IDD Product Manager Angus Mitchell and her hobbies are music, dancing, roller-skating and water-skiing. Eileen is a qualified first-aider and her first case at Tek was treating her boss who had cut his little finger!

A HAPPY CHRISTMAS TO ALL OUR READERS

AREA REPRESENTATION CONFERENCE

THE next Area Representation Conference will be on January 26 at Maidenhead.

From January the Area Representative Co-ordinator will be Roy King (Hoddesdon).

Our thanks to the retiring Co-ordinator, Ron Tradgett, for all his work in the past few years.

FLYING START

ALTHOUGH a few doubts were expressed about the wisdom of holding a Service Meeting for U.K. Service Engineers and Management, their first get-together was very successful. Full report and pictures on pages 3 and 4.

COVER DOG . . .
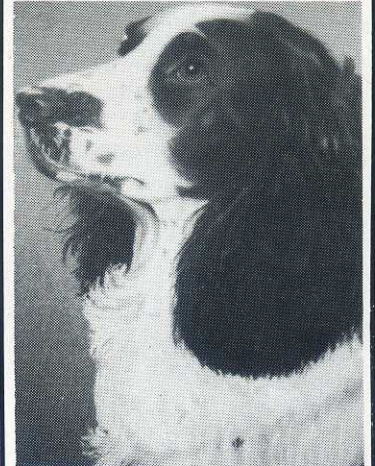
NO, this isn't a photograph – it's a drawing, in soft pastels. Hard to believe, isn't it? The accomplished artist responsible is Brian Rickett at Maidenhead. Brian does this superb work purely as a hobby.

● More about how and why, and another of his pictures, on page 5.

LOOKING GOOD AT THE COMPEC EXHIBITION

The Compec superstars — just some of the team that made the whole show work. Left to right: Steve Pryke, David Hardisty, Jim Merry, Angus Mitchell, John Champion and Derek Bier.

COMPEC is a major U.K. exhibition for computers and computer peripherals. Over the last few years, the products at Compec have been getting cheaper and cheaper, while many of IDD products become more sophisticated and expensive.

Last year's (1982) show was bigger than ever, and with the emphasis on microcomputers at lower-than-ever prices, it looked like the last occasion on which IDD should attend.

March 1983, and the launch of the 4100 series, changed all that.

The 4100 series is IDD's new family of colour graphics terminals. The product line is designed specifically for low-cost manufacturing (the 4105 takes seven minutes to assemble and another 30 seconds to test) and low-cost sale. We decided that the Tektronix stand at Compec 1983 at Olympia would devote itself to the 4100 series and that's when the hard work started.

Software was written to enable a modified tape recorder change the pictures on the terminals as well as provide a running commentary.

We had decided to feature the 4105, 4107 and 4109 and the software was developed to drive all three; despite the fact that no-one in the U.K. had ever seen a 4107 or 4109. We were trusting Tek Wilsonville to deliver the right goods at the right time!

Work continued on all the usual exhibition components — designing the stand, checking accessories and equipment; and as set-up day approached, only two things were missing . . . The 4107 and 4109, around which the whole stand had been built.

Well, to cut a long story short, they did both arrive in time to be loaded on to the truck for despatch to Compec. Loading took place on a Friday afternoon; with the 4107 arriving from Tek France on Friday morning, and the 4109 was collected from the airport after its transatlantic flight at Friday lunchtime.

Fortunately, (was it good luck or skill?) all the demonstration software worked well, and looked good.

The 4100 Series on the stand attracted a great deal of interest, demonstrating Tektronix' latest position in the marketplace: the new leader in Colour Graphics.

Angus Mitchell — Harpenden.

"I wonder what the picture on the screen is?" Fiona Nisbitt and John Champion share a joke at the Compec exhibition.

A hectic time in Ireland

ON November 23 and 24 we in Tek Ireland mounted our first Private Exhibition in Jurys Hotel, Dublin, with products from all four Divisions on display. Run in conjunction with the Exhibition, was a Press Conference, attended by editorial personnel from the U.K. and Irish technical journals.

There was a hectic level of activity leading up to the 23rd and 24th — not least of which was all Tek hands on deck at 6.00 a.m. on the morning of the 23rd when we gained access to the room and set up for the two days!

Initial results of the Exhibition were very pleasing with the attendance close on 200 over the two days.

To our U.K. colleagues: Mike Croley, Lionel Durant, Clive Gilder and Fred Rose (Harpenden), Steve Elliot and Bob Wainwright (Manchester) — a very sincere "thank you" for all the support and assistance in making this Exhibition so very worthwhile and hopefully the first of many!

The joke was on them!

SURELY a recent episode of T.V.'s "Family Fortunes" nailed the lie of the "Stupid Irish" jokes.

In answer to the question "Name a famous Irishman dead or alive" we heard answers ranging from Disraeli to Hemingway, Tom O'Connor to Des O'Connor. Then we had Hughie McFee (a fictional character from "Crossroads"), Thomas O'Malley (a Walt Disney cartoon character) and, to cap it all, one contestant gave coloured newsreader Trevor McDonald as an answer!

It is often said the English do not understand the Irish, but surely, if England produces people gifted with such intelligence, how could they possibly understand anything?

I know my U.K. colleagues would have done much better!!!

Deirdre Howard – Dublin.

Service Engineers' meeting voted a huge success

A SERVICE MEETING for all U.K. Service Engineers and Management? It will never work! It has never been done before! It works for sales staff, but may not for Service.

These were a few of the anxieties expressed by some people before the Service Management decided to organise the first-ever U.K. Service Meeting.

It was held at the De Vere Hotel in Coventry on Tuesday December 6th and Wednesday December 7th.

Everyone arrived early on Tuesday evening and met for a drink before sitting down to a pleasant dinner. The rest of the evening went extremely well and service engineers met and exchanged information from a work and social point of view.

There was a highly intellectual discussion with one group of people about the pros and cons of (Sir) Geoffrey Boycott!

Derek Smith, Marketing Services Manager, commenced the proceedings on Wednesday at 8.30 a.m. by formally welcoming everyone, including the guests John Champion, Sales Manager Q.E.M./National Accounts I.D.D.; Peter Tong, Chief Accountant; Peter Groom, Technical Training Co-ordinater; Peter Bavage, Quality Manager; Chris Cain, Personnel Officer.

PROGRAMME

The day's programme was as follows: Morning: Welcome – Derek Smith; International and U.K. Organisational Structure – Derek Smith; Understanding Finance – Peter Tong; Sales and the Professional Approach – John Champion; Quality – Derek Smith and Peter Bavage; Training – Peter Groom.

Afternoon: Workshop introduction – Workshop Group Activity; Prepare Presentations; Presentations; Question Time; Special Presentation.

Derek Smith's talk about International and U.K. Organisational Structure was extremely informative. He talked about the structure, both before and after Divisionalisation. He also spoke briefly about the history of Tektronix in the U.K.

In 1965, apparently, there were eight Service and four Sales personnel. By 1980 this had increased to 88 Service and 111 Sales personnel.
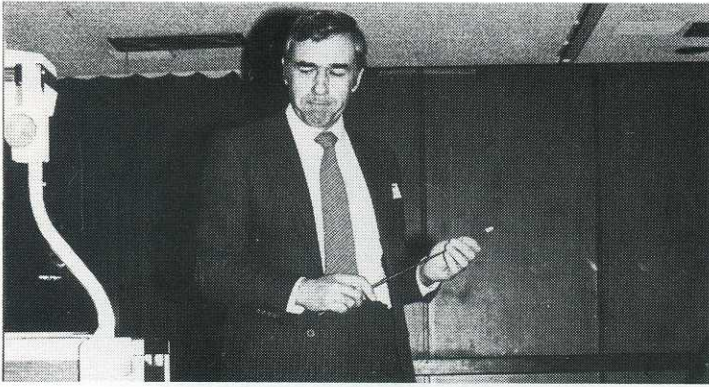
Continued on page 4.

The Three Wise Men . . . left to right John Champion, Brian Ellison and Peter Tong. John and Peter were waiting to make their presentation.

Alan McHale making his Group's presentation.

Geoff Cox making his Group's presentation, with Reg Smith in charge of the slides.

Peter Groom . . . "Think, light pipe and stall".

Derek Smith opening the proceedings.

Work groups' positive approach to some complex problems

Next on the agenda was Peter Tong, who gave a presentation on the functions and structure of the Financial and Administrative Department and also on the financial controls within the company.

This was followed by a film called "The Balance Sheet Barrier", starring John Cleese and Ronnie Corbett. This is a training film, as well as showing John Cleese at his irrepressible best. It provided a very good appreciation of just what cashflow, the profit and loss account and balance sheet is all about.

It was then the turn of John Champion, Sales Manager O.E.M./ National Accounts, I.D.D. to give a presentation on Sales — the Professional Approach.

John talked about the type of customers I.D.D. were selling to, and the methods of selling. This was followed by a session on the qualities the company looks for in a sales person. Last, but by no means least, he underlined the importance of Service within the framework of any sales package to a potential customer.

Derek Smith then spoke briefly about Quality and particularly on the replacing of the current 0524 standard by BS 5750. Tektronix is applying for ac-

ceptance of this new standard and Peter Bavage is currently putting together a comprehensive quality manual to this end. This was followed by a lively question-and-answer session directed at both Derek and Peter.

The final presentation of the morning was given by Peter Groom on the subject of Training.

Peter described the organisation of the department and defined their aims as identifying, co-ordinating, informing and planning training for the Service Organisation, Field Office Services, Sales Personnel and customers.

During a question-and-answer session Peter came up with a novel idea for dealing with a difficult question. He put up a slide which said "Think, light pipe and stall".

WORKSHOPS

After lunch all the service engineers were split into five working groups and were allocated different problems which they were invited to discuss, recommend solutions for and prepare a presentation to be given later in the afternoon, by their elected representative.

The groups worked hard as was

shown by the quality of their presentations.

The subjects for the groups were as follows:

1. Discuss the benefits of Nat meetings. Are they valuable or not?

2. Discuss the most significant areas for improvement within the Tek Service Organisation from the customers' viewpoint. What could be done about the areas, bearing in mind economic factors?

3. What factors limit your ability to produce the quality of work of which you are capable? How would you overcome these?

4. What image of itself does Service present to the rest of the company and to the outside world? How would you propose changing this if it is felt necessary?

5. It is perceived that people have different personal career objectives. What are they? Some are attainable, some are not. What factors influence an individual's ability to achieve personal objectives?

The group with the best prepared presentations, as judged by Peter Tong, were awarded a small prize. The winning group (Group A) consisted of David Braik, Jack Chandler, Simon Coupland, Geoff Cox, Kevin Deane, Dave Hill, Paul Moores, Malcolm Nash, John Noaks, John Norris, Jim Rogers, Reg Smith, Alan Sutton and Kevin Unsworth.

Geoff Cox made the presentation for this group and made full use of his experience as a teacher prior to joining Tek. He gave a very convincing presentation of the group's work.

A final "Question Time" then took place, chaired by Derek Smith, who played the part of Sir Robin Day magnificently.

To finish the proceedings Ken Livermore gave a slide presentation prepared by the Service Managers. The subject was a light-hearted, slightly exaggerated, look at a day in the life of a Service Manager.

The initial reaction of both management and engineers to the meeting has been very positive, and hopefully this may be the start of an extremely beneficial annual event.

Editor

THE GREAT SERVICE VARIETY SHOW
AS SEEN BY BARRY STRANGE
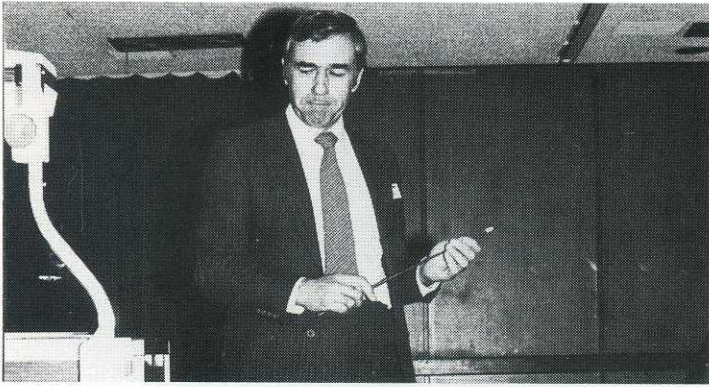

Comedy and sleight of hand – Peter Groom

Box Office – Peter Tong

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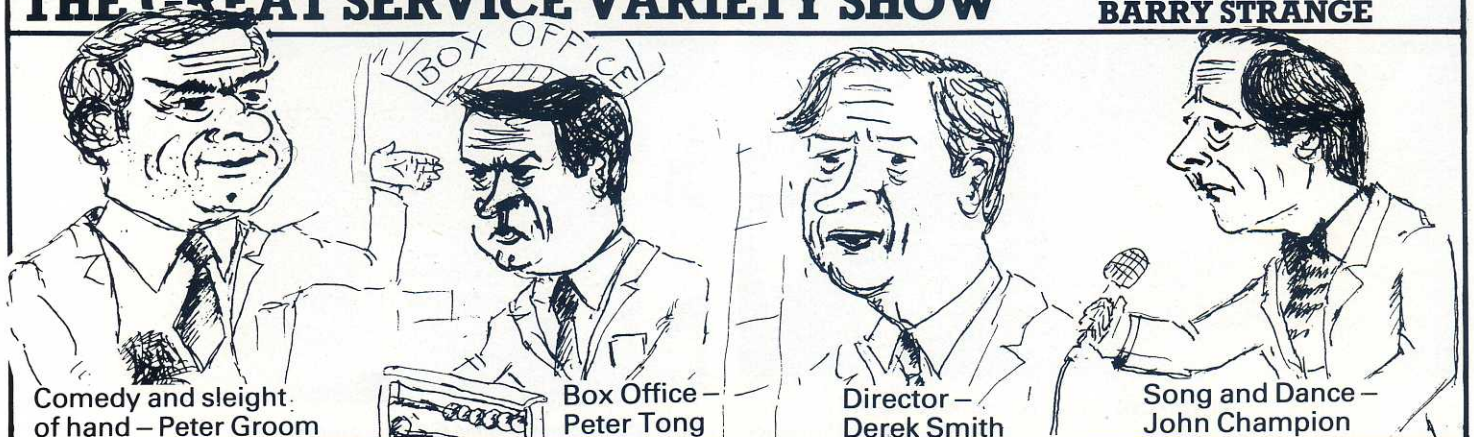
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THE GREAT SERVICE VARIETY SHOW — AS SEEN BY BARRY STRANGE

Comedy and sleight of hand – Peter Groom

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TEK DOWN UNDER

Above: Peter Ranson, Peter Furnish, Dave Waters and Anna With of the Perth office, and right, the Perth office – not very big maybe but busy enough. And judging from the smiles it's a happy office, too.

TEKTRONIX (Australia) Pty. Limited, generally known as TAPL to employees, is small compared to Tektronix (U.K.) Ltd. We have five offices under the control of Sydney, which is the sixth and largest. Sydney office is about the size of the Manchester office.

Australia is a big country with a small population. How big is big? Well, just take the State of Western Australia, where the Perth office is situated. North to South it stretches as far as Livingston to North Africa – and West to East from as far as Harpenden to Russia. That is BIG! Yet, the population numbers less than two million, the majority residing in the capital, Perth.

Much of the State's prosperity comes from minerals, and mining is a major industry. Some of the mines using Tek's computer graphics equipment are located a thousand miles from Perth, so service calls pose special problems. On average, we visit such locations once a month.

Our beautiful city deserves a mention. Situated on the Swan River, Perth lies midway between the Darling Ranges and the Indian Ocean. The climate is described as "temperate". In winter, it never freezes but frequently rains extremely hard – which is fortunate – since summer rainfall is practically unheard of.

Summer temperatures often reach one hundred degrees or more. Spring and autumn are pleasant seasons with little rain and plenty of warm sunshine.

The population of Perth is fairly cosmopolitan with a predominance of "Poms". Jack is as good as his master and there is very little class distinction. Neither are there the extremes of wealth and poverty found in the U.K. and most Australian families accept two cars and a pool as normal.

Tek's Perth office is not very big and located just outside the city centre. The normal staff of five has

been temporarily diminished as our 6'7" tall Product Specialist, George, who originates from Chicago, has returned to his home-country to do a sales course in Beaverton. In his absence, our attractive Secretary, Anna, is "minding the shop".

Service is staffed by three "Poms". Londoner, Dave Waters, looks after Test and Measurement. Dave spent many years in the R.A.F. The remaining two are C.S.E.'s and hail from Manchester. Peter Furnish, the Supervisor, joined Tek from Xerox and yours truly, Peter Ranson, worked in Tek's Manchester office until emigrating early last year.

Having briefly introduced you to Tek Australia, Perth and our staff here, I'd like to follow up at a later date with further articles, highlighting the differences in the lives of Tek staff in Australia.

'Bye for now!

Peter Ranson – Perth Customer Engineer, Tek Australia, Perth Office.

Brian's happy return to art

BRIAN RICKETT, of Tek Maidenhead, took up drawing seriously while serving with the Army in Northern Ireland.

Brian had enjoyed painting and drawing since his childhood but the Army really brought out his desire to do it well and while in Ireland he spent a lot of his spare time "drawing other people's wives and children".

Then he stopped. For 12 years he scarcely touched a pencil until one day his wife asked him to do a quick sketch for her. Brian was hooked again!

He finds oil paints a little expensive so experimented with other mediums and finally decided on soft pastels. "After a couple of months messing about I decided it was time to try a serious picture. But what? Then I noticed on Gillian Garvel's desk a beautiful photograph of a spaniel and decided there and then that that was what I wanted to draw.

"Gillian kindly lent me the photo and I copied it in pastels". (This is the picture you have seen on page one – Editor).

"Lynne Beech then asked me to do one of her dog. Strangely, this was a bit more difficult because the photograph I copied wasn't all that good. I had to estimate the shape of the head from the eyes back – never an easy thing to do" says Brian. The result is shown here.

Since then Brian has done a few more pictures and he is particularly enjoying the challenge of the one that is now occupying his spare time. Brian won't say what the subject is – but if the finished result is anything like his previous work it's going to be pretty good!

A happy day at Hatfield

Ten-year awards (Manufacturing) were made to Chris Astall, Ivy Ball, Alan Bainey, Graham Bridgeman, Jean Church, Doris Clenshaw, Margaret Crouch, Ann Curd, Denis Game, Chris Hadder, Jenny Hancock, Dick Harrison, June Kell, Arun Krishna, Valerie Parker, Maria Pickett, Doreen Rowson, Roger Shah, Barbara Slow and Doris Taylor. Julie Fry was unable to attend. The presentations were made at the annual long-service luncheon at Hatfield Lodge Hotel.

Marketing and F. & A. personnel who received 10-year service awards at the luncheon were Brian Curant, Clive Gilder, Phil Perkins, Julie Roberts, Heather Smith, Melba Watkins, Dave Fynn, Brian Gray, Gordon Knapper, Pat Coulson, Alan Julier, Roy Sharples, Jane Fussel and Evelyn Rednall. Peter Panayi was unable to attend.

Try this tasty treat for Hogmanay

HERE is a recipe to add a spot of flavour to your Hogmanay celebrations. It comes from our Livingston office and is called Black Bun. It is a rich, delicious fruit cake formerly eaten on Twelfth Night but nowadays served at Hogmanay. You will need:

Casing —
8 ozs. plain flour
4 ozs. butter
½ teaspon baking powder
A little cold water
1 beaten egg for finishing

Method —
Rub butter into flour. Add baking powder and mix to a stiff paste with water (about 4 tablespoons). Put onto a floured board and roll out to a thin sheet. Grease a loaf tin about 8″ square and line with pastry (keep enough for lid).

Filling —
2 lb. seedless raisins
3 lb. currants
½ lb. chopped blanched almonds
¾ lb. plain flour
½ lb. sugar

2 teaspoons allspice
  (Jamaica pepper)
1 teaspoon ground ginger
1 teaspoon ground cinnamon
¼ teaspoon black pepper
1 level teaspoon cream of tartar
1 level teaspoon baking powder
2 tablespoons brandy
¼ pint milk

Method —
Mix all ingredients together except milk. Then add just enough milk to moisten mixture.

Put into lined tin and add pastry lid, damping edges to seal. Prick all over with fork and with a thin skewer make holes right down to bottom of tin.

Brush with beaten egg and bake in a slow oven (225°) for approximately 3 hours.

It will keep in an airtight container for about a year.

**Ann Glasgow and Pat Coulson** — Livingston.

MANCHESTER CHILDREN WILL BENEFIT

A COMPREHENSIVE school runs a G.C.E. 'O' level and 'A' level course in Electronics.

Like most educational establishments, they are handicapped by lack of funds for equipment. Manchester Service Centre was disposing of a range of obsolete and surplus equipment and a deal was set up.

Mr. Ted Philips, Head of the Electronics Course, (left), handed over the cheque to Ian Jones, Manchester Service Centre Manager.

The equipment will be used by school children on a range of projects for their 'O' and 'A' levels.
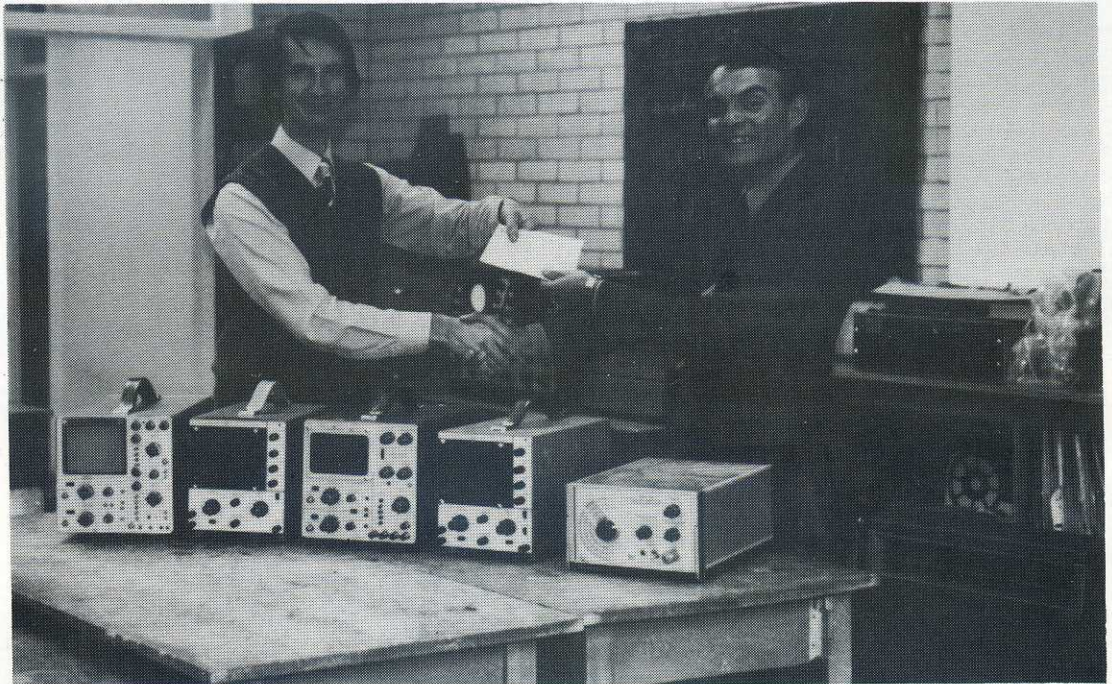
Brain teaser solution

IN our autumn edition Derek Smith, from Harpenden, provided what he described as "a thought-provoking little puzzle" with significance for anyone dealing with computers and computing.

To refresh your memory

Derek asked for single digit numbers to solve this equation:

$$\frac{\begin{array}{r}BIT \\ \times 8\end{array}}{=BYTE}$$

Each letter represented a different number, and is not 8.

The solution is:

	B	I	T	Y	E
1	0	1	7	3	6
2	0	4	9	3	2
3	1	9	7	5	6
4	2	9	7	3	6
5	3	9	7	1	6

If you used a computer to find the answers you may have used a programme like this:

```
10 FOR B=0 TO 9
20    FOR I=0 TO 9
30       FOR T=0 TO 9
40          FOR E=0 TO 9
50             FOR Y=0 TO 9
60                IF B=8 THEN 160
70                IF I=B OR I=8 THEN 150
80                IF T=I OR T=8 OR T=B THEN 140
90                IF E=T OR E=8 OR E=I OR E=B THEN 130
100               IF Y=B OR Y=8 OR Y=E OR Y=I OR Y=T THEN 120
110               IF ((B*100)+(I*10)+T)*8=(B*1000)+(Y*100)+(T*10)+E THEN PRINT"B=
";B;" I=";I;" T=";T;" Y=";Y;" E=";E
120                  NEXT Y
130               NEXT E
140            NEXT T
150         NEXT I
160    NEXT B
170 END
```
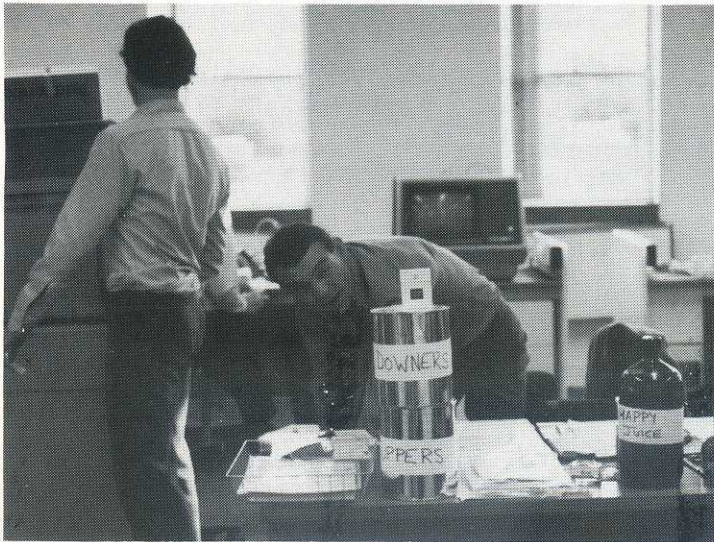
Write a caption to this picture — a "typical" scene in any Tektronix office? — and send it to the Editor, Tek Times, Harpenden. There are no rules, your words can be wise, witty, or just plain rude.

Last issue's best captions

'But warden, I've only been here two minutes'.
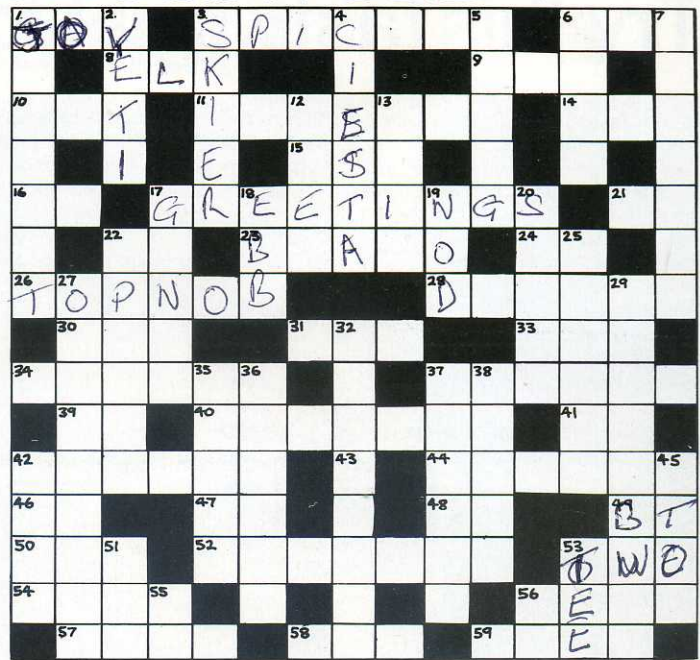
'On yer bike? Very well Mr. Tebbit . . .'.

'Ye Gods, this is SO boring'.

'Eye, eye — that's your lot!'

'They're so awful I just can't look'.

ACROSS

1. Happy contentment.
3. Adds condiments.
6. Activity resulting in 1 across.
8. Large deer.
9. Old form of 30.
10. Neither laid nor stood.
11. Wholly numerate.
14. Drink for child?
15. For top artists.
16. Prefix out of from.
17. Salutations.
21. River in Italy.
22. Alternative conjunction.
23. Slang party for comics.
24. Seagoing junior.
26. Top class.
28. Expose by ridicule.
30. Eaten at lunch by mathematicians.
31. As well.
33. Mineral source.
34. Darkened relative.
37. Common name of Eurasian plant, Nepata Cateria.
39. Precedes Matthew, Mark et al. (abbrev.)
40. Interrogated.
41. For example.
42. Nervous network.
43. Indefinite article.
44. Modifiacation of the sound of a word.
46. Primitive instinct.
47. Unit of pressure (abbrev.).
48. Short Egyptian.
49. Buzby's master.
50. 10 currently.
52. Swiss lake.
53. Digit.
54. Nominally unknown.
56. God in Italy.
57. Sound.
58. Novel.
59. About to finish and restart.

DOWN

1. Producers of 6 across in court.
2. Tibetan abomination.
3. Winter sportsman.
4. How to spend a Mediterranean afternoon.
5. A shoot.
6. Bazaar.
7. Describes a fisherman's chores.
12. Family, shoe or arboreal.
13. Profit.
17. A deadly sin, 'tis said.
18. Drain away.
19. Acknowledge a reversed tutor.
20. Wooden shoe.
22. A narcotic.
25. Consumed by fire.
27. Supporting, in more ways than one.
29. Separated by a boundary.
32. Early Christian.
35. Par.
36. Scrap (slang).
37. N. Italian city.
38. Probably proverbial.
42. Has Italian leanings.
45. Could be a mite.
51. This could be as well.
53. Golfers drink?
55. Negative number.
56. Of the French.

CROSSWORD No. 17

Message from your compiler and editor: 3, 17, 31, 43, 57, 58, 59 across.

Tek Times

Tektronix®
COMMITTED TO EXCELLENCE