



the newsletter of

SMITH & OUZMAN LTD

Commercial Print Solutions - Brampton Road, Eastbourne, Sussex BN22 9AH

ISO 9001 2000: what it really means



Under the Microscope with Chris Smith M.D.

New Year Revellers ...

whose table was this?



Special Projects Investment Survey Social News Crossword



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Welcome to the very first edition of the periodic Smith & Ouzman Newsletter. The idea of writing a newsletter came about almost simultaneously from the Board and members of staff in production. All felt the need to improve the lines of communication up and down the business and with Smith & Ouzman having now been accredited with ISO 9001 2000, this is a fundamental part of its policies and objectives.

In this issue, you will find articles that will appeal to all readers. Obviously, a large part is business related but there are a number of items that will be of interest to a wider audience. Regular features in future editions will include new products and purchases, ISO 9001 2000 issues, Health & Safety, Under the Microscope - a personal profile on a member of staff, Social Club news, competitions and customer profiles.

It is hoped that you enjoy the read and for future issues the Editor welcomes your feedback and contributions. I would like to take this opportunity to thank everyone for their contributions towards this newsletter.

Ed.

We recently welcomed three new members to the 25 Year Club at an annual dinner held at the Lamb Inn. The Club members are all employees of S&O, past and present, who have worked at the firm for 25 years, there are now forty five members! The newest recruits are John Howard (machine minder & supervisor), Gordon Firth (finishing assistant) & Barbara Putland (assistant production planner). They were each presented with a commemorative watch



engraved with their name, the company name and the 25th anniversary year. Phil Ouzman, production director, and due to become a member of the club this year, said "At Smith & Ouzman we have been privileged to see many staff join our team and grow within it. From a workforce now totalling over 100, almost 20% are members of this very exclusive club. We pride ourselves on being one big family and that's one of the reasons for our success."



sign up again

S&O has held a contract with The Post Office since 1993, re-awarded on two occasions during this time. The company provides the Post Office with cheques and security printing in excess of 30 million documents a year.

After awarding S&O with a *First Class Supplier Award*, Eddie Jarman, client manager for The Post Office commented "We are delighted to work with Smith & Ouzman as they always provide an excellent level of service, with documents produced to a high standard. They consistently achieve their deadlines and keep in regular contact with us, ensuring continuous feedback."



The Board are offering a prize of £25 to the person who comes up with the best name for this Newsletter for future issues. Entries in a sealed envelope to the Editor.

Annual S & O Christmas / New Year Party

at The Chatsworth Hotel



On January 10th over eighty staff and their guests met to celebrate a successful 2003. This year the event was organised and hosted by the Board of Directors and provided them with an opportunity to thank their loyal and hard working staff. After a delicious three course meal, with free-flowing wine, a prize draw had been arranged. Top prize was a digital radio, which was won by Alan Ouzman (Chairman), who was as delighted with his luck as we were!



Special thanks must go to Karen Smith, who not only selected all the prizes for the draw but also sourced the fantastic table decorations.

INVESTMENT SURVEY

Confidence in the print industry is growing after a difficult trading year in 2003 but most agree there will be shrinkage in the number of companies trading. A recent survey showed 51% of businesses see better prospects in 2004, however 92% of bosses forecast a reduction in the number of printing companies.

The number of companies planning major investment in 2004 is significantly less than in 2003 except in a very few specific areas.

The forecast for Digital Print investment shows only increases in sheet-fed colour and large format machinery. All areas of pre-press show significantly less investment than 2003 as does finishing, with the exception of guillotines.

In the press room, only B2 and B1 markets show growth. Company-wide MIS systems however, show strong growth, as companies strive to use what equipment they have more efficiently.

One area to watch is ink-jet printing. In a recent report by PIRA, within 5 years, today's ink-jet systems will probably have doubled in speed, producing an output greater than a B1 sheet-fed litho press. One system can already produce a 320pp monochrome book in 8 seconds!

Source: Print Week magazine 30/10/03



New Year Revellers ...

whose table was this?
easy to guess by the number of
wine bottles Nick Smith's table
of course!



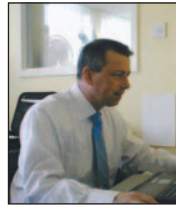
TESCO

praise after dramatic output increase

Smith & Ouzman has provided a time-saving solution set to raise the productivity of Tesco Clubcard Deals direct mail output by 80%. Tesco Freetime invited Smith & Ouzman to recommend changes to its existing system, which relied heavily on the hand collation of letters, info. sheets, tokens and other items. Steve Brett, Head of Customer Services at Tesco Freetime, said "The previous method of fulfilment had been very time consuming. Smith & Ouzman offered a speedier and fully automated version of what was being achieved manually."

The software that has been installed means a direct mail piece now takes just seconds to collate and, despite the fact that volumes have doubled since February, work that was previously outsourced during quarterly peak times is now handled in-house.

Director Nick Smith stated "The system is based on letterheads, information sheets and tokens all being printed on A4 basestock. We wrote the software that allowed the overprinting and collating to be performed in-line on a laser printer."



tim matthews

SUCCESS STORIES

from the world of Sales

Smith & Ouzman had great success in 2003 securing new contracts. We have beaten fifteen other suppliers to win a contract from **Lloyds TSB** to supply 15 million sheets per year for the next two years, with an option for a third year. We are now seen as Lloyds TSB Mailing & Distribution Centre's principle source for cut sheet print materials.

More success was gained in being awarded the contract to produce the new **Lego** gift vouchers, which will be distributed from nine sites across the U.K. & Germany including Legoland in Windsor. We are not only supplying the vouchers, but also the gift presentation wallets and matching envelopes, Point of Sale dispensers with branded labels and a laminated guide for their staff as to the security features to look out for when the vouchers are redeemed. Together with reconciliation and voucher clearing services, we are providing Lego with a complete business solution.

We are already receiving enquiries for **Post & Vote** in the run up to this years' elections on June 10. The format will be altered slightly to allow for legislative changes and customer feedback but also with a view to making production easier.

new legislation on mobile phones

is now in effect. From 1 December 2003, a new motoring offence has become law making it

'illegal for drivers to speak or listen to a 'phone call or use a device interactively if it is held in the hand for part of it's operation.'

This new law is a watering down from the one proposed by ROSPA who wanted to ban "hands-free" 'phones also. They claimed that "the call itself is a distraction that can cause accidents." However, the RAC and CBI won over the Government and the UK is now in line with the law in most of Europe.

Growth in credit and debit card usage threatens cheque producers

Total UK Transactions (in millions)	1992	2001
All Plastic Card Purchases	1316	4381
Plastic Card ATM withdrawals	1199	2269
DVD's, S/O's and CHAPS	1962	3705
Cheques	3728	2565
APACS Clearing Payment Volume	1820	3527
Number of ATM's	18700	36666
ATM withdrawals (millions)	1169	2193
ATM cards (millions)	49	73

new ISO 9001:2000 accreditation gained

Smith & Ouzman have succeeded in their bid to gain the new ISO 9001:2000 accreditation. The new standard, a process based quality management system, focuses on customer satisfaction and continual improvement and uses the company's established business processes to work hand-in-hand with documented procedures.

Production Director, Phil Ouzman said "Our customers are the most important part of our business. It is therefore essential that we understand their current and future needs."

To gain ISO 9001:2000, the company had to establish clear objectives, revise its original policy document, produce a quality manual to address the changes in requirements, review and map out business processes, communicate changes to staff and audit the system. The company then had to be independently assessed by a recognised accreditation body.

The Board wishes to thank all the staff for their hard work and enthusiasm to achieve this prestigious quality standard.

top
10
stress
relieving
tips

go for a long walk
take up yoga or exercise more
treat yourself to something
find someone to be a mentor
take up a new hobby or handicraft
find a brick wall that needs smashing down
try your hand at painting or drawing
enlist in some charity work
have a massage
or let your mind escape into a good book

jargonbuster

Fed up wondering what all those acronyms mean? Don't know your BACS from your APACS? Each issue will give definitions for some of the most common acronyms and expressions we come across every day, whether at work or home. If you have a mind boggler and can't find the answer, write to the Editor who will seek out the answer and publish it in a future issue.

APACS - Association for Payment Clearing Services - the regulations we work under.

BACS - Bankers Automated Clearing Services - how our wages get in the bank!

TIFF - Tagged Image File Format - used for saving and storing bitmapped images.

EPS - Encapsulated PostScript - widely used format for describing object-orientated graphics created in illustration programmes for output on Postscript printers.

IMAGE RESOLUTION - Often expressed as dots/pixel per inch, and is a linear measurement showing the amount of information recorded by a scanner. Images scanned at higher resolution withstand more enlargement without quality degradation.

undaunted by **big** projects

The last 12 months have seen an incredible rise in the size of some of the tasks taken on.

Following on from the 35 million ballot papers for the Kenyan general election and 1 million papers for Somaliland, S&O landed their biggest ever job in 2003, producing 67 million ballot papers for the Nigerian Presidential elections.



Despite being produced on a lightweight 80% recycled stock, the completed job weighed a massive 350 tonnes and required 6 charter flights to transport them to Nigeria. It almost makes the 2 million poll cards, ballot papers and electoral forms for our own local elections 'small fry' in comparison.



under
the **M**icroscope

Chris Smith
Managing Director

Why did you get into printing?

At the age of three I was told that if I did not behave myself, I could not be a train driver. I burst into tears and complained, "I don't want to be a train driver, I want to be a printer".

If you had your time again would you be in printing?

Yes, but if I was sixteen now in 2004, it should be digital printing.

If you hadn't been in print, what would have been your chosen profession?

Probably the travel industry.

What type of book do you like to read?

Biographies.

What type of music do you prefer?

Beatles or Handel.

What is your favourite food?

Breton Fish Soup.

Where is the best place to eat out?

French terrace restaurant, watching the people go by.

What pastime or hobby do you most enjoy?

Country walking, four miles a day.

Where is your dream holiday location?

Luxury hotel on Lake Victoria, Uganda. (There isn't one yet but it is worth waiting for.)

What has been your greatest luxury in life?

The holiday cruise in March last year, through the Panama Canal.

What is your worst fear?

Heights.

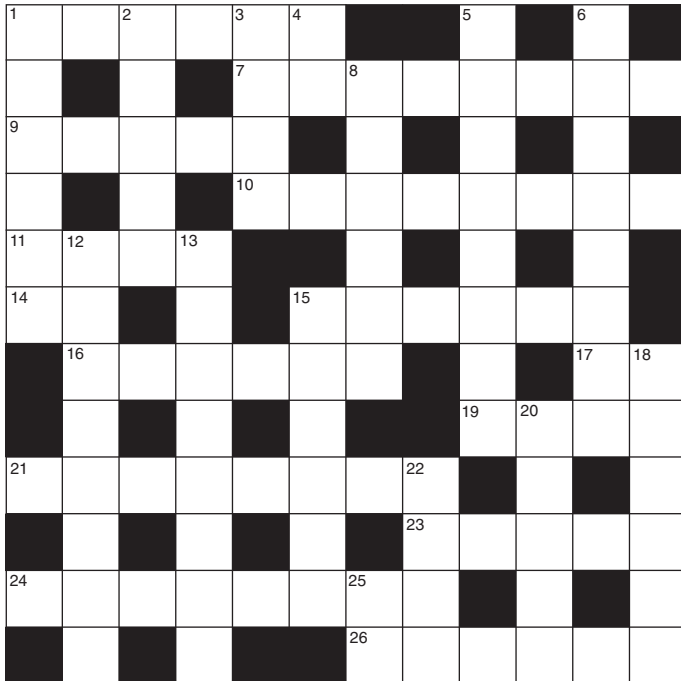
What makes you laugh?

Hearing a competitor has messed up a job.

How would you like to be remembered?

As a father and grandfather, or to have played a part in helping African countries grow in their independence.

CRYPTIC CROSSWORD NO.1



ACROSS

1. Salesman coming back in a bus, wonderful (6)
7. How a Royal Marine band might stay afloat (8)
9. Sleight of hand in a game of whist? (5)
10. Send veal abroad in chains (8)
11. A book of the Old Testament (4)
14. Twelve points (2)
15. Country with Lilongwe as its capital (6)
16. Chess playing cleric? (6)
17. The day Europe was liberated (1,1)
19. Property occupied subject to employment (4)
21. It evades a calming influence (8)
23. Danger ahead, look out! (5)
24. Quite the opposite of this puzzle (8)
26. Intense dislike of royalty can get you hot under the collar (6)

DOWN

1. Sue in a rut holds herself together (6)
2. Produce from a negative (5)
3. Inclined to be an immoral man (4)
4. Former Railtrack left you in the cold (1,1)
5. Eye covering obscuring view of waterfall (8)
6. She takes a dive and gets stuck (8)
8. Accident caused mother to break ship! (6)
12. Mobile shelter (8)
13. Captives held by organiser for long time (8)
15. Structure moved by air currents (6)
18. Tide rising for newspaper man (6)
20. Sluggish and slow (5)
22. Move gently into a shortened lease (4)
25. Often, the only sound in a library! (2)

(Answers in the next issue)

The editor (John Moore) wishes to thank everyone for their contributions toward this newsletter. Apologies to those who supplied material not included, but this will be saved and used in future issues.

Views expressed in this newsletter are not necessarily those of the Board.

Social Club News - Golf



In July eight intrepid golfers set off to play at St Omer, in France. After a 6am start (who said Chris Healy could not get up in the morning), and not a French speaker among us, we all set off for the Eurotunnel. Five hours later we arrived at the course. The prize on offer was a set of clubs donated by Chris Smith (thank you Chris). We knew it was going to be hard, the European Tour had played there just three weeks earlier, but none of us realised just how hard. In blistering heat we started out in two fours, the first hole was easy enough, a flat par four; the second let us know what we were in for, a par three with the green 150ft below the tee.

And so it continued, up then down, down then up, up then up and up some more. The greens didn't even offer a respite from the hills; some had more of a slope than the fairways. Five and a half hours later we finished, absolutely exhausted. Chris had the best score with a gross 106, closely followed by Sarny with 113 and because only an S&O employee could win the clubs Sarny was hailed as the lucky winner; trouble was the prize was a set of men's clubs so they are up as the prize for our next trip.

We are deciding on the location of the next golf expedition, and anyone who wished to play should see Steve Hancock (all standards welcome). We are also arranging a game against Express Dairies, date to be arranged, so again, see Steve if you are interested. SH

It happened in 2003...

WEDDINGS

Paula & Michael Jacks

Janet & Ken Groves

Hayley & Peter Gower

Elaine & John Moore



RETIREMENTS:

John Isted, Josie Martin, Steve Barnato, Dave Wright & Ron Swahn all retired from S&O in 2003.

Of particular note is John Isted who had been with the company for over 40 years.

Bereavement: Tony Potter sadly passed away.