Contents

Ackno	wledgements	vii
1	Introduction	1
2	Site Description and Methodology	18
PART	I AUTOMATION AND THE LABOUR PROCESS	
3	Review of the Literature	27
4	Automation on the Shopfloor: Machinists	35
5	Merger of Job Classifications	66
6	Process Engineers	81
7	Automation and the Design Process: Drafters	104
8	Design Drafters	127
PART	II THE 'NEW INDUSTRIAL RELATIONS'	
9	Historical Overview and Review of the Literature	149
10	Quality Circles	158
11	Conclusions	200
Appena	lices	
	1 Interview Schedule	212
	2 Quality Circle Chart	215
Votes		217
Bibliog	raphy	228
ndex		233