



WaterWhat?



Quarterly Magazine
of

SOUTH STAFFORDSHIRE WATER PLC

Issue No. 1

Autumn 1992

Welcome to the first issue of your Magazine - Waterwhat? Why Waterwhat? Well, we couldn't think of an appropriate name for it but we are sure you can. So come on everybody - have a go! Send your suggestions to Angi Robson and we'll print the "cleanest" most popular contributions (anonymously if you like) in the next issue. Suggestions for the title by Monday 14th December 1992 please!.

We want to cover every aspect of Company News in your Magazine: Management Issues, Sport and Social, Fund Raising, Customer Services, Promotions, Retirements, New Arrivals (Water Babies), New Faces, Poems, Cartoons, Competitions, Company and Personal Achievements - the list is virtually endless!

Contributions will always be welcome because the success of your Magazine depends upon them. Over the page you will find a list of Departmental contacts for your stories, so now's the time to realise your long cherished ambitions and see your article in print!

"Our Man at The Top"

The past twelve months have been memorable.

I am very pleased to take this opportunity to talk to you about the Company's future and restructuring South Staffs. Water Holdings PLC, of which John Harris is Managing Director, and has amongst its responsibilities preparing a strategic review, developing new charging schemes and overseeing Asset Management Plan 2 which will be used by the Director General to agree our percentage increase or decrease to water charges over the 5 years from 1995 to 2000.

South Staffs. Water PLC will be the licence holder for supplying water. John Harris is Chairman and I am Managing Director. The Directors of Finance, Quality and Customer Services, Engineering and Operations are Steve Coathup, Tony Woodward, David Fifield and David Coldicott respectively.

The Enterprise Company will be developing and managing the group's diversified businesses. Its Chairman is John Harris, Managing Director, Steve Coathup, with Alan Jones as Commercial Director.

All staff will be kept informed about new developments either by Team Brief and Notice Boards but this newsletter will be a way I can pass on a personal message. My congratulations to all who were involved in achieving BS5750 for the Customer Contact Centre within Customer Services Division. We will be using the BS5750 system as a framework towards achieving our objective of "Customer First" and "right first time" policy throughout the Company to improve the quality of our product and service.

You will also be aware that we are implementing the first stages of (TQM) Total Quality Management. This is a process of Company wide improvement and for all of us to recognise that responsibility does not lie solely with one department or function but with all of us across the whole Company.

Everytime we write a letter or use the telephone we must be aware that the customer expects service and deserves to be dealt with efficiently, courteously and correctly. Each of us are ambassadors for the Company and I am confident that we are well placed to make the most of future opportunities.

I would therefore like to express my gratitude for the commitment you have given and look forward to a successful future.

Terry McAllister





WaterWhat is produced by the Public Relations Dept of South Staffs Water

Editor Angi Robson
Ass. Editor ?

H.Q. LOCAL CONTACTS

- Operations Dept. ?
- Engineering Dept. ?
- Personnel Dept. ?
- Admin Dept. ?
- Computer Dept. ?
- Finance Dept. ?
- Customer Services ?
- Quality Assurance ?
- Water Quality ?
- Burton Area Office ?
- Cannock Area Office ?
- Northern Area Office ?
- Sutton Area Office ?
- Tipton Area Office ?
- Walsall Area Office ?

Not forgetting Treatment works and pumping stations.

Ha! Ha! So much for the list of Contacts!

Many have asked "Where's this Magazine Angi?" Help me produce it regularly - Volunteer to be the contact for your dept NOW!

WATERWHAT COMMENT

Recently, I was, to coin a phrase, brought up short - something I must admit doesn't happen to me very often. I was in casual conversation between sending a fax, doing some photocopying and 'phoning AJW (to confirm a particular fact on the third para, 4th page of a recent stuffer) when a Member of Staff in Customer Services disarmingly enquired "What do you actually do Angi?" (I felt counselling might be necessary here - doesn't everyone know what I do!!)

Taken aback, I replied bravely, "You mean you don't know what I do!"

Shake of head and quizzical glance. I hesitated, laughed, thought a bit, then came back with the quick rejoinder, "As a matter of fact I really don't know what you do either!"

We exchanged briefly what we both did and left it at that.

We all expect and assume that everyone from the M.D. down knows exactly what we do. In fact, we all tend to work in little boxes and often don't know what goes on outside our own sphere of operations. Yet all of us play our part in supplying water to one and a quarter million people. Whether it be to advise Customers, answer queries, get the money in, pay the money out, lay mains, treat water, etc. etc. We are all part of the Team.

Even more recently, my friend from Customer Services asked in passing "What's happening about the Newsletter?" (A shudder goes through me). "Well you may ask" I laugh (along with many others I thought). She

continued in a matter of fact way, "I hope it's not going to be as dry as those infrequent Waterviews we've had in the past. By the way, how often will this one come out?" I hasten to add at this juncture that I did have something to do with past issues of the above mentioned infrequent Waterview. I felt justified in defending the infrequency and dryness (if not dullness) of same by simply saying that if we did not receive articles, stories, thoughts, suggestions (watch it!) from Members of Staff - what does one do?

I know - write it yourself! Now that could be fun!

So I make no apology for the dryness and perhaps dullness of this the first and (hopefully) a quarterly issue of Waterwhat. Yes I know we have a heavy bias of technical items but that's all that's come forward to date. I want - nay I need - contributions from you all - well those of you who have read this far that is! Contributions need not be work related. I know lots of you

get involved with social activities, are looking forward to interesting holidays, and I know of one person who is on the receiving end of 12,000 pieces of correspondence in one day. Who on earth answers them all?

We have assorted events coming up - shouldn't I know about that? I've heard about a dragon race. I hope to receive a report and some photographs would be just great!

If you are a proud mom or dad, why not publicise it! And Area offices - I really would like to hear from you.

Better still - do you want to know what happens in other Departments? Are you new to the Company - do you have an interesting past?

Write to me - PLEASE and I'll sort it out and fit it in amongst all the other jobs I do. Honest!!!! All I need is for you to manage a small contribution to Waterwhat amongst all the other jobs you do. That's not asking too much is it?

ANGI ROBSON



FACT FILE NO:1

Did You Know

South Staffordshire Water Company was formed almost 140 years ago in 1853 and is the largest independent water company in the UK?

It covers an area of 1507 sq km.

Serves a population of 1.2 million

Daily supplies up to 451 ML

Has over 45,000 km of mains, 2 main reservoirs

2 treatment works, 69 Pumping Stations and 36 service reservoirs and towers.



ON PARADE - The New Look Uniforms



Autumn 1991 saw the introduction of the Company's new-look uniform.

Concern had been voiced that the traditional blue uniform did not identify Company employees to customers. Indeed, Inspectors had been mistaken for policemen, bus conductors and firemen amongst others. "Commen" had also attempted to gain access to customer homes by posing as "water board" officials, with potentially very serious consequences.

Direct discussions were held with the uniformed employees, and questionnaires given to each individual, to determine their requirements. Replies indicated the following views:

- The Company name should be visible
- Zipper style bomber jacket (like British Telecom/ Gas Board) were preferred
- Machine washable material should be provided
- The quality of uniforms should be the same as that worn by British Telecom and British Gas

The new-look grey uniform was issued in Autumn 1991. At this point the telephones started ringing - "too big, too small, too cold, too hot, no creases, poor quality, this is too like Gas Boards, zipper jacket not suitable" etc. Many of the comments were absolutely correct. For example, the trousers were cold to wear (the Company issued thermal long-johns); machine washable jumpers did shrink to half original size.

To conclude the story, a representative group of uniformed employees, who serve on the newly formed JEC, have been included in a group to evolve the uniform to be issued in October 1992.

A provisional selection has been made and each representative has agreed to "model" the uniform and collect comments when available from all concerned.

Representatives are as follows:-

- BRIAN LAWLEY, WALSALL/LEAKAGE CONTROL UNIT
- BARRY BRADLEY, TIPTON
- PETER BOULANGER, STORES/TI
- BOB ROTHWELL, BURTON DEPOT
- RAY LEACH, SUTTON DEPOT

Alternatively, please contact Purchasing or myself to discuss specific points of view.

Watch this space for further details.

Anthony Capener



With Safety in Mind

A personal message from Dennis Walley, new Company Safety Officer.

After many years of service, Ron Perks finally said goodbye to friends and colleagues at South Staffs Water plc on May 22nd. His mantle has now fallen to me, and I shall endeavour to earn a similar measure of respect and co-operation as he enjoyed for so many years.

We are in the midst of the most important changes to work place health and safety since 1974, and it is my desire to help the Company adapt to that change by raising the profile of safety issues. As a result of greater harmonisation across the EC, much of our existing law is being changed, and the effect on the management

of safety within the Company will be profound.

Risk Assessment

The new approach will require managers to assess the risks to their staff for each work activity. Many of the older regulations will disappear, and we shall have to devise our own standards for protecting the health and safety of our staff. Those who manage the work of others at every level are responsible for their safety in that work, and safety must be a fundamental consideration in all management decisions.

It is my belief that the Company's most valuable asset is represented by the dedicated body of staff without whose diligent



efforts it would cease to function. The least we can do is to ensure that no one is required to face an unacceptable risk of injury

or ill-health from their work. I look forward to working closely with all of you to help achieve that objective.

Maintaining the Mains

Lay all the Company's mains end to end and there would be more than enough to go around the world. In fact, there are over 28,000 miles of them - the first of which was laid nearly 140 years ago.

In those days, the pipes were made of cast iron and unlike the familiar blue polythene version - they **corrode!** About 70% of the Company's mains are the old iron type and this year nearly **£5 million** will be spent on replacing them as part of a 20 year planned programme.

Fortunately, due to modern technology, the task of replacement is not as daunting as it used to be and a mixture of old a new methodology is widely used throughout the vast area covered by South Staffs to ensure the most cost effective solution is adopted in each case.

Open Trenching

As its name implies, open trenching is carried out by a digger or special narrow trenching machine. The pipes are laid in the trench and then back-filling takes place. This method can still

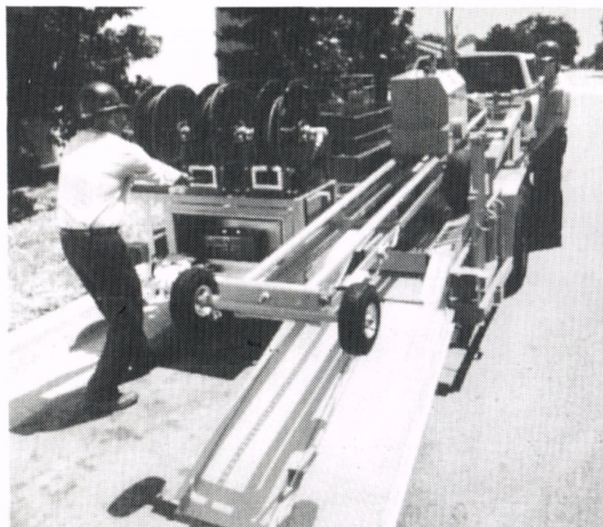
be the most practical and economical in open spaces such as fields and on grass verges where disruption is not a major consideration.

It's a different story, however, in urban areas where mains replacement and the necessary re-connections to consumers both large and small would lead to major disruption if trenching work was undertaken.

Pipe Cracking

Pipe cracking solves the disruption problem in populated areas and allows up to 100 metres of main and consumer re-connections to be made every 8 hours or so.

Highly cost effective under these circumstances, only two small excavations (3 m x 1 m) are required - 100 metres apart at either end of the old cast iron main. A fibreglass rod is pulled through the existing mains between excavations and this is followed by a compressed air boring tool known as a "Pneumatic Bomb". The size of the bomb is greater than the old cast iron pipe and so it smashes the existing main as it goes



The Compact trailer mounted Directional Boring equipment is easily transported by Land Rover.

through, pulling behind it a polythene sleeve. Within this sleeve is the new polyethylene replacement main.

Pipe cracking was first introduced around 1985 and was taken up most successfully by South Staffs Water in 1988.

Directional Boring

Directional boring is a flexible method of drilling from the surface which allows the boring bit's direction to be changed at will by angling the boring head. The drill bit incorporates a radio transmitter, thus enabling its location to be determined precisely by a hand held, battery operated receiver whilst boring takes place.

The compact trailer mounted system is easily transported to site by a Land Rover and employs a team of just three operatives. It is ideal for boring beneath roads, rivers, railways, etc. without surface disturbance. Another distinct advantage is that a new main can be laid alongside an existing one without disrupting the consumer's supply in a fraction

of the time it would take to lay a new main by trenching methods and then making good.

Recently a main was laid beneath the busy A5 trunk road using this equipment. A 180 mm diameter hole was bored in under three hours with a set up time of just **one hour**. Normally the task would have taken **3 days** using 3 men and a digger. Another bonus is the total elimination of road surface re-installment. Recent legislation has laid down the most stringent parameters for making good these surfaces which would otherwise cost the Company a great deal of time and money.

As you can see, mains maintenance and replacement is a prodigious task requiring considerable financial resource and commitment from the Company. Perhaps more than any other single project, the 20 year Planned Mains Replacement Programme using all modern technology available, emphasises South Staff's policy of "Putting the Customer First."



The Directional Boring Machine in operation. In the foreground is the hand held drilling bit locator showing the location and precise depth of the boring head.

CONGRATULATIONS



Congratulations to John Green for winning the 1992 award for "Best Industrial Premises - Walsall in Bloom" - Yet Again!

All this despite the building work in progress for our Customer Centre — more about that in the next issue.

STOP PRESS:

Congratulation to our latest MBA's - Alan Rogers, Keith Hodson, Maria Withers, John Morrall and Jack Carnell.

Solving the debt problem

In April 1991 the cash owed to South Staffs Water by its Customers totalled more than £3 million - nearly three times the debt twelve months previously.

There were two main reasons for this dramatic rise:

- a) During 1989/90 Local Authorities collected water charges from their tenants for the Company for a fixed fee which included bad debts.
- b) The Company now follows a new Code of Practice for debt collection and disconnection which increased the workload and recovery cycle time (the time from the first bill to final disconnection for non-payment).

Swift action was necessary to redress the situation and by October 1991 new initiatives had been implemented including:

- Tightening up the recovery cycle time including an increase in Company manpower for Customer visits.
- Closer liaison with D.S.S. and Regional Benefit Offices to identify Customers with difficulties and the extension of a special instalments payment scheme.
- Discussions with Local Authorities on the possibility of them collecting tenants' water charges for an economic return.
- Introduction of a trial system of card operated meters based on time rather than water volume.

The result of these measures has now significantly reduced the arrears. This has been achieved whilst retaining the balance between Customer care and minimising Company debt levels.

Now the level of arrears and bad debt write-offs is one of the lowest in the Industry and it is expected future disconnections will rapidly reduce.

Arthur Worthington

BS5750

At South Staffs Water Co.

WHAT IS BS5750?

A British Standards Institution document setting out procedures for quality systems and standards with guidelines covering all activities within an organisation.

The objective is to ensure that products and services supplied by that organisation maintain a consistently high standard.

WHY IS SSW INTERESTED IN BS5750?

As a company we are aiming to become more customer driven. The importance attached to this is reflected in the new organisational structure of the company.

We need to ensure that we know the answers to questions like:-
"What do our customers actually require of us?"
"How can we meet their needs in the most efficient and effective manner?"

As the company moves into the 21st century we are aiming to become a more efficient, quality and technology led company.

HOW IS SOUTH STAFFS GOING TO IMPLEMENT QUALITY LED SYSTEMS AND BS5750?

A two to three year company wide program is being developed. Initially the areas to be looked at are those sections who have most direct contact with our customers. Each section will work with quality assurance, examining their working methods and jointly revising these to ensure that both the methods and the workers are placing appropriate emphasis on the customer's needs.

This work has already been tackled in the Customer Contact Centre and an application has been submitted for BS5750 assessment and registration for this function. Work has also been started in both the Correspondence Management and the Cash Control Office.

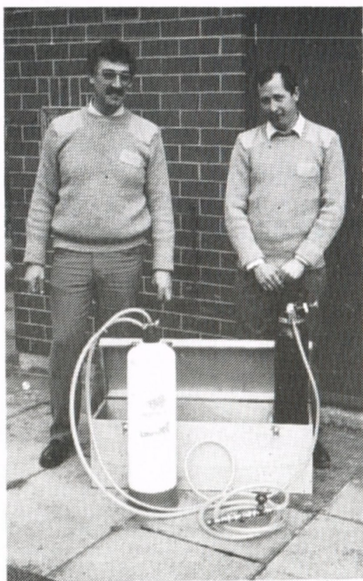
The company is also reviewing both our suppliers and our outside contractors, and is taking steps to ensure that in future they also adopt a quality led approach.

TRAINING

The Company recognises that a training programme will also be needed to ensure that all who work for the company understand and recognise how they can do their part for their own particular customers.

As part of this programme June Beddows, Quality Systems Manager in the Quality Assurance Department, has recently passed the examination to become a B.S.I. Lead Assessor, and is duly competent to assess whether our systems and those of our suppliers are of the required standard for BS5750 accreditation.

A Blast of Good News for South Staffs' Customers



Clive Willis (Tipton) and George Booth (Burton) receive their "Uni-jets" on completion of training

With around half-a-million aging water connections from consumers' properties on to the Company's mains, it is not surprising that occasionally these connections get blocked up.

Hitherto this has been bad news for the Customer since they are responsible for the connections within their boundaries. Remedial work has required excavation, sometimes of an extensive nature, until by a process of elimination the blockage has been located and cleared, followed by in-filling and making good.

Now, thanks to Terry Breeze, a Waterman at Walsall Area Office, much of this expense can be spared the consumer.

Terry has developed a device to "blow" blockages away using an explosive mixture of compressed air and water and after two years extensive trials, the system is ready for general use.

Called the South Staffordshire Water Uni-jet, twelve people were trained in its use at Maple Brook in March this year; after which they were each kitted out with a complete set of equipment for their respective areas.

Terry received £500 for his idea through the Suggestion Scheme and South Staffs consumers can look forward to saving many hundreds of pounds and avoiding major inconvenience if their mains get block up.

"Well done Terry!"

Anthony Capener



The Uni-jet in action during a simulated blockage

"Restaurant Refurbishment"

A great deal of work has been put into refurbishing the Restaurant and I believe that the end result is one that we can all be pleased with and proud of.

There are some "thank you's" due. Many people have made an individual contribution of one type or another and it is only right that they should be named. Wesley Reynolds, Peter Barnett and Ted Shore - Electricians. Alf Bratt and John Jeram - Carpenters. Ken Irons, Dennis Wood and Fred Smith - Painters. Brian Brown - Plumber. We must not forget Terry Kane and Alan Westwood and a special "thank you" is due to Tony Morris for all his organisation. I hope we haven't left anyone out! Each has done a professional job and I think that we can all say it's now difficult to remember some of the worst parts of the old "Canteen". Remember the glory hole at the far end of the Games Area - now neatly boxed in and with double doors by Alf and John - just one of the jobs they did! Then there was the difficult task of decorating - expertly carried out by Fred, Dennis and Ken.

Colour Co-Ordination

Talking of decorating that "amazing purple paint" applied at the first attempt caused considerable consternation. I should explain that this paint was not the one chosen. The colour shown on the chart was completely different from the shade of paint in the tin. Nevertheless, our gallant lads manfully plastered everything that was supposed to be mauve with the purple and then called for help when it didn't look right! After further deliberations, a more suitable shade was found and you can all see the end result.

It is perhaps the decorations which have caused the greatest number of comments. The Restaurant has been described as everything from a good co-ordination of ideas to a Ladies Boudoir! It is true to say that most of the comments were made during the decorating and not after completion and I agree that the partially completed job



probably deserved many of the remarks. However, to those who said "I wouldn't have those colours in my home!" the answer is "neither would I" but our Restaurant is not a home nor is it just a Restaurant; it is a Lounge Area, Games Room and Function Room. It has to cope with weddings, birthday parties and many other things and as such it needs to be all things to all men (and women). The idea was to make it look good under as many circumstances as possible. Since the decor has been completed, I have heard no further adverse comments and I think most people see the overall effect as being generally appropriate.

Congratulations to Angi Robson on her choice of prints for the walls. Again the paint, originally seen as mauve paint, can now be seen to set off the curtains, frame the windows and act as a back-drop to the prints. Most people now agree that it works well in that role.

I particularly like the four prints of Punch by the bar. Somehow they seem very appropriate. It is pure coincidence that they went up the week before the final edition of "Punch" was published but on a retrospective basis they can be considered (accidentally as it turns out) to be a tribute to this Magazine.

A further tribute goes to Julie and the rest of the Bromwich Staff who have had to put up with significant prob-

lems during the refurbishment. Not least of these was trying to produce a lunch and breakfast service in the Amenity Block from the Kitchens across the yard, and I must say that an excellent result was achieved. Thanks are due here to everyone who manhandled the old serving units up the stairs into their temporary home and then back again two weeks later.

There is one important thing missing from our new Restaurant - a name. And so

it's been decided to run a competition, open to anyone and everyone to provide a suitable name. The rules are simple: (1) anybody can enter, (2) only I can win, (3) therefore all entries must have my name on them. Seriously, if you want to have a go, ignore rules (2) and (3) and submit your suggested name on the entry form below to Julie Margrove. (The prizes will be displayed in the Restaurant for all to see.

Michael Pegg



Entries must be received by 14th December 1992 and any employee of South Staffs may enter - irrespective of location.

My name for the new Green Lane Restaurant is:

.....

I think this is a good name because (not more than 15 words)

.....

.....

.....

Name: Location: Tel. Ext:

South Staffs new Valve Identification System

With something like 2,600 valve complexes spread throughout the Company's aging trunk mains systems, regular maintenance is a major task even if you know where the valves are located. The problem is that many of these valves are sited across fields and in overgrown grass verges and their identification posts are totally obscured by undergrowth. Another drawback is the time taken in keeping up to date the drawings and records of the locations. Therefore in the past, great reliance has been placed on individual's experience and their in-depth knowledge of the local area.

Research & Development

In October 1990 a Project Team was set up comprising Jim Martin and Grahame Blundy from Northern Area Office. It was obvious from the outset that the system would need to be computer based and so it became a question of what was readily available commercially that was capable of doing the job. The question was quickly answered - nothing!

Undaunted, Jim and Grahame researched into new developments and technology to see what could be adapted to meet the specification. Their research completed, they presented outline proposals to Senior Management. Then, backed by The Board, the Project Team approached a Computer Company with proposals for a feasibility study and at last things started to move.



Left: The Field Unit and Bar Code reader in operation.

Below: The Field Unit with its Bar Code Reader.



Jim on safari (before the advent of the new system) at site No.33 Hand-sacre where there is a 33" main. We're not sure what he's looking for but the Depot reports he found it one month later.



Another one of Jim's discoveries perhaps?

The result was a computerised system comprising three items:

The Management Unit based on an IBM PC Network with monitors and keyboards located at various Offices.

The Field Unit, a rugged, hand held computer weighing only 1.5Kg. complete with screen and keyboard.

A Bar Code Reader (similar to those at the Supermarket checkout) which plugged into the Field Unit.

Now whole valve complexes need only one location post and plate. Each post contains a number of bar codes which when scanned by the Reader displays on the Field Unit screen a detailed drawing of the complex and all relevant information. All valves in the complex can be selected in turn and important information about valve type, size, operation and maintenance schedules easily accessed.

The Field Unit can be used to record any site action taken and make other observations such as remedial work required, with the time and date. Then all of the information for each complex visited can be quickly downloaded to the Management Units and all records quickly updated at all relevant Offices.

Planned work schedules for patrols and routine maintenance can be programmed on the Management Units and quickly transferred to the respective Field Units for Service Operators. Eventually, as the system is developed, many other areas of planned work can be added. These areas can vary from records of all empty premises where supplies have been disconnected to current locations of portable equipment such as bowsers and pumps.

This entirely new concept in valve identification and information has many other applications apart from the Water Industry. As a South Staffs innovation, it is hoped eventually to vigorously market the system worldwide. In the immediate future the system will be exhibited at Wembley's World Water Exhibition and this will be followed by demonstrations and presentations to The Institute of Water Officers.

Assault on Aldridge

On a cold Sunday morning early in April, whilst the rest of the world slumbered peacefully, five Teams of South Staffs die-hards made tracks for the Woodlands Camp Assault Course in Aldridge.

Their objective was to compete with other Teams by completing the Course in the fastest time and through sponsorship, raise money for the Cheslyn Hay Otters - a Sports Club for the Disabled.

Modelled along the lines of the Krypton Factor Course, there were twenty different obstacles to overcome. These included walls, rope bridges, nets and tunnels to crawl through. There was also the inevitable rope swing

over a large lake, containing, rumour had it, man (and woman) eating piranha fish. (We have it on good authority that the water in the lake was not supplied by South Staffs!)

The five Teams competing were:

1. Jason Raghunanan and Rob Sawle
2. Jo Meadows, Kevin Watkins, Keith Edwards and Eric Lenars.
3. Wayne Powell, Steve Perks, Simone Jones and Shelley Walker.
4. Chris Albutt, Nick Smith, Jane Wilkes and Matt Lewis.

5. Mike Lewis, Mike Watkins, Jason Vigras and "Guest Star" Jim.

Everybody completed the Course - eventually - and a few never even got their feet wet. Jo Meadows led the Winning Team and Jason Raghunanan recorded the fastest individual time for the men. Team 3 received a special "Sub-Aqua" Award. Apparently, they spent more time in (or under) the water than they did completing the rest of the Course. We've been asked to print an official denial that they are now under contract to record "I'm Forever Blowing Bubbles."

All in all a Great Day Out!



Shelley Walker about to take the Plunge!

Well done everyone and grateful thanks to all you Sponsors. The event raised £450.00 for a very worthwhile charity.

Rob Sawle



Mike Lewis drops in ...!



Jason finishing the course with the fastest time

FORTHCOMING EVENTS

- 25-10-92 Euro Disney Trip - Paris
(Our best wishes for a great time to everybody on the trip!)
- 1-11-92 Dragon Boat Racing
The Lake at the N.E.C. Birmingham
(Vociferous support required!)
- 7-11-92 Tipton Bonfire & Firework Display
Tipton Area Office
- 21-11-92 Xmas Shopping Day
Sheffield Shopping Centre
- 3-1-93 Childrens' Xmas Panto & Party
- Green Lane
- 17-1-93 Mencap Xmas Party - Green Lane
- 23-1-93 "War Babies" 40's Night - Green Lane

South Staffs Abroad

You couldn't be more mistaken if you believe that the influence of South Staffs Water is confined to the 1500 sq km in the Midland area.

With its 140 years of practical operating experience the Company is ideally placed to assist with overseas projects in general and third-world countries in particular to help them improve every aspect of their water supply. Assistance can be of a specific nature such as leakage control or automation or more broadly based such as recommendations to improve corporate strategy.

Two such recent schemes have involved teams from Walsall visiting Malawi and Botswana in Africa. The Malawi project comprised a Purchasing & Stores Review for the Government of that country. This covered new storage facilities, Personnel training, Policies & Procedures for purchasing, manning levels and Management Information Systems. In Botswana a full organisation and Management Review took place.

Over the past five years or so the company has acquired a wide practical knowledge of education and training in Africa



Andrew Scudamore's picture taken by the famous African landmark. We don't have a shot of the Falls themselves - presumably it upset Andrew so much to see all that "untapped" water on its way to the sea that he couldn't bear to record it for posterity - Ed.

which places us in a unique position to become effective on these locations from 'day one'.

As Andrew Scudamore, the Overseas Develop-

ment Manager puts it, "Be it practical, managerial or computing skills that are required - turn to us. It's our business to make it pure - and simple."