# epth depth de

FOR HP EMPLOYEES AND FAMILIES
IN AUSTRALIA AND NEW ZEALAND
No 37      February 1989

**HEWLETT PACKARD**

Hewlett-Packard support for world-class yachting is not confined to the America's Cup.

Perth again saw the HP logo fly high when one in a series of international contests was staged off Fremantle.

More about the event: p4.

# Computer offers hope to the disabled

Development of a device to let disabled people operate computer or communication systems by using eye movement alone has been the goal of research workers for several years.

Now the basic challenge has been conquered, the concept is being further refined and it is hoped that commercial development is not far away.

An HPA employee has been part of the success story.

**Nick Race**, who joined HPUK in 1981, took a year's sabbatical from Queensferry to have a look at Australia and became interested in a postgraduate project at the Sydney Institute of Technology (now the University of Technology).

The students were attempting to translate eye movement into controls for a computer keyboard. The disabled can possess keen minds but their bodies refuse to carry out their wishes.

For many, their only deliberate body movement is the pressure they can exert by a finger on another's palm; for some moving eyes is their only physical movement.

The Sydney researchers developed spectacles, not much different from reading glasses, which throw infra red light onto the eye and two photo receivers which, married to a computer, determine where the eye is looking.

A PC displays a keyboard and an indication of where the eye is focused. This display sits on top of an operating system so that data can be entered into application programs from the eye-operated keyboard.

The boundary of the eye's iris provides a readily detectable edge suitable for determining eye position.

Two photo-detectors view the edge or limbus. As the eye moves to the left, relative to the user, more bright area is viewed by the right sensor while less is viewed by the left.
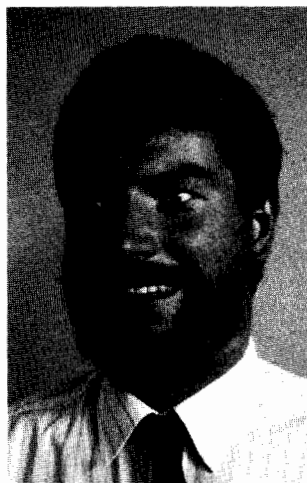


● Nick Race ... eyes do it.

Consequently, the output from the right sensor increases and that from the left decreases.

If the user moves the eye upwards, both sensors view more brightness and consequently both their outputs increase.

By taking the sum of the output sensors it is possible to discern vertical eye position, while the horizontal position is determined from the difference of the sensor's outputs (left to right).

The 80188 microcomputer samples eye position 50 times a second.

To eliminate the effects of blinking, a rolling set of samples (1-20) is monitored every 200 milliseconds. If less than a certain number of samples are outside a set deviation from the mean, the mean is recognised as a valid sample.

Samples so taken are converted to X,Y co-ordinates using sum and difference look-up tables at a rate of five per second.

On return to Queensferry, Nick continued to refine the concept using HP lab equipment in his own time.

Now that he has transferred to North Ryde — he liked what he saw of Australia on his first visit and the Amercia's Cup defence was on — Nick continues to keep in touch with the project.

He's a keen yachtie and sails with the Cruising Yacht Club in Sydney.

In 1986 he crewed on the only boat to finish the Sydney-Hobart race without a mast. Other dismasted yachts didn't complete the course.

Nick, who's single, names golf, rugby and squash as his other hobbies. ■

## ASO offers scholarships

Four $8000 scholarships are being offered yearly by the ASO to students of information science and engineering at Melbourne University.

Special Projects Manager **Steven Chadd** advises that **Clifford Williams** and **Richard Sneddon** are the first winners. Interviews are continuing to select two more.

"The students aren't bonded. They are given work experience during vacations. We're happy if they introduce HPA to the faculty and students as a company able to offer rewarding careers," Steven said.

The plan is for half to go to women but regrettably there were none doing final year to be considered this year. Hopefully the University will agree

## Maternity Leave

Recent revision of Maternity Leave conditions ensures they conform with our Affirmative Action program.

A key objective is to retain high calibre employees and attract top new people.

It should now be easier to return with the transition made smoother.

To facilitate return to work coupled with motherhood, HPA will allow pre and post part-time employment for reasonable periods.

Being able to retain three weeks' annual leave is another benefit, allowing time to be taken within 12 months of returning to work — once again reducing stress and smoothing transition to the new lifestyle and responsibilities.

Full details can be obtained from Personnel. ■



● Steven Chadd.

to women in third year being considered.

Applicants made a written submission and finalists were interviewed by Steven and **Professor Peter Poole**, of Melbourne University. ■

● More ASO news: p9.

# MTC sponsorship continues

**M**elbourne theatre goers have just enjoyed a successful season of *The Importance of Being Earnest*, Oscar Wilde's evergreen comedy of English stately life.

HPA was the major sponsor. This and MD **Malcolm Kerr**'s membership of the Melbourne Theatre Company's board of management demonstrate our support for the performing arts.

One of the privileges of a sponsor is being able to entertain customers at a number of theatre nights.

Refreshments are served before the show and at interval in the VIP room of the Playhouse Theatre, which is part of the Arts Centre complex in St Kilda Rd.

Liaising with the MTC's theatre manager **Noel Rickey** and organising invitations is one of the duties of Public Relations Assistant **Robyn Hayes**.

"We get flattering feedback. Customers appreciate the chance to enjoy good theatre in relaxed company and our people feel it strengthens links with HPA," she says.

SVC Program Manager **Joanne Turton** agrees: "It's done so well . . . a splendid way to get to know customers better in enjoyable circumstances."

Robyn, who has been two years with HPA, also has responsibility for administering our donations program.

We will continue sponsorship through 1989. Although not continuing as the major sponsor, our contribution will be substantial nevertheless.

The next MTC production in March will be Chekhov's *The Cherry Orchard.* ∎

● Robyn Hayes.

● Joanne Turton.

● Caroline Sullivan (left); husband and Finance Manager Peter Sullivan; and Patricia Den Brinker, of City Bank.

● Finance Accountant Nancy Gan (left), MTC's Noel Rickey and City Bank's Chitin Gutierreiz.

● PC SE Rob McKenzie (left); Chris Illingworth, of Alcatel Datakey; PC Sales Manager Russell Warmington; Keith Stockman, of St Vincent's Hospital's micro-biology departme and Malcolm Mohr of the hospital's chemical pathology department.

Computer Museum

## Glen reports busy times in the West

December was a very stimulating and social month for us in Perth.

There were three main events, two of which took us out of the office for some fun and the other was the Customer Christmas function which was held on our premises.

At the request of families, we held a Christmas barbecue at a local lake on a delightful day in early December. To our delight Father Christmas happened along (in the person of my spouse and HP customer, **Michael Holmes**).

Santa fascinated the children, who were all given a gift which kept them occupied while older kids played cricket and turned steaks on the BBQ — a fun day.

□

The second event was the Customer Christmas Party. HP in Perth has established for itself the reputation of providing the most professional Christmas party for vendors in the West. This year we didn't let them down.

All the team participated to make the function really slick and most enjoyable for our guests. We've had some great feedback, particularly from the customer who insisted on being the last on the premises (again).

□

Our third event was an Intercon-sponsored world yacht match racing championship.

HP is sponsoring international yachtsman **Peter Isler** for several major events during the next two years. The first was the Nippon Cup in Japan during November.

Our crew had some bad luck, one member sustaining a broken nose and our skipper contracting a bad dose of 'flu so we didn't win.

Nevertheless, we had our boat on the water every day with the HP logo on hull, sail and spinnaker, which signalled our commitment to highly visible sports.

The event was televised and a one-hour special has been put together by Channel 7.

HP also contracted a video crew and photographer so that a record of our challenge could be incorporated in the HP staff video and field sales films for promotional purposes.

So it's all plain sailing at HP Perth.

GLEN TAYLOR

• SE Alison Turnbull (left) and Secretary Sue Anuriw.

• Assured they've been good boys and girls, Santa prepares to hand out gifts at Perth lakeside party.

Secretary Sally Imberger and CE Gil Maravillas ready to welcome guests.

## Births

- Ruben William, son of AEDM **John Klein** and Sandra, on 3 January (7lb 1oz/3204gr).
- Courtney, daughter of Support Manager **Tania Van Tongeron** and Paul at Waverley Private Hospital on 2 January.
- Sabrina, daughter of Admin Assistant **Louisa Kong** and Philip, on 20 December.

# Keeping fit in Sydney

This month Sydney office started a comprehensive health and fitness program with encouraging support from employees.

More than 40 quickly took up the invitation to enrol and the pleasing aspect was that the group divided almost evenly between the physically fit and those volunteering they fell somewhat short of Olympics standard.

Field Personnel Manager **David Peake** and Facilities Manager **Pam Tamplin**, who are responsible for the program, were anxious that it not be seen as "just a showcase for the trim, taut and terrific."

"That would have been pitching the health message only to the converted," David said.

The program starts with a confidential health assessment, checking weight, body fat, muscle tone and abdominal strength.

If health problems are detected, employees are recommended to consult their own doctors.

Low impact aerobics (no bouncing and jumping to reduce knee and ankle injury) are an important component and Secretary **Leanne Carroll** has trained to a standard needed to take the classes.

CEDM **Ken Bailey**, a marathon competitor with practical knowledge of body conditioning, is in charge of the walking, jogging and running exercises.

**Dr Garry Egger**, one of the foremost people in this area of health promotion, designed the program.

A circuit of 10 work stations, mostly improvised in meeting rooms, caters for push-ups, running on the spot, bicycle pedalling and hand weights.

It is a pilot program which medical consultant **Dr David Barton** vetted before approval was given for the launch. If successful, it could be a model for other offices.

Performance details will be stored on computer and after about 12 weeks there will be another medical check-up. Personal print-outs will show the picture 'before and after'.

Employees, if they wish, can be given an assessment of their eating patterns and, for the diet conscious, Catering Supervisor **Edward Gaal** has added five or six varieties of salad to the cafeteria menu. ∎

# HP helps in W.A. research

The University of Western Australia is using Hewlett-Packard equipment in its research on CMT (cadmium-mercury- tellu — ride) infra-red photoconductor technology and arsenide optoelectronics.

Test and computing equipment has been made available to UWA laboratories under a special research grant by HPA and CTEC (Commonwealth Tertiary Education Commission).

The labs have done research on CMT film at temperatures as low as minus 200deg C and it has aroused considerable interest overseas.

UWA has the only research group in Australia working in this field, which is producing electronic seeing eyes for satellites, missiles and medicine.

Uses of CMT include guidance systems, 'looking' at geological formations via satellites and identifying blood clots in medicine. Doctors are able to see blood flowing in veins.

The technology has widespread applications in security. Guards can see what is happening in warehouses and car parks at night without floodlights. They can even see a man in a field at night.

Defence Science Minister **Ros Kelly** says the venture has the potential for Australian industry to tap the billion-dollar international market in infra-red systems.

Perth SR **Ron Sebrechts** looks after the UWA site. ∎

- Rolf Stoekle (left) with Tony Johnson
- From time to time, Senior SVC Engineer Tony Johnson brings his powerful World War 11 truck-mounted searchlight into the Joseph Street car park for callibration.

His past-time is hiring the light to supermarkets, service stations, theatres and the like for special promotions. It emits more than a million lumens (850 million candlepower in the old measurements).

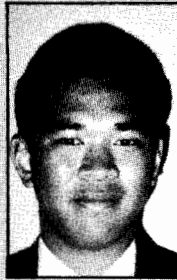SVC Technician Rolfe Stoekle helps out as operator when the jobs crowd in.

- Perth PC Secretary Fiona Cleland (left) and Computerland Solutions' Joan Bishop crown a protesting Mark Kerford, of Technology Today.
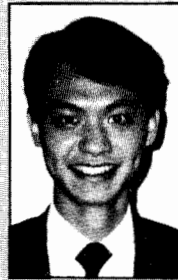
| Ian Petherbridge | Paul Camus | Fiona Carey | Terrence Chen | David Chung | Brett Hardman | Vicki Hatzidis |

# Biggest graduate intake ever

The 1989 intake of 40 graduates was the largest yet for the Graduate Hire program.

Altogether 210 have joined HPA in the 10 years of the program.

Graduates chosen interstate and in New Zealand came to Melbourne for their induction course, the same as that for every new employee.

Half started the course on 24 January and the other half on 7 February. ■

### MELBOURNE

**Kathryn Andersen** (Computer Science, Queensland Institute), Software Development Engineer (ASO).

**Matthew Beanland** (Commerce/Engineering, RMIT), R&D Engineer (R&D Manufacturing).

**Andrew Bolwell** (Science/ Electrical Engineering, Monash University), Applications Engineer (Response Centre).

**Frank Campagna** (Engineering, Chisholm Insti-tute), Customer Engineer (CEO).

**Jane Canterbury** (Computer Science, Melbourne University), Application Engineer (AEO).

**Andrew Crawley** (Electronics Engineering, Melbourne University), Applications Engineer (AEO).

**Jim Cumming** (Computer Science/ Accounting, Chisholm Institute), Software Development Engineer (ASO).

**Stewart Daniels** (Science/ Engineering, Monash University), Software Development Engineer (ASO).

**Carolynne Davies** (Accounting, RMIT), Accountant (Admin).

**Graeme Frew** (Applied Science, Chisholm Institute), Software Development Engineer (ASO).

**Seamus Hayes** (Electrical Engineering, RMIT), Service Engineer (Customer Service Centre).

**Ric Hunter** (Business Management, Queensland Institute), Asso    e Marketing Represen.  .e (Admin).



| David Mercer | Judy Rowe | Gary Baker | Andrew Bolwell | Matthew Beanland | Frank Campagna | Jim Cumming |



| Andrew Crawley | Seamus Hayes | Alex Kulincevic | Giles Lean | Cecilia Louey | Gillian MacDonald | Linda O'Brien |

Julian Kim | Michelle Moylan | Michael Muller | Penny Vgenopoulos | Gregory Hawes | Kirsty Garrett | John Kilkenny

**Richard Jowett** (Computer Science/ Law, Melbourne University), Contracts Administrator (Sales Admin).

**John Kilkenny** (Computer Science, Monash University), Applications Engineer (AEO).

**Alex Kulincevic** (Economics, Monash University), Contracts (Support Admin).

**Giles Lean** (Computer Science, Melbourne University), Software Development Engineer (ASO).

**⌐ ̄lia Louey** (Computer ̄nce, RMIT), Response Centre Engineer (AEO).

**Gillian MacDonald** (Economics, Monash University), Sales Administration Co-ordinator (Sales Admin).

**David Mercer** (Computer Science, Melbourne University), Analyst Programmer (Admin).

**Danny O'Brien** (Computer Science, Melbourne University), Technical Support Specialist (Admin).

**Linda O'Brien** (Economics, Monash University), Staff Sales Representative (Sales).

**Ian Petherbridge** (Communications Engineering,

RMIT), Customer Engineer (CEO).

**Karen Trapani** (Computer Science, Melbourne University), Systems Engineer (Admin).

**Edmund Wong** (Computer Science/ Accounting, Monash University), Staff Sales Representative (Sales).

### SYDNEY

**Paul Camus** (Electrical Engineering, University of NSW), Staff Sales Representative (Sales).

**Fiona Carey** (Business, University of Technology, Syd-

ney), Staff Sales Representative (Sales).

**Terrence Chen** (Electrical Engineering, University of NSW), Customer Engineer (CEO).

**David Sui Chung** (Electrical Engineering, University of Sydney), Applications Engineer (AEO).

**Brett Hardman** (Science/ Computer Information Services, University of NSW), Applications Engineer (AEO).

**Vicki Hatzidis** (Economics, University of Sydney), Applications Engineer (AEO).

Kathryn Andersen | Stewart Daniels | Carolynne Davies | Conor MacManus | Richard Jowett

Graduates spend time in a number of sections to give an overview of HPA's activities before taking up their first appointments.

Each has the guidance of a Graduate from a previous intake during their early career.



Danny O'Brien | Graeme Frew | Karen Trapani | Edmund Wong | Debbie Harwood | Jane Canterbury | Ric Hunter

# A tight and tidy ship

**V**isitors — HP people from interstate and customers alike — remark on the spic and span appearance of the North Ryde building and its surrounds.

Facilities Manager **Pam Tamplin** is responsible for maintenance but includes others when compliments are offered.

"What visitors sometimes describe as the 'botanical gardens look' is the result of devoted work by contract gardener **Jim Doodson**," she says.

"He's not full time but always has the garden in top condition. Besides caring for the plants, his eagle eye picks up any cigarette butt flicked into the shrubbery or a paper carelessly discarded.

"There's no surer giveaway of slackness on any part of a site than rubbish you notice today being still there a week or a fortnight on."

Pam attributes inside appearance firstly to the simple layout achieved at the last refurbishing.

"The building is simple and permits simple layout. But a large part of the visual impact depends on keeping walkways clear," Pam says.

"We give the evil eye to anyone cluttering them by stacking boxes or other



● **Pam Tamplin.**

litter. Walkways, apart from safety aspects in the event of fire, are not ad hoc storerooms.

"Then we have Facilities Co-ordinator **Frank Thebridge** and his high standard of personal tidiness.

"It shows when he very carefully sets up meeting rooms and meticulously clears away equipment as soon as meetings are over.

"Nothing is more off-putting than coming into a grotty room, left that way by the previous user.

"Managers are responsible for tidiness in their areas but I do the odd prowl. I encourage them to better endeavor should carelessness creep in.

"But that isn't often; most of us realise we have a good working environment and want to keep it that way." ∎

# Good citizens

**M**any HPA people do community work but are hard to identify if they don't talk much about it.

One such is Facilities Clerk **Danny Hills**.

He's prominent, as Blackburn deputy emergencies chief, when building evacuation is practiced but his State Emergency Service role isn't as well known.

He's on 24-hour standby for the Knox unit one week in three, ready with pager and two-way radio.

For things like fires, storms, floods, lost or injured hikers, trees on houses and, least liked, using 'Jaws of Life' to cut open tangled wrecks.

"Removing people from crumpled steel, some dead and some barely living, isn't nice," Danny says. "Happily, I'm mostly in the radio room but feel for mates when the 'Jaws' are ordered out."

Every Monday night he trains on equipment, at getting quickly to difficult places and search and rescue techniques. Orienting and map-reading are required skills.

"HPA gives generous back-up, not questioning absences. A job has tied me up from 5am to 10pm," Danny says.

Seven thousand SES volunteers are in 146 units. Only a small number of permanent officers are salaried. Training at Knox is led by a woman.

Danny is nearing 15 years' service with HPA. He's worked previously in the parts store, in calculator service and test and measurement service.

His wife Una supports his community work: "She's an unpaid message taker and doesn't complain — very much — when I don't get home to meals," Danny says admiringly. ∎

(What other good citizens can Depth write about? All leads appreciated. — Ed.) ∎

**Danny Hills and deputy team leader of Knox SES, Judy Daley, with the hydraulic "jaws of life" that force entry to crashed vehicles**

● John Cromie ... leads ASO.

## Caption comp . . . great prizes



● Only CE Ken Benton himself can say if he's ecstatically high on haute cuisine or desperately needing antacid.

But they say every picture tells a story; so one bottle of cheapest cooking sherry is prize for the best caption sent to Depth by 30 March. Second prize is two bottles.

These samples are just to get you started:

*(1) Ah, bon appetit!*    *(2) Aagh, rotten heartburn!!*

## Married

● Melbourne CE **Stuart Smith** to Jennifer Lett at Tatra Hut on 11 February.

# ASO happy with new status

Consolidation of all Hewlett-Packard's organisations involved in IM (Information Management) has given an expanded role to ASO.

IM covers databases, computer languages and the tools that go with them for application development.

In future, IM software research and development will be done in the US and Australia, under the umbrella of DLD (Data and Languages Division of HP).

One product family to move to the Australian Software Operation at Ringwood from Boeblingen in Germany will be BRW (Business Report Writer).

Others transferring from the US will be screen forms products like VPLUS, used on the 3000.

These supplement ASO's own ALLBASE/4GL and ALLBASE/QUERY and their many variations (ASO had six products on the Corporate Price List two years ago, now it has more than 50 ; in 1984 it had six employees, today headcount is 65 and still growing).

Other US-based entities which are members of DLD are LMO (Languages and Methods Operation which was formerly the Computer Languages Labs in Cupertino and Colorado); DPO (Data Products Operation at Cupertino, formerly Distribution Data Management Labs); and Division Marketing.

ASO Manager **John Cromie** says the new status recognises Australia's skills in developing high level software for world markets.

"One big plus is that it eases the frustration IM organisations felt at not being able to influence the field sales force to more vigorous efforts in marketing new software products," he says.

"Traditionally we've been systems-driven but software has grown greatly in importance. I guess I have to concede R&D has been closer to the development and others needed more time to accept it.

"We still need field marketing support but now DLD has its own marketing resources and this will add a great deal of leverage."

Nevertheless, ASO hasn't solved all its concerns.

"We're having great difficulty getting enough highly qualified people. I fear it will get even worse because too few students, particularly girls, are being streamed into sciences and engineering during their secondary education.

"It's not Year 12 that is crisis time; it's well back when students are being counselled on subject choices. We should be trying to influence such counselling.

"Selfishly, I'm concerned for the impact on ASO. Then I'm concerned for Hewlett-Packard; but Australia is also suffering and I'm patriotic enough to want better for our country.

"We tend to look at problems in personal or parochial terms. Like lamenting when we fall short of the numbers of women we would like to recruit to meet HPA's Affirmative Action targets.

"But we sometimes forget the nation also has an Affirmative Action program and it urgently needs the contributions of talented women as well as men. ■

# Reward for excellence

Nine Melbourne Achiever Awards were made in December.

Recipients each won a restaurant dinner for two and their photographs joined those of previous winners in the display case in the Joseph Street cafeteria.

Awards were made to:

**Danielle Segal** and **Kevin Burbank**: *They worked over 400 hours planning, developing and co-ordinating training for 120 Telecom Account Managers and Communications Consultants after the Joint Venture Agreement was signed off.*

*This task was a first for HP and the product has been voted by everyone concerned as 'excellent'.*



● Danielle Segal.

**Goretti Lai**: *She made an outstanding contribution towards implementing the complex Accounting solution to handle the Telecom Hewlett-Packard Company.*

*Goretti researched and documented the THP Accounting Procedures Manual which had to satisfy the needs of the JV partner, solicitors, HP Company and HPA.*

*It required 'break through' thinking to be able to run two companies out of the one General Ledger.*



● Kevin Burbank.

**Carmen Dousset**:*She has maintained consistently high results in her TAT (average four days) and backlog periods.*

*She has taken on additional work to help train members of the Support Group in both Melbourne and Sydney, while keeping her own normal processing work up-to-date.*

**Alison Teed**: *She has worked at a consistently high level this year co-ordinating the large intake of Graduate Hires into the Company (40) and increasing the visibility throughout the Company of the program.*

*At the same time she co-ordinated the Induction Program for all national recruitment of employees.*



● Goretti Lai.



● Mary Lam ... a 4th quarter achiever.



● Carmen Dousset.



● Alison Teed.

**Steven Brivik**: *He concentrated his excellent technical skills to work with Coles New World and helped develop a new Font and also wrote a user training manual for that company.*

*This effort helped win an initial order for 200 Laserjets with further potential orders. Steven had added pressures during this time with his wife giving birth to twins.*

**Mary Lam**: *Mary has put in a super-human effort over the last quarter to produce over 300 slides for the training program for the Telecom Account Managers.*

*She still maintained the high standard of secretarial support expected from her four immediate Managers.*



● Steven Brivik.

**Jim Khoo** and **David Yuen**: *Both Jim and David accepted new positions in HP in October but agreed to juggle their time to help contribute to the crucial shipment backlog issues during that month.*

*They worked 'part-time' on their new jobs while putting in 'full-time' hours with Sales Admin to achieve a super result.*

## Newcomers

### MELBOURNE

**David Brooke**, Service Technician (Customer Service Centre).

**John Brown**, Senior Sales Representative (Sales)

**Yen-Phin Choo**, Financial Analyst (Admin).

**Susan Collins**, Marketing Communications Specialist (Marketing).

**Leonie Gibson**, Sales Representative (Sales).

**Jacqui Kirsten**, Secretary (Sales).

**Simon Kritikias**, Warehouseperson (Distribution Centre).

**Rosemary Lantz**, Cash Allocation Clerk (Accounts).

**Yin Liew**, Response Centre engineer.

**Gregory Lister**, Senior Sales Representative (Sales).

**Julie Miller**, Telephonist (AEO).

**Barry Newland**, Physical Distribution Manager (Distribution Centre).

**Penny Percy**, Teleorder Clerk (Distribution Centre).

**Michelle Powell**, Staff Sales Representative (Sales).

**Jenny Redfern**, Clerk Accounts Payable (Accounts).

**Gai Scales**, Telephonist (AEO).

**Peter Stapleton**, Systems Engineer (AEO).

**Dion Watson**, Sales Co-ordinator (Distribution Centre).

### ASO

**Paul Doornbusch**, Software Development Engineer.

**Anita Giddings**, Software Development Engineer.

**Michael Stringer**, Technical Writer.

### SYDNEY

**Tania Denyer**, Service Coordinator.

**Neil Kavanagh**, Staff Customer Engineer (CEO).

**Phil Schofield**, Staff Customer Engineer (CEO).

**David Thompson**, Kit Coordinator.

**Graham Wood**, Staff Customer Engineer (CEO).

### BRISBANE

**Katherine Cook**, Receptionist (Facilities).

**Carolyn Cramb**, Receptionist (Facilities).

### NEW ZEALAND

**John De Burgh**, Inventory Controller (Wellington).

**Donna Dyer**, Secretary (Auckland).

**Lynne Guppy**, Order Administrator (Wellington).

**Ian McLaughlin**, Account Development Representative (Wellington).

**Suzanne Potter**, Sales Secretary (Auckland).

## Transfers

**David Burgess**, Region Administration Manager (Melbourne) to CEDM (Rosebery).

**Michael Cheverton**, Customer Engineer to CEDM (Sydney).

**Muan Lim**, Administration Manager (New Zealand) to Finance Remarketing Division Operations Manager (Melbourne).

**Les Lawrence**, Region Sales Medical Manager (Sydney to Melbourne).

**Michael Ossipoff**, SSR to Sales Representative (Sydney).

**Roberto Paggi**, UK Argentine to Customer Engineer /CEO (Melbourne).

**Ron Powell**, Customer Engineer (Sydney to Perth).

**Andrew Silvers**, Systems Engineer (Melbourne) to Staff Sales Representative (Sydney).

**Joyce Thompson**, Order Processor to Customer Training Co-ordinator (Melbourne).

**Rory Williams** (USA) to Customer Engineer/ CEO (Sydney). ∎

• More Melbourne Achievers: Jim Khoo (left) and David Yuen.

## Compliments for PR people

Two well-earned compliments have come the way of our Public Relations people in recent weeks.

In Hong Kong at an Intercon meeting of Public Relations managers, the Korean representatives ended a presentation with the statement that their two-year goal was to match the Australians in the quality of their media work.

Not long after, Media Services Journalist **Gordon Williams** received advice from Palo Alto that adjudicators from outside the Company had named Australia a winner in HP's worldwide *Command Performances in Communication* contest.

Gordon had responded last year to a request for submissions by entering in three categories.

One entry was a speech that had been given by Managing Director **Malcolm Kerr**; another was our *Newsfax Service*; and the third was our *Insite Newsletter*.

Gordon and Public Relations Manager **Doug Forsyth** weren't told in what category (or categories?) they had won. But that didn't dim the brilliance of the smiles they wore for the next few days.

**Brad Whitworth**, Manager, Internal Communication, advised that "what you have won will be announced at a 6 March dinner to be held in conjunction with the HP Communicators' Workshop in Palo Alto. ∎

## The HP CE

There was movement at the office,
For the word had passed around,
The HP CEO had gone away.
And headed down the country,
Queenscliff they were bound,
To gather round and have their final say.

Over rugged mountains of paperwork,
Armed with filters, parts and fans,
Determined to satisfy that customer,
There the HP CE stands.

He travels round the country,
And covers all of Australia,
No problem is too hard to tackle,
Be it insto, PM or failure.

He's fixed broken discs in Albury,
Printers, plotters, tapes in Cairns,
You can travel down to Hobart,
And even there the HP CE stands.

And in the Melbourne CEO,
You'll find a class of engineer,
Well trained and highly motivated,
And just a little fond of beer.

We've got a pool of resources,
To fix that network meanie,
For those data bits that don't arrive,
Just call upon **John Cheney.**

For a Laserjet 2000 bug,
That simply won't be rid,
Then you really need an expert,
Like **Scooter**, the taco-eating kid.

If you get a parity error,
And your 1000's not computing,
Just call upon **Ken Benton**,
To do some fancy trouble-shooting.

Confronted with a tape drive,
That won't take tapes of certain brands,
Just log a call with the CEO,
Where the HP CE stands.

We've got new recruits like **Lindsay Lyon**,
Widely known as the apprentice,

To give us TQC and flow charts,
Forever to torment us.

If you find yourself with a UNIX box,
In a somewhat unknown state,
How about **Wayne Willoughby**,
With a solution to create.

For an autogain adjustment,
Or that data head alignment,
**Dave** will only be too happy,
To take up the assignment.

And when your neck's stuck out, about to be wrung,
By an irate customer's hands,
And the system's died in a fallen heap,
Yes, there the HP CE stands.

When working on a laser printer,
You can be sure of good support,
By Mr **Andrew Blokker**,
Even though he's not been taught.

Or from Mr **Graeme Gilmour**,
When you wonder who'll protect ya',
Fighting with a system,
Built with Precision Architecture.

And **Mark Pimperl** will help you out,
If you're working on a MAC,
Because when the customer bumped you,
You've gone and creamed the pack.

Fostering international relationships,
On equipment gone berserko,
Welcome to the CEO,
But ... don't cry for me **Roberto**.

So if you come across a problem,
That no solution can be found,
If the sales force can't handle it,
And all the AEs are training bound.

If the managers aren't available,
And the customer's irate,
You've really gotta do something,
Or it's gonna be too late.

Then take all of your worries,
And start to make your plans,
Because we'll fix it in the CEO,
Where the HP CE stands!

BRENDAN LYNCH

## Hidden talents bloom off-site

Off-site meetings are serious affairs and hard work by day but there's usually one night of fun and relaxation.

All work and no play makes Jack (and Jill) a dull boy (or girl).

Managers are fair game for irreverent skits by one-off playwrights; some surprise with their vocal skills (or lack thereof);

others reveal that in many a Customer Engineer there is a poet laureate struggling to get out.

In the latter category is **Brendan Lynch**, who put aside thought of screwdriver and pliers long enough to pen an ode to the HP CE.

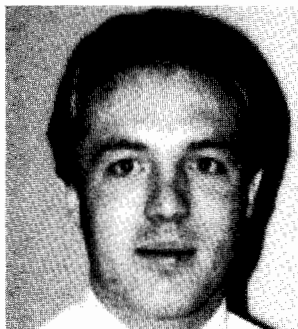The November two-day meeting of Melbourne CEs was at Queenscliff.

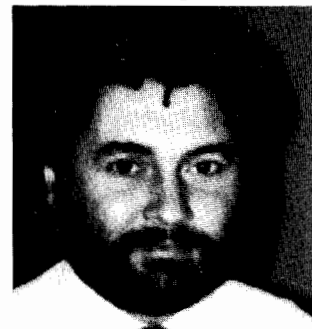Guest speaker was **John Bailey**, of Chisholm Institute's School of Business Studies. ∎



● Brendan Lynch ... the bard of Queenscliff.
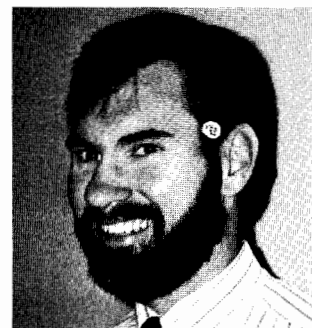


● David Shield ... a dab hand on autogain.



● Mark Pimperl.



● Roberto Paggi.



● From left: Lindsay Lyon, Secretary Kay Jakob and Paul 'Scooter' Schroeter.