

inform

Spring 1995

The magazine for the people of
Hewlett-Packard in Australia and New Zealand

A pictorial tribute to HP
from the kids of
Labertouche Primary School



Thank you

Think like a customer

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by **Bill Hilliard**

As we approach the end of our 1994-95 year I would like to take this opportunity to address an area which is attracting increasing attention throughout the business world – customer service.

Hewlett-Packard's 1995 major emphasis identifies customer satisfaction and loyalty as being critical to our continuing success. Today's customers are faced with exploding choices of products, suppliers and channels. They are also more demanding and sophisticated in their buying decisions. As well as that, the accelerated pace of technological development and the advance of industry standards make it increasingly difficult to differentiate products solely on technical merit.

So what is it that makes customers continue to buy our products? Sure the technology and quality are important, but if we don't deliver superior service, there is little to stop them seeking out our competitors.

We have all had experience in everyday life where service has been good and bad. Think of how many of your friends you tell about inferior service.

We can all improve our own customer service, both internally and externally. Even the little things such as answering telephones and making sure the message you take is correct and delivered, all add up to improving our company's approach to servicing our customers.

Here in Australia and New Zealand we have adopted a "customer for life" approach in an effort to gain long term customer loyalty and HP buyer preference. I am asking each of you to "think like a customer" and feel empowered to make the decisions which make our customers feel they are special.

Remember it is by your efforts that our organisation improves and grows.

Regards,
Bill

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Search and DISCOVER

at the Australian Museum

A museum is often perceived to be an unlikely place to link the community with the distant past and the forefront of the information age. But at the Australian Museum in Sydney, these diverse time frames have merged.

In November 1994, the Australian Museum's Division of Information Science opened *Search & Discover*, its information and resource centre, to centralise the museum's many thousands of scientific inquiries and involve the public in their own information requests.

With access to a range of Hewlett-Packard multimedia equipment, high-quality compound and video microscopes and databases, the public, with the assistance of full-time trained staff, can get accurate information on topics such as insects, spiders, the identification of animals, environmental



Children learn to discover a whole new world at the Australian Museum

data and other scientific resources. Gwen Baker, Head of the Division of Information Science, said more than 47,500 people had visited *Search & Discover* since it opened.

"We get a wide range of requests from how to create frog habitats, raise tadpoles and identifying unusual animals through to queries about animal diseases and some unusual (and sometimes highly unlikely) sightings," Gwen said.

"Also, the word about our Internet access seems to have spread, to the extent that we now have a few regular users."

Hewlett-Packard's commitment to the museum over a two-year period includes a range of HP multimedia PCs, printers and network products.

It is products such as these which makes the Australian Museum a world leader with the combination of a traditional museum and a vast information resource.

"If we did not have this type of equipment we would be much more of a traditional museum," Gwen said.

"By combining the traditional elements such as collections and books with computers, the Internet and CD ROMs, we get a synergistic effect whereby the way all these elements interact is greater than the



sum of the individual parts.

"This has had the effect of developing a greater interest from a section of the community which would not have previously shown interest in the museum – teenagers.

"Research revealed that for this age group the museum was not a 'cool' place. The computers and access to the Internet has seen that change."

"Our live video conference link between *Search & Discover* and scientists at Lizard Island Research Station in Queensland is just one example of a museum coming to life."

While the growth of a museum is never finished, Gwen Baker sees *Search & Discover* as offering a wider range of products and services to the community. "We will continue to expand our resources and focus special attention on the use of the Internet and multimedia resources over the next two years," she said. ■



The HP quiz -

How much do you really know about HP?

1. Which one of the following people is vice president of HP?

- a) Bob Wayman.
- b) Doug Carnahan.
- c) Ned Barnholt.
- d) Rick Belluzzo.
- e) Wim Roelandts.
- f) Alan Bickell.
- g) All of the above.

2. "HP's objectives and values have guided us very well for more than half a century. We believe they are what will give us a firm footing in this rapid changing environment." Who said these words?

- a) Lew Platt.
- b) John Young.
- c) Dave Packard.

3. How many children did Bill and Flora Hewlett have?

- a) Three.
- b) Eight.
- c) Five.

4. What was the first product that Bill and Dave manufactured in their garage?

- a) Calculator.
- b) Audio oscillator.
- c) Harmonic wave analyser.

5. How did Bill and Dave decide the company name?

- a) H came before P alphabetically, therefore, it made common sense.
- b) Tossed a coin.
- c) Fought it out in the boxing ring.

6. What is the colour of the door of the garage where Bill and Dave started HP?

- a) Yellow and white.

- b) Grey and white.
- c) Beige and white.

7. Where was the first manufacturing plant established outside of Palo Alto?

- a) Strawberry Fields.
- b) Monterey Bay.
- c) Loveland.

8. How long after HP was established were HP's corporate objectives written?

- a) 18 years.
- b) Straight away.
- c) Ongoing - they are constantly being revised.

9. Why did Bill and Dave establish a profit sharing scheme for all employees of HP?

- a) Employees were sick of working every weekend and tired of waving goodbye to Bill and Dave as they set off on their skiing weekends.
- b) To encourage teamwork and maintain the important link between employee effort and corporate success.
- c) Their mothers had always told them to share.

10. Who was the first managing director of HP in Australia?

- a) John Warmington.
- b) Bruce Ruxton.
- c) Malcolm Kerr.

11. For each five years of service with HP, employees receive a service award. The purpose of this is to:

- a) Recognise your contribution to the success of the company.
- b) Bribe you to stay longer at HP.
- c) To be used as a dust gathering paper weight for your workstation.

12. What was the purpose of morning muffins for HP employees?

- a) To actively participate in a joint venture with Gloria Marshall and Jenny Craig.
- b) For all employees to meet in coffee areas and informally network, fostering teamwork and communication.
- c) To cater for the overworked, underpaid employees who couldn't afford lunch.

13. What does MBO really mean?

- a) Shared plans and objectives with individual flexibility and alternative approaches encouraged.
- b) A good excuse for managers to pass off all their work to employees.
- c) All of the above.

14. The corporate objective of citizenship really means:

- a) That every employee who works at HP is a permanent resident of Australia or New Zealand.
- b) To honour our obligations to society by being an economic, intellectual and social asset to each community in which we operate.
- c) Going out with a few buddies for a drink.

15. What's the name of Dave Packard's daughter who currently runs the Monterey Bay Aquarium?

- a) Flipper.
- b) Flora.
- c) Julie.

Once you have chosen your answers, check with the scores on page 17 to see how you rated.

Sponsorship support for a good cause

One of Hewlett-Packard's major philanthropic activities this year was that of Premier Sponsor of the American Women's Auxiliary 63rd Annual American Independence Day Ball.

This annual event is the culmination of the auxiliary's work in supporting the Royal Children's Hospital (RCH) over the past 12 months.

This year the auxiliary had earmarked all its fund-raising proceeds for the purchase of a Hewlett-Packard Transoesophagael Probe, a device vital to the hospital's

Department of Cardiology. The probe is the only reliable method for the detection of heart leaks and obstructions in young children, thereby eliminating the need for open heart surgery.

Four years ago Elise Gordon, 16, became a cardiac patient at the RCH after having a life-threatening tumour removed from her heart. In 1994 doctors believed the tumour may have grown back and had to wait four days for a Transoesophagael Probe to be borrowed from another hospital.

Fortunately Elise did not have a tumour, and avoided a second open heart operation. Representing the RCH at the ball, Elise told her story and appealed to

the participants to support the effort to purchase the probe.

Among the special guests at the ball was the United States Ambassador, Edward J. Perkins.

According to the chairperson of the 1995 Ball Committee, Connie Ridley, this year's event was an overwhelming success. Not only was the auxiliary able to meet its fund-raising goal of \$78,000 on the night and present the probe to the hospital, but the net proceeds of the ball totalled more than \$115,000. HP's managing director, Bill Hilliard,



Hewlett-Packard's managing director, Mr Bill Hilliard, presented to Mr Ivor Davies, chief executive officer of the Royal Children's Hospital, HP's contribution of \$20,000 towards the purchase of the

presented the probe to Mr Ivor Davies, chief executive officer of the Royal Children's Hospital.

The AWA has announced that the extra funds will enable it to immediately purchase urgently needed equipment for the RCH's Neo-natal Department. ■

HPA donations program

The following is designed to provide Hewlett-Packard staff with an overview of our donations philosophy and the procedures by which donations are distributed.

Mission

To assist sections of the community where HP's support provides lasting value and assists in improving the quality of life through areas of education, health and the environment and develop long-term relationships.

This excludes recreational pursuits.

Policy

- No cash donations.
- Donation made only to non-profit, recognised charitable organisations.
- Low-end product donations (less than A\$300) to be handled by appropriate business unit.
- Employee matching.*

* Employee matching relates to situations where individual employees request assistance for external projects with which they are personally associated. Upon written notification of the request, HP will contribute towards funds which have been raised for specific projects. The extent of this matching will be evaluated on a case-by-case basis which meets the above requirements.

Donations Process

- A Donations committee will review requests on a once-a-month basis.
- Notification of request and decision will be acknowledged in writing.
- Employee matching requests need "ownership" of individual HP staff.
- The senior manager responsible for HPA donations policy is Hans Neilson. Policy administration and coordination are processed through the Public Affairs department.
- All requests to be in writing and forwarded to Tony Homfray/Joy Randall.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

A question of medical



New Government Legislation leads to industry change

It is HP policy to strive to be the employer of choice and to be a family friendly company. As you know, all full-time HP staff, and their families, are covered by a company medical plan that gives benefits comparable to a registered health fund. However, change is on the way.

In Australia new Federal Government legislation means that HP's type of medical arrangement will no longer be legal. So how can the company continue to cover employees and be within the law? The Personnel Department has been working on an alternative for some months. The basic difference is that all health insurance, after 30 September this year, must be handled by a registered health fund.

Ian Watts, Personnel's Compensation and Benefits manager, explains: "(Registered health funds) have to have

certain amounts of reserves in place to operate. They have to meet regulations. Because we're not a registered health fund, we haven't met the criteria."

There are several alternative paths HP could take after 30 September. The easiest would be a simple pay out, i.e. give all employees a flat amount and allow them to make whatever health insurance arrangements they consider appropriate. We know that several large companies are taking this approach, but it is hardly the reaction of an employer of choice, especially

when the amount is not enough to buy the same level of cover they currently enjoy.

Another possibility would be simply to tinker with the existing plan to make it acceptable to the new legislation. On investigation this was found to be possible but increased the costs by more than 50 per cent. So the Personnel Department called in Alan Hauserman, a consultant who is a specialist in the field, and with him looked at designing a new plan. It proved possible to offer a medical scheme to employees, which fit the new legal requirements, delivered similar benefits as before with a slight cost increase to administer.

The major difference is that HP will enrol all full-time employees (only

employees not family) with the new registered health fund. With more than 700 staff in its employ, HP is able to arrange an attractive

yearly corporate rate with the fund. The company will take advantage of further reduction in the fund's rate by insuring with high deductibles. This is the amount that HP undertakes to pay up front in the case of a claim. These are \$1000 for hospital care and \$300 for ancillaries, such as dentistry or physiotherapy. This may seem a strange way of saving money, but the Personnel Department did its sums.

Statistics show that only 10 per cent of the population is likely to be in hospital in any one year. Even if one allows for a 15 per cent use of hospital facilities, it

is still cheaper for a company such as HP to take the cheaper, high deductible rate and pay the difference for the few employees who need hospitalisation. However, there will be some differences to the family rate in the new plan.

Ian Watts adds: "(We considered) maybe we should ask employees with family members to pay extra, because at the moment they are getting a much better deal than single employees, i.e. currently single employees pay \$150 deductible and families pay \$300 deductible, yet it costs us a lot more than \$150 per annum to provide family health cover over single cover. That way it evens up the benefit to employees across the board. So people with family cover, who are getting a much higher benefit, should really contribute more."

The current deductibles will still exist, however, employees will need to pay an extra \$37.50 per month for family insurance. The increase for family rates has been kept down by insuring employees only, and HP will plough back the savings through the new medical plan to help family members upgrade.

This concept allows for the possibility of opting out of family cover. For instance, if your spouse is already covered by a medical plan at their own place of work, there is no need for the extra expense of a family coverage for you at HP.

The question you probably want to ask right now is "what do I need to do?" It's simple, just fill in the new medical plan application forms that will be distributed in this month. This is necessary because as far as the health benefit fund is concerned, you are a new member and they need to know all about you. Then the nicest thing you can do for the Personnel Department is return them promptly to assure your continuity of coverage. **i**

"The company will take advantage of further reduction in the fund's rate by insuring with high deductibles."

benefits

2. the art or science

health

medicine /'medɪsən, 'medɪsən/, *n.*, *v.*
 substance or substances used in treating a disease. **2.** the art or science of restoring or maintaining physical condition, as by means of drugs, surgery, manipulations, etc. (often divided into internal medicine and obstetrics). **3.** the art or science of curing diseases (distinguished from the medical profession). **5.** any object or practice held out as of magical efficacy. **6.** any cure, esp. one that is difficult to accept. **7.** one's own medicine, any unpleasant truth.

medical /'medɪkəl/, *adj.* **1.** of or pertaining to medicine. **2.** curative; medicinal: the medical profession. **3.** a medical examination.

medical /'medɪkəl/, *adj.* **1.** of or pertaining to the practice of medicine. **2.** curative; medicinal; therapeutic: the medical profession. **3.** a medical examination.



CSO:

a vision

for the

"I think what we are seeing is a higher level of teamwork among staff. The business ... is more complex than selling just at the hardware level, there are more people involved in the creation of the solution."

Greg Kershaw, general manager of CSO for Australia and New Zealand, is talking about restructuring within the function.

Change – in departments, to office culture, to standards – has featured in many recent issues of *inform*. The CSO too has been quietly revolutionising the way it does business. In times gone by the big event was to make a sale and that was an end of the matter.

Greg says: "Once upon a time a sales rep could pretty much run his own operation, just determine what he needed and go out and sell it. Then it would be delivered and the support organisation would go and install it. These days you need a team of people."

For instance, people from the PSO, the Support Organisation, and increasingly Administration, now work with CSO sales staff during the planning stages of a new project. The team aims to provide the customer with a total solution, such as the recent installation for the Commonwealth Bank's foreign exchange trading room.

Gaven Milnes, major accounts support manager explains: "They had the

situation where their dealers were sitting at a desk with many screens in front of them trying to accumulate information and make decisions. To get a competitive edge they decided to try and build a facility where the dealer would only have one screen ... with many windows of information."

The problem called for hardware, network and programming expertise, and that's just what the HP team provided. Only four-and-a-half months after starting the project, 189 dealer positions were installed in the bank's Sydney foreign exchange room. The

CSO worked closely with Dow Jones Telerate – the supplier of the specialist software – during development and testing. HP's OpenView was customised to provide the network management platform for the new system.

"The net effect now is that the dealers have the facility to cut and paste information from different financial service feeds to spread sheets and also analysis tools to make intelligent decisions about the best way to handle a foreign exchange transaction," Gaven says.

The system has been so successful in its Australian trading rooms that the CBA installed the same units in the London and New York trading rooms.

The CBA story shows a HP team providing a solution to an obvious need, that of fragmented information, but what happens if a company is totally reorganising? In CSR, HP is playing a big role in their company restructure. Bill Dimopoulos leads the sales, Darryl Patterson represents the PSO and Gaven Milnes the WCSO. Together they represent the breadth of HP's capability to drive fundamental change across large corporations.

"They are re-engineering their entire IT infrastructure and Hewlett-Packard has been nominated as the IT strategic partner to rebuild that IT infrastructure. At the moment the US organisation (of CSR) is going through the beginnings of a pilot program to create a common database and a common set of applications on a common hardware platform," Gaven says.

This is a huge undertaking because of CSR's diverse holdings. Although the company started as a sugar refiner 140 years ago in Sydney, it now operates a multitude of businesses. These include many building material companies such as Monier, Humes and Readymix.

"The team aims to provide the customer with a total solution ..."

future



*Mr Gary Mackrell
Head of Financial Markets,
Distribution, CBA.*

all came to CSR with their individual business systems intact. CSR plans, ultimately, to have only two databases, in Australia and the US, running all these disparate business activities. Before it could become CSR's strategic partner in this undertaking Hewlett-Packard needed to prove that it was more than a box seller and could provide total solutions.

"It was really an education process, bringing these people into our organisation and spending time with them," Gaven says. "Helping them understand what we could do for them and looking at the benefits associated with establishing a partnership with one vendor."

Both the CBA and CSR projects needed a team approach to bring about a solution. In the past, WCSO, PSO and Administration were expected to supply a support function. Now these groups work on projects from the earliest stages.

Greg Kershaw says: "Now we are seeing this contribution is worthwhile and marketable in its own right, and that is something we should be out there promoting in the market place in an aggressive way. It gives those people who are involved a higher sense of worth and feeling of contribution to the end result, which I think is a positive thing."i



The kids from Labertouche



Thank you for the printer, we really like it. I want to use it to write stories and draw the illustrations too.

By Cliff.



I like the printer because it is very clever.

By Stephen, Grade 1.

To the management of Hewlett-Packard,

As the acting head teacher at Labertouche Primary School I wish to offer our thanks for the donation of the HP DeskWriter 560c. Using our limited budget there would have been no possibility of our school council providing the students with such a valuable resource to enhance the production of their work.

As you can see by the examples included, the printer is also being used for administrative purposes, out of class time, to produce high quality documents.

Your support is greatly appreciated.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sally Naylor'.

Ms Sally Naylor,
Acting head teacher



I like this printer in our room because it prints nice things. It prints nice pictures and writing.

By Courtney.



I like the colours which come out of it and the coloured writing comes out good colours too.

By Michael, Grade 1.

The Primary School say

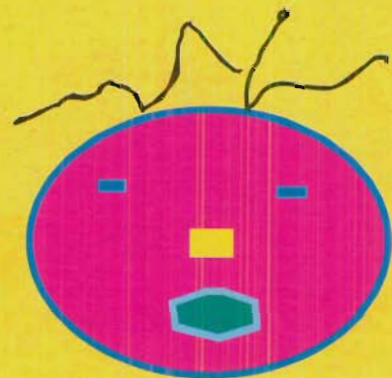
thanks



Dear Hewlett-Packard

We really enjoy having a colour printer it makes our pictures look even better than before. Thank you very much.

By Karley Wells and Sarah Bowles, Grade 6



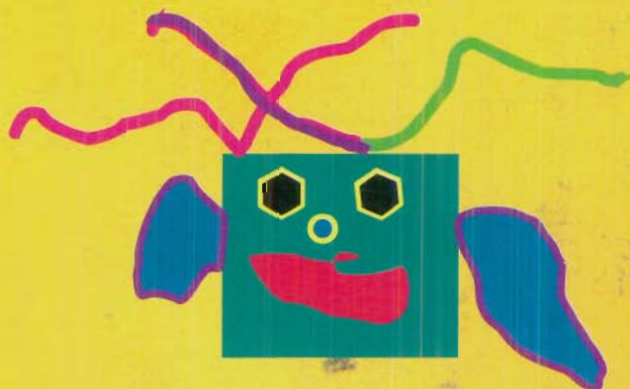
I think our new printer is good. I like the way it draws.

By Jeffrey.



The new printer works good. thank you.

By Mark, Grade 1.



Thank you for the printer. I really like drawing pictures and watching it print out.

By Scott.

Forging new part

The Operations Services Group has always concentrated on the delivery of services. Now the challenge is to manage and nurture the relationship with customers.

"We see HP as a business partner rather than a services vendor."

This is a consistent description that customers of the Operations Services Group use when referring to the outsourcing services provided by the team in Australia.

The Operations Centre is a component of the Operations Services Group (OSG) Australia, managed by Mike Keynes. Mike is driving OSG to have a strong focus on understanding the collective needs of HP's customers. To do this, Mike is asking his team to not just concentrate on the delivery of services, but to manage and nurture the relationship OSG has with its customers.

"That's why we have put in place account service managers," says Mike. "They help the customers understand what they are getting, and help us understand what we are delivering. In this way they turn the relationship into a partnership."

However, the group is not just about relationships. Backing up the account services managers is an Operations Centre staffed with HP engineers skilled in the many and varied technologies involved in providing the range of services OSG is

responsible for delivering. This centre is one of several around the world offering a range of outsourcing services on a global scale.

David Collins is the operations manager for the Operations Centre in Melbourne. He has the job of ensuring that a consistent and high quality service is delivered via a team of dedicated engineers. David is responsible for ensuring global tools, standards and guidelines are implemented to ensure

worldwide consistency in the use of technology and service delivery.

"Our goal is to not only maintain our customers' existing operating environment, but

to design, implement and manage an Operations Services infrastructure that can respond quickly to the evolving needs of their business units so they can make timely and flexible decisions", says David. "We deal with a wide range of customers with different needs, but we bring the same service focus and dedication to quality to each, regardless of their individual requirements."

This dedication to quality and service has brought rewards to both the customers and HP. A government department

relying on OSG to quickly and transparently implement and manage its new financial systems was able to bring a project in ahead of time largely due to the dedication and outstanding ability of the Operations Centre staff.

"One of the staff was heard to remark it was all rather routine, really," said Mike. "This simply disguises the professionalism of the team, and the experience and dedication they put into the implementation. I hope all our projects run as smoothly."

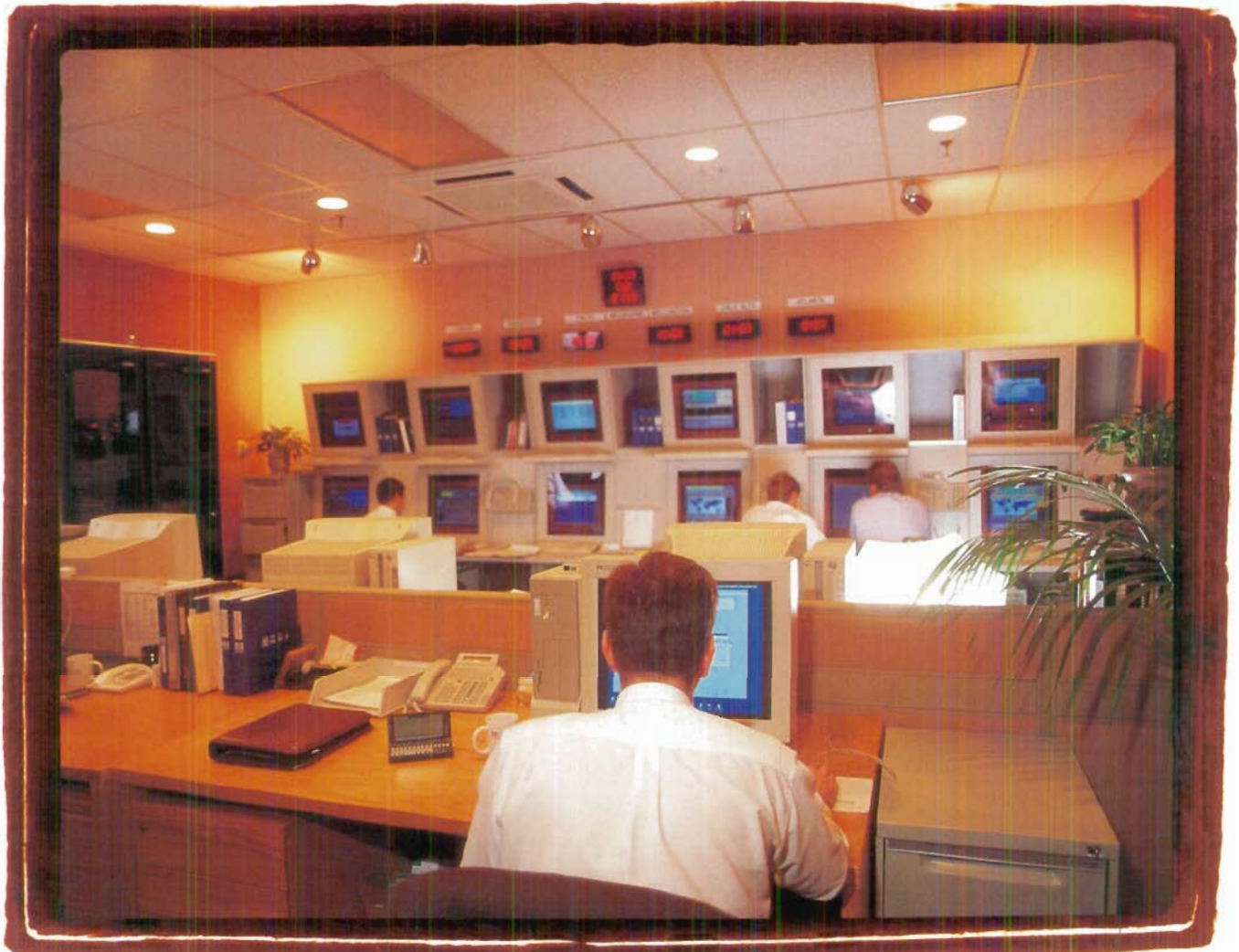
A major insurance company has recently engaged the OSG to deliver a complete "enterprise wide" network and desktop service, solely because of our excellent reputation in responding to and providing outstanding customer support services.

The value of the service being provided to external customers has been recognised by HP's own Corporate Network Services group which has recently commissioned the Australian team to manage the HP Wide Area Network around Asia-Pacific as well as the Local Area Networks in Australia.

The meshing of technology and service delivery "know how" is providing the OSG with an excellent platform on which to build its customer base. The Operations Centre in Melbourne looks like the control room of an air traffic control tower with its banks of monitors

"We bring the same service focus and dedication to quality to clients, regardless of their individual requirements."

Partnerships



HP engineers working in what looks like the control room of an air traffic control tower in the Operations Centre located in the Melbourne office

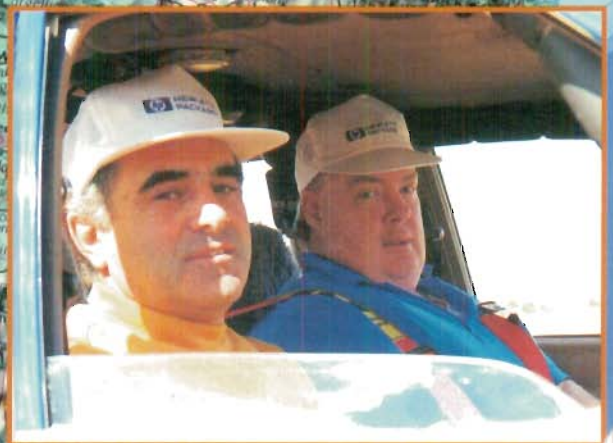
and futuristic workstations. From the centre, the operations staff are able to monitor and manage networks and systems as far away as Singapore and Tokyo, responding quickly and effectively to problems – sometimes even before they occur. Many examples of this drive for perfection resulting in pre-emptive actions can be found. David relates one such case where the centre's philosophy is clearly illustrated. "One of our multi-national customers had a critical network component in a remote location which was overheating and close to failing. The temperature

fluctuation was detected in the Operations Centre automatically, and Operations staff were alerted. This customer's network is a critical component of their business and any failure might mean substantial financial losses. Our engineers were able to alert the local site coordinator, who found recent office modifications had introduced an air flow problem. It was quickly resolved, and no network failure occurred."

This "no fuss" approach to service delivery has resulted from being part of a large and innovative company.

"We are able to take advantage of the huge investment in skills, training and technology that HP has made," says David, "and can bring to the customer a range of expertise beyond the resources of most individual businesses."

The Operations Services Group is a part of HP that is building rapidly. The provision of the wide range of outsourcing services to the team's customers represents an exciting and challenging future for the group, one which all involved eagerly embrace. **i**



HP's Paul Fenech and Doug Woodcock.

HP

hits the road

5000 kilometres of dirt, mud, bumps and bush to raise money for the Australian Kidney Foundation.

In August this year Doug Woodcock, marketing manager for Hewlett-Packard's Professional Services Organisation, took the Australian outback head-on as co-driver/navigator in the 1995 Kidney Kart Rally.

With sponsorship from Hewlett-Packard, Doug and driver/owner, Paul Fenech put themselves, and their car – a 1978 Datsun Stanza – through 5000 kilometres of dirt, mud, bumps and bush to raise money for the Australian Kidney Foundation.

Each year, the Australian Kidney Foundation and Chardonnay Homes host the event where drivers and teams raise money through sponsorship, fines and other activities. The money raised by the Kidney Kart

Rally is used for research into kidney disease.

"This year the event had a special focus," said Doug Woodcock. "The target is 'kidney kids' and many of the activities were targeted at the smaller victims of kidney disease. Each car in the rally has a small child designated to it, and right before the start, the kids had a chance to ride in a car from Parklea Correctional Centre to Castlereagh school."

Like other similar charity rallies, the Kidney Kart Rally combines competitive driving with overnight stops, social activities and a few surprises. "In 1993, the organisers set up a roadblock at

Broken Hill," explained Woodcock. "Before you could pass, you had to pay a fine which added to your contribution toward the charity."

The HP team raised approximately \$9000 for the event. Of this, there was direct sponsorship from HP with the balance coming from events. "We are organising raffles and an auction at HP," said Woodcock before the rally. "In addition, HP has donated road atlases, T-shirts and other nick-knacks which will also be raffled and auctioned during the rally."

The event kicked off on August 17 from various sites around Australia where drivers made their way to Cowra for final registration and the official start. From there it was 5000 kilometres and 10 days of

some of Australia's beautiful and roughest terrain. Drivers then headed south into Victoria and across to Kangaroo Island. From there the convoy crossed through rugged terrain to Broken Hill before heading east through Forbes to the finish at Penrith on Saturday, August 26.

Doug and Paul came 16th out of 80 overall, and 1st in their class (their class of vehicle was in the 1978-1986 'older' vehicle category) they also were the fourth highest money raisers for the event.

In past years, many of the local communities that the rally has passed through have donated generously.

They also lend a hand with the catering along the way.

The rally is open to any type of road registered motor vehicle. The event has four stages – Transport, Wacko, Rally Wacko and Kruiise – and there are various vehicle age classes. The HP team raced in the Rally Wacko stage which is the roughest of the stages – these boys are suckers for punishment. The Kruiise stage is for those who would rather stick to the main roads.

The owner of the HP car is Paul Fenech who started his automotive career in open wheelers like Formula Fords and Formula Vees in the 1970s. When he isn't managing the automotive engineering firm in Sydney, he is participating in bashes like this one and the Variety Club races.

A self-confessed petrol-head, Doug Woodcock spent much of his time in the early '70s behind the wheel in drag racing and car club events. He has also become active again in Super Karts as a mechanic and recently navigated and co-drove in a round of the Southern Cross Rally Series with Paul.

HP was keen to support the event as part of the company's commitment to community programs. The company also strongly supports its employees who are involved in their communities.

The Australian Kidney Foundation is a non-government funded charity dedicated to the prevention and ultimate eradication of kidney and associated diseases. The foundation provides more than \$350,000 on research and \$100,000 on community and school education programs stressing the importance of organ donation.

"The HP team raced in the Rally Wacko stage which is the roughest of the stages – these boys are suckers for punishment."

Healthy Wealthy & *wise*

Dairy Dilemma

There has been a lot in the media recently about the number of people who suffer from lactose intolerance. So, what is lactose intolerance and how do you know if you suffer from it?

Lactose is the main type of sugar found in milk (including cow's milk, goat's milk and breast milk).

Like most foods and nutrients, in order for your body to be able to use lactose it must break it down into a useable form. Your large intestine contains an enzyme called lactase which breaks down lactose.

Some people make little or no lactase, or gradually make less as they get older. These people cannot digest lactose.

It is this undigested lactose that produces acids and gas, causing a bloated feeling in the stomach, wind, stomach pains and rumbling, watery diarrhoea, and nausea.

However, these symptoms could be linked to a variety of medical conditions, so it is important not to diagnose yourself, but to see your doctor. There is a simple test that your doctor can perform to determine lactose intolerance called the breath hydrogen test.

It has been estimated that in Australia about 1.5 million people are affected by lactose intolerance, but the Milk Marketing (NSW) Nutrition Education Service says that this figure is misleading.

All people have different levels of tolerance; some can tolerate limited amounts of lactose, such as milk in tea or coffee, while others can tolerate up to a cup of milk in one sitting, without experiencing any symptoms. It's important to discover your own level of tolerance.

Foods high in lactose

- Milk (goat's, cow's, human, powdered, evaporated and condensed milk)

Foods moderately high in lactose

- Buttermilk
- Yoghurt
- Ice cream
- Cottage cheese
- Ricotta and other unripened cheese

Foods low in lactose

- Cheddar, camembert, swiss, parmesan, and processed cheese.
- Cream cheese
- Sour cream
- Butter
- Cream

All of the above foods are rich sources of calcium which you need for strong teeth and bones, to avoid diseases like osteoporosis. If you decide to avoid these foods, you must ensure you are still getting your daily requirement of calcium.

Interesting facts about lactose intolerance:

- Chocolate milk is better tolerated than regular milk.
- Regular milk is usually better tolerated than low fat milk.
- 50-80% of people with lactose intolerance have no problem drinking an average glass of milk.
- Yoghurt is well tolerated because the active cultures that ferment and thicken it provide their own enzyme to digest lactose.
- Cheese is well tolerated because most of the lactose in cheese is removed during processing.
- Lactose-free alternatives from plant sources such as soy drinks, tofu and milk-free margarines are available.
- The people most affected by lactose intolerance are usually Blacks, Asians, Australian Aboriginals and those of Mediterranean descent.
- Lactose intolerance is different from a milk allergy – which is an allergic reaction to the protein in milk. Allergy symptoms include stomach pains, diarrhoea, vomiting, hives, eczema, runny nose, and bronchitis. Milk allergies are much more common in infants than in adults.



How to handle on-the-job pressure

On-the-job pressure comes in two forms. It can be pressure that arises from time-to-time because of a crisis. Some people don't handle this type of pressure well, while others will find it exhilarating and thrive on the competition and excitement.

The second type of on-the-job pressure relates to the constant urgency to complete more work than you can comfortably handle – always thinking that soon it will get easier, things will calm down and you'll have less on your plate, but never reaching that feeling of cruise control. It's this type of pressure that is putting more and more people's health at risk.

And even though you may enjoy the pace, the long days and accumulated fatigue bring with it physical and mental health problems.

Overwork creates health and safety problems because it eats into precious leisure time and leaves people lethargic, angry and unfocused. Like many people, you are probably working between 50 and 60 hours each week, which means that essentially you are living to work, not working to live! You find yourself asking: "Where did my life go?"

You will probably find that you are working longer hours, but are you getting more done? If you are exhausted, it is unlikely that you are being highly productive or making the same decisions you would make if you were less tired.

Coping with overload

Think about your priorities. How much time do you actually spend doing the things you love? What changes can you make that will allow you to have more time available to do these things? Here are some suggestions:

Tell your supervisor that you aren't coping.

They could be completely unaware of this and may be more sympathetic than you think. See if you can work together to restructure your job to make you more productive. From watching how you work they may have some suggestions as to how you could do things more effectively.

Delegating and learning to say "no".

These two things are often linked to an unwillingness to pass on tasks – possibly because of a belief that if you want it done properly you have to do it yourself. You may have to start trusting others a little more.

Aim to be more focused.

Focus on your work so that it takes less effort to get more done. Set up your work environment so that you have peace and quiet. Try to confine conversations with other staff to lunch breaks.

Be more organised.

You should have everything you need at your fingertips.

Don't re-invent the wheel.

Be familiar with what other people in the office are doing – or have done – that could save you time.

Scores from the HP quiz

Award yourself one point for every correct answer:

Q.1 G	Q.6 C	Q.11 A
Q.2 A	Q.7 C	Q.12 B
Q.3 C	Q.8 A	Q.13 A
Q.4 B	Q.9 B	Q.14 B
Q.5 B	Q.10 A	Q.15 C

11-15 Congratulations! You are managing director material. Your rise up the corporate ladder is guaranteed. You know more about HP than the average employee – now how about you stop reading and start working!

6-10 Well done! You are a "would be if you could be". But sorry, you just don't quite make the grade. How about you stop working and start reading!!! Being SEEN as a "know-it-all" is almost as good as being one!

0-5 Oh dear! Everyone who scored this low either joined HP this week or is working so hard that you haven't had the chance to learn anything about the company.

Famous last words

"This meeting won't take long."

"I don't burn, I tan."

"When it says 'empty' there's always a couple of litres left."

"We'll only stay five minutes."

"It's really easy to find; you can't miss it."

"Don't take the umbrella, it's not going to rain."

Household brands choose



A traditional company chooses leading-edge technology

You could ask just about any Queensland – the brand names of Pauls, Trim, Breaka, Popper and Shape are as well known throughout the Sunshine State as XXXX, Bundy, Golden Circle, the Broncos, the Bears and the Down North outlook.

When it comes to brand name awareness, few locally-based companies have met with the success enjoyed by Queensland United Foods Industries Ltd.

QUF is far and away the largest producer of milk and dairy products in Queensland – market share approx 62 per cent – and also enjoys healthy market share in Victoria and the Northern Territory. In addition, the company is heavily committed to the export business,

shipping its products to more than 30 south-east Asian and Pacific Rim markets.

Operating profit last year increased by an astounding 34.1 per cent to almost \$15 million on turnover of 460 million dollars.

“We picked major suppliers who had a significant association with SAP ...”

The company was established in 1960 incorporating the milk and ice cream operations of two Queensland trademark traditions, Peters Arctic Delicacy Limited (est. 1923) and Pauls Ltd (1933) along with Peters (N.Q.) Limited (1928).

According to HP Queensland computer systems sales representative Graham Barnes, who's worked for HP throughout

Australia since 1977,

QUF is a company which is “heavy on the acquisition trail to remain competitive and viable” and recently acquired milk processing operations in the Port Curtis (central Qld) area and in Victoria. Graham is understandably elated about QUF's recent decision to acquire HP's SAP-R/3 system, some of which will be live by early 1996. Bob Dancer, QUF's group information systems manager, an amiable industry veteran who's been with the company since 1973, says he wouldn't describe the environment as computer intensive.

“But we do have very well established computer systems,” he notes,



HP SAP system

pointing out that 40 per cent of the QUF Queensland workforce of over 1000 has access to a screen.

"Basically our old systems are well developed in accounting and distribution applications, but less so in factory and production applications," Bob explains.

After substantial deliberation, QUF opted for SAP – the new enterprise resource planning application – as the ideal method to lay down its electronic highway to the new millennium and beyond.

"After deciding to choose SAP as our application product for the next several years, we went out to tender for application servers to run SAP," says Bob.

"We picked major suppliers who had a significant association with SAP and were also very strong in the server market. The attraction of SAP is that we can integrate all those applications to a much higher standard than with our older systems.

"This also makes uptime very critical for us," Bob adds. "So one of our objectives in the tender was to get proposals for very high uptime configurations."

"We eventually went to tender with three suppliers, HP being one of them" – the others IBM and DEC, the incumbent supplier for many years.

"We found all three suppliers were very helpful," said Bob. "And all provided solutions that would work ... although there were some quality differences between them."

In the end, "HP provided a quality solution that was very price competitive".

HP's Graham Barnes credits "a lot of hard work from the local team and some assistance from people interstate, in getting the nod".

QUF's largest manufacturing plant, research and development laboratories and central administration core are located at South Brisbane, on the perimeter of the burgeoning South Bank post-Expo development.

Tucked away beneath the railway bridge, the main line between the sub-tropics and the southern capitals, it's an historic pocket, almost a frozen time.

Cast iron hotel balcony decorations and vintage hotel signs intermingle with a gleaming QUF retail outlet and the towering chimney stacks of Pauls milk plant. On the aptly named Hope Street, one wonders of sundry pioneer adventures hereabouts in the melee of the 19th century settlement river trade.

It's an area ripe for empathetic development which, considering its proximity to the subtle luxury of South Bank, appears inevitable.

Less than half a kilometre across the river from the CBD, the QUF corporate

headquarters are a hive of constant activity.

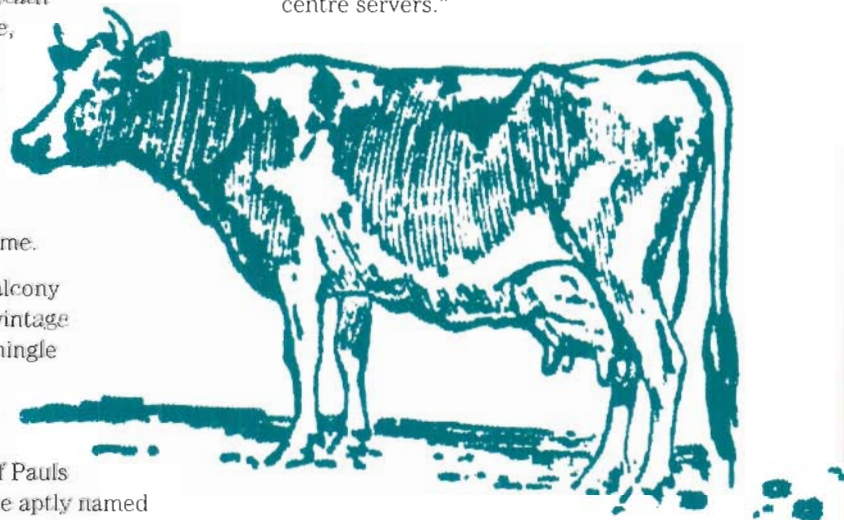
That scenario is unlikely to change in the near future as SAP comes on

stream. "One of the big changes," points out Bob, "is that all the screens will become personal computers.

"It involves a complete replacement of our

current computer network and it, of course, involves a new technology to learn in the terms of the main computer centre servers."

"It involves a complete replacement of our current computer network ..."



"So I'd think," he says with a laugh, rather buoyed by the challenge, "there's a very busy couple of years ahead of us."

HP Queensland state manager Doug Stevenson observes that the linking up with QUF Industries "really highlights the value of the early and close involvement of the Professional Services Organisation". ■

Letters to the Editor



Dear Editor,

I'd like to comment on your special feature about the actions from the attitude survey in the last edition of **Inform**.

It certainly must have taken a lot of time to get so many peoples' views on what is going on in our organisation. I found it interesting reading, but I did feel that it got lost in the rest of the magazine. I know that within my own department several people were not aware of the article as it was not widely advertised. Also, there was little follow up from the senior management team as to what this all really meant.

Letters to the

Editor

Editor: Thank you for your input. The attitude survey was meant to be a

special feature but not the only feature of the magazine. Perhaps you are right in the sense that it was not highly publicised. The learning from it is perhaps we let managers/employees know of "special features" that will appear in the future which will be essential reading for all.

Dear Editor,

I feel that if you have a 'Letters to the Editor' section and encourage employee inputs, then why not reveal the employees making the comments. It's almost as if people speak up but are too afraid to say who they are.

Editor: I agree totally. Up to this point, there wasn't an option to choose if you wanted to remain anonymous. From now on we will change that. We have just set up a desknode called "Inform magazine" to enable employees to send comments, ideas, issues and feedback directly (and anonymously if you wish) via E-mail. With this new setup I will leave it to each employee to decide if they want to remain anonymous or tell the world who they are.

Dear Editor,

I'd like to congratulate you on the last edition of **Inform**, in particular the feature of the attitude survey. The 20 page edition was great. I would recommend you keep this number of pages in the future – that way you can capture even more about HP.

Editor: As you will see we have continued with the 20 page format for this edition and it is intended that we will continue with the increased number of pages on an as-required basis.

Dear Editor,

I'd like to comment on the article about MBWA in the last issue of **Inform**. I think it really touched on what HP is about today. MBWA does exist but, unfortunately, perhaps not everywhere or predominantly enough. Hopefully, you have managed to raise the awareness to both employees and managers of the importance of this HP practice and help to encourage more of it throughout the organisation.

Inform us, now on Mailnode

If you would like to send us your comments, stories, thoughts, issues or feedback ... you may now do so by E-mail.

Forward your inputs to "inform magazine" desknode. Your inputs can remain anonymous if you wish and you should clearly stipulate this on your message.

Remember, we are looking to make *inform* an employees' magazine. Your contributions to *inform* are most welcome.

We are also interested in receiving photography from HP people. All contributions will be returned after use.

Moved or moving?

We want to ensure that you get every issue of *inform*. Please advise Personnel Services of your change of home address.