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FOR HP EMPLOYEES AND FAMILIES  
IN AUSTRALIA AND NEW ZEALAND  
No 42 March 1990



## Senior appointments

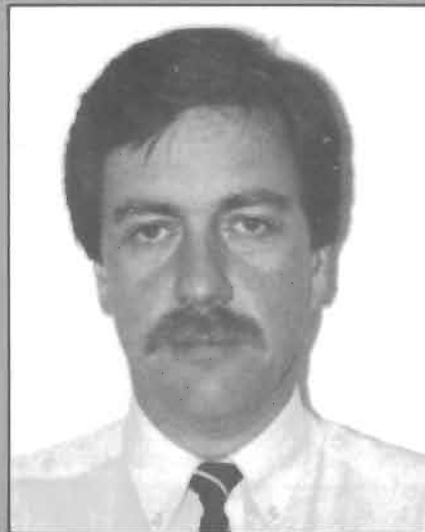


● Bruce Marsh . . . Australia  
Pacific Education Service  
Centre Manager.

● Roy Armour . . . Region  
CEO Manager.



● David Peake . . . Human  
Resources Development  
Manager.



- 2: Malcolm's message.
- 3: Launch of APESC.
- 4: ARO winning new markets.
- 5: Communication awards.
- 6: Moving house
- 8: Manufacturing the ATO way.
- 9: HPA scholar ships continue.
- 10: Newcomers transfers.
- 11: Graduates start
- 12: Christmas for Kathryn.

## Eventful beginning to 1990

Moving our Sales Forces, the MAEO and the CEO from Blackburn and the Apollo people from South Melbourne to Abbotsford on 22 January was a significant event in the history of HPA.

It was an opportunity for them to develop as a team in their own right, not just as part of the headquarters group... the kind of environment that has been enjoyed by Sydney, Canberra, Brisbane, Adelaide and Perth.

Establishing Trenerry Crescent is very closely linked to the whole process of changing the HP image in the marketplace.

Our building is close to the Central Business District and is in clear view of the thousands of motorists who travel the Eastern Freeway.

The move is also linked to changing our own expectations of ourselves, which is the key to our becoming a \$1 billion company by 1994.

We can now integrate the two sales strengths of HPA and Apollo. This will clearly have major benefits as the teams work together and support each other in the many sales programs we have.

Abbotsford is also part of the plan to bring the ASO and ATO together at Blackburn.

For a short time, there are empty spaces in the Joseph Street building but these will be filled, along with the accommodation acquired by purchase of the Do-

minion Press building that adjoins our headquarters premises to the west.

We have firm plans to refurbish Dominion Press progressively and integrate the two properties with a matching facade to Joseph Street.



Changing gears for the moment, there is no doubt that our second and third quarters are going to be difficult and once again we need to position ourselves with regard to expenses and hiring so that we can meet our commitments to the Corporation for FY90 and continue the excellent results we have had over the last couple of years in this area.

This is not to put ourselves into a self-fulfilling prophesy mode but clearly to be cautious and conservative as our economy goes through some difficult times. I look forward to your support in this.

On the positive side, we are very well positioned with all of our new products from PCs, computer systems and workstation areas and I fully believe that the truly good companies make progress in difficult economies.

There is no doubt we can achieve our growth goals for this year.

We have the team and we have the spirit to be successful and I wish you all success in 1990.

MALCOLM



● **Bob Coutts.**

- Development postings between regions.
- Sourcing of localising training.
- Curriculum integration across the regions.

Programs will generally be conducted in an employee's own country but some will be offered in Australia.

Additionally Australia can offer the best opportunities — through training courses or short-term posting — for Asian employees to strengthen English skills.

For Australia, an important aspect is that expenses incurred by HPA can be credited to our Partnership for Development agreement with the Federal Government.

Any new technical services we provide, either here or elsewhere, are considered to be an export service or product.

Helping Bruce establish the APESC are YHP's **Kenichi Akasaka** and Far East Region's **Victor Ang**.

Discussing objectives, Bruce said the APESC would provide educational services and training technology to enhance the quality and cost effectiveness of employee development in the Far East and Australasia. ■



● **Kenichi Akasaka.**

## Australian heads new Asia Pacific training initiative

Intercon has entrusted Hewlett-Packard Australia with the charter to establish the Asia Pacific Education Services Centre.

And **Bruce Marsh**, until 16 January HPA's Human Resources Development Manager, has been assigned to Intercon on a direct reporting line to get the Centre operational.

Announcing the initiative, Managing Director **Malcolm Kerr** said it was a sign of confidence in HPA's capacity as a region to support Asia Pacific.

The Centre's responsibilities include:

- Co-ordinated delivery of country-based programs.
- Qualification and certification of trainers.
- Training productivity tools and techniques.

## APESC offers efficiency, savings

The intention of the APSEC is that wherever possible training will be close to those being trained — to reduce travel and accommodation costs and time out of the field.

To help achieve this, one aim is to make use of new technologies such as satellites.

Countries to benefit include Japan, Hong Kong, Korea, China, Malaysia, Singapore, Taiwan, India, Australia and New Zealand.

The APESC reports to a multi-region/Intercon steering committee consisting of primary and alternate contacts:

- Japan — **Kenichi Akasaka** (alternate tba).
- Far East — **Victor Ang (Colin Wilson)**.
- Australia — **Bob Robertson (Geoff Windsor)**.
- Intercon — **Bob Coutts (Margaret Jones)**.

Bruce is chairman of the steering committee and manager of the Centre, reporting to Intercon Operations HQ through Bob Coutts.

There has been an immense amount of planning for the APESC in which Bruce has been assisted by Secretary **Heather Duncan** and, more recently after return from maternity leave, by **Millicent Miranda**.



• **Heather Duncan.**

Together with Field Development Manager **Danielle Segal**, Secretary **Jennifer Stanley**, Finance Controller **Jal Karani** and Region CE Training Manager **Paul O'**

**Brien**, they have published a complete catalogue of training courses and provided every employee with a copy.

For the first time, HPA offers a consolidated listing of courses that range from those available to new employees to those restricted to senior managers.

They include all functions (Sales, Support, Administration and Manufacturing). ■



• **Millicent Miranda.**

MD **Malcolm Kerr**, introducing the catalogue, says that HPA has grown and achieved over the years solely through the skills, knowledge and expertise of our people.

HP people who demonstrate care and competence in the market place are our greatest differentiators.

"Individuals must continue to learn and develop new skills in whatever job they are in," Malcolm says.

"This is called lifelong learning and ultimately it is the personal responsibility of all Hewlett-Packard people to take responsibility for their own career development.

"I encourage you to give some thought to your career, where you are heading, and make a time with your Manager to discuss your plans and map out a course of action (Development Plan)."

For each course listed, employees are told who are eligible, the prerequisites needed, why the course is offered and the results expected of it, the duration, content and format and what preliminary work, if any, is required. ■

## A/Asian CEO appointment

From 1 February, **Roy Armour** has been Australasian Region Customer Engineering Manager.

His previous position was Australasian Quality Control Manager.

Roy brings to the role a unique combination of experience in CEO and process management.

He was born in Scotland and started his HP career in 1970 at South Queensferry as a test engineer in the manufacturing division.

He went to New Zealand on a working holiday in 1976 but stayed and became CEM in 1980.

In 1984 he transferred to Sydney as Northern Area CEM and became Region Quality Manager in 1987.

At the time of his appointment, MD **Malcolm Kerr** said the selection of Roy for his position and **Hans Neilson** for New Zealand General Manager "shows there is quality in the CEO." ■

## Olympics sponsor

One of 250 flagpoles in Flemington Road, carrying the flags of 190 eligible nations, the 26 Olympics sports and Melbourne's Olympic Flame motif, will be sponsored by HPA.

As a community gesture, we didn't jostle to sponsor one of the strongest nations — our choice was **San Marino**. At 24 square miles, it is Europe's smallest republic.

It nestles on the eastern slopes of the Apennine Mountains near the Adriatic Sea and is completely surrounded by Italian territory.

Its 20,000 population speak Italian but are proud of their traditions and independence, dating back 1600 years.

We pay for the cost of making the pole and flag and their installation.

A signplate with our name will stay on the pole as long as it stands. Another will be available for display in an HPA building.

Even if Melbourne's Olympics bid doesn't succeed, the All Nations Avenue of Flags will be a permanent welcome to visitors arriving from other states and overseas. ■

Computer Museum

## ARO changes buying habits

Last year Australia was given responsibility for supplying remanufactured equipment to Australasia and the Far East Region.

Far East includes Hong Kong, Taiwan, Korea, Malaysia, Singapore, Thailand, Phillipines, India, Pakistan, Indonesia and China.

In less than a trading year, sales totalled \$US5.3 million.

Operating from Hong Kong, **Frances Ma**, Marketing Manager for Remarketing, Far East Region, shipped products valued at \$1 million out of Australia and another \$1 million out of Finance and Remarketing Division in the US.

**Malcolm Kerr**, in his message at the start of FY90, predicted continued impressive growth.

To make it happen, **Muan Lim**, HPA's Finance and Remarketing General Manager, convened a week-long planning meeting in Melbourne in December.

**Bill Brennan**, Marketing Development Manager for Intercon's Field Remarketing Division, came from Mountain View.

Frances and **Christine Yuen**, Finance Manager for Far East, came from Hong Kong.

Remarketing, as it was first called, started in 1983 when it was tied to the Corporation's finance and leasing organisations.

According to Bill, it has grown 20 per cent a year, dealing in equipment returned as a consequence of customers upgrading.

At first the business was confined to commercial computers but there has been constant repositioning as the concept gained worldwide acceptance.

"We are moving out to target technical computers, T&M, Medical and Analytical," Bill said.

"We have proved it is incremental business. We don't depress sales of new equipment; we are supplying different markets.

"Our biggest job is to make ourselves visible — to others in HP, to the field and to customers."

Frances said everyone believed there was no future trying to sell previously used equipment in Asia. People would want the latest off the drawing board.

"But with the right timing and the right price, we have proved them wrong," she said. "Asia is becoming more and more competitive with everyone looking at cost. The marketplace accepts that we offer good products as well as keen prices."

Christine said that selling to Asia had its extra challenges.

"We're dealing with six different cultures and as many languages. Each has its own mentality and priorities. We have to understand what each thinks," she said.

Muan much prefers "remanufacturing" to "remarketing" to describe the operation. Although the equipment has had an earlier owner, every item is completely rebuilt and brought up to current specifications.

The remanufacturing team in Melbourne comprises **Graeme Harris**, **Brian Marsh**, **Cal Burns**,

**Robert Underhill** and **Craig Reynolds**.

**Ian Webb** is Marketing Development Representative; administration is the responsibility of **Hou-Lian Chew**, **Richard Pike** and **David Yuen**; and **Connie Bala** is secretary.

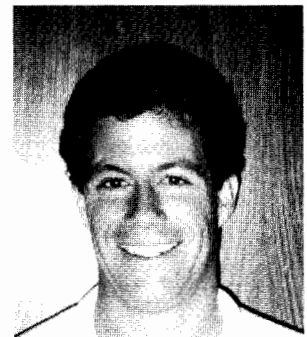
The Finance Company has **Ian Williams** as Finance Consultant in Melbourne and **Sandra Fong** from Apollo in Sydney. Lease administration is handled by **Fong Louey**.

Muan lists these benefits of HPA having its own finance and remarketing operation:

- Customers having a one-way shop; remaining focused on HP.
- Cheaper financing of residuals with the ability to take a residual position on leases, which banks and finance houses cannot do.
- Giving tax depreciation benefits to customers.
- Having the ability to do rentals to meet short-term requirements.
- Reducing credit risk to HPA by spreading it among many customers instead of a smaller number of dealers.
- Giving an extra sales tool to the sales force.

For instance, Apollo people when in competition before the merger saw HP Finance as an extra difficulty; now they have it on their side as an extra benefit," Muan said.

"Sales representatives are good at talking equipment and systems, we're supposed to be good at handling money so we make a good team. ■



• Muan and Frances (left). Christine and Bill (above).



## Personnel changes

Following the move of **Bruce Marsh** full-time to manage the Asia Pacific Education Service Centre, **David Peake** has been appointed to replace him as Human Resources Development Manager.

A decision on how David's roles as Field Personnel Manager, responsible for all Sydney offices, Canberra and Brisbane, will be made closer to his return from Sydney to Melbourne at the end of April.

David joined HPA as a graduate of LaTrobe University in 1983.

**Rose-Marie Todes** has been appointed Senior Personnel Representative to the Trenerry Crescent facility and will also have responsibility for Adelaide and Perth.

**Heather Duncan**, while continuing as secretary to Region Per-

## HP Finance tips the scales

From Sydney, Financial Consultant **Sandra Fong** reports how HP Finance was able to make its first contribution to helping an Apollo customer.

The University of Sydney's Department of Applied Mathematics needed additional workstations to meet its commitment to deliver an expanded computer-based education program in 1990.



• Sandra Fong.

But the next major equipment grant was not scheduled until 1991.

HP Finance was brought into the picture and it presented a flexible finance package which met the

sonnel Manager **Geoff Windsor**, will as an Associate Personnel Representative handle our Graduate Recruiting Program, Occupational Health and Safety and the Affirmative Action Program.

She will be supported in AA by **Millicent Miranda** who recently rejoined the company as Personnel Training Co-ordinator.

**Alison Teed** relinquishes Occupational Health and Safety and Depth to be able to concentrate fully on her Personnel Representative role in the Head Office Personnel team.

**Glenda Hutchinson** has been promoted to Senior Personnel Representative with personnel responsibility for all Value Added manufacturing activities.

These are the Australian Software Operation, the Australian Telecom Operation and the Australian Finance and Remarketing Operation. ■

needs of the department. The deal covered 39 DN2500 workstations.

"In addition to its flexibility, this is another demonstration of HP Finance offering a 'one stop' solution," Sandra says. ■

## Communication awards

Two awards in HP's 'Command Performances in Communication' contest went to HPA's Public Relations team.

The awards were contested by 150 entrants from around the world. They recognise "outstanding communication efforts throughout Hewlett-Packard."

The judges — drawn from Employee Communications staff of General Electric in Fairfield, Connecticut — commented on the high level of professionalism, originality and creativity.

PR Manager **Doug Forsyth** was recognised for the success achieved in the first year of the Australian Computer Journalism Awards.

The three categories attracted an entry of 128. Nearly everyone eligible to compete did so — and the

Journalism Awards will be made again this year.

Also rewarded was **Gwen Welsh**, who recently joined the PR Department in the newly-created role of Corporate Programs Administrator.

Her success was based on the difficult but highly successful launching of *Choices*, the stay-on-at-school program that HPA piloted last year with selected schools in Melbourne and Sydney.

Gwen will also be responsible for other corporate programs in the fields of sport, arts and business, including the Journalism Awards.

With 16 years of HP experience and as a public relations graduate of RMIT, she is well equipped for her new tasks.

The PR Department now comprises Doug, Gwen, Secretary **Elly Susnich** and Media Journalist **Stan Beer**, who replaces **Gordon Williams**, now Dealer Channel Communications Manager.

Gwen is also taking over from Personnel Representative **Alison Teed** as co-ordinator for Depth so all copy and photographs should now be sent to her.

Alison has given six conscientious and enthusiastic years to the development of Depth, frequently at the sacrifice of personal time.

She surrenders the role to give more time to her large territory as Personnel Representative. ■



• Two who joined HPA through the Graduate program married at St Catherine's Greek Orthodox Church, Malvern, on 3 February. They were **Debbie Kondelos**, Field Marketing/Health Care Group, and **SR Arthur Argyropoulos**. ■

Computer Museum

## Trenerry move went smoothly

**E**laborate planning paid off when the move of 131 Sales, AEO, CEO and Apollo people from Blackburn and South Melbourne went without hitch.

General Services Manager **John Springall**, assisted by Secretary **Jan Lynch**, did the original planning for siting the various departments.

Then, on the day, the move in was handled by Area Branch Manager **Tim Proust** and **Ben Bramble**, who had recently relinquished his position as Catering Supervisor for a new career as Facilities Administrator.

For a couple of days before and after the move, there was the in-

convenience of working out of packing boxes.

But, as Area Sales Manager **Greg Kershaw**, reported: "It was surprising how quickly we got into stride.

"On the Monday it looked like a disaster but on Tuesday order had come out of chaos. People pulled together and were tolerant of the circumstances."

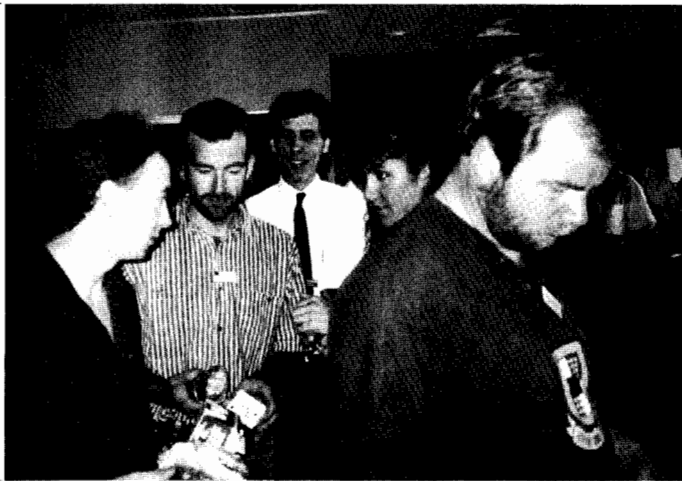
Boxes were numbered and matched to numbered positions

throughout the building. If a box seemed to have strayed, it just took faith and patience for it to arrive at its proper destination.

Greg said it would take six months to see the real benefits.

Some would take longer than others to accept that they were now separate from the region headquarters scene. Gradually a special Abbotsford spirit would develop but still under the umbrella of the wider HP culture.

More than a month on, the Trenerry Crescent tenants are voicing surprisingly few criticisms of the building. Some fine tuning was to be expected and this will be done as resources permit. ■



• A snack between unpacking: SE Ray Ffrench (left), DSM Peter Shaw, SE Ken Sheers, Secretary Karen Aliferis and Senior SR Greg Lister.



• Greg Kershaw and Secretary Liz Arthur.

## Engaged

- Melbourne Logistics Specialist **Elizabeth Fennell** to Customer Engineer **Paul Schroeter** on 8 January. Plans are to marry next February.



• No, he's not a moonlighting garbo . . . OUR Bob didn't hire the bin for the Abbotsford move. But CEs Mark Evans (left) and Garry Sullivan, and Greg Kershaw who suggested the picture, weren't the only ones to pretend he did.



• Auckland visitor, Branch Customer Support Manager John Axe is shown over by SR Brett Hutchinson.

## A true believer

For some a downside of Trenergy Crescent is that they have to travel further from their homes.

For others, a bonus is that the journey is shorter.

But for contract carrier **Jim McKenzie**, no journey would be too irksome. It's the most enlightened decision HPA has made in the 25 years he's been associated with the company.

Jim's beloved Collingwood Football Club — the Magpies — is just a drop kick and a short hand pass away. On training runs along the Yarra, players actually touch HPA's eastern boundary.

"That makes it hallowed ground — don't ever forget it," Jim reproaches doubters like Secretary **Carol Donaldson** and Receptionist **Wendy Hazeldine**.

Carol owes allegiance to the "Bombers" in far away Essendon, Wendy to the alien Carlton.

Jim fears they may be past redemption. Area Branch Manager **Tim Proust** is better material.

"Sure, he's been brought up on rugby but Tim's basically a good lad. He barracks for Balmain. Balmain boys don't cry and that just as truthfully could be said of Collingwood," Jim says with evangelical fervor. ■

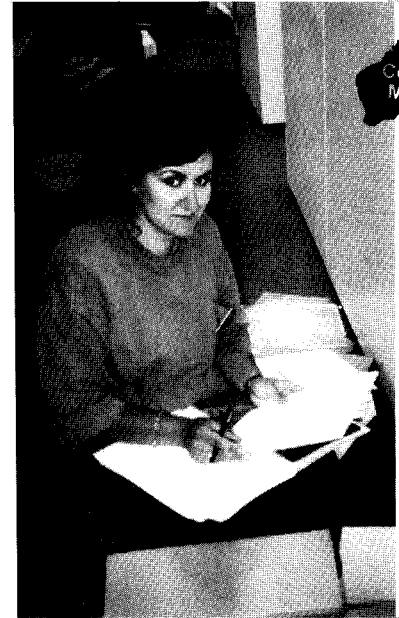


● **Jim McKenzie** . . . happy in Magpie country.

## First chaos but soon business as usual



● **Personnel Co-ordinator Jenni O'Brien (left)**, **Facilities Assistant Julie-Ann Ladd** and **Facilities Administrator Ben Bramble**.



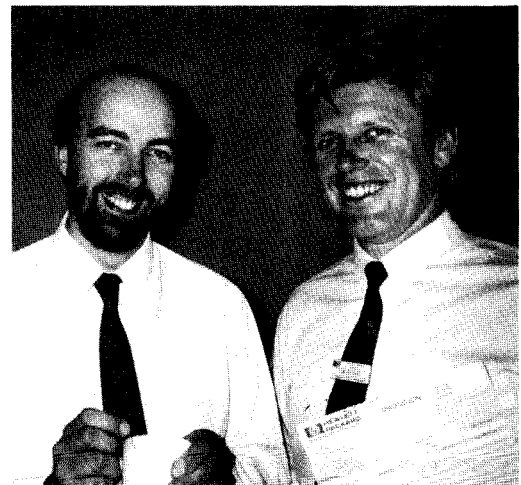
● **Secretary Tassia Gourtzis** . . . working out of boxes.



● **SSE Ano Iosifidis (left)**, **SE Robert McKenzie** and **SSR Edmund Wong**.



● **SR Ken Hutton** . . . from Apollo.



● **SR Tim Methot (right)** hosts **Region SVC Manager Nigel Marrión**.

## Promising future for ATO

Fog, a rain squall or a flock of wheeling birds can degrade the signal of a microwave Telecom link.

There was a time not so long ago that Telecom had no consistently reliable way of detecting such events — at least before customers started complaining their voice or data messages were garbled or not getting through.

Out of this predicament, HPA's Australian Telecom Operation was born.

Telecom specified their problem and HPA, working with two innovative and enthusiastic local sub-contractors, designed from scratch and now manufactures instruments that tell immediately when a signal is degraded.

Land lines, including the new fibre optic cables, as well as microwave links are monitored.

If a bulldozer cuts a cable or water floods into an inspection pit, the instruments straight away flag the problem.

This lets Telecom re-route traffic, either through other microwave links or its grid of land lines.

ATO's product is based on original ideas and has attracted the attention of telecommunications operators in several countries.

Manager **Bill Wood** says ATO should not be confused with HPA's joint venture with Telecom. Although Telecom is a major customer, it does not have equity in ATO.

"Nevertheless, we got our start from Telecom, which is advanced technologically, on the leading edge of supplying what the modern world needs," Bill says.

"There is a lot going for us. Australia has technical expertise. We

have a great life style which attracts a never-ending stream of people, Australians and foreigners, looking for career opportunities.

"We've had a supportive management team 'down the road'. They have put their full weight behind us." (ATO is temporarily housed a block away from HPA headquarters, at the corner of Joseph and Chapman Streets.)

ATO started in mid-1986 as a project within the sales group to tender for a Telecom digital performance monitoring system. Region Development Manager **Bruce Graham** championed the cause and Bill was the project manager.

HPA won the contract. The fledgling group officially became ATO last November.

Manufacture of components — such as boxes and circuit boards — is done by sub-contracting. Packaging and shipping is handled by our Distribution Centre.

"Because ATO was expected to grow so fast, we needed really good experienced people to seed our organisation," Bill says.

"**Ian Gaunt**, our Marketing Manager, came from the ASO, bringing a wealth of experience.

"**Graeme Cobb**, with many years of Australian electronics manufac-

turing experience, is Manufacturing Manager.

"We brought **Steve Peters** from the Lake Stevens Instrument Division for a two-year stint as R&D Manager. He is an extremely experienced member of the team who is helping us build a quality R&D department."

**Helen Lacy** was the first person to join Bill, coming from Glaxo as a temporary secretary. She now handles secretarial work and a large number of administration tasks — "very much the backbone of ATO."

"We knew she was good but not how good until we lost her for extended medical leave," Bill says.

"We hope that there are good people in the sales organisation who will recognise the opportunity to grow with us. We're a tightly knit team who know where we're going.

"We're breaking new ground in hardware development and manufacturing. We expect to contribute strongly to HPA's export commitments.

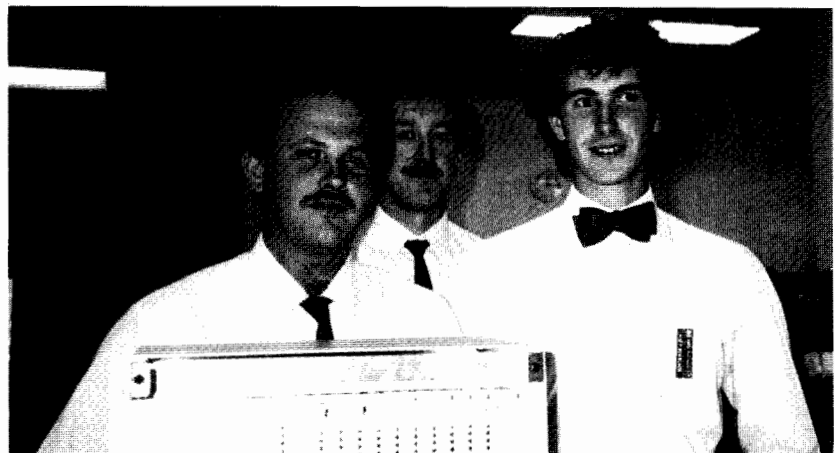
"There's a lot of fun along with the hard work associated with a big challenge. We make our share of mistakes but what you get out of them is a great team spirit."

Bill spent his youth in northern Victoria. After graduation from RMIT, he worked for a couple of years in Australia before seeking experience in the US.

It was there that he joined Hewlett-Packard and met his wife, **Laurie**, an HP employee, who is a senior manager with the ASO, presently on maternity leave. ■



• **Bill Wood** . . . offers a career challenge in manufacturing.



• **Norman Grosman** (left), **Henk Van Hoek** and **Matt Beanland** with the new ATO product.



## Under-grad scholarships

Hewlett-Packard Australia made an agreement in 1988 with Melbourne University to fund four scholarships for fourth year students taking either Computer Science or Electrical Engineering.

**Steven Chadd** ASO Market Development Manager, worked out the conditions with **Professor Peter Poole**, one being that HPA would for at least five years contribute \$8000 for each of four under-graduates.

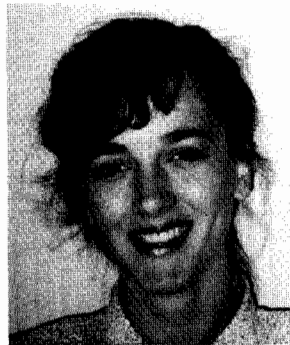
Also, in line with HPA's commitment to Affirmative Action, half the scholarships would go to female applicants. To widen the pool of applicants, eligibility was later extended to those going into third year.

Scholarship holders would perform up to eight weeks of vacation work in an area appropriate to their course.

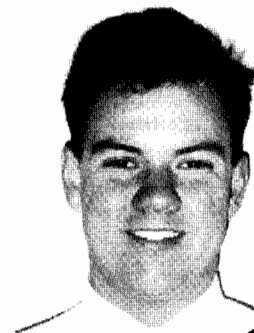
The 1990 awards were made to **Sally Casey, Tom Wild, David Squire** and **Julie Walker**.

They are now undertaking project work, relevant to their studies, at the ATO under the guidance of R&D Manager **Steve Peters**.

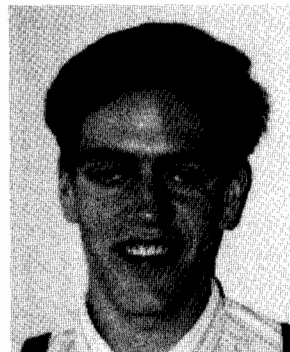
This followed an introductory day consisting of informal presentations by Region Admin Manager **Bruce Thompson** and Human Resources Development Manager **Bruce Marsh** (who has since taken on prime responsibility for setting up the Asia Pacific Education Services Centre). ■



● Julie Walker.



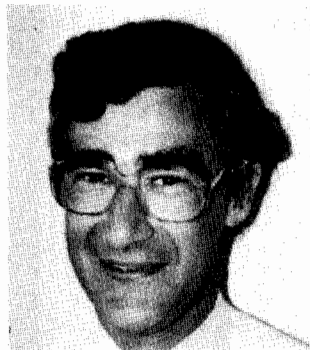
● David Squire.



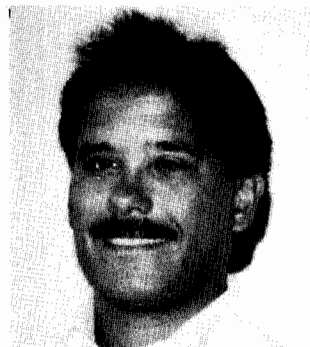
● Tom Wild.



● Sally Casey.



● Graeme Cobb.



● Steve Peters.



● Helen Lacy . . . missed when she's not there.

### Depth

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For the second year in a row, Fortune Magazine has ranked Hewlett-Packard as the most-admired computer company.

The award was based on the opinions of

8000 company executives, outside directors and financial analysts.

Judged on revenue, HP is ranked 39 in the United States. ■

## Newcomers

**Susan Allen**, Secretary/Telecom Sales (Melbourne).

**Stan Beer**, Media Services Journalist (Melbourne).

**Judy Belousoff**, Secretary/Finance (Melbourne).

**Craig Buckmaster**, Customer Engineer/Medical (Melbourne).

**Boris Chow**, Sales Administration (Melbourne).

**Andrew Cooper**, Sales Representative (Sydney).

**Natalia Cross**, Secretary (Canberra).

**James Dilley**, Design Engineer/ATO (Melbourne).

**Peter Harrison**, Sales Representative/ Medical (Melbourne).

**Peter Kempenski**, Systems Engineer/AEO Apollo (Melbourne).

**Julie-Ann Ladd**, Facilities (Abbotsford).

**Charles Lindop**, Sales Representative (Sydney).

**Sue Mitchell**, Sales Secretary (Melbourne).

**John Norden**, Materials Handler (Melbourne).

**Sean O'Kearney**, Medical Field Engineer (Melbourne).

**Robert Permezel**, Inventory Accountant (Melbourne).

**Christine Pow**, Service Administrator (Melbourne).

**Pamela Robb**, Secretary (Perth).

**Garth Shaw**, Materials Handler (Brisbane).

**Lee Phing Tan**, Response Centre Engineer (Melbourne).

**Geoff White**, Materials Handler (Melbourne).

**Khim Yeah**, Contracts Administrator (Melbourne).

### NEW ZEALAND

**Mark Loone**, Financial Analyst (Wellington).

**Darius Mistry**, Sales Representative (Auckland).

## Transfers

**Karen Aliferis**, Sales Secretary/Telecom to Sales Secretary/T&M (Melbourne).

**Marianne Biersteker**, Secretary/Treasury to Sales Admin (Melbourne).

**David Cox**, Sales Representative (Sydney) to Telecom NAM/DSM (Melbourne).

**Carl Daw**, Systems Engineer/T&M Sydney to Canberra.

**Jacqui Kirsten**, Secretary to Admin Assistant (Melbourne).

**Steven Klos**, USA to ASO Quality Product Engineer (Ringwood).

**Elissa Kranitis**, SVC Co-ordinator to CEO Service Technician (Sydney).

**Lindsay Lyon**, Customer Engineer to PC Sales (Melbourne).

**Emilia Rebelo**, Clerk/Order to P/T Clerk/Typist (Sydney).

**Neville Scott**, Design Engineer/ATO to Sales Representative/WSG (Melbourne).

**Peter Simpson**, Service Co-ordinator to Demo Co-ordinator (Abbotsford).

**Chee Leong Whang**, Malaysia to Design Engineer/ATO (Melbourne).

**Gordon Williams**, Media Service Journalist/Public Relations to Dealer Channel Communications Manager (Melbourne).

### NEW ZEALAND

**Judy Chua**, Commercial Service Manager to Accounting Manager (Wellington).

**Marilyn Daly**, Personnel Admin to Facilities Support (Wellington).

**Debbie Harwood**, Staff Systems Engineer to Marketing Support Representative (Wellington).

**Christine Scammell**, Support Admin Manager to Sales/Support Admin Manager (Wellington).

**Debbie Young**, Facilities Co-ordinator to Administration Department (Wellington).

## Birth

- Rebecca Joy, daughter of ASO's **Laurie** and ATO Manager **Bill Wood** at 1pm on December 1 at St Andrew's Hospital (3487gr/71b 11oz).

## For the kids

Christmas parties marked end-of-year at all our offices.

At Joseph Street there was the usual generous lunch, this time attended by new colleagues from Apollo.

But while festive spirit was appropriate, members of the Australian Response Centre team didn't forget those for whom Christmas meant sickness and separation from families.

They held a "P" party and from collections throughout the building raised \$665 as a gift to the Royal Children's Hospital. Management doubled it to \$1330.

**Chris Malone**, who transferred from the UK Response Centre only two months earlier, was the motivator.

"It's a Winnersh custom and everyone agreed to copy the idea. We only needed a theme and when inspired suggestions were slow in coming it was decided to hold a "P" party," Chris said.

There were prisoners, punks, pessimists, pre-schoolers and even someone boxed as a present.

Chris, a Glaswegian as his accent reveals, married a month before he left England. His wife Lynn is employed in the critical care unit at Box Hill Hospital. ■



• Marilyn Daly ... from NZ Personnel to Facilities Admin.



• Jim Tscharke ... new Adelaide SR.



• Pamela Robb ... started as Perth Sales Secretary.



• Chris Malone ... remembered the sick.

## 1990 Graduates

Most of the 33 new graduates started their careers on 5 February (a few having begun work earlier).

They all attended an orientation workshop in Melbourne and individual rotation programs were developed by their managers to give a basic overview of HP organisational policies and processes.

A graduate from an earlier year will act as mentor for each newcomer.

### MELBOURNE

**Jeff Ayton**, Economics (Monash University) — Sales Representative.

**James Baird**, Engineering (Melbourne University) Development Engineer/ATO.

**Scott Basford**, Business/Commerce (Chisholm Institute) Systems Administration.

**Robert Becker**, Commerce/Science (RMIT) — Software Development Engineer/ASO.

**Simon Block**, Engineering (Monash) — Customer Engineer.

**Joanne Brooker**, Commerce/Science (Melbourne) — Systems Administration.

**Michelle Ciavarella**, Commerce/Science (RMIT) — Software Development Engineer/ASO.

**Stephen Gerwing**, Engineering/Commerce (Chisholm) Response Centre Engineer.

**Richard Grouse**, Economics (RMIT) — Analyst/ Distribution Centre.

**Ano Iosifidis**, Commerce/Science (RMIT) — Response Centre Engineer.

**Stuart Kingham**, Commerce/Science (Monash) — Software Development Engineer/ASO.

**Katherine Knapsy**, Economics (Monash) — Sales Administration.

**Natasha Krasnoff**, Economics (Monash) — Credit Administration.

**Hilda Kwong**, Business (Chisholm) — Financial Analyst.

**Alan McLaughlin**, Commerce/Science (RMIT) — Response Centre Engineer.

**Susan Ogilvy**, Science (Melbourne) — Customer Engineer.

**Frank O'Malley**, Electrical Engineering (RMIT) Development Engineer/ATO.

**Zoe Sarantis**, Economics/Marketing (Chisholm) — Sales Representative.

**Mark Smith**, Science (Chisholm) — Software Development Engineer/ASO.

**Peter Stamp**, Science (RMIT) — Software Development Engineer/ASO.

**Mark Toner**, Commerce/Science (RMIT) — Technical Support.

**Lisa Williams**, Economics (Monash) — Contracts Administration.

**David Wood**, Commerce/Science (Monash) — Applications Engineer.

**Jennifer Woon**, Science (Melbourne) — Applications Engineer.

**Kerry Yendall**, Business (Phillip Institute) Analyst/Finance.

### SYDNEY

**Christian Fischer**, Engineering (Sydney University of Technology) — Sales Representative.

**Leo Lynch**, Marketing (Sydney University of Technology) Sales Representative.

**Rodney Vardanega**, Engineering (University of NSW) Customer Engineer.

### BRISBANE

**Angela Fitzgerald**, Marketing (Queensland Institute) — Sales Representative.

### NEW ZEALAND

**Andrew Bain**, Commerce (Victoria University, Wellington) — Support Admin (Wellington).

**Pauline Hassakis**, Commerce (American College of Greece) Associate Analyst/ Accounts (Wellington).

**Todd Parsons**, Commerce (Otago University, Dunedin) Sales Representative (Auckland).

**Pek Choo Tan**, Commerce (Victoria University) — Systems Admin (Wellington).

## Co-op students

Success of the work experience program for Swinburne Institute's Marketing Degree students prompted the offer to assist two more under-graduates this year.

**David Lock** and **Sharon Howell** made a splendid impression in 1989 when they gained experience at Joseph Street, mainly in the Customer Information Centre.

It gave them a vantage point to study various aspects of a modern market-oriented business.

In return they made worthwhile contributions to CIC and HPA with their rapidly developing commercial skills and pleasant handling of customer inquiries.

David and Sharon have returned to Swinburne to do the final year of their course.

Replacing them in the CIC are **Lorena Ortu** and **Stafia Giannakis**.

**Dianne Nuske** will monitor their learning program. ■



• Stafia Giannakis.



• Lorena Ortu.



• **Emma**, daughter of NZ Admin Manager Mark Law, at age three did spelling lists and Santa requests in Wordstar on a Brand "X" computer. Recently she found Dad's HP Laptop much faster and uses it whenever she can wheedle permission. Wellington's Dawn Ewing says: "One of the smallest of big fans for an HP product."

Computer Museum



## Happy Christmas

**F**our-year-old **Kathryn Elliott**, of Canberra, is a wisp of a girl who displays immense spirit in the way she handles two crippling illnesses.

Since birth, she has suffered from *osteo genesis imperfecta* and *arthrogroposis*. Brittle bones and twisted hands and feet limit what she will be able to achieve physically but she is forever cheerful and intelligent beyond her years.

Her Uncle Peter — at Blackburn we know him as Systems Engineer **Peter McInnes** and married to Sales Representative **Maria McInnes** — asked **John Klimczak**, Region I/T Manager, if there was a discarded computer that could be made available to compensate for Kathryn's difficulty performing manual tasks like writing.

John talked to Region Admin Manager **Bruce Thompson**, and they decided HPA could do better than that.

So Kathryn, on a visit to Melbourne, was presented with a spanking new Vectra QS16.

Over one weekend, she learnt the keyboard and was starting on educational programs that Peter had installed.

"We never dreamed such a kind thing could happen. It made Christmas such a wonderful time, not just for Kathryn but for all our family," said her mum and Peter's youngest sister, Christine.

This in spite of Kathryn tripping and breaking a leg for the second December running. ■



• The Vectra that brought joy to a family . . . Kathryn with mother and Uncle Peter.

## President's Club

**E**ach year **John Young** acknowledges 120 outstanding sales representatives around the world and they become members of the President's Club.

As well as a trip to the US with partners and attendance at a dinner hosted by John, they have the use of an upgraded car for 12 months.

Of the latest awards, no less than three went to Australians: Adelaide Branch Field Sales Manager **Graham Barnes**, Melbourne F/E **John Lynch** and National Telecom Manager **David Cox**.

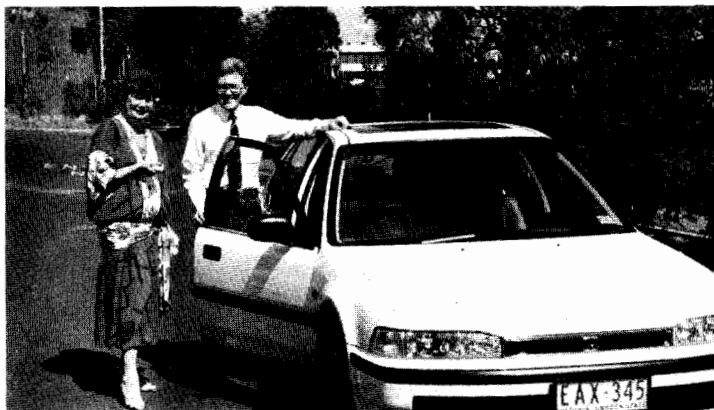
For a year, Graham, John and David will be driving Honda Accords.

Purchasing Officer **Joy Wingard** had advance information about the awards so that she could negotiate purchase of suitable vehicles.

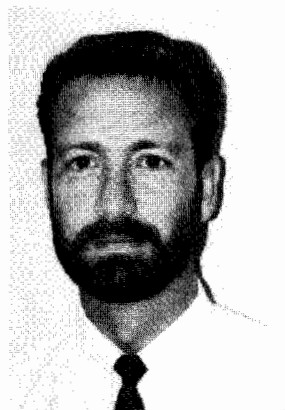
"It's necessary to shop ahead; you can't walk into a showroom and drive prestige cars straight off the floor," she said. ■

## Married

- Sales Representative **George Yammouni** to **Maura Marson** at St. Clement's Church, Bulleen, on 7 January.
- **Jenny Redfern**, Accounts Payable Clerk, to **Michael Esplin** at Healesville RACV Country Club on 27 January.



• John Lynch approves Joy's car choice.



• David Cox.



• Graham Barnes.