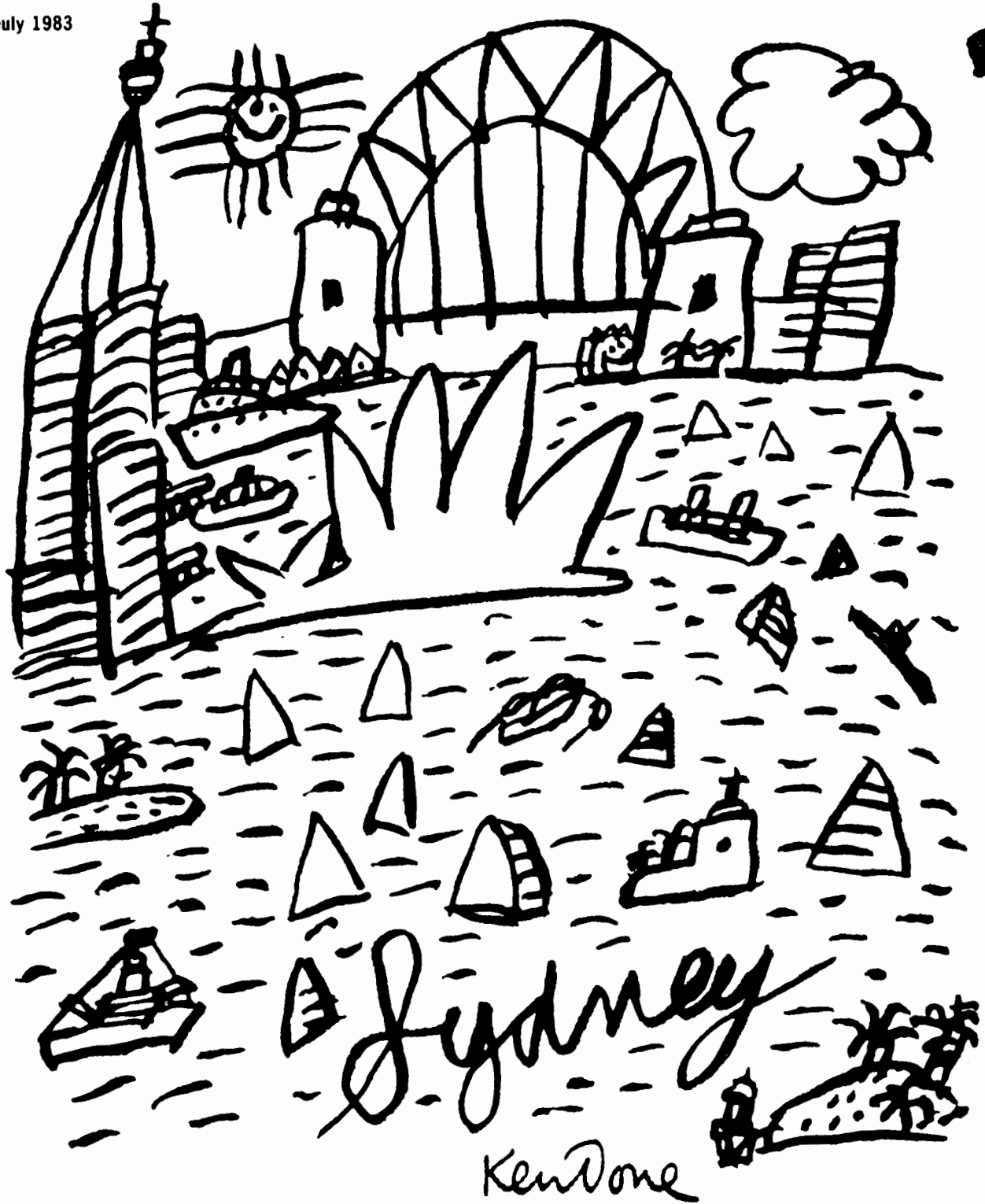


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FOR AUSTRALIAN AND NEW ZEALAND
STAFF AND FAMILIES
OF HEWLETT-PACKARD



No 11 July 1983



New Spirit Is Abroad

The strong feeling I brought back from the Intercon General Managers' May meeting was that a new spirit is moving the company.

There is emphasis now on entrepreneurial innovation which gives countries more freedom to take individual initiatives.

HP is becoming more international in its outlook, recognising that some of the things that work well in the United States don't always work as well in other countries.

It has become outward looking and wants to act more dynamically in the marketplace. It is up to us to take advantage of this.

Locally we have been given a lot of responsibility and authority but, of course, accountability goes with it.

Also, while we are urged to be more innovative and vigorous in our marketing, this has to be

tempered by good judgement. We are not to turn our backs on the valuable experience and results obtained from successful policies of the past.

The new mood has been building up for some time. Part of it has come from the conviction of managers that an admittedly slow world economy is no reason for us to accept the inevitability of lower sales.

We have good products, good service and good people with the capacity to come up with good solutions.

Even when the economy is down, it should be seen as a spur, not an excuse. Customers continue to have needs. Our competitors are also out there trying to identify and meet them. By any measure, from our great resources, we are able to do it better. We have to be quicker and more creative.

Creativity has to come from **everyone** – equally from sales, support and management.

DAVID BOOKER

● Gray Morgan has taken up duties in Sydney as Northern Zone General Manager, replacing Bruce Graham, who took leave before coming to Melbourne as Southern Zone General Manager



● Gray Morgan . . . gone north



● Bruce Graham . . . gone south

The Palo Alto General Managers' meeting was the first chance to meet **Dick Alberding** as the new Senior Vice-President, International.

At the moment, he plans to visit Australia and New Zealand in November.

Newcomers

Joseph Bialkowski, Systems Engineer/SEO (Sydney).

Andre Blom, Sales Representative/CSG (Sydney).

Suzanne Burrows, Zone Credit Administrator/Credit (Sydney).

Carlo Cerrone, Technician/PCG (Melbourne).

Judy Chua, Accountant/Admin (Melbourne).

Judy Elliss, Receptionist/Admin (Perth).

Sue Hewitt, Marcom Clerk/Typist (Melbourne).

Bill Jenyns, Systems Engineer/SEO (Melbourne).

Rod Makin, Systems Engineer/SEO (Melbourne).

David Wiggett, Storeman/Warehouse (Melbourne).

Judi Wilkinson, Personal Computer Staff Systems Engineer/SEO (Melbourne).

NEW ZEALAND

John Parbhu, Systems Engineer/SEO (Wellington).

Transfers

Bill Allison, Senior Warehouseperson to Warehouse Supervisor (Melbourne).

Andre Blom, Sales Representative/CSG (Sydney) to MIS Program Manager/AAC (Melbourne).

Glenn Gowan, Accountant/Admin to Southern Zone OP Supervisor/Order Processing (Melbourne)

Paul McQuarrie, Field Engineer/Medical to District Manager/Instrument Group (Sydney).

Frank Van Grieken, Service Technician/PCG to Customer Engineer/CEO (Melbourne).

□

FRONT COVER

Many Sydneysiders are familiar with the art of **Ken Done** which is our front cover picture.

In a few brief strokes, Done manages to capture the free spirit of Sydney and of Sydney living.

If you're a fan of the artist, Ken Done T-shirts, windcheaters and miscellaneous Australiana are available at the Sydney Harbour Shop in the Rocks, just a few doors from the Regent Hotel in George Street.

Posters, paintings and limited edition prints are available at the Art Directors' Gallery, directly behind the shop, in Nurses Walk.



Quality Results

Positive gains are flowing from the pilot Quality Teams set up at the start of the year.

The 'Quality Seekers' – a group of 10 secretaries who had their first meeting on February 9 – made their initial management presentation to the Executive Committee on June 6.

They chose to investigate more efficient methods of ordering and distributing stationery within the Melbourne office and came up with a total solution package which included:

- Relocation and reorganisation of the stationery compactus;
- Moving from a total distribution system to a centralised collection system;
- Redesigning the Stationery Requisition forms and establishing minimum re-order levels and standard order quantities.

The team estimated that the new system would save more than \$8000 a year. The Executive Committee put a number of questions which were answered confidently. **David Booker** gave the go-ahead for the recommendations to be implemented.

Another team, '3F-Troop' (for fast, fun and freewheeling), started regular meetings in January and approached their projects after Quality Team training.

They gave priority to the layout plan of the SEO Computer Room

● **Quality Seekers**
(from left): Mary Lam, Sally Imberger, Roma Recek, Sue Saultry, Joanne Drew (Leader), Karin Herrick, Sharon Morris, Jenny Plant, Roger Morgan (Facilitator), Kerri Lambert and Kathy Bazely

● **'3F Troop'**:
Stephen Paull (Leader), Neil Brand, Judy Bottomley and (seated) Robert Dey (Facilitator)



and also made a presentation to the Executive Committee on June 6. The reward of their efforts can be seen visiting the Computer Room and the new training facilities.

Although '3F-Troop' had 13 members to start, they soon found that for them eight was a good team size.

Roger Morgan, Area Commercial Services Manager, is responsible for introducing Quality Teams in Australia and New Zealand.

Melbourne experience adapting what was a Japanese and American concept to Australasian conditions will help other offices when they set up their own teams.

It is just a year since the decision at Albury to establish Quality Teams and it is worth recalling what was said then about their objectives:

- A better climate by improving upward communication, team work, mutual trust and respect, and increasing dignity and self-esteem;
- Improving communication between fellow workers and their supervisors;
- Encouraging a 'thinking worker' to tackle performance problems such as flow of work, quality and productivity;
- Enhancing and strengthening morale and job satisfaction;
- Providing professional and personal growth opportunities for participants;
- Giving employees an opportunity to solve problems, not just identify them;
- Improving product quality;
- Improving supervisory and managerial skills;
- Revitalising the HP Way.

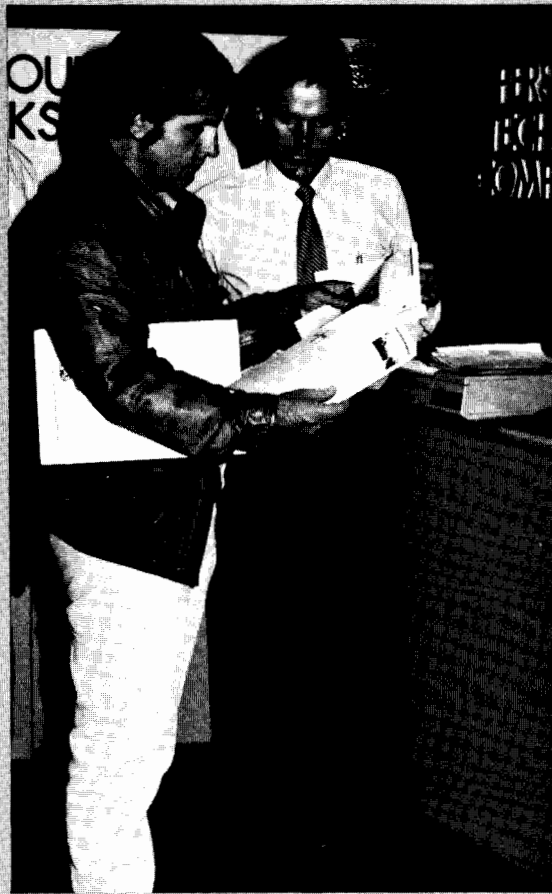




● John Knaggs and Jayne Burton



● Penelope Johnson



● Nick Debenham with interested visitor

Data '83

For a Graduate Hire in her first year - first few months really - co-ordinating HP's stand at Data '83 was a formidable challenge for Penelope Johnson, Staff Sales Representative, but she did it with great success.

Data '83 was staged at Sydney's Centrepoint from May 17 to 19, featuring computers and peripherals.

The HP9000 and HP2700 were big drawcards at all sessions, to the envy of those neighbors who attracted smaller crowds.

Penelope acknowledged that she received a lot of help from John Knaggs, Systems Engineer (22), Jayne Burton, who was then Secretary (08), and Doug McNaught, Staff Systems Engineer (12).

Penelope graduated from Macquarie University as a BA with a double major in geography and philosophy. She worked as a town planning consultant before coming to HP.

With Jayne, she runs an aerobics class twice a week. She once taught horse dressage, plays piano, is interested in all kinds of music and is a member of the Club of Rome.

The club researches contemporary subjects such as the impact of technology and currently is studying unemployment. It took its name from the city where it was founded. ■



● Glen Poulson and visitors at Sydney's Data '83

Marriages

Sydney staff who were married recently include **Peter Hensley**, Customs Co-ordinator, and **Roland Leclair**, Warehouseman.

Peter married Kathryn Bourke in March but they decided on a delayed honeymoon in July in New Zealand, nurse Kathy's birthplace.

Roland married Sharon Lake, who works for Natwest Finance. They honeymooned at Daydream Island (where it rained almost without pause).

Roland is in the NSW and Australian touch football teams. The game has the same rules as Rugby League except that it excludes the fierce tackling and bone-crunching physical strength.

He plays on the wing - usually a club game once a week, a NSW game on Saturday and for Australia four times a year. A series against New Zealand is coming up.

Chris Armstrong, Northern Zone Commercial Services Supervisor, says three of her staff have married in six months. She thinks they are either very contented or badly in need of a shoulder to cry on at night time.

Khris Hall, O3 Order Co-ordinator, married last November; then Peter and Roland; and now **Sylvana Belcastro** (O2 Co-ordinator) has announced her engagement to Garry Carrett and intention to marry in January.

In Melbourne, **Diane Pearl** (Secretary/PCG) became engaged to Bernie McCarthy on June 11 and they plan their wedding for January.



● Sydney Social Club secretaries Justina Donders (left) and Jan Foster

Enthusiastic Social Club

Every activity offered by Sydney's HP Social Club does not appeal to everyone but the committee is ever trying to introduce variety so that no one can say they are not catered for.

There is a Sausage Sizzle every second Wednesday with no charge to members and non-members paying only \$1.

In March there was a lamb-on-spit fun day and in April a block booking was made for the Westleigh Players' theatre production, *The Effect of Gamma Rays on Man-in-the Moon Marigolds*.

Christine Armstrong, **Colin Scott** (who is producing the August show), **John O'Brien** and **Bob O'Brien** perform with the Westleigh Players.

John O'Brien, **Joanne Turton** and **Duncan Coles** are organisers of a car observation trial; and **Chris Armstrong** and **Bob O'Brien** are responsible for a bush dance in July.

John Bourke is producer of a Halloween Revue Night and dinner dance in October with a committee comprising **Joanne Turton**, **Shayne Griffiths**, **Elfrieda Kitney**, **Jayne Burton** and **Pam Seibert**.

Already plans are being made for a New Year's Eve harbour cruise and a major raffle. Sydney's most successful party was a harbour cruise last August (fancy

dress, witches and warlocks) when 113 turned up for a dinner dance aboard a cruiser.

Colin Scott has the assignment to arrange a Back to the Beatles night at the movies, followed by a dance and drinks.

The Social Club has also become a member of the Macquarie University Sports Association, which offers the facilities of a fully licensed entertainment area in North Ryde, plus gymnasium, squash, saunas, tennis, rowing, orienteering, netball, bush walking, etc.

Recently the Social Club started giving a handsome bouquet to staff who are hospitalised. The \$25 cost comes from club funds.

The committee, which meets in the lunch break on the first Tuesday, are: President, **Jayne Burton**; vice-president, **Duncan Coles**; treasurer, **John Burnett**; secretaries, **Jan Foster** and **Justina Donders**; publicity officer, **Joanne Turton**. ■



● Roland Leclair (left) and Peter Hensley . . . both recently married

PCP Centres

Both Sydney and Melbourne have joined those HP offices - about 12 around the world - which have permanent Personal Computer Centres.

The display of Personal Computer products will simulate as closely as possible the professional or real work situation. Dealers as well as the sales force will be able to invite potential customers to the centres. Those attending courses will also be welcome to visit.

Jayne Burton says the Sydney display will be open from 9 am to 1 pm for 'off-the-street' inspection and from 2 pm to 5 pm for those making appointments.

Jayne is Personal Computer Centre Representative in Sydney with David Cox, Personal Work Station Representative.

She has been with HP for 2½ years. Before her new appointment she was sales Secretary in Components Group.

In Melbourne Greg Sadler is Personal Computer Centre Representative. He was previously Staff Engineer with the Technical Computer Group.

Peter Hall teams with him as Personal Work Station Representative. ■

Toastmasters

Sydney staff are excelling in administration and competition at various levels of Toastmasters International.

Irene Cook, Secretary (04), won at club and then area level with her humorous speech and John Harvey, Staff Engineer (01), got the club's vote for best 'international' speech.

He had been in Toastmasters less than a year and his first speech to the club was a winner.

John Keen, Sales Representative (12) and the club's immediate past president, has been appointed District Youth Leadership Co-ordinator.

Toastmasters International is a non-profit, non-partisan, educational organisation of more than 4000 clubs in 47 countries. In



● Jayne Burton . . . in new PCP Centre

Australia there are more than 3000 members in 150 clubs in all major cities and many country centres.

A club is an organised group, meeting twice monthly, which provides members with a professionally designed program for better thinking, listening and speaking, and to develop leadership potential.

The Macquarie-HP Club meets in a Talavera Rd training room on second and fourth Thursdays.

As the title suggests, not all are HP employees but HP people are prominent. Irene Cook is administrative vice-president; Brian Lehner, Sales Representative (02), is educational vice-president; Rod



● Toastmasters' Irene Cook

Totten, Customer Engineer (02), is treasurer. Irene's daughter, Kathryn, is secretary but she works for IBM.

Val Ryan, Secretary (03), John Harvey and John Keen recently debated for the club at area level, advocating "that modern advertising is based on fooling most of the people most of the time." But they lost this one.

Recent new members are Keith Burson, Personnel Administrator, and Paul Scotland, Customer Engineer (02).

One eyebrow went up and one went down when Keith, a former Qantas steward, and John Harvey, a vegetarian, volunteered as catering officers for the next four meetings. You will have to guess which brow twitched for whom.

The club's latest newsletter carried a page of quotable quotes concerning public speakers. They appeared first in "Australian Business", Phillip Adams being the compiler.

Readers of Depth deserve to share the best, which appear on various pages (this is euphemism for saying editors are always desperate for bright fillers to plug gaps when copy falls just short of a column). ■

□

I have often repented speaking but never of holding my tongue.

Xenocrates, 396-315 BC

Two Loves But Faithful to Both

You wouldn't accuse Dick Graf of philandering but listening to his life's story the impression grows that he felt a great love for Sally and for Phyllis as well – and simultaneously.

He met them both during the Second World War. Phyllis was a Rockhampton lass – the one he married and took back to the States – but while he was courting Phyllis he was spending even more time with Sally.

Phyllis was never jealous because she knew about Sally and that it was Sally who kept bringing Dick back to Brisbane.

There is a simple explanation. Sally was a B17 bomber, the personal aircraft of General George Kenny, Commander of Allied Airforces in the South-West Pacific, and Dick was the general's radio operator for 30 months.

"Everyone knew him as George but only a few knew Churchill was his middle name," Dick said when Depth talked to him about pending retirement.

He joined the commander's staff after flying combat missions for eight months.

"It was an interesting life; never a boring moment," Dick recalled. "Sally had to be kept constantly operational, which meant two crews, each flying her on alternate days. There was free time in Brisbane but the general was apt to decide at midnight that we were flying out at 5 am for New Guinea or other places. So they always had to know where you could be contacted."

July 15, the date of his retirement from HP, is unlikely to mark a slide into idleness. Dick has bought an HP87 computer and said "I'll find things to do."

They could include "some sort of training in the small business area."

He joined HP on July 13, 1969. He had been in charge of the laboratory at the Australian National University's research school of physical science. He built and bought testing equipment and came to know and be known at HP.



● Dick Graf bows out

Before ANU he was with the University of Queensland's physics department.

Dick was born in Michigan and taught at a television school in Chicago. He took Phyllis to the States for a few years after the war and two of their children were born there. Another two were born in Australia.

They will continue to live in Australia – probably in Sydney but possibly in Brisbane where Phyllis has relatives and both have friends. ■

Hosts Wanted

The Sydney Committee for Overseas Students hopes HP staff can help cultural exchange between overseas students and the Australian community.

Host families are not required to have students living with them. Usually they invite students to visit occasionally for tea, barbecues, picnics, outings, etc.

SCOS believes that friendship between countries begins with person-to-person contacts. Apart from recruiting host families, it meets students on arrival, finds accommodation, anticipates needs and solves problems.

Essentially, it tries to make them happy in Australia with the hope that they will carry a feeling of friendship back to their homeland.

Personnel Administrator Keith Burson has all details. ■

Success Quick But Not Easy

Sheer hard work and help from family, workmates and friends are the ingredients Gordon Makryllos names for his quick success as Sales Representative (O2).

Last year he joined Sydney office through the Graduate Hire program and in May he achieved 261% of his quota.

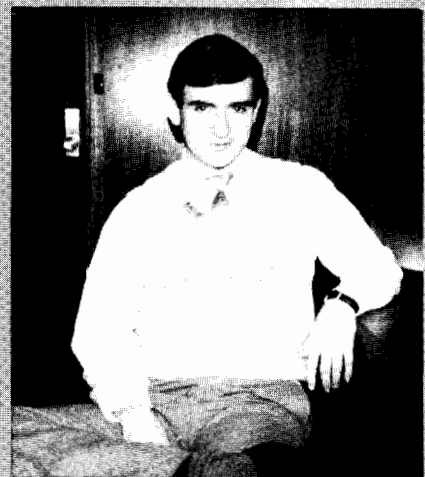
Gordon, 25, graduated from the University of NSW in electrical engineering. He is a first generation Australian of Greek parents.

Married? Far too busy with study and work.

Is his family – father mother, one brother, one sister – proud?

"My parents don't understand my work but they are pleased with my success," Gordon says. "At first my father said, 'Study hard for your HSC and you have got it made.' Then he said, 'Study hard for your degree and you have got it made.' Now he's puzzled because I still work hard, with little leisure, but he's happy that I am so happy with my job.

"Those who help me also partake in any success I achieve. There are some really good people I am working for and with. Even though I am really busy, I am glad to be able to show my gratitude to them." ■



● Gordon Makryllos "getting it made"

□

Let thy speech be short, comprehending much in few words.

Ecclesiastes

Welcome Impresses

Moving from South Africa to Sydney and then almost immediately to Melbourne has not been as taxing as **Andre Blom** and his wife Allison feared.

Andre is unstinted in praise of the helpful and warm welcome they have received.

Alayne Durant, Northern Zone Personnel Manager, "was magnificent when we arrived, smoothing out things, doing things she doesn't have to be responsible for."

Andre adds: "Sydney and Melbourne people have been fantastic. It could only happen at HP. The family feeling jumps boundaries of geography, nationality and race."

Andre went from the UK to Zambia, where he met Allison whose family also had come from the UK. Allison worked as an archivist for Barlow Rand, an industrial conglomerate in South Africa. A fond memory is of assembling a photographic display tracing the company's history. Some photos were from the late 1800s and needed super-sensitive handling.

Andre had hardly got his Sydney bearings when he was called to Melbourne to manage the MIS (Management Information System) program, one of HP Australia's most exciting projects.

Canteen supervisor **Pattie Smith**, was one who made Andre welcome.

Like Anne Hill in Melbourne, Pattie runs a tight but friendly ship. She has daily help from 'permanent casuals' **Judy Howe** and **Beryl Hood**, with others who attend as needed.

Pattie remembers when the staff numbered 80; now it is nearly triple that. She tries to vary the menu but the favorites remain hamburgers and salmon rissoles.

"Not plastic like the shops and at half their price," goes her sales presentation. ■

□

Why doesn't the fellow who says "I'm no speechmaker" let it go at that instead of giving a demonstration?

F McKinney Hubbard, 1868-1930

New DM for Instruments

With nearly 10 years' service with HP, **Paul McQuarrie** has become District Manager within Instrument Group, joining **Gordon Smith** in Northern Zone with a similar title.

Paul's appointment, dating from June 1, reflects the great growth that has occurred in the group.

He first came to it as a Field Engineer and stayed for three years. Then he moved to Medical Group when its sales were modest and has seen them lift by more than 1600%.

Now he is back with Instruments Group, which also has grown tremendously. The group provides equipment to clients like Telecom and the Defence Department to test and repair their equipment.

Paul met his wife Junette, a technician in nuclear medicine, when she was at Royal Prince Alfred Hospital. Their children are David, 8, and Alison, 6.



● Paul McQuarrie back with Instruments

Most of their free time is spent renovating their second home.

In earlier times, Paul played and coached tennis and helped set up the photographic society at Sydney University where he graduated in electrical engineering. ■

□

Colin Scott, Sydney Sales Representative (02), was awarded Salesman of the Month for achieving 324% of quota.

Gray Morgan, new General Manager of Northern Zone, presented the award. Colin gave his bottle of champagne to **Tim Proust**, Order Co-ordinator (02) in appreciation of his help.



● Pattie Smith welcomes Andre Blom from South Africa

□

It was bad news that **Pamela Southall**, Sydney Staff Systems Engineer (22), tangled recently with a bus.

But it was very good news that Pam had a remarkable escape from serious injury.

□

I do not object to people looking at their watches when I am speaking. But I strongly object when they start shaking them to make certain they are going.

Lord Birkett, 1883-1962

Australia in World First

Telecom wanted to monitor the quality of services provided by coaxial cable in a way more helpful to customers than by fixing faults when someone complained.

One cable can carry 3600 channels and Telecom was looking at 10 cables per system. HP instruments were readily available but state of the art called for a really smart system driven by computer.

It was not enough to make manual selection of specific functions to monitor and then to print out thousands of readings that merely said all was well. The client was shopping for a system that would move automatically from test to test, keep mum when things were fine but talk out loud when it sniffed trouble.

HP did not have software to meet all of Telecom's specifications so Instrument Group, through Specialist **Alan Stoops**, set about remedying the deficiency. Six months later he was able to give a training course on the equipment and the software.

It was the first time that HP had issued a model number for software produced outside the factory.

"Most of the time was spent getting the customer to specify what he wanted and in producing documentation and printing. Seated at the keyboard cutting code was the smallest part of it," says Alan.

The equipment involved was an HP85 desktop computer, a 3754A access switch and a 3746A selective level measuring set. It enables an enormous increase in speed. ■



● Alan Stoops (left) with Queensland Telecom officers

Role in Games

During the Commonwealth Games in Brisbane, drug testing was done on 350 competitors.

Jon Hancock, Customer Engineer (04), was on call for 10 days and HP provided back-up in case of need (turbo molecular pumps, 5880 gc, and 5985 ion source).

In a letter to Field Engineer **Bruce Ibbotson**, Dr Les Johnson,

Supervisor of the Games Drug Laboratory, said there had not been a single instrument problem.

He expressed warm appreciation and, for the Royal Brisbane Hospitals Group, the hope "of continuing close affiliation with HP to further develop our laboratory into one of the best biomedical analytical laboratories in Australia."

Dr Johnson asked that his sentiments be passed on to **Jim Watson** (Country Sales Manager/04) in Sydney and **Bob Congdon** (Analytical Service Manager) in Melbourne. ■

Perth Confusion

Over in the West, they have always known that it's **Judi Elliott**, not Judy, when referring to Perth's O2 Secretary.

Only ignorant easterners make the mistake – the Melbourne-compiled internal telephone directory has been known to contain the 'Judy' spelling.

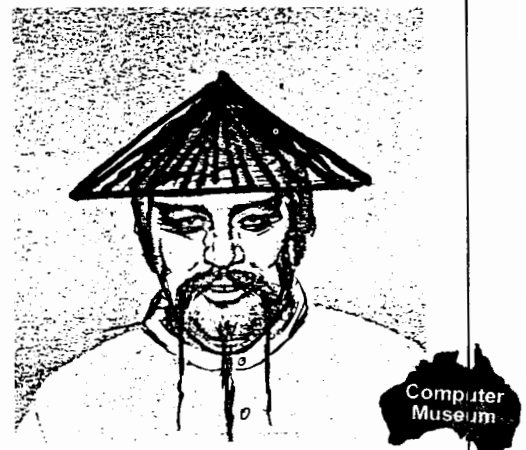
Appointment of a new receptionist to Perth office – **Judy Elliss**, spelt with a 'Y' – had even the locals confused but not for long. With sound logic, Judi Elliott is now referred to as 'I' and Judy Elliss is 'Y' (or is it Eye and Why?).

However, there is one more point of confusion that Depth is happy to clear up (you can rely on Depth in spite of its indifferent track record sorting out the Bruce Marshes and Bruce Millers of this world).

The surname is E-L-L-I-S-S.

Judy Elliss is in her twenties, has two school age children, plays netball, likes cooking and enjoys a night out on the town when opportunity arises.

Judi Elliott's words: "Judy has added a sparkle to our reception area. 'Happy little Vegemite' is what she would call herself." ■



● This is how ribbing workmates imagine a Customer Engineer dresses for the job when on loan to the People's Republic of China.

It's Sydney's **George Wasyluk**, for the second year running **ICON's Outstanding CE for SE Asia**. George was in China late last year.

Jal Moves On

Gentle, gentlemanly **Jal Karani** will be greatly missed from the Australasian scene, where he made many friends in two years as Admin Manager.

He left on June 29 to become Administrative Manager of HP Hong Kong.

Jal has been in financial management most of his life and has impressive international experience.

His family are Parsis who went to Bombay from Persia 200 years ago. His wife traces ancestors back to Mehrji Rana, one of the early Zoroastrian priests. The priesthood is handed from father to son but after 900 years there is no male heir to carry on the tradition.

Melbourne has a Parsi community of about 150 and Sydney's is a little larger. Zoroastrianism teaches that the greatest virtues are pure thoughts, good words and righteous deeds. The greatest evil is the lie.

Much of Bombay's commerce is owned or managed by Parsis. It was expected that Jal would enter his father's building business but after gaining a diploma in accountancy and banking he joined the big Indian Central Bank as a junior clerk.

"I got fed up and took flying lessons at Southampton for six months. I cried my first night in England, I was so alone. But I resolved I'd keep my independence. Up to then I'd never been out of the care of parents or servants. I couldn't walk to the end of the street without a couple of servants tagging along and fussing," he recalled for Depth.

"I counted without my strong-willed mother who called me back to the family business. Still, after a year, I broke free again and went back to the bank."

Japan's Mitsui Bank tried unsuccessfully to woo his boss across but he did recommend Jal. He was with the Japanese for three years and then went to the Bank of India, all the time working in foreign exchange.

Next assignment was teaching commercial law and practice, foreign trade and exchange for six years at the bank's training school.

Then came a posting to Hong Kong as assistant manager, a short time back in India and return to HK as the big boss. Altogether he spent nearly seven years on the island so he knows the scene as well as anyone.

Back in India again he was sent to Amritsar to sort out some industrial trouble but being besieged in his office for a day and a half persuaded him it was time to break with banks.

He took his family to Spain, did a crash course in Spanish and was prepared to sit

out a year rethinking his career.

"But I've always been lucky. I saw a newspaper ad by HP for a management accountant, applied and got the job.

"The HP Way came as a shock to someone used to a completely structured life, where a servant opened a door, another chauffeured you around, another attended to your clothes, another ran your errands.



● Jal Karani . . . revisiting HK

"There I had to get my own coffee and do my own filing. It was a startling exercise in personal responsibility. But I soon recovered and now feel completely at ease with the HP Way and strongly endorse it.

"Another conversion occurred when I came to Australia and the pace seemed so much slower. I had lived nearly all my life in congested, high rise environments. For the first few months I was apprehensive but then got to like open spaces.

"I'm sorry leaving because I think Australia is the best country I've lived in.

Jal went from Spain to Iran, land of his forefathers, as accounting manager when the Teheran office opened. It did good business but the looming revolution and pressure for the Shah to go was a grave threat to foreign companies.

Jal's reputation for straight dealing and his Parsi associations helped and he wound up the office and evacuated safely with vital tapes, books and asset listings.

Two years in Venezuela followed and then to Melbourne. After Hong Kong?

"I couldn't guess but I think finally we will return to India, if only to thank my wife who has found the moves more difficult than I have. Pulling up roots and moving on always falls heavier on wives."

Also on children. Daughter Roshni (meaning 'light') has schooled in Spain, Switzerland, England, Iran, Hong Kong and India. She has studied science at London's University College and may try to do a master's degree at Melbourne University. ■

Access Line

Two new positions were created to set up Access Line, a Personal Computer phone-in service to help customers with problems.

Judi Wilkinson, BE (Hons), MEngSc, who has been lecturing in electrical engineering at Monash University, and **Ashley Henwood**, transferred from PCP Service Division where he acquired much experience in calculators and computers, will staff Access Line.

John Deftereous, Area Sales Manager (12), is excited about the opportunity to provide a phone-in service so much better than that of competitors that it could set the industry standard.

"Appointing such highly competent people to Access Line shows the importance HP attaches to it," he said. "For the cost to a customer anywhere in Australia of a local phone call, problems can be referred to experts, often for immediate solution.

"At first the service will operate in business hours but we are looking at an after-hours answering service taking calls and promising a return call within two hours of the post being re-staffed.

"We are also planning to offer a beginner's course in computers later this year.

"It will take a while to recover the investment but it will be a really worthwhile service." ■



● Judi Wilkinson . . . leaves academia

**A short course
in human
relations by
Dr Joseph Braysich**

The **SIX** most important words:
"I ADMIT I MADE A MISTAKE"

the **FIVE** most important words:
"YOU DID A GOOD JOB"

the **FOUR** most important words:
"WHAT IS YOUR OPINION?"

the **THREE** most important words:
"WOULD YOU MIND?"

the **TWO** most important words:
"THANK YOU"

the **ONE** most important word:
"WE"

the **LEAST** important word:
"I"

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BUSINESS VIDEO AUSTRALIA

□

Columbus headed for India and wound up in Santo Domingo.

Today, if you head for India, you get to India. It's your baggage that winds up in Santo Domingo.

□

Welcome to:

Maryanne, daughter of Phil George (Field Engineer/01) and Louise, born at Frankston Community Hospital at 3.30 am on May 13. Weight 3430 gm (7 lb 9 oz). Joins Danielle and Stephen.

□

Timothy Victor, son of Adrian Weiss (Warehouseperson) and Vicky, born at Croydon and District Nursing Hospital at 8.30 am on June 1. Weight 3005 gm (6 lb 10 oz). Second grandson for Janet Beck. ■

Bowlers Clash

The stage was set for the bowling tournament of the year - Pin Rattlers vs Mean Machine.

The Pin Rattlers (Bruce Miller and his Technical Sales Team of Tony Tai, Ion Kloprogge and Stan Karpowicz) had issued an open challenge to anyone in the company.

The acceptors were Greg Plummer (TSO), George Artemiou (CEO), Greg Sadler (Personal Computer Centre) and Kerri Lambert (O2 Secretary).

Bruce sent his first ball down the gutter with the grace and style of a tipsy ballerina (claiming he was lulling the opposition into a foolish feeling of false security).

Stan came to the rescue of his captain and showed dedication with a useful 144. But the picture changed again for the worse.

The Mean Machine's propaganda mill, in a provocative statement to Depth, gloated: "Teamwork and total commitment, with the added bonus of Greg Plummer's magnificent 245, paved the way for the Mean Machine's EASY victory by 745 to 526."

Pin Rattler Miller was rattled and declined to comment. ■

□

A yawn is a silent shout.

G K Chesterton, 1874-1936

**East-West
North-South**

Opportunity to experience Eastern culture came to Nigel Clunes, Brisbane Staff Systems Engineer (22), when he was sent to China to give an RTE6 upgrade course.

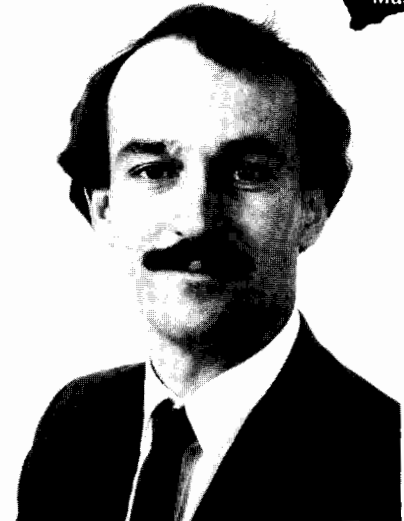
His one regret was that nearly all his time was spent working and it was so short.

From time to time he comes south from Queensland to give courses. In June he was in Sydney giving one for MACRO 1000. He has also taught at Mt Isa.

Nigel started with HP just over a year ago, moving from Kelvin Grove College of Advanced Education, Brisbane, where he was systems manager. ■

depth

is published for staff and families of Hewlett-Packard in Australia and New Zealand - folk like:



KEITH WATSON
Field Engineer (Wellington)

□

Janine Morris, a 1983 Graduate Hire recruited to Sydney office as Staff Systems Engineer/SEO, was the top student for the Degree in Statistics at the University of NSW.

□



● Nigel Clune . . . travelling teacher

□

What orators lack in depth, they make up to you in length.

Charles de Montesquieu, 1689-1755

Auckland's New Offices

Like Brisbane, Auckland is really appreciating the new premises at 5 Owens Road, half a mile from the old address.

Being in the same area is about the only similarity because a major effort went into creating the right customer facilities and reception, which the previous building did not have.

The building has 465 sq metres of space on each of two floors, the upper being sub-let at this stage.

Half of the ground floor is given to reception, conference and demo rooms, plus an up-market computer display room with open glass on to reception.

Before 60 guests and staff, the Minister for Trade and Industry (Mr Hugh Templeton) officially opened the building on May 27. His speech encouraged the New Zealand computer industry by forecasting a drop in sales tax later this year. Mr Templeton knows HP, having visited Palo Alto about three years ago.

To mark the opening, HP donated a frequency counter and digital multimeter to the Royal NZ Foundation for the Blind. Mr Templeton handed them to Mr Geoff Gibbs, Director of the Foundation

They will be used in the electronic workshop to service 1100 'talking book' machines provided by the Foundation to the blind. This was a significant event in the development of HP in Auckland which will be remembered in a way useful to the community. ■

● (TOP) NZ's MD, Wayne Squires (right), with Minister for Trade and Industry (Mr Hugh Templeton) and Mr Geoff Gibbs, Director of the Royal Foundation for the Blind

● (CENTRE) Admiring the new Auckland foyer: Bruce McCormick, Wayne Squires, Brian Leighs and Bob Cattell (Remonde Claridge demur but busy in the background)

● (BELOW) Debbie Whalan at terminal demonstrates for Dave Robinson (left), a customer, and Wayne Meikle

