

Number 7, April 1993

## BS 5750 in 6 months!

February 19 - After an all day assessment by BSI assessors, the manufacturing arm of ROCC's Technical Services Division was awarded BS 5750 Part 2 for the Procurement, Manufacturing and System Integration service offered to its customers, both internal and sub-contract.



*Our picture shows the successful team from the manufacturing division. Back row l to r: Jan Morgan, David Beard, Alan Gould, Dave Willoughby, Steve Aplin, Julie Cutting and Tony Purser. Front: Peggy Charles, Amanda Rose, Juliet Fox and Pat Dobson. Unfortunately, Martdy Smith was away when the photo call took place.*

Initial application for certification only began at the end of August last year.

The main interface between the BSI assessors and the manufacturing division was test training and quality manager, **Dave Willoughby**, with manager systems integration, **Steve Aplin**, working closely with Dave throughout the six-month period. They prepared all the procedural documentation to comply with BS 5750 and regularly briefed staff on their progress.

## Manufacturing Division Contracts

**Denley Instruments** provided a steady flow of orders for the year 1992-93 and **Westinghouse-Cubic** has now awarded ROCC a contract worth £360,000 to build PCBs and cable assemblies



At the time of going to press the total figure for the division's sub-contract work stood at £527,000.

The big day arrived and no-one was 100% confident of success because there are so many things that can go wrong on the day.

Dave's advice to the staff, in the nicest possible way, was simply to 'listen carefully to any questions they ask'.

"The BSI assessors," he told Newsline, "are very, very nice people - they really are - but they have a wonderful knack of confusing unsuspecting employees who are naturally terrified of letting the team down. I know," he said, "for I've had first hand experience during our regular, continuing assessments in the rest of the division."



*A very happy Steve Aplin and Dave Willoughby with the BSI certificate.*

Newsline adds its congratulations to Dave, Steve and everyone in manufacturing who worked hard for this fine achievement.

Some worthy news items in this 8-page issue of Newsline.

Focusing first of all on manufacturing, part of Technical Services Division, which gained BS5750 part 2 at its first attempt and, just prior to this, had won the largest ever sub-contract order for the company.

There was also no holding back **Barrie Lynch** and his Manchester sales team who have secured contracts four months in a row for ROCC/Motorola Unix systems.

**Alison McKechnie** learnt just before the new year that she had won the much awaited contract from Hampshire County Council.

Tamworth-based customer engineer, **Mike Golder** and direct marketing manager, **Tobin Aldrich**, gained additional qualifications.

And ROCC launches two new newsletter titles to spread the word about our products.

All in all, plenty to read and enjoy.

**Beryl Hutchin**, editor

## Business news

**Third party maintenance** order intake, as Newsline reached its deadline, was £2,257,800.

**Fletcher Computer Services** - upgrade to a 2885 from 2830.

**Bexley London Borough** - from ISI Unix machine to ROCC/M8420 Unix computer. The order, with replacement software, is worth £53,000.

**GEA Spiro Gills** - a contract worth £34,558 for Wide Area and Local Area Network equipment. This lead came from programmer/consultant ASD, Simon Crouch.

From Manchester sales, a £70,000 contract from **Barnsley Borough Council** for ROCC's CCT Fleet and Stores and Purchasing to run on a ROCC/M8420.

Also, **Charnwood Borough Council**, **Nottingham City Council** and **Solihull Metropolitan Borough Council** have all ordered ROCC/M8220s.

And **Newcastle City Council** has ordered the C-Check II application package and ROCC's professional keyboards.

## Hampshire won

**Hampshire County Council** has placed a contract worth around £152,000 for software licences to upgrade the Fleet and Stores and Purchasing packages from ROCC's CCT Suite of applications. The packages will be ported to the constabulary's IBM RISC/6000 computer for use by Hampshire Police.



Picture shows Alison McKechnie being congratulated by chairman Michael Aldrich for winning the Hampshire CC contract. Looking on is branch consultant Chris Potter who played a vital part in securing the contract.

## Four times a year

Two new newsletters are being launched in 1993 and each will be published four times a year.

The first, for the *local government* sector of our business, appeared in mid March and the second, for *data capture* professionals, is planned for the end of April.

### ...after 12 years

These will replace ROCC's business journal, *Information Management*, which ended 12 year of publication with the last issue which came out last month.

## ROCC Newsletter

for Local Government Professionals

### Midlothian Reorganises with ROCC



**Local authorities are** looking for ways to reduce the cost of their IT systems. They offer to the public... **Midlothian Reorganises with ROCC**... **...after 12 years**... **These will replace ROCC's business journal, Information Management, which ended 12 year of publication with the last issue which came out last month.**

## Quality & Accuracy '93

March 18 saw **Amanda Cooper** from Allied Dunbar Assurance Plc win £1000 for coming first in the 1993 Quality & Accuracy Competition run for data entry professionals from our client base.



*Derek Strath presenting winner Amanda Cooper with her prizes.*

Director Derek Strath made the presentation to Amanda, and congratulated her on an excellent result.



*First prize winner, Amanda Cooper, centre, with Sandra McKenna (2nd) on the right and Anita Wolstencroft (3rd) on the left. Also in the picture are directors Derek Strath and Keith Bankes, together with staff from customer engineering, data processing, personnel, publications and press office who have been involved in running the competition.*

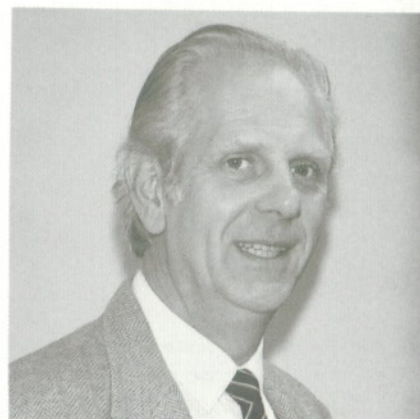
Runners-up were **Sandra McKenna**, also from Allied Dunbar, who came second and received a cheque for £250 and **Anita Wolstencroft** from Spectrum Computer Services Plc, whose prize was £150.

All the finalists were also presented with certificates and a basket of flowers from the directors of ROCC. The final result was:

Name	Company	Correct Records/ Out of	Total Points Awarded	Bonus Points Awarded
Amanda Cooper	Allied Dunbar	72/77	67,475	29,525
Sandra McKenna	Allied Dunbar	67/70	61,175	26,625
Anita Wolstencroft	Spectrum Computer	52/72	37,025	3,300

Mike was awarded one credit advanced standing which meant he required five credits to gain his degree. To achieve this he spent over 2000 hours studying at home, attended 48 two-hour tutorials, three one-day schools and three one-week summer schools, at Stirling and Bath Universities.

Having completed 60 assignments, two projects, one 3000 word thesis and sat seven three hour examinations he was awarded 2½ credits Distinction, 2 credits Grade 2 and ½ credit Grade 3.



*Mike Golder*

Mike is not satisfied with his wonderful achievement. He is now carrying on with his studies for a further two years to gain an honours degree. His next two courses are 'Topics in Software Engineering' and 'Computational Mathematics'. He is grateful to ROCC for generously sponsoring him throughout the five-year period.

## Newsline | PEOPLE

### Mike's BA

**Mike Golder**, a customer engineer working out of our Tamworth service centre has obtained a Bachelor of Arts degree from The Open University.

To gain this, he spent the last five years reading a number of courses, including: 'Living with Technology', 'The Digital Computer', 'Maths in Computing' and 'Programming and Programming Languages'.

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## Tobin MBA



**Tobin Aldrich**

Direct marketing manager, **Tobin Aldrich** has gained a masters degree in business administration (MBA) from City Business School. He already has a masters degree in history from Cambridge University.

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## John Certified



**John Stanley**

Operations controller **John Stanley** could hardly contain his news that he had successfully completed 'The Professional Receptionist and Telephonist Course'. This is a one-day course run by the Crawley Training Association and John was the first employee in ROCC to obtain a certificate. Course topics included 'How to Sound Confident, Caring & Helpful' and 'Handling Complaints'.

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## Gastronomic movements

**May Jobe** and **Aphra Cullinane** are now located in their new canteen area in Unit 1 which was formerly part of the dp department.

The refurbishment took about three weeks and the ladies have settled well into their new kitchen.



*May and Aphra serving from their new kitchen.*

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## NetWare people

ROCC's Technical Services Division has launched a nationwide Novell network consultancy and support service, offering a help desk manned exclusively by Certified Netware Engineers (CNEs) for Novell's family of NetWare products.



**Trained and tested to provide superior NetWare Support.**



*Tony Parsons, Brian Gent and Andy Gale with Martin Palmer and Keith Banks.*

Technical support engineers - **Brian Gent, Andy Gale, Tony Parsons**, with **Tommy Bowden** and **Steve Haworth** from Manchester, plus branch supervisors **Malcolm Stanbridge** (Bristol) and **Keith Johnson** (Edinburgh) - are now CNEs. They underwent extensive training on the latest technology to meet Novell's strict certification requirements.

Before becoming a qualified CNE each applicant must demonstrate mastery of the subject by passing seven tests with a score of 85 percent or higher. Novell is always updating the programme which means the ROCC personnel will have to sit further examinations to remain certified Novell engineers capable of providing the level of support NetWare users depend upon.

WEDDINGS

**Mike** (customer engineer - Tamworth) and **Jean Golder** celebrated their Silver Wedding Anniversary on December 23 last.



*Mike and Jean.*

A party was thrown for them at a well-known hostelry, The Punch Bowl at Stapenhill in Burton on Trent, at which 30 relations and family friends attended.

Mike's present to Jean was two silver cocker spaniels to match the real cockers they have - ten year old Sooty and Amber who is six.

APPOINTMENTS

SYSTEMS DIVISION

Business Management Group

NORTHERN REGION

**Marshall Flockhart** has joined ROCC as a senior account manager working out of Manchester. His client base will comprise both local authority and commercial clients.

He comes to us having gained a wealth of experience in office information systems from his previous employment at Wang UK Limited (1990-92), Xios Information Systems (1989-90) and Norsk Data/Wordplex (1987-89).

Marshall is married to Jessie and they have two children Lindsay, 15 and Douglas, 11. Leisure time is spent in watching his son play football, as well as his favourite team Manchester United. He also swims occasionally.



*Marshall Flockhart*



*Roger Cheshire*

SOUTHERN REGION

**Roger Cheshire** has joined as a senior account manager - public sector.

Previously he was with consultants Clifton Reed for one year specialising in selling Apricot systems to the public sector. Prior to this he was a major shareholder and sales director of Kestrel Computers. This company specialised in selling Sequent solutions and PC networks to the NHS.

Roger is married to Liz and they have three sons, Stephen, Ian and Scott. Away from sales, Roger plays tennis and is keen on photography.

SALES SECRETARIAT

**Jane Humphrey** has been appointed as full-time secretariat senior. She joined ROCC nearly 3½ years ago in a part-time capacity.

Away from the office Jane plays Ten-Pin Bowling for the Crawley League, is an avid tennis fan and is particularly glued to the TV when Wimbledon is on. She told Newsline that she is also kept very busy with her two sons, Simon aged 20 and Matthew who is 13.



*Jane Humphrey*

DIRECT MARKETING CENTRE

**Miriam Wearn** comes to ROCC as a marketing assistant from Horsham-based Sun Alliance, where she worked for one year training to be an underwriting clerk.

Prior to this she was at Colliers Sixth Form College, obtaining 'A' levels in English and Classics and is currently studying 'A' level Law at night school for June exams.

Leisure interests include reading, the cinema and photography.



*Miriam Wearn*