

Reading

A. Read the **first paragraph** of the text about MTS Systems Corporation and complete the following 'fact file'.

MTS Systems Corporation

Headquarters in Minneapolis.

Specialises in supplying of mechanical testing and simulation equipment.

Factories located in the US , France and Germany.

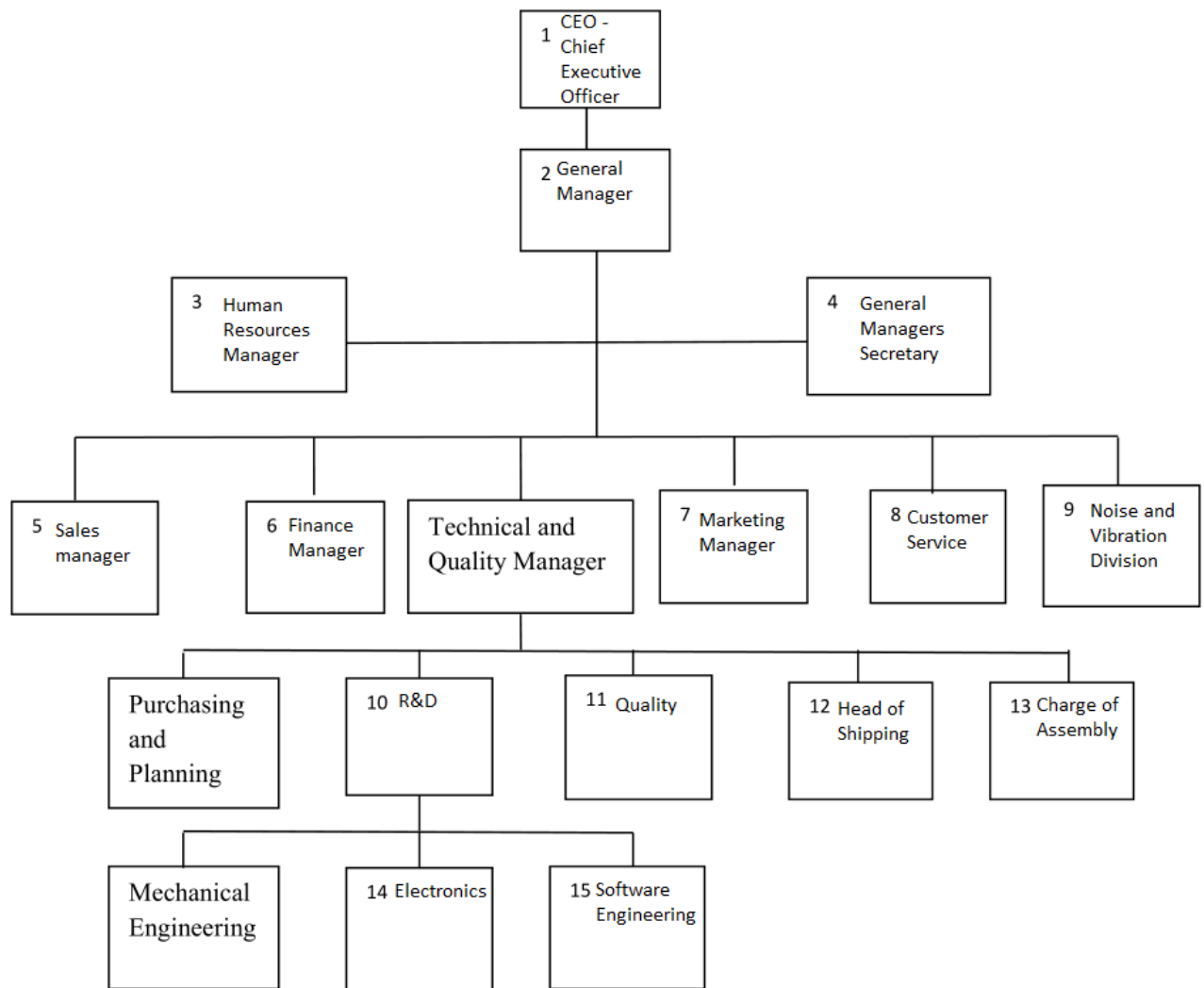
No. of employees is 2,200 people in total (worldwide).

B. Now read **paragraphs 2 and 3**, in which Bernard Levesque describes the organisation of MTS Paris, and complete the organisation chart on page 2.

(1) 'My name's Bernard Levesque and I'm the Technical and Quality Manager at MTS in Paris and work within the MTD — the Materials Testing Division, which makes equipment used by industrial firms to test the strength and durability of materials like plastics, metals and so forth. We're a subsidiary of MTS Systems Corporation, an American firm based in Minneapolis. MTS employs roughly 2,200 people worldwide and is a leading supplier of mechanical testing and simulation equipment. Our major development and manufacturing operations are located in the US, France and Germany, and we have sales and service offices around the world.

(2) Before I describe the organisation of my department, I'll outline the structure from the top, starting with Werner Ongyert, our CEO, who oversees all aspects of our activities here. Just below him is the General Manager, Jacques Mordelet, who is my immediate superior. Then there's Sylviane Villaret, the Human Resources Director, and Genevieve Cornetti, the GM's Secretary, who also report directly to him. We have a management team that includes myself, Dominique Faurieux, the Sales Manager, Jean-Francois Reinault, the Finance Manager, and of course, Jacques Mordelet, who is also the Marketing Manager. There are also two new departments — Customer Service and NVD, the Noise and Vibration Division — headed by Louis Regnier and Patrick Dhomme respectively.

(3) Now, getting back to the way my department is organised, I'm responsible for operations, so I'm in charge of Purchasing and Planning, R&D and Quality. The Purchasing and Planning Department schedules production based on orders provided by the sales team and forecasts from the Marketing Department. In R&D, there are three sub-departments — Mechanical Engineering, Electronics, and Software Engineering — which are involved in developing new products and modifying existing products to meet customer demands. They receive technical specifications from the Marketing Department and provide drawings, a parts list and assembly instructions. Nathalie Launay works closely with me on Quality — an area that takes up nearly a third of my time. And finally there's the head of Shipping, as well as the person in charge of Assembly, who also report to me.'



Listening 1 Key vocabulary

Most companies are made up of three groups of people: the share holder (who provide the capital), the management and the work force . The management structure of a typical company is shown in this organisation chart.

Board of Directors

Chief Executive Officer (CEO) / Managing Director (MD)

Senior management

Middle management

At the top of the company hierarchy is the Board of Directors, headed by the Chairperson or President. The Board is responsible for policy decisions and strategy. It will usually appoint a Managing Director or Chief Executive Officer, who has overall responsibility for the running of the business. Senior managers or company officers head the various departments or functions within the company, which may include the following:

- a Marketing
- b public relations
- c Information Technology or IT
- d Personnel or human resources
- e Finance
- f Production
- g R and D

Listening 2

Listen to seven people talking about their work and decide which department each one works for and make notes on what they do/ are responsible for. Choose from the departments a – g in the previous task.

	Department	Activities/Responsibilities
1	Finance	Giving a report every 6 months about how the company is doing.
2	R and D	Developing and creating new products with more power or other better properties.
3	Marketing	Deciding where to sell a ready made product in related to the target group.
4	Public Relations	Communication with the customers and process their inquiries. Connection with the press.
5	Production	Improving manufacturing techniques.
6	Personell or Human Resouces	Employ or dismiss employees.
7	Information Technology or IT	Designing and developing new applications for communication.

Vocabulary 1 Mark the word that does not belong in each horizontal group.

1 firm	company	society	subsidiary
2 salary	manager	engineer	employee
3 finance	product	planning	marketing
4 ship	assemble	customer	purchase
5 plant	facility	patent	factory

2 Match the following definitions to the groups of three words that you identified above.

a manufacturing sites 5

b stages in the manufacturing process 4

c people who work in a company 2

d types of business organization 3

e different departments in a company 1

3 Match each of the words that you circled with the following definitions.

- 1 payment for work, usually monthly = salary
- 2 an item that has been made = product
- 3 an organisation or club with members who share similar interests = society
- 4 a document that gives the exclusive right to make or sell a new product = patent
- 5 a person who buys goods or services = customer

Go back to **paragraph 3** of the text and find synonyms to the following words or phrases.

requirements	<u>demands</u>
transportation	<u>shipping</u>
prediction	<u>forecast</u>
to be responsible for	<u>Be involved in</u>
to change/adapt	<u>modify</u>
buying	<u>purchase</u>
act of putting parts together	<u>assemble</u>
supplied	<u>provide</u>
manager	<u>organizer</u>
to plan	<u>schedule</u>
details	<u>specifications</u>
to be subordinate to	<u>sub-department</u>