

# The HEADLINER



A newsletter of the Omaha Works of Network Cable Systems published twice monthly

December 16, 1992



## *On the inside*

We're working to make recycling  
a way of life, Page 5  
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IBU 226 employees Jean Moody  
(clockwise from left), Joe Avery,  
Esther Wegner, Dorothey  
Armendariz and Dee Kelly put  
the finishing touches on a  
"homemade" Christmas tree.  
See Page 3.

# This 'n' That

by Linda Enterline

Well, Omaha. We did it. ISO 9002. Everyone's as happy as a hog in mud. In planning for the plantwide celebration, Omaha's #2 man, **Jim Andry** told his team over and over again to thank everyone for all the hard work. So consider the thanks extended. It takes backbone, not wishbone, to make success. □ Did you enjoy the ISO celebration? Food was good, wasn't it? Here's my theory: Eat, drink and be merry, for tomorrow ye diet. Let's push that off until '93. Whaddoyasay? □ 'Tis the season, love's the reason □ **Ring bells, will you please?** Don't make the Pioneers beg, although they are known to do that for a good cause. Speaking of doing neat things, the **Pioneer Toy Drive** total is \$2900 and counting. Your pocket change does more good than you could ever imagine. □ I could be nuts (though I'll never admit it.) How many **Santas** did you see at the Christmas party? I'm willing to play along with the St. Nick story, but I find it really difficult when he has multiple personalities. A high level source at the Pentagon who asked not to be quoted tipped us off: three red suit rentals were charged off to the federal government at \$10,000 a crack. □ Junior Achievement's Project Business Program says a big thanks to AT&T volunteers **Clarence Elliott, Sally Swoboda** and **Mike Ellsworth** for volunteering to bring a bit of the business world to the classroom. Good job! □ **The Red Cross** says the need for blood and platelets goes on year-round but it's hard to find donors during the holidays. (If only people weren't ill, holidays or not. But they are and that's the way it is.) What I'm leading up to here is this: If you're called to donate, say yes. Look at it this way: Would you trade places with the recipient? □ Going, going, almost gone. Flu shots are still available in medical. Come on up, on your own time. □ Quick. Make sure you use up that money in your **Health Care Reimbursement Accounts** before the end of the year. Also, a word on your benefit selections for 1993 from **Jim Williams** in the benefit office. If you made no changes from your 1992 options, skip over this. If you did make changes, be sure to read your confirmation letter from BDEC. If you made an error in changing an option, you'll have a better chance of taking care of the problem now rather than next year. Also, check your pay detail to make sure your tax information is up to date. □ **Lotto Bull** Safety Awareness program bites the bull-et. Look for details of a new program in 1993. □ **Robert Frost** said the middle of the road is where the white line is—and that's the worst place to drive. What a perfect segue into this holiday advice. Drinking and driving. Stay off that white line and anywhere else you and your car aren't supposed to be. And tell your kids and grandkids to watch it, too. I'm not one for a lot of numbers. Words do it for me, but even I can't believe this. Well over half a million accidents in the U.S. each year involve alcohol. 25,000 deaths. Pretty sad results from a cup of cheer. **Remember this.** One. Caffeine doesn't do a thing to fight the effects of alcohol. Like water off a duck's back. Two: Know how much and what kind of booze you can handle with your prescription drugs. You can be three sheets before you know what hit you. Three: Eat something. Four: Designer water and pop taste mighty good. People who insist on drinking before driving are putting the quart before the hearse. □ Let **ARA** do your baking this holiday. Place your order before you find yourself up to your eyeballs in creamed butter and sugar. Also known as the point of no return. Order deadline: Friday, Dec. 18. Order form is in this edition. □ I'm thrilled. **Prince Charles** is available. Hope for some of us yet? □ Well, time to go. As for *This 'n' That*, what can I say? It's newsy. It may not be right. It's not official, but it's what I heard. Happy Holidays. I am outta here.

# Dolls, bears rate ribbons

Those dolls and bears that were dressed by so many Omaha Works employees, family members or friends for the Salvation Army's Dress-a-Doll program soon will find their way into many youngsters' hearts.

But a number of Omaha Works program participants will be holding prize ribbons in recognition of their outstanding efforts. In late November some 3000 dolls and bears dressed citywide were judged by the Salvation Army. Thirteen ribbons out of 36 total were awarded to Omaha Works participants, who will be honored at a tea in January.

The winners and categories are:

•BEST BRIDE DOLL—Kathy Schutte, 1st place; Helen Solomon, 2nd place.

•BEST WORKMANSHIP KNIT OR CROCHET DOLL—Debbie Zagurski, 1st place.

•MOST CREATIVE ETHNIC DOLL—Charlene Early, 1st place; Betty Robinson, 2nd place.

•MOST CREATIVE STORY-BOOK DOLL—Alma Sucha, 3rd place.

•JUNIOR ENTRY, MOST CREATIVE DOLL—Virginia Barker, 1st place; Gladys Bailey, 3rd place.

•MOST CREATIVE SPORTS THEME BEAR—Norm Wemhoff, 2nd place.

•MOST CREATIVE MALE BEAR—Carol Adams, 2nd place; Jane Peters, 3rd place.

•MOST CREATIVE PRESENTATION OF BEAR—Pat Wentz, 3rd place.

•MOST ORIGINAL IDEA FOR COSTUME BEAR—Linda Ryan, 3rd place.

"These people and everyone who helped dress dolls and bears in our Omaha Works campaign this year display the true meaning of Christmas," noted Bonnie Anderson, who chaired the Works' Dress-a-Doll project.

"I know I speak for the Works Dress-a-Doll committee, the Salvation Army and the children who will get these toys in saying thank you for making the program such a big success."

# Schmidt is promoted

The Omaha Works has announced the promotion of Connie Schmidt to manager, customer service and material support, effective Dec. 1, 1992.

Reporting to Schmidt will be the EW&C departments of production control and new and changed design; material planning and procurement center; store operation, shipping and receiving and central trucking.

In addition, she will continue to oversee the copper apparatus/metals departments for which she formerly was department manager. They include the material planning and procurement center; production control; customer service—systems administration; stores operation; and interworks reclamation and transportation.



Photo by Linda Ryan

CONNIE SCHMIDT...Promotion effective Dec. 1, 1992.

# Cover story

Thoughts of Christmas began early for employees in Joe Avery's IBU (226). Last summer, to be exact.

That's when employees began using their breaks and lunch times to gather pinecones in the Works courtyard. Borrowing from an idea 80-type cabinet area employees had last year, they intended to use the cones to make a Christmas tree to display in their work area.

The result is a tree nearly four feet tall that attracts admiring glances of passersby. With larger cones arranged at the tree's base and smaller cones at the top, they are glued to a cone-shaped piece of scrap cardboard. Red velvet bows, baby's breath, miniature white doves and tiny ball ornaments adorn the tree.

"Everybody helped collect the pinecones all summer long" said Jean Moody.

In fact, quipped co-worker Tim Porter, "they even fought off the squirrels for those cones."

When enough cones were collected, several of the IBU's employees used primarily their lunch breaks to glue the cones to the cardboard base and decorate the tree. Besides Jean Moody, they included Elaine Hobbs, Mary Larocca and Dorothy Armendariz.

Even supervisor Avery helped out in a quality control capacity, helping to pick off the excess glue strands around the cones.

It took about four weeks of breaks and lunch periods to complete the tree, they said.

The IBU's holiday mood doesn't end with a decorative tree, however. Employees said that, in keeping with tradition, they have voted to donate excess "coffee money" to a worthy cause. This season that amounts to \$50 to go to the Open Door Mission.

## Ronald McDonald House Families to Stay in Touch with AT&T Family Phone

Seriously-ill children and their families who stay at one of the 125 U.S. Ronald McDonald Houses will be able to keep in touch with loved ones over the holidays and throughout the year with free long distance calls courtesy of AT&T. AT&T will provide each participating Ronald McDonald House with a specially-designed AT&T Family Phone as well as free domestic and international long distance service.

Phones are scheduled to be installed in all participating U.S. Ronald McDonald Houses by early 1993.

Each Ronald McDonald House will receive an AT&T Family Phone, a specially-designed phone mounted on a colorful Lucite plaque. With large, easy-to-read block numbers on its dial, the AT&T Family Phone is especially easy for children to use.

Established in 1974, the Ronald McDonald House program provides a "home-away-from-home" for families with seriously-ill children who are undergoing treatment at nearby hospitals. Today, there are more than 150 Ronald McDonald Houses in nine countries, serving more than 2400 families each night.

### Spring groundbreaking planned for metro Ronald McDonald House

The Heartland Children's Association says it hopes to break ground this spring for a Ronald McDonald House at 38th and Jones Street in Omaha. The facility will serve the families of pediatric patients at St. Joseph Hospital and the University of Nebraska Medical Center.

A spokeswoman in the office of Tony Diez, president of the association and owner of two McDonald's stores in Council Bluffs, said the Heartland Children's Association, governing board for the Ronald McDonald House, plans to install an AT&T Family Phone after construction is completed on the new facility.

The next issue of *The Headliner* will be published Wednesday, January 13, 1993. All news items for that issue must be turned into the public relations office NO LATER THAN 9 A.M. TUESDAY, January 5, 1993.

### *The* HEADLINER

The HEADLINER is published twice monthly Wednesdays by the Omaha Works public relations department, and is printed by the Works print shop.

Your comments and story ideas are welcome. Please submit either to these members of the PR staff:

Linda Enterline, ext. 3714  
Linda Ryan, ext. 3795

## Works employees give thanks in '92 by supporting annual Pioneer food drive

I'd like to thank everyone at the Omaha Works who gave to the 1992 Pioneer Food Drive. We collected \$1857 from the employees. The company put in \$300 and the Pioneers gave \$219.95, for a total of \$2376.95.

This money bought 3720 lbs. of meat from United A.G. 171 lbs. of non-perishable food donations were collected at the plant doors.

The food was delivered to the Omaha Food Bank. The people there say they can't thank you enough for your generosity.

I'd like to personally thank my committee—Bonnie Stuto and Doug Study—and everyone who helped collect money for the drive. I would also like to thank Omaha Works management people for their cooperation.

Dennis Karloff  
Chairman  
Pioneer Food Drive



Photo by Linda Enterline

Scott Mauch, who services the Bldg. 20 recycling contract, shows what a half ton of shredded paper looks like. These eight bags with a total weight of 1000 pounds contain proprietary material which has been shredded before being sent out for recycling. The blue tubs contain other waste material from the office areas.

# Improved recycling program in Bldg. 20 closes loop on waste

By Linda Enterline

An improved plan for paper recycling is being instituted in the offices in Bldg. 20.

Employees may now recycle nearly all types of papers and inks. Acceptable material has expanded from uncoated white paper with dark ink to include both coated and uncoated papers in all weights and sizes, all types of envelopes, pamphlets, brochures and folders. All colors of ink may now be recycled.

Basically, an employee can recycle almost 100 percent of the paper items received in the mail or generated in the offices.

Some waste remains unacceptable for the Bldg. 20 project. These include magazines, phone books, newspapers, news inserts and flyers. Food waste, brown papers, binders, hardbound books and carbon paper remain on the unacceptable list.

Here's another big im-

(Continued)

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## Did you know?...

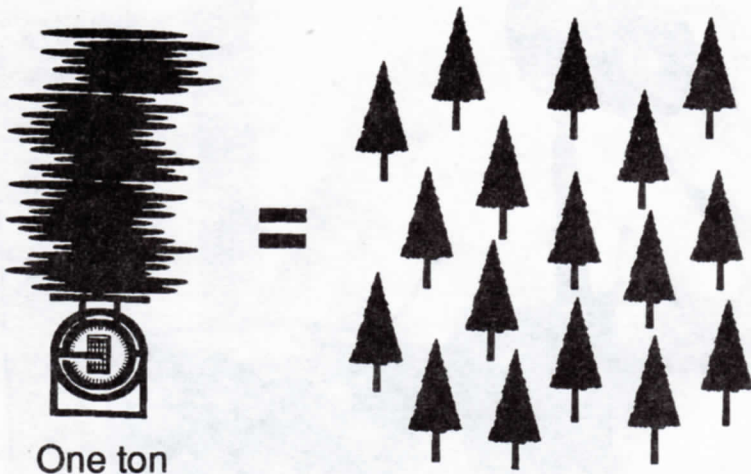
■ In America, over 1500 aluminum cans are recycled every second

■ We throw away 28 billion glass bottles and jars every year

■ One ton of recycled paper saves enough energy to power the average home for six months

■ Americans throw away a massive amount of newsprint every year—the equivalent of more than 300 million trees

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17 trees are needed to produce one ton of paper

provement that will make it almost impossible to fight the tide of recycling: Under the new plan, recyclers don't need to be concerned about removing staples, paper clips, rubber bands or plastic labels and tabs. The Fort Howard Company that processes recyclables has new, advanced machinery capable of sorting metal and plastics from the recyclable paper.

The improvements are the result of a new partnership between the Omaha Works and Fort Howard, the world's largest manufacturer of tissue products made from recycled paper.

The program is called "Closing the Loop." Omaha Works' Scott Mauch, who services the recycling contract, says "the Omaha Works gives Fort Howard our recyclable paper. We then buy back paper products made from recycled paper at a reduced cost."

Presently, all paper products in the rest rooms are purchased from Howard Fast and are made from 100 percent recycled paper.

"The program has been a bigger success than we ever thought it would be because of the support and interest in recycling," says Scott. "We started out doing a little bit. Now we're seeing more and more interest in recycling. This gets people to look at how much waste we create everyday. We want people to start thinking about what they can do to recycle at work and at home."

Mike Parizek, manager of health and safety issues at the plant, agrees. "We're seeing people more in tune with the environment," says Mike. "Recycling needs to become a way of life. At my house, we recycle newspaper, aluminum cans, plastic and glass. I've gotten into the habit. Now, I dump my recycling box every afternoon before I go home." (Continued)

## How do I recycle my waste papers at work?

The disposal procedure hasn't changed. Employees are asked to take the contents of their recycling box to the large blue waste bins located near the elevators on the first and second floor of Building 20. No changes will be made in the disposal process of proprietary material..

## The waste problem

■The average American produces more than 1000 pounds of waste a year. That's enough waste in the United States alone to fill a convoy of garbage trucks that would encircle the earth more than six times.

■Just as we're creating more waste, we're running out of places to put it. About 70 percent of our waste is now put in landfills.

■Unfortunately, nearly one-third of the nation's landfills will close in the next several years. In many communities, the garbage problem has already reached crisis proportions. For others, the crisis looms in the future.



## Recycling also conserves natural resources by:

- reducing demands on scarce landfill and incinerator capacity
- reducing risks to our health and environment from improper disposal of some hazardous wastes, such as used oil
- reducing the demand for energy and the need for raw materials used in the manufacture of new goods
- reducing costs, especially when avoided landfill and incinerator fees are considered

"The only major item which isn't recyclable is food waste," according to Scott. "The left-overs from your lunch still have to be thrown away in your waste basket."

The recycling program began in Building 20 in May 1992. Scott says, "the program has been very successful. In the first five months of the program, over a ton and a half of paper was recycled each month. Now with the new program, we've brought that total up to six and a half tons each month, which is 59 percent of our total recyclable waste."

The Omaha Works began recycling all proprietary material in October. The contents of the proprietary material containers are shredded by members of the plant's security force. The shredded material is bagged and sent to the recycler.

## Acceptable material

- all clean white, colored and coated papers
- all envelopes—colored, with labels, coated and with plastic windows
- computer printouts, accounting ledgers and time cards
- letters, pamphlets, brochures and advertisements
- folders with plastic tabs, manila folders, coated and uncoated
- The following items are acceptable and don't need to be removed: paper clips, rubber bands, staples, tape, adhesive labels and plastic tabs

## Unacceptable material

- food waste—contaminated plates, napkins, cups, waxed papers, candy wrappers and rest room papers
- magazines, phone books, newspapers, news inserts and flyers
- brown papers—lunch boxes, brown envelopes, brown file folders and boxes
- computer binders, 3-ring binders, copy paper wrappers, hard cover books, wallpaper and carbon paper
- All paper thrown away in the rest rooms, including Kleenex, paper towels and toilet paper

## Proprietary information

Continue to place all proprietary information in specially-designated containers. Don't put proprietary information in the blue waste baskets. It's important that employee continue to dispose of proprietary material properly. The biggest threat to the success of the recycling program is the improper disposal of proprietary information. Proprietary material is recycled also, but the material is shredded at the plant before being sent out for recycling.

## What's the difference between the old program and the new one?

Scott Mauch, coordinator of the recycling contract, says "Before, if you weren't sure whether something was recyclable or not, we said 'don't recycle it.' Now we say, if there's any question, 'go ahead and recycle.' Chances are—9 out of 10—it's O.K."

"Under the earlier program, we didn't recycle proprietary information. Now we are. We've also expanded to include colored paper, both coated and uncoated." ■

In upcoming editions of *The Headliner*, look for more on recycling efforts in both the shops and the offices.

## Volunteers to make taxes less taxing

VITA and the Pioneers need your help.

The Volunteer Income Tax Assistance (VITA) needs your help to provide free tax assistance on basic tax returns for individuals unable to afford professional assistance.

VITA strives to assist people in the following categories: handicapped, non-English speaking and elderly individuals and other taxpayers with special needs.

VITA volunteers may fill out the tax return for the individual or assist the individual in filing the return.

### VITA and the Pioneers

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Daytime telephone number \_\_\_\_\_

**I prefer:**

Daytime training

Evening

**I am available for training:**

Jan. 11-15, 1993

Yes  No

**I'd like to volunteer for this filing season:**

Jan. 11-Apr. 15, 1993

**I'd like to volunteer for the next filing season:**

Jan. 11-Apr. 15, 1994

Please respond by Wed., Dec. 30, 1992. Mail this form to:

Rita Dusek, Stop 2  
Internal Revenue Service  
106 S. 15th St.  
Omaha, NE 68102  
or call Rita at 221-4181

## Reminder

Employees eligible for ETOP book refunds must have a copy of the approved Tuition Assistance form and the receipt for the books in order for the refund to be processed. Bring **both** items to the Employee Resource Center for processing. Questions? Call John Schwenck, ext. 3523.



## A Note from the ETOP Computer Classroom

### What is the ADVISOR?

ADVISOR is not an employment test but has been designed to be related to a variety of AT&T employment tests (such as the B-TAB). The purpose of ADVISOR is to give people information about their likely success on later employment tests they might be required to take.

The instructors of the ETOP Computer Classroom will be administering the ADVISOR on a monthly basis. (The ADVISOR cannot be taken on company time.) Below is the 1993 schedule. Please call ext. 3584 to schedule a time:

Jan. 22, Feb. 19, Mar. 19, Apr. 23, May 21, June 18, July 23, Aug. 20, Sept. 17, Oct. 22, Nov. 19, Dec. 17.

Results of the ADVISOR are kept confidential. If the ADVISOR requests enhancing your skills, ETOP can arrange courses for you!

### Sam's Sadness

Whatever goes up will go up some more after the first of the year.

### Harding's Happy Homily

It's hard to be nostalgic when you can't remember anything.

### Mrs. Murphy's Corollary

You can't determine beforehand which side of the bread to butter.



December  
is Religious  
Freedom  
Awareness Month



# Omaha's Jay Carter

**Q.** How long do you think this overtime will last?

**A.** Overtime is as hard to predict as when AT&T stock will hit \$50. The fact is, we're in a severe back-order situation, especially in EW&C. All our plans say it will take us well into the first quarter of 1993 to work our way out of the back-order situation.

On the copper apparatus side, we rate each area separately. Right now, the largest number of back-orders is in the 80-type cabinet area. Overtime in that area will continue for quite a while.

*Each month, Copper Apparatus and Wire Vice President Jay Carter meets with a cross-section of employees. Here are Jay's responses to employee questions asked at the November 24 employee meeting. The summary was prepared by Sharon Reimers and Linda Enterline.*

## *We're in a severe back-order situation.*

As for other areas in the shop, it's going to depend on what our customers want. Many of our customers say they have budget money that has to be spent by the end of the year. Because of that, we're receiving orders that must be shipped by the end of the year.

We're interested in seeing if our customer orders continue at that level we had predicted.

Here's one of the best things and it's something we worked to make happen. We've been able to ship a different mix of products. Total factory output was down from what we had expected, but we made a higher profit on the product we did ship.

For example, take DSX. We had a great year and we made a great profit—more than we do on other product lines. We also ended up selling more 80-type cabinets than we thought we would, so we showed more profit in that area.

In the cable shop, we were caught a little bit by surprise on how well our products took off in the marketplace. Maybe after what happened to us in 1991, we really didn't believe we could be so successful.

This fall, IBM endorsed our cable system to connect their computers. That's a major shot in the arm for us.

(Continued)

**Q.** How important are the free trade agreements? Will an agreement with Europe have an impact on what we sell and where the products are made?

**A.** Everything that I've seen so far shows we haven't really felt an impact.

AT&T has several plants in Mexico. Our plant in Mexico was doing some sub-assembly work for the Omaha plant. Unfortunately, we've had a number of problems with that and most of the work has returned to the States.

I don't think we're going to see a really big change because of the free trade agreements. Most of our products sold overseas seem to go—no matter what the agreements are.

**Q.** With the latest severe weather in the South, do you anticipate a second demand for emergency product?

**A.** I heard the news last night about the tornadoes in the South. I hate to hear about the personal hardship that results from something like that. On the other hand, natural disasters like that do bring the possibility of additional business for companies like ours.

We never like to turn away orders, but we are so inundated right now. We all need some time off. We can't keep working these continuous seven day shifts, day in and day out. Also, the machines need some downtime so we can do some preventative maintenance.

Usually, a natural disaster like a tornado seems to cause more isolated, narrow damage as opposed to the wide-spread destruction caused by a hurricane. Because of that, I don't expect a big pickup in emergency orders.

*We are so inundated  
right now.*

**Q.** What's the story with the Kansas City Works?

**A.** Kansas City has been a very difficult situation over the last five or six years. They built up and peaked in employees in 1986-87 and the numbers have been dwindling ever since.

I visited Kansas City this summer. I spent a great day learning about some of the ways they've been able to cut costs so they can remain in business. There's a lesson to be learned here.

(Continued)

Our people at the Kansas City Works have done a lot of innovative things. Their office building is comparable to our building 20 and is totally leased. All of the Kansas City Works people have moved out of their Bldg. 20 and the office space has been rented to other AT&T entities.

It's my understanding people at the Kansas City Works are working a fair amount of overtime. I believe some of the Kansas City employees who joined us here at Omaha about a year and a half ago are now returning to Kansas City.

I've also heard Kansas City is going through a management reduction. They're constantly going after overhead costs and taking every cost reduction they can.

I talked with the K.C. plant manager six or eight weeks ago. He said business was pretty solid and should continue that way for about six months. It's difficult to predict beyond that time frame.

**Q.** You attribute much of our success to the efforts of our sales people. Do you think our sales people are trained as well as they should be? Are we making an effort to train them?

**A.** In general, we need to continuously improve the training of our sales people. In fact, just south of the Atlanta Works is AT&T's sales academy, where all sales people are re-

## Omaha's *Jay Carter*

quired to attend classes. Here, AT&T sales people must complete a specific curriculum to become certified as an AT&T sales representative.

Our sales people need to know not only the facts about our products, but also how to sell in a professional way. My belief is that our sales people have always known their product. What were they lacking? Salesmanship.

When it comes to selling, most people think of a used car salesman. Our selling isn't anything like that. Our typical sales cycle is very long—from six months to a year. That's complicated even more by a number of decision makers and other influences.

Our sales people are beginning to be quite successful. Our National Markets sales force sells to distributors and small customers. This year, this group has increased their sales by about 30 percent.

**Q.** With AT&T's purchase of NCR and more recently, McCaw Cellular, are we happy with the products we have now or are we trying for new markets?

**A.** AT&T is trying to be a global company and an innovative investment for its shareholders. That's why AT&T has entered these new areas.

With the acquisition of NCR, AT&T took an immense step up in the global marketplace. More than half of NCR's sales come from outside the United States. Half of NCR's people work outside the United States. NCR has helped AT&T globalize its business.

AT&T's investment in McCaw Cellular shows that AT&T recognizes the wireless market is growing dramatically and we want to be part of it. AT&T is trying to cast away its image of an old stodgy Ma Bell monopoly and become a state-of-the-art company.

What does that mean for us at the Omaha Works? We're continually looking for ways we can win new business opportunities. When you say wireless, you can say "Why do I need the Omaha Works?" Interestingly, a lot of the wire made here at Omaha is used in wireless. The need for cabinet-type cell sites may also materialize.

A new technology called Personal Communication Systems uses a pocket phone the size of a pack of cigarettes that a caller carries with her. A caller should be able to use this tiny phone in any major U.S. city. Small cabinets to hold the radios are needed for these small phones to operate. We're working closely with our wireless business units to see if we can be the manufacturer of choice for these products.

*The wireless market is growing dramatically and we want to be a part of it.*

**Q.** Back to your NCR question, I've been in contact with NCR's vice president for procurement regarding the piece parts that go into NCR computers.

**A.** Right now, the ball is in our court. With our team from the feeder shop, where we do plastic molding and stamping of the small metal piece parts, we're putting together a package to take to NCR to show them our capabilities.

**Q.** When will we start merchandising out of Omaha?

**A.** Today, a lot of our products are stored in a warehouse and are then distributed to our customers.

One of our main distribution centers for the Omaha Works is in Goddard, KS. NCS recently announced the Goddard warehouse will be closing in June 1993.

We need a transition plan to see what we're going to do with all our products and how we're going to get it to our customer. What may make the most sense in terms of cost and customer response is to do finished goods distribution from the Omaha Works. High bay in Bldg. 30 and Bldg. 55 are set up to be warehouses. Our computer system is already

**Omaha's**  
*Jay Carter*

set up to track warehouse inventory.

The Omaha Works needs racking and loading docks, but I think we can get the job done. In a couple of weeks, we're getting together a dedicated team to resolve this issue.

*Questions and answers from Jay's December meeting are continued on page 15.*

**Q.** We're selling the warehouse computer program (MFCS). Is that going anywhere?

**A.** We're still commercially selling the MFCS program to a few customers but it hasn't taken off the way we would have liked it to. It makes money. We don't make much money on MFCS sales.

People are being surplusd out of the storeroom. Is that a good idea, now that we may need to start merchandising from the storeroom?

**Q.** We're really tight when it comes to people. We've asked that all available employees be released so they can be reassigned to areas where we're really swamped. That's what we're doing now.

**A.** It's difficult to give up employees to other areas, particularly after people have been trained on computer systems or on how to make 80-type cabinets; but, that's what we need to do now, so that's what we're doing. ■

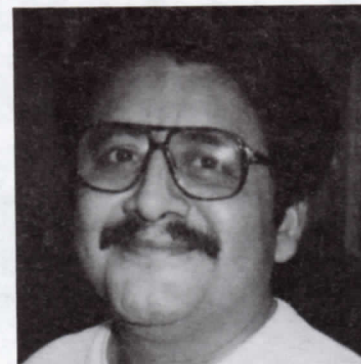
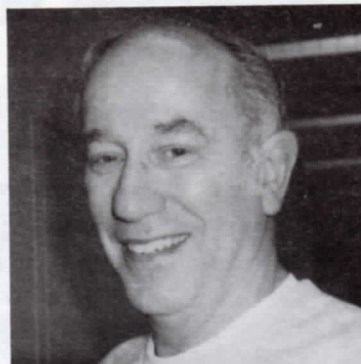
## Four Works employees named Lotto Bull winners in November and December

Sharon  
Brzezinski  
IBU 214  
\$150



Sandra Waite  
IBU 234  
\$450

Richard Fenske  
IBU 237  
\$150



Jose Alvarado  
IBU 214  
\$150

# Modification idea cuts costs

By Linda Ryan

When is it better to make modifications to existing equipment than replace it?

When it adds up to some pretty hefty savings to the tune of \$43,500.

An Omaha Teamworks Idea Process team led by John Okupski made that argument in presenting a suggestion pertaining to injection molding presses.

Plans called for converting several injection molding presses located in Building 30 so they could produce 110 connector bodies and patch cord connector covers and bases. The presses in question were among those that are used to make 710 connector piece parts.

The 110 piece parts are smaller than the 710s and, therefore, capacity requirements for plastic used in the extrusion process are smaller, too.

"Too large of a load (capacity)

causes problems with the plastic that's being heated or extruded," Okupski said. Plastic that is kept in an extruder barrel at a heated temperature for too long before it goes into a molded part—called "residual time"—can burn, result in an unsatisfactory product appearance or present other problems.

To prevent that from happening while molding the 110 piece parts, the plan was to replace the entire injection unit of each press with new units to accommodate smaller capacities.

But Okupski, a machinist who works on the presses and is familiar with replacement parts, figured the units could be fitted with smaller extruder barrels and smaller extruder screws (to augur plastic). "I knew it would be a lot less expensive," he said.

His Teamworks group helped with the idea from proposal to "prove-in." Joyce Schaben drew up the formal proposal. Don Kramer helped to order heaters for the extruding barrels. Norm Thomas worked on the logistics of tooling required. Rich Payne and Glenn Sievers helped to set up the "prove-in" run.

The net result of the team's idea in action is that a smaller-capacity operation helps to ensure the overall quality of the parts being made, Okupski said.

In addition, "it enables us to make the smaller piece parts on a far more efficient press—more parts per minute of higher quality," he said. Until now, the 110 piece parts were made on older, different molding machines with less reliable efficiency and quality.



*MODIFY, MODIFY, MODIFY...This idea team's suggestion for converting injection molding presses to smaller capacity usage added up to big savings. Team members are John Okupski (clockwise, from left), Joyce Schaben, Rich Payne, Don Kramer, Norm Thomas and Glenn Sievers.*

Photo by Linda Ryan

# Omaha's Jay Carter

Following is a summary of questions and answers from Jay's December employee meeting. These Q's and A's were prepared by Sharon Reimers and Linda Ryan.

**Q.** What is the timetable for the cable plant to move metal out and cable in?

**A.** It's a lengthy one starting now and running the better part of two years. Many things lengthen the process, one being the new paint line in Build 30, replacing the one in Building 50.

We must shorten these intervals. I'm working with Ray Swartz and his group in the metals operation to see if we can speed up the process—I'd like it done in one year instead of two.

By this time next year I want to see us significantly increase our capacity in cable and in the bottleneck areas. We've been chasing our bottlenecks from one area to the next. We get new twist-ers, then we get a problem in stranding, and so on.

We need to step back and see where we want the business to be in one or two years from now, then develop a comprehensive plan and build up everything simultaneously. That's what we're doing now.

**Q.** How are other plants doing compared to ours? Are

we planning on moving some of our schedules to another location?

**A.** Our business unit is having a phenomenal year. Atlanta in particular is having an unbelievable year much the same as we are. Phoenix also is having a very solid, good year.

If you remember Jack Buc-ter's comments on the matter, in 1991 our business unit actually cost the share-owners money. We were at a break-even point here in Omaha and the other factories lost money. But this year we've turned that completely around, making a very significant contribution to our business unit.

As for off-loading products to other factories, we are trying to off-load selected cables—for example, the 800A product is one we are trying to get to Phoenix.

We want to learn and work smarter as we go along. That entails defining from the outset what we're going to do and how long we're going to do it. Everyone must clearly understand that we will off-load only when we don't have the capacity. If our program drops down, then it's our product and we'll

bring it back here.

This happened about a year ago when our program dropped and we successfully moved the work back here. Today we have a much better working relationship with Phoenix than in years past. The hurricane, by the way, has benefitted Phoenix as it has us—not only in exchange cable but also in drop wire. The hurricane wiped out their stock and now they are working overtime to get some stock levels up.

**Q.** What are the plans to work the cable shop over Christmas shutdown?

**A.** This is one of the more difficult problems we're facing. Our back orders, especially, for cable are at the highest point they've been in years. We would like to be able to work the shutdown just to keep our customers happy.

On the other hand, since overtime began last May, many of you have been working 12-hour days. I'm concerned about burnout.

I'm concerned about safety. When we work hours like this, we are not as attentive as we should be.

Another concern is preventative maintenance, which we have not been able to do as needed because of our constant use of machines. Even if we shut down at Christmas, will we have enough trades people to come in and work on the machines? We already have been working trades people all the time to keep the machines running.

(Continued)

# Omaha's Jay Carter

We're still working on what we're going to do. It starts with canvassing all of you to see who is willing to work. Those who are will be assigned to the most critical areas where we have customers waiting. If we can do this and balance it with maintenance on some machines, then we will have the right mix.

Another thing—we are offering to buy back vacation. However, it is being offered only in selected areas.

**Q.** Is there a possibility we could carry over more than five days of vacation to next year instead of selling vacation back?

**A.** No. The reason, first of all, is that it is a contractual item. To do this we must get national approval. Also, consider that the majority of employees here have long service. Long service means a lot of experience that maintains our productivity. But people with long service have a lot of vacation. If you carry over too much vacation, you start digging yourself into a deeper and deeper hole. You have to face up to the vacation time sooner or later.

**Q.** How large is the order for solid state protectors? We can't get parts to make them now.

**A.** General Instruments is the supplier currently making the solid state device that goes into the protector itself. It is a diffi-

cult piece of silicon to make. The supplier has had yield problems and has not been able to keep up with our demand.

We have been unable to find a substitute supplier, even just to back up G.I. for these chip sets. We've been talking with G.I., reviewing our production plans for next year to see if we can get more assurances (on delivery). I agree with you, this is critical to us now.

**Q.** The increase in Level II jobs in the cable plant has depleted the Level I workforce. Are there any plans after the first of the year to hire more people?

**A.** We've talked a lot over the last two months about hiring. It's a possibility in the future. But there are a number of things we have to do first, including getting a series of corporate approvals and defining better our production requirements for the first quarter of 1993.

**Q.** Are orders still heavy for 80-type cabinets?

**A.** They sure are. The 80-type cabinet business has been extremely strong. Just yesterday I received a call from our Southwestern Bell account

team thanking us for all of the work we had done to get seventy 80-type cabinets to the customer by the end of the year. We're still back ordered in 80-types, which will carry us into 1993—so the product is looking good.

**Q.** They want to move the braiders from Building 55 to Building 50. What are they going to put in Building 55?

**A.** One thing we're looking at is the material distribution center in Goddard, Kan., which is going to close. More than half of the stock in that warehouse is ours. When it closes, we'll want to make sure we have a way to get finished goods quickly to our customers. We now have a team assigned to the project to look at our distribution strategy.

Building 55 and our high bay area are well suited to storing and shipping the finished goods directly to the customer. They were designed to be warehouses and about all we would need are additional racks, forklifts and some other items.

(Continued)



First we must get the space available. That gives us the flexibility to get into warehousing if we make the final decision to do so.

The Goddard MDC closes on June 30, 1993, so we have seven months to figure out what we want to do with our products. We could put them in other MDCs or we might choose to lease building facilities. But right now we're looking into conducting the operation from here.

**Q.** I'm in the Savings Plan and I don't understand it. Can you get a pamphlet out in layman's terms to explain the plan?

**A.** I know what you mean. I'll take this back to our human resources people and see what they can do. We have very good benefits, but they can be confusing. There also are retirement planning specialists within the Omaha community who may be helpful. While they do charge a fee, the benefits may outweigh the cost because they can evaluate your individual tax situation.

## Omaha's

# Jay Carter

**Q.** Will remodeling in Building 50 be ongoing?

**A.** We intend to pay as we go and stay within our budget. We have a master plan of what things will look like in the next one to three years. We won't be able to do everything at once, but we want to move in an orderly direction.

We are trying to do a number of things, such as repainting ceilings on the south end, the walls, and redoing windows. We spend a lot of time here and we want the plant to be a world-class facility.

We want to be a focused factory with tight work cells. We're constructing a new 110 area, with a new floor, new ceiling and machinery. This is another area where we had back orders for much of the year, but we're pretty current on product now. We expect good demand for 1993 and beyond.

**Q.** Will they be painting with scaffolding? They put up plastic but dirt from the ceiling comes down on us. The place is filthy.

**A.** The southwest corner is difficult to paint because of the vault area. The tie rods from the ceiling to the vault area make it difficult to complete the work. The problem is compounded by the removal of one of the vaults.

Your point's well taken. I know it's a problem for contractors to erect scaffolding in a building as complex as ours, but I will take this up with them and see what can be done.

**Q.** When do they clean air ducts? The air is so still and the chemicals bother me.

**A.** We do not clean the inside of the air ducts, but we rigorously change the filters to ensure clean air. Furthermore, we periodically sample the air to make sure it poses no hazards to our employees. I also touch base with our plant engineering people because we want to meet all environmental standards at all times. ■

# Christmas Retiree Luncheon draws huge crowd

Nearly 1500 AT&T Omaha Works retirees and their spouses attended the Annual Retiree Christmas luncheon on Monday, Dec. 7 at the Holifay Inn Central.

Copper Apparatus and Wire Manufacturing Vice President Jay Carter welcomed retirees and entertainment was provided by Bob Ackley and Company.

Photos by Steve Miller



(From left) Betty Wilson, Doug Thoms and Karen Bettger



(from left) Evelyn Dawson, Lois Wagner, Lila Watkins and Doris Miller



(From left) Dale Jones, Mary Ann Dyer, Frank and Bea Waniska



(From left) Roby and Colleen Lamb, Gary Schuerman, Helen Kirk and Myrtle Wolf



(From left) Betty Murphy, Dale Plowman, Virginia Milne and Lorraine Keckler (seated).



(From left) Dick Laughlin, Bill Heskins, Ken Wadum and Herb Breitingger.



(From left) Marie Cook, Bob Beardsley and Charlotte Winston.

## Win with Safety

# Jump-start your car battery the safe way

Does your name appear somewhere in the "Win With Safety" article? If so, call x3583 or x3415 to claim your prize.

Knowing how to jump-start a dead car battery can be a sight-saving wintertime skill.

The National Society to Prevent Blindness advises extreme caution when jump-starting a battery. "Many people think they are familiar with jump-starting a car, but few are aware of the potential dangers to the eyes," said Beverly J. Rudloff, Executive Director of the Nebraska Affiliate of Prevent Blindness.

According to the National Society to Prevent Blindness, each year more than 6,000 motorists suffer corneal burns caused by battery acid or suffer from serious eye injuries caused by flying battery fragments.

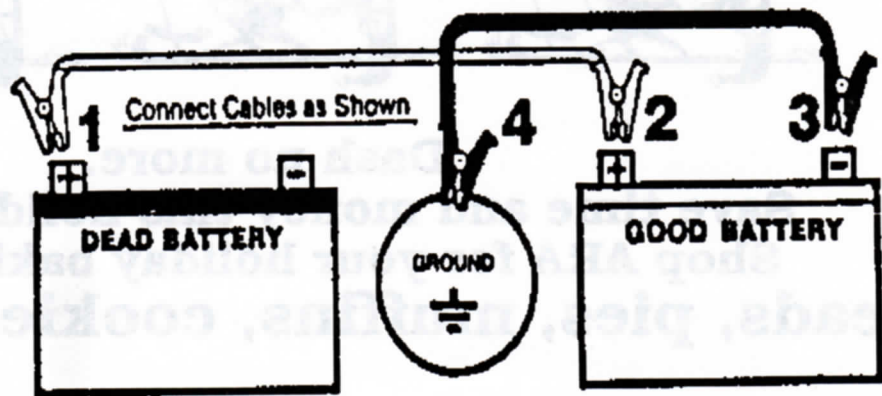
"Car batteries contain sulfuric acid and can release a highly combustible gas. Incorrect jump-starting procedures can produce sparks which may ignite the gas and turn the battery into a bomb, sending acid and casing fragments flying in every direction," said Rudloff.

Procedures for safely jump-starting a car include checking these things first:

- Review your car owner's maintenance manual
- Do NOT jump-start a car battery if the battery fluid is frozen
- Wear chemical splash goggles. Keep a pair in the trunk with your jumper cables
- Keep sparks, flames and cigarettes away from the batteries
- Do not lean over the battery during jump-starting

### Before attaching cables

- Be sure the vehicles are not touching
- Check the voltage rating on the batteries to make sure the electrical systems of both vehicles are the same



- Place both vehicles in neutral or park, with the ignition off and the emergency brakes set

- Use a good set of battery cables which are at least 12 feet in length and are made of heavy gauge wire. The cables should be well insulated and with color-coded alligator clamps to avoid wrong connections

- Identify positive (+) and negative (-) terminals on both batteries

### Attaching the cables

- Clamp the positive clamp to the positive (+) terminal of the dead battery. Do not allow positive cable clamps to touch any metal other than the battery terminals

- Connect the other end of the positive cable to the positive terminal of the live battery

- Connect one end of the negative (-) cable to the negative terminal of the live battery

- Make the final connection on the engine block of the disabled car (not to the negative battery post). The connection should be as far away as possible from the battery, the carburetor, fuel line and any tubing or moving parts

- Keep bystanders away from both vehicles. Start the car with the live battery, then start the disabled car

- Remove cables in reverse order of connections, beginning by first removing the cable from the engine block

Should an accident occur and battery acid gets into the eyes, immediately flush them with water for at least 15 minutes. Seek emergency medical assistance immediately.

The Nebraska Affiliate of the National Society to Prevent Blindness offers a CarrySafe Booster Cable Bag imprinted with detailed instructions on battery eye safety. The bag keeps booster cables tangle-free and protects them from corrosion. A 4 inch by 8 inch vinyl sticker that lists step-by-step instructions for jump-starting a dead battery is also available. These items may be purchased from the Nebraska Affiliate to Prevent Blindness, 120 N. 69th St., Omaha, NE 68132 or call (402) 551-2198.

# Dashing through the dough?



**Dash no more.**

**Save time and money this holiday season.**

**Shop ARA for your holiday baking needs.**

**Breads, pies, muffins, cookies and dough\***

## **Holiday breads baked to perfection**

**\$2.00 each or 3 for \$5.00**

- Cranberry orange nut
- Pumpkin raisin
- Banana pear
- Zucchini nut
- Apple cinnamon raisin

## **High pies stuffed with goodness**

- Apple or Dutch apple **\$4.50**
- Blueberry or cherry **\$6.00**
- Apple cranberry or pecan **\$5.50**

## **Freshly-baked Jumbo muffin**

**6-pack \$3.99**

- Cranberry orange
- Lemon poppy seed
- Apple cinnamon
- Blueberry
- Banana nut
- Assortment pack

**\*Check the items you're ordering and turn this completed sheet into any ARA employee. Orders may be pre-paid in the ARA office in the Employee Activities Mall, 7:30 a.m. to 3:30 p.m. Last day to order: Fri., Dec. 18, 1992.**

## **Freshly-baked cookies.**

**Everyone's favorite**

**\$3.00 per dozen**

- Chocolate chip walnut
- White chocolate macademia nut
- Oatmeal raisin
- Chocolate chip pecan

## **Cookie dough for that**

**home-baked touch**

**1-lb. tub (makes 12-16 cookies)**

**\$2.50 per tub**

- Sugar
- Oatmeal raisin
- Chocolate chip

**.....Yes, yes, yes!.....**

**I'm having ARA do my holiday baking this year.**

**Name** \_\_\_\_\_

**Dept.** \_\_\_\_\_ **Phone ext.** \_\_\_\_\_

**I'll pick up my order**  **Tuesday, Dec. 22**

**Wednesday, Dec. 23**

**Pickup hours: 7 a.m. to 8 p.m.**

**ARA office in the Employee Activities Mall**

# Classified Ads

The next deadline for classified ads is 7 a.m., Tuesday, Jan. 5, 1993. Submit your *The Headliner* ads in the Employee Activities Mall.

## Wanted

GLASS PIE PAN: 6" or 7" pyrex type, if you have one to sell please call me. 896-6207 evenings.

BOY BABY CLOTHES: size 18 mo. - 24 mo. 731-7615.

## For Sale

### Pets

POMERANIAN PUPPIES: (4) with papers. 944-3547.

SHAR PEI PUPPIES: just in time for Christmas, \$500 each, (1) male, (2) females. 393-4182

AKC MINIATURE PINSCHER PUPS: red females, 8 weeks old, shots and wormed. 1-533-2063 Blair, NE.

## Lawn and Garden

GARDEN TILLER: 5 hp Craftsman, \$100. 391-5796.

SNOW BLOWER: 4 forward & reverse wheel locks. 339-4740.

## Appliances

FRIGIDARE STOVE: older, looks and cooks good, almond colored, \$50. 333-0170.

## Home Furnishings

DINETTE SET: table and chairs, very good condition, \$75. 896-2488.

MARBLE TABLE: 18" x 60", \$20. 391-5796.

SOFA-SLEEPER: queen size, good condition, \$150/offer. 572-7894.

SOFA: near new blue specks on tan with built-in recliner and matching end table, \$150. MAUVE RECLINER: new \$100. 1-944-2326 after 6 p.m.

KING SIZE MATTRESS: good condition mattress w/box springs, \$75. 339-4364 after 4 p.m.

## Miscellaneous

PUSH SCOOTER: free style, real nice shape, front & rear brakes, \$75, RED LINE BICYCLE: great shape, cost \$200 will sell for \$125. 331-5691.

Teac reel to reel, recorder, player, auto reverse, Marantz receiver, polk audio speakers, Kenwood amp & cabinet, Panasonic upright vacuum w/attachments, air hockey game, luggage set new, traveling water sprinkler. 339-4740.

SMALL AIR COMPRESSOR: like new, \$75. 391-5796.

PRINTING CALCULATOR: \$15. 391-5796.

SOLOFLEX: \$450. 345-4046 after 4:30 p.m.

ARTIFICIAL FIREPLACE: Faux white rock with wooden mantel & electrical, "fire" light, 26"(w) x 5'(l) x 51"(h), fireplace screen and irons included, \$40. 895-0481 after 5 p.m.

LEATHER COAT: full length, size 12, caramel color with detachable fake fur collar, paid \$200 will sell for \$100. 496-0770.

CHAIN SAW: Homelite super 2 with case, like new, \$80 or best offer. Leave message at 691-3894 and you will be contacted.

RADIO CONTROL AIRPLANE: Starhaw High Wing, wing span 56" wide 46.5" long, factory painted and assembled by Thorpe Engineering, plane comes complete with .40 size engine and a 1991 Futaba conquest 4 channel transmitter with a trainer plug-in jack. Plane was bought in 1991 includes all chargers, batteries, fuel, and manuals, \$300 or offer, can bring to work. 721-8322 Fremont, NE.

GASOLINE CHAIN SAW: Sears Craftsman, 2.3 cu. in., 16 inch bar, \$65. 498-0530.

RCA COMBINATION VCR-VHS PORTABLE CAMERA: w/2 batteries, carrying cases included, excellent condition, asking \$250. 331-4747 after 4 p.m. or leave message.

## Parts and Accessories

USED RECLINER SEATS: (4) from conversion van, brown, \$20 each, \$75 takes them all. 572-8173.

CAMPER SHELL: aluminum, 8' needs repair, \$25. 330-1852.

## Vehicles

1989 ESCORT HATCHBACK: 4-door, blue, auto, P/S, PB, AC, rear defrost, cruise AM/FM, 4 speaker stereo, 40,000 miles, mfg warranty, all season tires, front wheel drive, \$4,600. 493-2382.

1976 CHEVY C-20 HEAVY DUTY PICKUP: 3/4 ton, 4 speed, 16.5" steel belted tires, new clutch and pressure plate. 402-721-4457 after 5 p.m. Fremont, NE.

1984 CADILLAC SEDAN DE VILL: silver, power everything, only 66,000 miles, well maintained, must sell \$4,600. 896-2488.

1979 FIREBIRD FORMULA GOLD: 301 4-bbl, needs some work, best offer, 1990 NISSAN: 4-speed, 32,000 miles, excellent condition. 333-0795.

1987 MAZDA PICKUP: 5-speed, silver, cab-plus, 330-3375 after 4 p.m.

1978 CAMARO: runs, 305 engine, automatic, \$500 firm, 944-3467 Ashland, NE.

## Customer report cards rate top IBUs

The following IBUs earned A's on their customer report cards in the latest rating period:

**IBU 214, Dick Cefrey**  
53A cable terminals  
700-type connectors  
105 cable terminals  
Misc. protectors, terminals and connector blocks

**IBU 212, Steve Condra**  
76 and 108 terminal blocks

**IBU 226, Bob Wustrack**  
11-type cable stubs  
78, 89 and 112 connector blocks

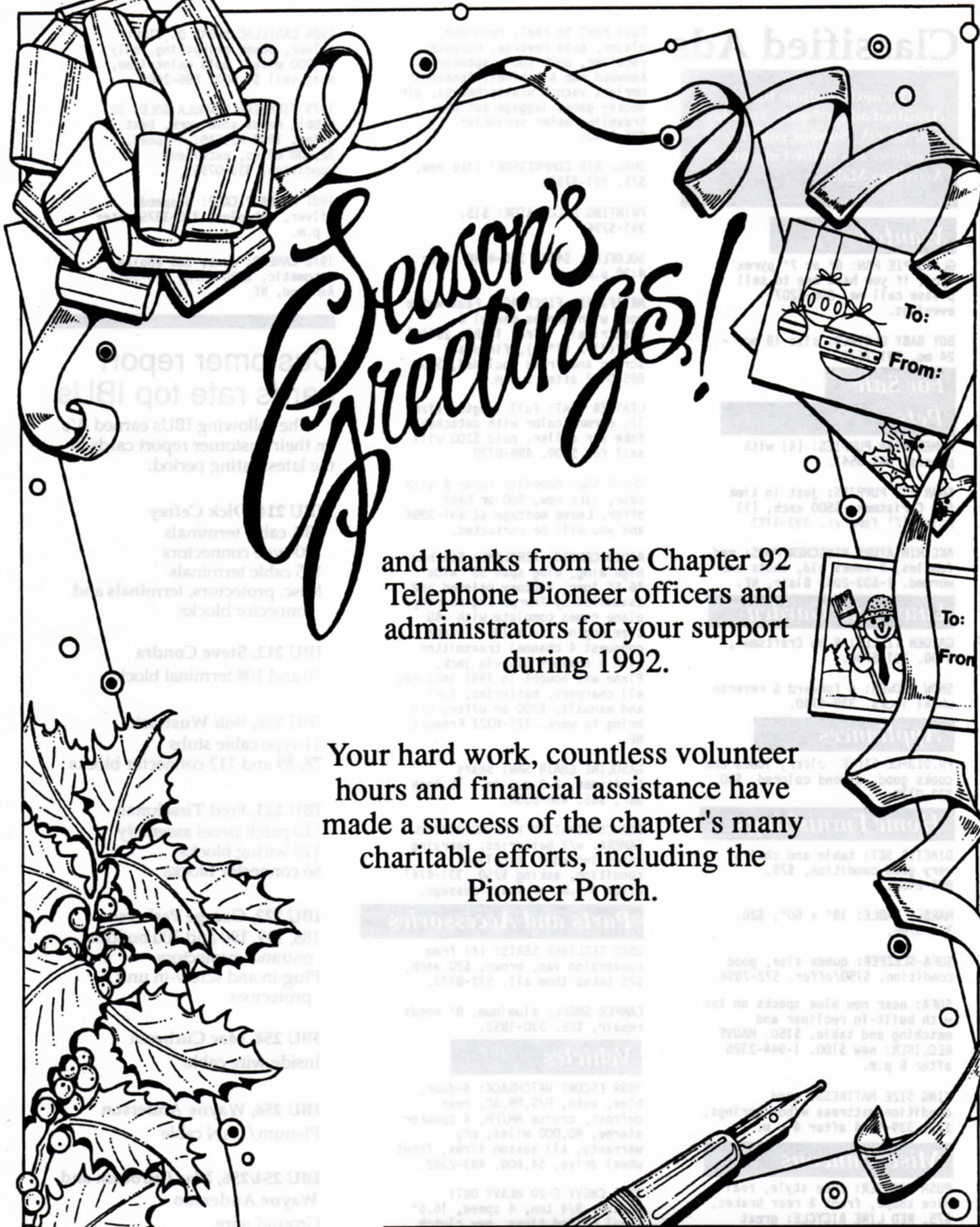
**IBU 223, Fred Tirschman**  
110 patch panel assembly  
110 wiring blocks  
66 connector blocks

**IBU 222, George Parkerson**  
188, 189, 190 and 300 building entrance protectors  
Plug-in and screw-in unit protectors

**IBU 254, Mac Curbeam**  
Inside wire cable

**IBU 256, Wayne Anderson**  
Plenum/LAN cable

**IBU 254/256, Mac Curbeam and Wayne Anderson**  
Ground wire



# Season's Greetings!

and thanks from the Chapter 92 Telephone Pioneer officers and administrators for your support during 1992.

Your hard work, countless volunteer hours and financial assistance have made a success of the chapter's many charitable efforts, including the Pioneer Porch.

Monday, Wednesday and Friday 7-8 a.m. , 10:30 a.m.-12:30 p.m. and 3-4 p.m.  
Thursday 10:30 a.m.-12:30 p.m. and 7-8:30 p.m.  
Friday 3:30-5 a.m.  
Closed Tuesday