



## Financial Update

**SALES** Sales achieved compared to the target level are shown below for the period August to November 1993.

PERIOD	TARGET	ACHIEVED		
August 1993	£7,004,000	£4,351,000		
September 1993	£8,108,000	£8,544,000		
October 1993	£8,659,000	£7,001,000		
November 1993	£8,034,000	£5,865,000		
January to November 1993	£79,558,000	£72,792,000		

Cumulative sales to date in this financial year are behind target. This is as expected following the pro-

gramme cutbacks at the start of this year.

#### **PROFIT**

Profit performance has been adversely affected by the shortfall in sales. This has been offset, to some extent, by

the cost reduction measures we have

**ORDERS** The table right shows the major orders received in recent months.

The A330/340 order is a follow-on for 15 sets and extends our order book from November 1995 through to May 1996.

We have also received an order for 29 sets of A321 with deliveries starting in October 1995. Hindustan Aeronau-

tics have ordered 15 main, and 19 nose Jaguar landing gear plus spares valued at £4.8 million. Deliveries are expected to start in mid 1995.



PROGRAMME	ORDER VALUE			
A330/340	£10,400,000			
A321	£ 7,800,000			
Jaguar	£ 4,800,000			
Fokker	£ 2,500,000			

## A Vous La France



The picture shows Daphne putting one of the evening classes through their paces

That's the name of the textbook being used by over 80 employees who are now attending French language courses.

Six programmes, ranging from beginners to advanced, are being run in the evenings, Friday afternoons, and at lunchtimes.

As well as learning how to order food and drink in French, course tutor Daphne Jenkins also covers aspects of French culture. Extracts from French newspapers and magazines are studied. One recent article described the current trend in France of using bungee jumping as a means of training senior managers!

Students also learn vocabulary relevant to our business and now know that the French for landing gear is "un atterrisseur". They have had the opportunity to translate an article from a French magazine describing our proposed merger with Messier.

## **Bush Cell Success**

In mid 1992, the idea of a Bush manufacturing facility was aired in response to an increasing demand from our customers to improve our response time on spares bushes and also to provide reductions in spares inventory.

The cell began operation in June this year. It is responsible for the manufacture of the following types of bushes, in a range of materials and sizes:

- Spares oversize on all aircraft.
- Military and Non O.E. aircraft standard spares.
- Spares specials (including A.O.G.).
- Production salvage.

The cell is located next to the Ferranti C.M.M.'s in The Medium Landing Gear machine shop. It is manned by two machinists Stuart Edgeworth and Mike Knight. During the dayshift they operate seven conventional machines which are laid out to minimise work flow. Mike Attwood supplies Manufacturing Engineering support whenever it is needed.

A number of new ideas were incor-

## WOULD YOU LIKE TO KNOW MORE ABOUT OUR PRODUCTS AND HOW THEY WORK?

Starting in the New Year our Training Department will be running two modules aimed at explaining, in non-technical terms, how our products work and the way that we ensure they are fit for their purpose.

**MODULE 1** will explain the basic construction and operation of our landing gear and will include a visit to one of the Assembly Shops.

**MODULE 2** will look at the rigorous tests that a landing gear has to undergo to ensure that it meets both the customer and the Aviation Authority requirements. This Module will include a visit to No 6 Test Hangar.

Each session will run from 4.30 pm - 6.00 pm. Dates will be set to meet demand.

If you would like to attend either or both these sessions, please contact Julie Watts on internal extension number 1063. porated into the cell set up:

- Generic manufacturing layouts (i.e. families of bushes requiring similar processing operations being allo cated a common manufacturing layout).
- Bar coded layouts with no manufacturing times.
- Banded costing of bushes based upon the "Manufacturing Content" of the bush.
- Performance of the cell measured on quantity delivered to stores versus requirements.

For the majority of the time, the cell operates under the control of MRP with a lead time of one month. However, a manual based system is used when a faster response time of 24-48 hours is needed. The cell operates, as far as possible, as a self managed "mini business". The operators have wide ranging responsibilities including:

- Management of time and resources to meet customer requirements.
- Deciding on the machining sequence for each batch of work.
- Improving manufacturing methods

- on a continuous basis.
- Liaison with other departments to meet deliveries (R.M.S. and Process ing).
- Responsibility for quality (including final inspection and traceability issues).
- · Multi skilled machining.
- Carrying out work moving (both internal and external to the cell).

The cell is working well and both Mike and Stuart say they are finding their increased responsibility, broader activities and new team working environment challenging and rewarding. "The best feeling is the satisfaction of seeing an order drop off the screen", said Stuart and Mike when asked about working in the cell. Their efforts have resulted in a far better response to customer requirements and also a significant impact on reducing bush spares inventory.

The setting up of the Bush Cell has acted as a successful pilot prior to the implementation of full cellular manufacturing. Many of the new ideas used and the lessons learned - especially in changes to the working environment and operating culture - can now be taken up by others as the rest of Manufacturing is moved to cells.



Mike, Mike & Stuart at work in their cell.

## SPC Training For Suppliers



Lawrence Tanner, Training Officer, running our first SPC training session for suppliers.

As part of our P.R.I.D.E. initiative, we have been carrying out training in Statistical Process Control for our suppliers.

As explained in the May issue of **LINK**, SPC is a way of using statistics and problem solving methods to help monitor and control variation in processes. By training our suppliers in SPC we help to ensure that what they produce for us satisfies our requirements.



## QUOTATIONS

- 1. Who said 'It's not a bad time not to be in the Cabinet'? a. □ Margaret Thatcher b. □ Norman Lamont c. □ David Mellor
- 2. On being asked whether he was going to run as U.S. President in 1996, who said Td rather bungee jump without a cord? a. □ George Busb b. □ Ross Perot c. □ Clint Eastwood
- 3. Who said receiving the O.B.E. was 'My greatest up after my
  - a. □ Roy Castle b. □ Gary Lineker c. □ Neil Kinnock
- 4. Who said to photographers 'You make my life hell'? a. □ Madonna b. □ Princess Diana c. □ Sinead O'Connor
- 5. Who said of retirement 'She does the cooking and I do the
  - a. □ Daley thompson b. □ Dennis Thatcher c. □ George Bush
- 6. Who said, 'Society needs to condemn a little more and understand a little less'?
- a.□John Major b.□ Terry Waite c.□ Bob Geldof
- 7. Who described Education Minister John Patten as a a. 🗆 Claire Sbort b. 🗆 Dennis Skinner c. 🗆 Edwina Currie
- 8. Who said, 'People never know if I'm going to fall down or a. □ Oliver Reed b. □ George Best c. □ Estber Rantzen
- 9. Whose life was remembered thus 'His forty-five years contained as much as 90 years of anyone else's a. □ Bobby Moore b. □ Freddy Mercury c. □ James Hunt
- 10. Who said, on making a rare public appearance with his wife
  - a. □ Dennis Thatcher b. □ Prince Charles c. □ Richard Gere

## TELEVISION

- 1. How old was the finalist in this year's 'Countdown' final? a.□83 b.□12 c.□11
- 2. Who hosts the game show 'Lose A Million'? a. □Cbris Tarrant b. □ Danny Baker c. □ Bob Monkbouse
- 3. Which presenter revealed he had been dyeing his hair for
  - a. □ Sir Robin Day b. □ Pbillip Schofield c. Michael Aspel
- 4. A star of which soap opera was abducted and drugged in  $a. \square$  Eastenders  $b. \square$  Brookside  $c. \square$  Emmerdale real life?
- 5. Which TV presenter ran a suprise half marathon? a. □ Kate Adie b. □ Terry Wogan c. □ Oprab Winfrey
- 6. Who introduced 'Fantastic Facts'? a.□ Jonathan Ross b.□ Esther Rantzen c. Anneka Rice
- 7. Which comedian hosted a series about opera? a. □ Stepben Fry b. □ Harry Enfield c. □ Ben Elton
- 8. In 'Coronation Street' which country did Angie leave for? a. □ Spain b. □ Mexico c. □ Scotland
- Who was voted the most irritating person on television? a. □ Jeremy Beadle b. □ Cilla Black c. D Esther Rantzen
- 10. Which gameshow features contestants from all over Europe?
  - a. □ Going For Gold b. □ Strike It Lucky
  - c. Family Fortunes

#### ROYAL 1

- 1. How much money did 9-year ol ask for from Princess Diana? a. □ £500 b. □ £20 c. □ 20]
- 2. Which Royal said she didn't wa big Pooh traps'?
  - a. □ Princess Alexandra b. □ c. Duchess of York
  - 3. Which Royal visited Mongolia? a. Princess Royal b. Pri c. Duke of Edinburgh
- 4. Who said the Duchess of York a. Cilla Black b. Sir Nic
- 5. What did the Queen agree to a. 

  Breed Corgis b. 

  Pay
- 6. Which tennis player said of Pr crush on me' a. □ Agassi b. □ Becker c
- 7. To whom did Viscount Linley a. □ Serena Stanbope b. □ c. Susan Street-Porter
- 8. Who will tour Australia in 19 a. Prince Andrew b. F
- 9. What did the Queen forget b a.  $\square$  Her bandbag b.  $\square$  He
- 10. In which month did Bucking a. □ July b. □ August c.

#### SPORT

- 1. Which British athlete did NOT break a world record when  $a. \square Sally Gunnell$  b.  $\square Linford Cbristie$  c.  $\square Colin Jackson$
- 2. How did Sam Torrance badly injure himself a few weeks Denote the Ryder Cup:  $a. \Box$  Sleepwalking  $b. \Box$  Disco Dancing  $c. \Box$  Picking up a club before the Ryder Cup?
- 3. Which footballer was transferred between two British a. □ Brian Deane b. □ Duncan Ferguson c. □ Roy Keane
- 4. In which country did the knife attack on Monica Seles  $a. \square Germany$   $b. \square France$   $c. \square Switzerland$ take place?
- 5. How much did the bookmakers have to return when the Grand National was declared void? a. □£10 million b. □£75 million c. □£110 million
- 6. Which Sportsman was arrested for speeding in his Porsche? a. ☐ Linford Cbristie b. ☐ Lester Piggott c. ☐ Maradona
- Which cricketer raffled his Mercedes to subsidise a cancer a. □ Viv Richards b. □ Ian Botham c. □ Imran Khan
- 8. Apart from Marseille, which team was unbeaten in last a. □ Rangers b. □ AC Milan c. □ Porto
- 9. Which athlete forgot to turn up for his gold medal ceremony at the World Indoor Championships? a. □ Tom McKean b. □ Carl Lewis c. □ Serget Bubka
- Whose total in this year's British Open was the third a. □ Greg Norman b. □ Bernbard Langer c. □ Nick Faldo

### MUSIC

- 1. Who celebrated his 50th birthday in July? a. □ Rod stewart b. □ Mick Jagger c. David Bowie
- 2. Who flew home after being mobbed in Tel Aviv? a. □ Elton John b. □ Sinead O'Connor c. □ U2
- 3. Who married country singer Lyle Lovett in June a. 

  Glenn Close b. 

  Julia Roberts c. A Kylie Minogue
- 4. Which pop star was revealed to be bald? a. □ Cliff Richard b. □ Garry Glitter c. □ David Essex
- Who won several Grammy awards for his 'Unplugged' album?
  - a. \( \superaction Rod Stewart\) b. \( \superaction Neil Young\) c. 🗆 Eric Clapton
- 6. Scottish football team Clydebank is sponsered by which a. ☐ Wet Wet Wet b. ☐ Deacon Blue c. ☐ Simple Minds
- 7. Whose tour was entitled 'The Girly Show'? a. □ Boy George b. □ Madonna c. □ Gabrielle
- 8. Whose 1993 album is 'In Utero'? a. □ Jamiroquai b. □ Spin Doctors c. A Nirvana
- 9. Which group had a 1993 No.1 with an Elvis Presley cover a. ☐ Pet Shop Boys b. ☐ UB40 c. ☐ Take That
- 10. Which group won The Mercury Music Prize? a. □ Suede b. □ Saw Doctors c. □ World Party



- In July who said, 'Politics isn' e obvious'? a. 🗆 Norman Lamont b. 🗆 c. 🗖 Paddy Ashdown
- 2. Which MP resigned because ( a. 

  Michael Portillo b. c. 

  George Foulkes
- 3. Tony Benn lost his seat on Lab how many years? a. □ 34 b. □ 30 c. □ 26
- 4. Who said 'Lumbering, neander a. □ Gordon Brown b. □ Ne
- 5. Which MP chained themselves in protest against Norway's rea. □ Charles Kennedy b. □ I
- 6. Who said 'Interviewing politici to the wall? a. 🗆 Brian Walden b. 🗆 Davi
- 7. Talking to which corresponden 'off-mike' attack on cabinet col
- a. 

  Michael Brunson b. 

  Je 8. What was unusual about the Ma a. Shortest on record b. 1 c. Dopposition party walked (
- 9. The Liberal Democrats in Scotlar a. D Euthanasia b. D Prostitu
- 10. Whose political biography is call a. 🗆 Kenneth Baker b. 🗆 Nige

#### AMILY

break-dancer Marcus Sinclair

t to 'fall into awful great

Princess Michael of Kent

ce Edward

ad 'a figure like a Jurassic

olas Fairburn c. 🗆 Clive James

o in February?

ax c. Visit Libya

ncess Diana 'Maybe she has a

Sampras

ecently marry?

amantha Smythe

September

TICS

ony Benn

chael Mates

working. That much should

his involvement with Asil Nadir?

ur's National Executive after

al and clumsy - Jurassic Clarke'? Kinnock c. John Smith

the railings of Norway house

vina Currie c. Tony Banks

s can be like nailing custard

Frost c. I John Humphrys

ny Paxman c. A Martyn Lewis

backed the legalization of what?

id John Major make an

t-ever March budget

n c. 🗆 Cannabis

'The Turbulent Years'?

uwson c. Alan Clark

budget?

mption of whaling?

ince Charles c. The Queen

fore making her speech in May? speech c. her spectacles

nam Palace open to the public?

#### FILMS

- Who plays the park owner in 'Jurassic Park'? a. □ Sam Neill b. □ Dino de Laurentis c. A Richard Attenborough
- 2. What does Clint Eastwood do for the first time in 'In The Line

a. □ Die b. □ Lie c. □ Cry

- 3. For which film did Emma Thompson win an Oscar? a. 🗆 Peter's Friends b. 🗆 Much Ado About Nothing c. A Howard's End
- 4. Which pop star's life is told in 'What's Love Got To Do With It'? a. □ Tina Turner b. □ Cher c. □ Madonna
- 5. Who stars in the film 'Cliffhanger'? a. □ Tom Cruise b. □ Sylvester Stallone c. 🗖 Paul Newman
- 6. Who directed the film 'Malcolm X'? a. □ Spike Lee b. □ Alan Parker c. □ Quentin Tarantino
- 7. What present is Sharon Stone given in 'Sliver'? a. ☐ Telescope b. ☐ Dog c. ☐ Raincoat
- 8. What is Schwarzenegger's character in 'Last Action Hero'? a. □ Frank Horrigan b. □ Austin O'Brien c. \ Jack Slater
- 9. Which of these films does NOT star Tom Cruise? a. □ A Few Good Men b. □ Indecent Proposal c. The Firm
- 10. Which actor was banned for driving his motor cycle at 102 mph? a. □ Daniel Day-Lewis b. □ Kevin Costner
  - c. Jack Nicholson





## POT POURRI

- 1. Ffyona Cambell was the first woman to do what? a. □ Pilot Concorde b. □ Walk the length of Africa c. ☐ Manage a footbal league team
- 2. Which character is celebrating a 100th birthday this year? a. \( \subseteq \subseteq Winnie The Poob\) b. \( \subseteq \asterix\) c. \( \subseteq \textit{Peter Rabbit}\)
- 3. Which supermodel was sacked by her agency? a. □ Cindy Crawford b. □ Naomi Cambell c. 🗆 Yasmin Le Bon
- 4. How long is Vikram Seth's acclaimed new novel
  - a. □ 127 pages b. □ 999 pages c. □ 1349 pages
- 5. Which pop star watched Agassi at Wimbledon this year? a. □ Barbra Striesand b. □ Billy Joel c. □ Madonna
- 6. How much does the limited edition Mao Zedong watch commemorating his 100th birthday, cost? a. □ \$800 b. □ \$3,000 c. □ \$16,800
- 7. Rebecca Stephens became the first British woman to do wha a. ☐ Climb Everest b. ☐ Win The Krypton Factor
- 8. What did Tom Watson refuse to give Sam Torrance before a. □ A bandsbake b. □ His Autograph c. A His long bandled putter
- 9. Which actress revealed a 'secret affair' with Clif Richard? a. □ Susan Hampsbire b. □ Una Stubbs c. □ Jane Asber
- 10. Which Restaurant opened in London in May? a. 

  Japanese snake restaurant b. 

  Maxim's
  - c. D Planet Hollywood

# CURRENT AFFAIRS

# 1. What was Britain's airlift of Bosnian war victims called?

- a. ☐ Operation Hope b. ☐ Operation Bosnia c. D Operation Irma 2. How long did the WACO seige last? a. □ 27 days b. □ 51 days c. □ 103 days
- 3. Kim Cambell became the first female Prime Minister of a. □ Turkey b. □ Canada c. □ New Zealand
- 4. Where was the peace agreement between Israel and the a. □ Jerusalem b. □ Geneva c. □ The White House
- 5. In which U.S. state were 44 people killed in a train crash? a. □ Maine b. □ Alabama c. □ Georgia
- 6. What did road tax go up to in the March budget? a.□£125 b.□£115 c.□£100
- 7. Which country pardoned two British female drug
- a. □ Burma b. □ Singapore c. □ Thailand
- 8. Which building was bombed in February? a. □ The Vatican b. □ World Trade Centre c. 

  Eiffel Tower
- 9. Which tanker spilled oil off the Shetlands? a. □ Braer b. □ Tiger c. □ Morocco
- 10. What did OMOV stand for?
  - a. D Our Moves Overtbrow Vandals
  - b. 

    One Member One Vote
  - c. 🗆 Older Men Of Value

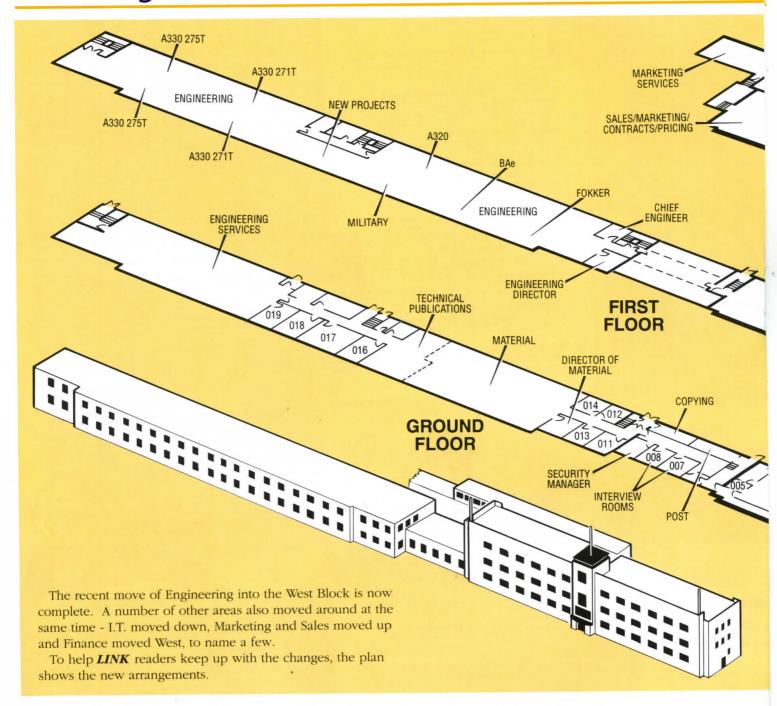


# STRANGE BUT TRUE

- How many people are involved in changing a lightbulb a.□4 b.□6 c.□8
- 2. How much will a NASA space shuttle toilet cost? a.  $\Box$  \$10 million b.  $\Box$  \$20 million c  $\Box$  \$30 million
- 3. July 26 was the start of which week in Britain? a. ☐ Frogs Week b. ☐ Houswives Week c. ☐ Ice Cream Week
- 4. 'Mad cow disease' in humans was linked with which food? a. □ Eggs b. □ Black pudding c. □ Gorgonzola
- 5. How much does the former Soviet Union owe Washington D.C. a. □ \$3.9 million b. □ \$1.8 million c. □ \$800,000
- 6. Which vegetable did the EEC want to be less curved? a. ☐ Cucumbers b. ☐ Carrots c. ☐ Turnips
- 7. How many push-ups were done in 24 hours when the world a. □ 3,769 b. □ 46,001 c. □ 32,483
- How much did Glaxo chief Ernest Mario receive as a a. □ £800,000 b. □ £2.7 million c. □ £3.9 million
- What was the job of the beach patrol at the Cap d'Adge resort? a. ☐ To order clothed sunbathers to strip b. ☐ To shoot sharks

A. M. D. IA.

10. Ladbrokes became suspicious when a fraudster presented a winning line of footbal predictions. What sum was he a. □ £287,000 b. □ £4.3 million c. □ £3,827 billion



## A Walk On The Wild Side

All of us enjoy the opportunity to get away from it all now and then. But John Sparkes, who works in Quality, likes to take it to extremes.

John enjoys exploring wild places and his treks have taken him to some pretty remote corners of the world. To reach many of these places John has had to become an adept climber. His climbs have included the Pyrenees and the Himalayas.

Earlier this year John visited Ladakh in the Western Himalayas. Contrary to popular belief, not all the Himalayan mountains are snow covered. At an average height of 12,000 feet Ladakh is a high altitude desert, dryer even than the Sahara.

John found Ladakh to be a place which has remained

unchanged for centuries. The people's livelihood is ruled by the seasons. "They have only three months of summer each

year in which to grow everything they need to tie them over the long cold winter", John explained to *LINK*. "The winters are severe lasting for 7 months. During this time the temperature can drop to -35°, confining the locals to their houses for weeks on end. They occupy this period by holding family parties and drinking 'CHANG', a traditional alchoholic drink brewed from barley.

John was also intrigued by the cultural differences he saw. In Ladakh many of the mountain villages still practice polyandry,

with the eldest son in each family sharing his wife with all his brothers.



School children waiting for the bus in Stok-Ladakh

## ARCHIVE TOP **FLOOR** PRODUCT SUPPORT QUALITY SALES & PRODUCT SUPPORT DIRECTOR FINANCE CASHIERS/ NAGES TORONTO FINANCE MONTREAL DIRECTOR OF ROOM SITE SERVICES DIRECTOR & GENERAL MANAGER HUMAN RESOURCES/ STORE RECEPTION INFORMATION TECHNOLOGY

#### War Hero Visits Site

Aeroplanes have developed apace since the days of the 2nd World War, when all that protected the aircraft crews from the enemy was a flimsy canvas fuselage.

Jim Norris, who visited us in September with this wife Lillian, was flight engineer for a Lancaster bomber which was shot by enemy fighters while on its way to bomb Dusseldorf. The navigator was killed and the pilot was knocked unconscious. Jim, who was only 22 at the time, took over the flight controls, despite having never flown a plane before!

The Lancaster completed its mission and turned for home. Jim just managed to rouse the pilot in time to land the plane. Even then the crew's troubles weren't over, as the landing gear collapsed on landing.

It was only after the Lancaster had finally returned home that it was discovered that Jim had been wounded in the fighter attack. He still carries the shrapnel in his arm and chest today.

Jim received the medal for Conspicuous Bravery for his part in the mission.

Jim and Lillian joined employees for lunch before setting off on a tour of our site. Jim was very impressed by the advances which have been made in aircraft design since his days with the R.A.F.

Jim and Lillian are pictured below with Andy Stevens, Director and General Manager, beside an old Shackleton landing gear which is currently on display in our Large Landing Gear machine shop.





John found the locals to be very friendly and was invited to join a family for a cup of Yak butter tea. "It seemed like a nice idea", John says, "but it tastes like butter which has been left in the sun for months and then had water

Summit of Stok Kangri in Ladakh 20,156 feet and a lot of salt added to it!"

How can you become involved in expeditions like these? John's interest began in the Scouts and there are a number of good local climbing areas such as Winter's Leap at Chepstow and Symonds Yat in the Forest of Dean.

For John, the real enjoyment is in reaching remote places. "Technically, I am not a good climber", he says modestly. "Subzero temperatures and altitudes are much harder to deal with than the actual climbing".

And don't forget the weather problems. "Sikkim in the Eastern Himalayas was very humid in the monsoon season", John explained. "We woke up one morning to find ourselves covered with leeches! But then in Ladakh it is so hot and dry you can easily catch fleas!"

I wonder how many of us will remain content to stay at home!



Our team (from Left to right) Back row: Ken Jervis (Team Manager), Andy Price, Bob Daniels, Mike Mitchell (goal-keeper), Marcus McKie John Herring (Customer Account Mgr for BAe); Front row: Dave Tallon, Billy Knowles, Phil Phelps (Captain), Andy Monaghan, Cleve Wilson, Andy Nurse.

# Gearing Up For ISO 9001

ISO 9001 (also called BS5750) is an internationally recognised standard for Quality Systems. ISO 9001, plus some additional requirements for the Ministry of Defence, will effectively replace the AQAP 1 standard, which we currently hold. Many of our customers are demanding that we have ISO 9001 approval.

Our quality system, through the quality manual, quality policy, company procedures and departmental procedures, defines what we do, who does it and how it should be done. This is to ensure we deliver good products and services to the customer - and do it better next time. Quality is everyone's responsibility.

We need to be ready for our preliminary assessment by the British Standards Institute on the **17th January**. The final assessment will be a week long visit by a team from the BSI, beginning **7th March**, which will cover all departments.

A guide will accompany the auditors, who will want to talk to the people doing the job, not the manager. The auditors won't be trying to trick people, just establish whether they know what they should be doing, if they are doing it and if they believe we are professional at what we are doing.

What must we do to satisfy the auditors?

- Know which procedures affect you and where they are kept.
- · Understand the procedures and work to them.
- Local procedures have just been rewritten, so make sure your copies are up to date.
- Report any discrepancies or errors in procedures to your supervisor.
- · High standards of calibration must be maintained.
- Documentation must be completeted correctly, such as layouts, reject notes and drawings etc.
- Training records must be kept up to date.
- Rejects must be identified and correctly controlled.
- Put over a positive, professional attitude.
- · Be enthusiastic we are good, so show it.

The BSI are very precise - they expect us to be doing exactly what we say we do in procedures. If an element of a procedure is not done because it is nolonger required, we must remove it otherwise we will receive a non-conformance.

ISO approval is not optional - our customers demand it. ISO should be viewed as a positive step as accreditation will show our competence to the industry which can only be good for us.

KNOW ALL OUR CUSTOMERS' REQUIREMENTS.
MEET THOSE REQUIREMENTS AT ALL TIMES.
DO EVERYTHING RIGHT FIRST TIME.
DO IT BETTER NEXT TIME.

## Pipped At The Post

On 29th October, a team of employees, captained by Phil Phelps, travelled to British Aerospace Regional Aircraft Ltd at Woodford to defend our title as holders of the BAe 7 A-Side Football Shield.

Twelve teams from all over England competed for a place in the final. In the first round, our team finished top of their group beating Aim Aviation 3 - 1, thanks to a hat-trick by Billy Knowles. They also beat Baxter Woodhouse and Taylor 1 - 0 (scorer: Captain Phelps).

With a decisive 4 - 1 win over Westland in the semi-final, our team moved easily into the final where they played BAe Chadderton. Ken Jervis shouted encouragement from the sidelines like a true footballing manager, but to no avail. Despite a valiant attempt to defend the title, we were beaten 1 - 0 due to a deflection in the first half.

Each member of the team received a runners-up medal from Head of RJ Operations at BAe Woodford, Neil Mason, before consoling themselves with a few beers and a Chinese meal on the way home.

#### Family Christmas Quiz Answers

strange But True	'qI	5c'	30'	'q+	'05	'09	'94	'98	°06	201	
remoq 10d	91	5c,	98	'ot	'05	'29	'0/	'98	'96	201	
Politics	'oI	'97	30	'pt	'25	'29	10/	'98	'06	pol	
Music	91	7a	98	40	'95	'09	94	'28	'96	100	
nods	91	500	98	'pt	95	'29	101	'08	'06	201	
Current Affairs	10'	'97	98	'DF	95	'09	10/	'98	'06	901	
suni:I	10	50	36	m	'95	'09	'04	,58	'96	pol	
Коуаі Батііу	'91	5c,	30,	$q_{t'}$	95	'29	'0/	'98	'06	901	
noisiusiel	10,	500	98	'DF	'05	'09	'94	'98	'06	pol	
Quotations	'or	'97	30	'q+	'05	'09	94	'08	'96	901	

## Thank You!

A big thank you to all **LINK** readers who took the time to complete our Readers Survey. A number of the useful suggestions made have already been included in this edition, such as the article about the bush cell and the quiz. We've also included the names of the editorial team (see below) so if you would like to make any further suggestions for improving the **LINK**, or have an idea for an article, please contact us.

#### **Editorial Team:**

Peter Hall, Marketing & Sales, Ext. 1815 Rachel Norfolk, Human Resources, Ext. 1297 Doug Knott, Site Services, Ext. 1496