D. MCKENZIE

# AUTOMATIC TOTALISATORS

MEMO FROM: PETER KENYON MEMO TO: ALL PERMANENT & PART TIME ENGINEERING STAFF

NO. V4300/87 31ST JULY, 1987

SUBJECT ENGINEERING SUPPORT GROUP

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I advise that effective 1st July, 1987, control of the Engineering and Software functions of the ATL Operations in Australia was transferred from the Branches to the Engineering Division at Head Office.

So far as Victoria is concerned, Harry Lane is no longer responsible for such functions nor for the personnel involved. Harry has been appointed Branch Operations Manager and Second In Charge of the Branch. As such he will continue to perform many of the duties of his previous position and, as well, he will be the liaison between Operations and Engineering.

Peter Collier has been appointed Victorian Branch Chief Engineer. Peter, who reports directly to Alan Rose in Sydney, is now responsible for the Engineering and Software functions in the Branch and for the personnel concerned. Michael Higgins has been appointed . . Assistant Chief Engineer.

The reasoning behind the change in approach to Engineering Support throughout the Company is to rationalise support facilities and to promote Company wide recommended maintenance and service procedures. A monthly reporting system is to be instigated to relay back to H.O. the frequency and nature of faults being encountered in the field. This information will be incorporared in the quality control feedback to Production. In addition it is intended to make use of the availability of a pool of engineering expertise Company wide which is able to support Branches in times of crisis or manpower shortage.

Every effort is being made by the Company to expand its Operations, Products, and Services. There are many opportunities available in the market place to a strong service orientated organisation. The rationalisation of engineering support facilities is seen as the first step in achieving that organisation. Please give it, Peter and Michael, your full support.

BET 3400 Operations and the control thereof will continue as normal until further notice.

It is opportune at this time to indicate to you that negotiations are proceeding with Tote-All in regard to the renewal of our Contract after 30th November, 1988. There is much speculation as to what the end result will be. I am advised that no decision has yet been taken in that regard. I will keep you informed of developments.

Peter Kenyon