



Staff Newsletter of ALSTOM New Zealand and the Electrical & Telecommunication Services Groups in Australia  
MAY 2003

## FROM THE MD'S DESK



ALSTOM announced on 28 April that it had signed a binding agreement to sell its small gas turbines business, its medium sized gas turbines business and its industrial steam turbines business, in two transactions, to Siemens. The two transactions are valued at Euro 1.1 billion.

This is a major and positive step forward in the company's debt reduction plan.

The impact in New Zealand will be small and will affect one maintenance

contract held by Power Sector for small gas turbine work. It will also impact on the prospects for future sales of steam turbines and associated maintenance for units of less than 100MW. There is no impact on the Network Services activities in Australia.

Our businesses in New Zealand and Australia have performed well during the past year, delivering record results. Each Group has good prospects for growth in the new financial year and the focus will remain on securing long-term maintenance and services contracts with large engineering infrastructure owners. During the next six weeks, we will publish our "Annual Staff Review", which will cover last year's results and the intentions for the next year.

*Geoff Hunt*

## 'MAPPING' OUR SERVICE CENTRE

The Auckland Transmission Service Centre recently had the opportunity to have their processes 'mapped'. With the help of Grant Ford, Peter Thornton, his supervisors and administration staff had all their different processes, from job start to finish, scrutinised. All this information was then used to form a flowchart.

Process mapping has:

- allowed everyone in the Service Centre to see what everyone else does;
- allowed Supervisors to compare notes and tools and come up with a best set/approach;
- identified failure and wait points in the work flow;
- identified differing uses, and even

differing selections, of documents to do similar work and helped us identify which ones to keep and improve and which ones to lose;

- showed where a little bit of IT could go a very long way;
- overall, given us an end to end detailed view of how we are working to enable us to make life easier for ourselves ("The wood and the trees");
- Will enable us to continue to grow in revenue without burning out existing personnel.

At this stage the process is not finalised, but Peter would like to thank Grant Ford for his help and the opportunity to complete this exercise.

*For further information contact Peter Thornton, ph: 64 9 272 0566*

## TSAU AWARDED PAY-TV CONTRACT BY FOXTEL

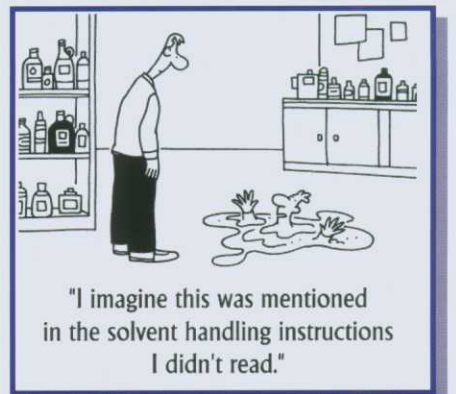
ALSTOM has been awarded a contract to supply satellite installation and maintenance services for the FOXTEL pay-TV network. The installation will provide access to pay-TV in areas where there is no HFC cable.

The contract, representing half of FOXTEL's satellite installation work, will involve 50,000 installations and 30,000 service calls. FOXTEL will begin rolling out digital interactive services as of early 2004 and ALSTOM will be involved in the connection of new customers, as well as the migration of existing customers to FOXTEL's new services.

Key to ALSTOM winning the contract was its ability to keep step with FOXTEL's changing requirements as the pay-TV provider moves from an analogue to a digital platform.

ALSTOM's field technicians will have a full ticket of work dispatched to them via GPRS mobile phones using cutting edge systems and software and they will be provided with extensive training programs on subjects such as network diagnostics, customer education on pay-TV and customer contact.

*For further information contact David MacKenzie, ph: 61 2 8878 6348*



"I imagine this was mentioned in the solvent handling instructions I didn't read."

**"Argue for your limitations, and sure enough they're yours." - Richard Bach**

