

Landing Gear *Link*



The House Magazine of
Dowty Aerospace Landing Gear, Gloucester
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Merger Plan Announced

 MESSIER • BUGATTI



The end of June saw the announcement of plans for a joint venture with the French landing gear manufacturer, Messier.

TI Group plc and Snecma Group of France announced that negotiations had started to merge the Dowty and Messier-Bugatti landing gear businesses.

It is anticipated that the merger will be in the form of a 50:50 joint venture, to be named Messier-Dowty. The joint venture would be managed by TI with Tony Edwards as Chairman of the Board and Chief Executive, and Jean-Paul Bechat of Snecma as Deputy Chairman.

The merger of Dowty and Messier will put us into a world leading position and provide good prospects for growth in the future.

Detailed negotiations are still in progress with a view to effecting this transaction later this year. It will be some time before further news is available because we have to go through a process called "due diligence". This consists of both companies carrying out a detailed examination of each other's business.

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Messier Bugatti and Dowty Merger (cont)

Messier are owned by Snecma, a 97% French state-owned group. Snecma, whose headquarters are in Paris, has annual sales of around £2.8 billion and employs 25,000 people.

Messier's landing gear business is based at one principal manufacturing site in Bidon which is in south west France near the border with Spain. They also have a headquarters at Velizy, just outside Paris. These sites employ around 1,100 people on landing gear.

We have a long history of working together with Messier, most recently in the Airbus programmes. To give a full picture of Messier's range of products the table (right) shows the aircraft equipped by their landing gear.

COMMERCIAL AIRCRAFT			
Wide Body	Narrow Body	Commuters	Business Jets
Airbus A300	Concorde	ATR42-100/500	Falcon 50
Airbus A310	Airbus A320	ATR72	Falcon 900
Airbus A330	Airbus A321	Brasilia	Falcon 2000
Airbus A340		DO 328	TBM 700
Boeing 777		N250	
MILITARY AIRCRAFT			
French	International	Foreign	
Mirage	Jaguar	AMX	
Super Entendard	Transall C160	XINGU	
Rafale	Alpha Jet		
	ATL2		
HELICOPTERS			
Dauphin	Super Puma	Tigre	

Financial Update

SALES Shown in the table (right) is our sales achievement against target for the period April to July 1993.

As the year progresses cumulative sales will fall further behind the target, reflecting the programme cutbacks notified to us earlier this year.

PROFIT Profit so far this year has fallen below target with July's performance being badly affected by the shortfall in sales.

Period	Target	Achieved
April 1993	£7,505,000	£6,893,000
May 1993	£6,454,000	£5,407,000
June 1993	£7,234,000	£7,464,000
July 1993	£6,208,000	£4,573,000
Jan. to July 1993	£47,753,000	£47,031,000

Caring For Our Customers

When we buy a car we expect it to be reliable and value for money. We don't want the bother of having to take it back if it doesn't work properly. If we do experience problems or poor service we become annoyed and are likely to take our future custom elsewhere.

Our landing gear customers are no different. If they are not satisfied with our product or service we run the risk of losing their business.

You may remember from our September '92 edition, *Link* featured the business improvement team from No.1 Assembly who were investigating customer complaints on units in Medium Landing Gear.

Building on their work, Gareth Walters from Quality, Roger Goldby from Training and Rachel Norfolk from

Human Resources have teamed up to examine the issue of customer care on a company-wide basis. Their objective is to further reduce the number of complaints we receive from customers.

The team began by examining the level and type of complaints we receive. They have also been contacting a number of other companies to find out how they have improved their service to customers.

However, in addition to the operators and aircraft constructors who buy our landing gear, every department has its own in-house customers to satisfy. As Roger explains, "Often problems occur internally which eventually lead to complaints from our customers. We aim to raise awareness of the level and type of complaints we receive but also to encourage every-

one to re-examine both their internal and external customer relationships".

It is intended that all employees will have a part to play in improving our customer care. Information about the team's progress will be passed on in future briefings and editions of *Link*.

Supplier P.R.I.D.E. Launched In Europe



Conference delegates outside the Swallow Royal Hotel in Bristol

In January we successfully launched our supplier improvement programme, P.R.I.D.E. in North America. In May, we followed this with an equally impressive European launch at a conference held in Bristol, with both suppliers and customers again voicing their support for our initiatives.

Teams of employees from Purchasing, Quality, Supply, Goods Receiving, Inspection, Processing and the Laboratory are monitoring and supporting the suppliers with their Implementation Plans which will lead them to being

assessed to our new requirements.

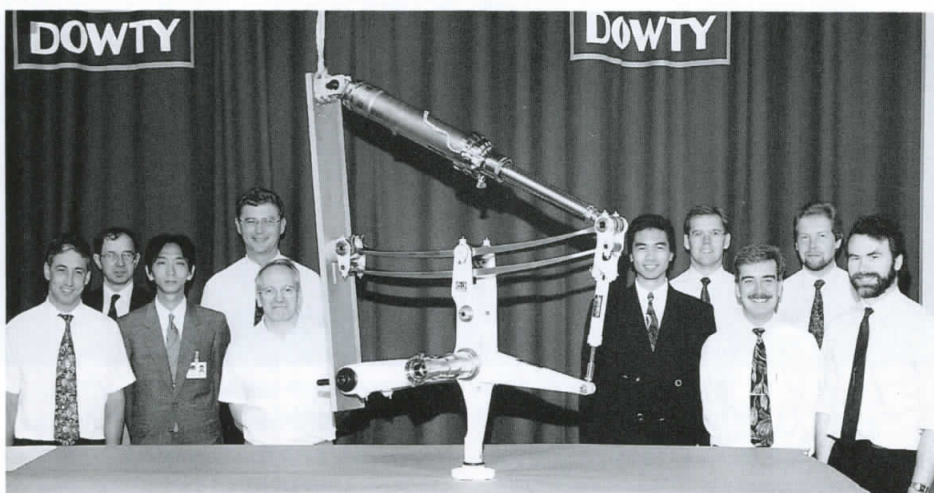
Timescales are aggressive and we expect all suppliers to be working to the new requirements by the end of 1994. Any suppliers unable to satisfy these will not be awarded any business. Our intention is to use only the best suppliers available, and the requirements of supplier P.R.I.D.E. enables the objective selection of the right suppliers.

This programme introduces advanced Quality Requirements concentrating on the need for continuous improvement throughout the business. These requirements flow-down from

our customers, through the Supply Chain, and therefore apply to us as well as our suppliers. Implementation will lead to more efficient working throughout the Supply Chain, which will reduce our costs and make us more competitive.

Although the initial stages will be difficult, the early responses from our suppliers give us much encouragement. We have selected the first nine for assessment to P.R.I.D.E. They have demonstrated that they are keen to work with us, and they are on schedule for assessment to these new requirements by the end of September.

The Train Now Landing At Platform 1....



Members of the NABCO programme team with the first complete landing gear unit

The first landing gear unit for the Maglev train was completed on the 16th July, on schedule for development testing.

We will be building a further three test units under our joint venture with NABCO of Japan. Our test programme is scheduled for completion by the end of 1993 and may lead to further involvement with the track phase in Japan in 1994.

NABCO are currently designing a single leaf spring version of the landing gear, with support from our technical staff.

Marketing For The Future

To survive and grow all companies have to search out possible work for the future. In the aerospace industry programmes tend to run for a long time. Nonetheless we need to be on the look out for new business, even if it is some years away, to replace current programmes when they start to tail off.

Shown below are some of the new business opportunities which we are currently pursuing.

Casa 3000 Many people will remember the vast effort we made last year to submit a bid to the Spanish manufacturer, CASA, for their new CASA 3000 aircraft. We have continued to provide support since we delivered the bid and several engineering and marketing visits have been made to build up relationships and answer questions.

We are now well placed to do business with CASA should they select us against the inevitable competition. However, they are now looking to launch the aircraft in partnership with another manufacturer. We will not know the outcome of our bid until this has been resolved.

Apache Helicopter The UK MoD is considering buying 100 helicopters

for battlefield attack and close fire support. McDonnell Douglas Helicopter Company (MDHC) in the USA have teamed with Westland Helicopters to offer the MoD the Apache helicopter that was so successful during the Gulf conflict. Three other consortia are bidding different helicopters but the MoD insist that offset work must be placed in the UK. We have submitted a proposal to MDHC to make the Main Landing Gear for the Apache. This is longer term business and we do not expect a decision for around two years.

Saab 2000 Other work on the horizon includes some possible design and development of a bogie landing gear for the Saab 2000 aircraft. Our engineers have been studying the possibility and implications of fitting a bogie beam to allow the aircraft to operate from rough

landing ground. Although we have not yet made a firm proposal to Saab, our team have helped solve the problem and they want us to submit further price and technical details.



Sports And Social Shapes Up

Changes have taken place at the Staverton Sports and Social Society as it responds to the business restructuring of recent years.

John Brayshaw, General Secretary, is responsible for the overall running of the Society. Reporting to John are Jill Fletcher, who co-ordinates the office and administration work, and Robert Wall who looks after all clubhouse activities.

A number of developments are planned to improve facilities for members. Next winter, a third rugby and football pitch is to be added, the plunge baths will be reintroduced and the showers overhauled. The changing rooms will be partitioned to create eleven changing rooms.

Some clubs within the society are also helping to improve their facilities. The Bowls Club now maintain their own green and claim it has never played so well! The Judo club has financed an extension to their club-



Pictured above are The Sheep Worriers, whose members work in our office areas. They recently beat 15 other teams to win this year's inter-departmental cricket champions.

house. The Rugby Club has repaired the roof of their club, refitted the interior and boosted the sales of beer

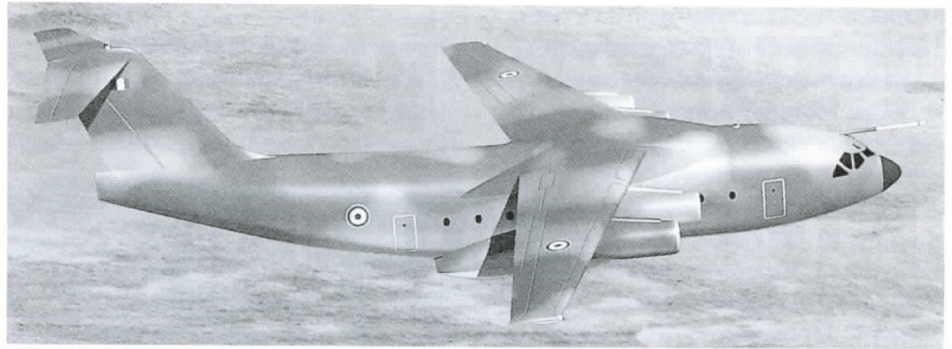
in the process! The improved facilities are expected to attract new business to the Staverton Division.

Jetstream Aircraft Ltd. At home, we continue to discuss landing gear requirements for the emerging 70 seat J71 and 50 seat J51 aircraft with BAe Jetstream Ltd. (JAL). These extensions to their current range of Regional Turbo Props will be launched in the next five years.

Future Large Aircraft (FLA) The Future Large Aircraft (FLA) Group in Europe called Euroflag is an alliance of countries who require a total of around 400 military transport aircraft for the 21st Century to replace the C160 Transal and C130 Hercules.

Euroflag are currently studying airframe and engine options and Dowty has taken an active part in helping to define the landing gear during pre-feasibility studies. Over 2000 Hercules have been made since 1955 so it is an important programme with which to become involved.

We are always looking for ways to win new business for the future. We need to find out what potential customers want and come up with the best possible solution to match their needs.



Artist's impression of the FLA, Euroflag's replacement for the C160 Transal & C130 Hercules

First For Carole



Our congratulations go to Carole Cheesman, Inventory Assistant, who in June became our first woman to successfully complete our Fork Lift Truck Training Course. Carole's Director, Peter Booth can be seen here presenting Carole with her certificate.

In addition to her newly acquired

driving skills, Carole has other hidden talents. She speaks and writes fluent Italian which she is keen to improve, and has offered to help out with any translation work which becomes available.

Anyone who would like assistance with Italian translations is welcome to contact Carole on extension 1113.

The Apache Helicopter

This year, there is a chance to try out a new sport. Dave Larkins from Dowty Electrics has introduced baseball to Staverton. Anyone who would like to play is welcome to contact Dave on 0242 225060.

If your sporting tastes are more traditional, there is room for another football team to join the teams which play on Saturday mornings. Interested teams should contact the Sports and Social Society.

The Sports and Social facilities are available for hire at very reasonable rates. In the past, Staverton has hosted a variety of events ranging from the St. Johns Ambulance Brigade rounders competition to private wedding and anniversary parties. If you, or an organisation you belong to, would like to hire any of the facilities please ring either Jill Fletcher on extension 1067 or Robert Wall on extension 1201 to discuss dates and hire charges.

Customer Account Management

One of the changes we have seen during our recent re-organisation is the introduction of Customer Account Management.

The Sales and Project Management departments have merged together to form a Customer Account structure. The key feature of this new structure is that each of our customers will have one main point of contact within the company - a Customer Account Manager.

What is the role of a Customer Account Manager?

Each Customer Account Manager will be responsible for keeping the customer satisfied. He must provide a high level of service and ensure that all parts of the business respond to our customers needs.

How have our customers reacted to this change?

Very positively. They welcome the fact that we are providing more focused attention to their needs.

What are the benefits of this new approach?

Our new customer account management structure is intended to improve the relationships we have with our customers. The key benefit should be increased customer satisfaction.

Who are our Customer Account Managers?



Graham Bailey is our Airbus Account Manager. Graham joined the Dowty Group as an apprentice in 1971. He became PERT controller for us in 1976 before being appointed Assistant Liaison Manager (Export Sales). In 1980, he became Project Sales Engineer - Fighting Vehicles and, in 1985,

was promoted to Marketing Manager responsible for all landing gear programmes. Graham became Commercial Manager in 1987 and Sales Manager in 1992..

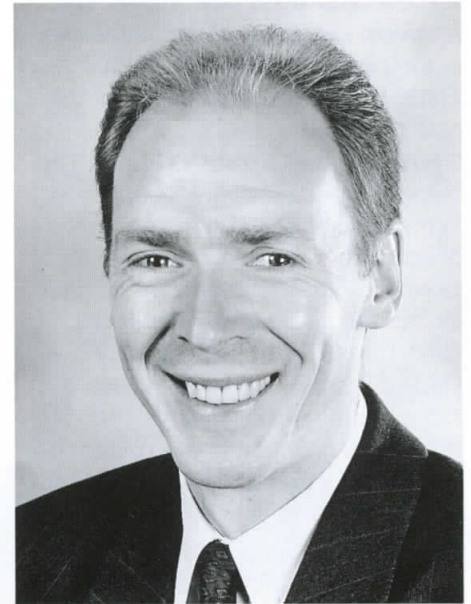


John Herring joined the Group as a sponsored student in 1973. He spent eight years with Dowty Fuel Systems before being appointed Dowty Group Training Manager in 1986. In 1987 he joined us as Production Engineering Manager. Since then he has been both Facilities Manager and Site Development Manager. John is now our BAe Regional/Shorts Account Manager.



Martin Beirne has been appointed our MoD/Military Account Manager. Martin was also one of our student apprentices and joined the Dowty Group in 1973. He has worked for various companies within the Group and spent two years as Dowty Rotol

representative at McDonnell Douglas. In 1986 he was appointed Programme Manager - EFA Landing Gear.



Our fourth Customer Account Manager is Ken Jervis. Ken joined us in October 1990 as Project Manager responsible for business improvement programmes. He took on responsibility for Programme Management before being appointed to his current position of Fokker/C.A.S.A. Account Manager. Ken joined us from Rank Xerox in Mitcheldean and has previous experience in manufacturing and sales management positions.

Helpful Hints For VDU

New regulations came into force at the end of last year regarding the use of Visual Display Screens. The regulations apply to people who regularly use V.D.U.'s for the majority of their working day.

These regulations cover the display screen equipment, workstation, software, general office environment, assessment of risk and provision of eye sight screening.

Our Occupational Health Sister, Angela Grey, has put together some useful tips to help avoid potential health problems.

- Adjust your chair and VDU to find the most comfortable position for your work.
- Make sure there is enough space underneath your desk to move your legs freely. Move obstacles such as boxes or equipment.

Around The World In 48 Hours

This year's Paris Airshow in June was the start point for a historic round-the-world flight by an Airbus A340.

The aircraft completed its record breaking journey in 48 hours 22 minutes and 6 seconds, stopping only once for 5 hours in Auckland, New Zealand to refuel.

With this flight the A340 set the following records:-

- First non-stop flight between Europe and New Zealand and between New Zealand and Europe.
- Longest non-stop flight by an airliner.
- Fastest around the world flight in its class.
- Fastest flight between Paris and Auckland and between Auckland and Paris.

The round trip distance travelled was just over 38,000 kilometres. New Zealand was chosen as it is the most distant country from France and the mission represents the longest flight an aircraft need ever make. The Airbus A340's ability to fly this distance non-stop, - albeit with only a few passengers and extra fuel, - highlights its role as the

world's longest haul aircraft.

Arriving back in Paris the A340 crew handed over an All Blacks sweater signed by the New Zealand rugby team to Airbus Industrie Managing

Director, Jean Pierson. In Auckland the crew gave a rugby ball signed by the French national side to Murray Wright, President of the Auckland Rugby Federation.

We have received a letter from Airbus Industrie's Geoffrey Thomas, Chief Engineer A330/340 and Helmut Schrecker, Programme Manager, A330/340. They told us, "We were both present on this record-breaking flight and can report that the aircraft and all its systems performed excellently. This was a great success that could not have been achieved without the precise and professional contribution of your staff".

The A340 is Airbus Industrie's first four engined airliner and its largest to date. Intended for ultra long range routes it is available in two versions. The A340-200 can carry 263 passengers up to 13,600 kilometres. The A340-300 can fly 275 passengers up to 13,200 kilometres.

The A340 first flew in October 1991 and entered service with Lufthansa and Groupe Air France in March this year.



Our stand at the Paris Air Show

Users

- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable, but avoid repeated stretching movements.
- Try different layouts of keyboard, screen and document holder to find the best arrangement for you.
- Make sure you have enough work space to take whatever documents you need. A document holder may help you avoid awkward neck movements.
- Adjust your keyboard and screen to get a good keying and viewing position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists while not keying.
- Don't bend your hands up at the wrist when keying. Try to keep a soft

touch on the keys and don't over stretch your fingers. Good keyboard technique is important.

- Working with display screen equipment does not actually harm the eyes, but excessive use of the muscles which focus your eyes can cause the muscles to ache (eye strain). Take breaks to do other jobs and try changing focus by looking at distant objects occasionally to rest your eyes.
- Try to blink frequently to prevent your eyes from feeling gritty.
- Arrange your desk and screen so that bright lights are not reflected in the screen. Adjust curtains or blinds to prevent unwanted lights.
- Use the brightness control on the screen to suit the lighting conditions in the room.
- Make sure the characters on your

screen are sharply focused and can be easily read. They shouldn't flicker or move.

- Make sure there are no layers of dirt, grime or finger marks on the screen.

If you have any queries or concerns about using VDU's you can contact Angela in our Occupational Health Centre or on extension 1213.

Fund Raising Success

How many of us watch the distressing pictures of sick children which can be regularly seen on our TV's, and wish we could find a way to help.

Chris Embling, who works in our Tools Stores has done just that. When Chris lost both his father and his best friend to cancer he made a donation to a cancer appeal but, as a committed Christian, felt that he wanted to do more. When 'Children in Need' featured the children suffering from Leukaemia in the care of Great Ormond Street, Chris decided to help.

Before joining Dowty, Chris was a musician touring with big names such as Status Quo and The Tremaloes. Chris still teaches guitar during his spare evenings. Two of his students were eager to test their new talent on the stage. Chris organised a successful gig in a local pub and realised that this was a way in which he could raise money for Leukaemia sufferers.

Chris formed the Country and Blues Band, although the name is misleading as Chris explains. "We play whatever the audience wants us to play and try to gear our acts to their tastes". The band has been heard in our local pubs and has been such a hit that they are now booked right through Christmas and into next year.

Every single penny earned by the band is donated to the Great Ormond Street fund for Leukaemia. Chris is very proud of the band members who refuse to be paid even expenses for their efforts.

Chris has set up a committee. In addition to setting up the band's gigs, committee members have been involved in a number of other fund raising events, ranging from bungee jumping to running marathons. Sponsor forms are handed out at the pub gigs encouraging everyone to get themselves and their families involved in the fund raising. Would your children fancy sponsoring dad to wake



The Country and Blues Band members (from left to right), Chris, Dave Scrivens, Tee Embling, Gary Bevan and Steve Popejoy (original bass player with Dire Straits!).

them each morning with a freshly brewed cup of tea?

A number of local celebrities have been persuaded to get involved as well - Dave Lee Travis, Roger Whitaker, Andy Fairweatherlow and Roy Castle have all been roped in to help by Chris.

When Chris decided to start fund raising he intended to raise whatever he could over a 12 month period. The Country and Blues Band have now been playing for just over 5 months and have already hit a total of £2,500.

Anyone who would like to contribute to the growing fund can write a cheque out to the 'Country and Blues Band Leukaemia Fund' which Chris will happily pay into the special account he has opened on behalf of Great Ormond Street. Even better, why not support Leukaemia sufferers and enjoy a good night out at the same time by going to one of the Country and Blues Band gigs?

Long Service Retirement



Alan Davies retired on the 30th June after nearly 30 years of service. Alan joined Dowty as a Borer in 1964 and worked his way up to the position of Production Manager, Large Landing Gear before deciding to opt for early retirement.

Alan is pictured here receiving a landing gear style clock from Andy Stevens, Director & General Manager. Alan's inimitable turn of speech will be sadly missed by all his colleagues, and we wish both he and his wife, Jean, a long and happy retirement.

LOCAL TOUR DATES

October 2nd	Plough	Ross-on-Wye
October 9th	Spartans R.F.C.	Gloucester
October 10th	Courtfilds	Lydbrook
October 16th	John Kyrle School.....	Ross-on-Wye