

THE HEADLINER

Lucent Technologies
Bell Labs Innovations



Omaha Works

January 1997



Photo by Linda Ryan

It's a matter of "green" principle

Claudia Spencer operates an aqueous degreaser on the midnight shift in IBU D12. The aqueous degreaser uses a detergent solution—not a solvent which poses a threat to the environment—to clean parts for optimum plating results. Aqueous degreasers have replaced solvent-based degreasers at the Omaha Works, one way we are implementing the "green" principles in our manufacturing processes that Henry Schacht talks about. Lucent's CEO has more to say on what we can do in manufacturing to ensure our company's leadership position.

Turn to article on Page 6.

Les Cole targets Works' objectives for 1997

If living outside of the United States during football season gave Les Cole withdrawal pains, then his new assignment stateside in Husker territory may be just what the doctor ordered.

"I love football," said the new product realization vice-president of copper apparatus and wire. "The strategy of the sport is fascinating."

Cole, who assumed his new responsibilities at the Omaha Works in October 1996, retains his previous job duties as EMEA (Europe, Middle East and Africa) product realization manufacturing vice-president in Hilversum, the Netherlands. However, he expects he will devote better than half of his time to the copper apparatus and wire business with Omaha as his home base, at least until a successor to his EMEA post can be named—probably by

this June.

In his short time here, Cole already has made some assessments of the copper apparatus and wire business—especially operations at the Omaha Works—and where we should be headed.

"We are fortunate," he said. "Omaha is blessed with an outstanding workforce and staff."

"The relationship between the unions and management is a model for the (entire) company. And, we have a business that is growing around 8 to 10 percent a year."

Using that as a foundation, Cole targeted several areas on which we need to focus during 1997:

●**Delivery.** "We need to work on delivery to our commitments," he said, citing a shipping record that has

(Continued on Page 2)

Cole outlines objectives for new year

(Continued from Page 1) fallen short of our projections and of customer expectations.

"We can't always achieve an unreasonably short delivery date. But each and every time we should achieve our committed ship dates. In most cases, those dates should be no greater than our published intervals."

●**Informational technology.** In order to expand our business, Cole said, it is important that we develop a global informational technology strategy "to allow our Omaha planners to position our products in warehouses in Europe, Asia and in our GPC (global provisioning center) while lowering the inventory levels of our business."

●**Product flow.** Product flow in the Works' apparatus and cabinets shops must be improved in order to reduce production intervals and inventory.

●**Cash management/cash inventory.** "Cash management is vital to Lucent," he said, "so that managing our assets and ensuring that we

SETTING THE PACE... Shipping performance and global strategy rank high on Les Cole's Omaha Works objectives for 1997, as he begins his first year as product realization vice-president for copper apparatus and wire.



Photo by Steve Miller

continue work on reducing our inventory may become imbedded in our operational plans."

●**Housekeeping.** Numerous customers visit the Omaha Works. While many of them may have limited knowledge about manufactur-

ing, when they leave "they carry away a lasting impression of our housekeeping," said Cole. More attention will be given to housekeeping issues in 1997 so that the impression we leave on visitors is one that "reflects our proud heritage." ■

An intern for Western Electric

First, Cole was an installer

Les Cole became familiar with the products Lucent Technologies makes even before he knew he would have a career with the company. When he was a college sophomore at Oklahoma State University in 1967, he worked as an intern in Oklahoma City for what was then Western Electric's installation organization. Two years later he was hired as a computer software/information systems analyst at the North Carolina Works in Winston-Salem.

With a bachelor of science degree from Oklahoma State University and a master of business administration degree from the University of Oklahoma, Cole has advanced through various company positions both nationally and internationally.

In 1977 he was a senior information systems staff member at the Oklahoma City Works, later moving to numerous operating and material

management positions at the plant. In 1986 he was named manager, functional planning corporate cost system in New Jersey. One year later Cole assumed Taiwan project and material management responsibilities.

He became Network Systems' switching manufacturing head for EMEA (Europe, Middle East and Africa) in Hilversum, the Netherlands, in 1993 and was promoted to EMEA vice-president in 1996—a position he retains since being named product realization vice-president of copper apparatus and wire.

An avid reader and avowed football fan, now that he is back in the United States he's optimistic about making golf a leisure-time activity again. But he warns, "it could be dangerous to those on the course."

Cole and his wife, Shelley, have two children, Kristen and Matt. ■

THE HEADLINER

The Headliner is an internal publication of the Omaha Works, produced monthly by the public relations department and printed by the Works print shop.

Your comments and suggestions are welcome and should be directed to:

Linda Ryan, Editor
Ext. 3795.

The next issue will be published on Feb. 19, 1997. All news items should be in to the PR office by no later than 9 a.m. Monday, Feb. 3, 1997.

Heindel assumes leadership role in Saudi Arabia

John Heindel has been named president of Lucent Technologies Saudi Arabia, reporting directly to Bill O'Shea, president of Network Systems International Regions and Professional Services.

Formerly product realization vice-president of copper apparatus and wire here in Omaha, Heindel was named product realization vice-

president of Saudi Operations just last fall, a position he held until his latest assignment. Based in Riyadh in Saudi Arabia, he had been overseeing software systems and commitments required by the customer.

Heindel's new leadership role reflects Lucent's efforts to support our customer's needs relating to the \$5 billion Saudi TEP6/GSM project, the world's largest telecommunications contract.

It is part of an organizational change designed to create better linkages to resources in the United States—both software and systems—necessary for the project.

Works' dolls, bears rate top honors

Out of 33 awards recently presented citywide by the Salvation Army in recognition of individual participation in its annual Dress-a-Doll/Dress-a-Bear project, 12 of the awards were earned by contributors to the Omaha Works campaign. Lucent Technologies had award recipients in seven of the 13 categories.

In the doll/bear project, volunteers dress dolls and teddy bears provided by the Salvation Army. The toys—this year about 2,000 dolls and 1,500 bears—are then distributed to needy youngsters at Christmastime. Before they are distributed, judges select the best-dressed dolls and bears and auction them to raise funds for the Salvation Army, a portion of which helps pay for next year's supply of dolls and bears.

Participants representing Lucent's Omaha Works who won awards include the following, by category:

Bride dolls—Kathy Schutte, first place; Joyce Alexander, second.

Knit/crochet dolls—Barbara Brown, second; Bonnie Kleinbeck/Lorrie Ross, third.

Ethnic/historic dolls—Alma Sucha, first; Carolyn Jackson, third.

Seasonal/holiday dolls—Jo Connelly, first.

Storybook/celebrity dolls—Larry Kingery/Jamy Elker, first; Joyce

Alexander, second.

Baby bears—Joan Edwards, first; Debra Granrud, third.

Sports bears—Jean Pecher/Roy Yeck, third.

Planning to retire? Call this number

Remember, now that we're Lucent Technologies, the phone number for pension services has changed. **Calls should be directed to the Lucent Pension Service Center (PSC) at 1-888-736-7700.** For a pension calculation and retirement package, you should call this number **three months prior** to the date you plan to retire.

The Lucent PSC offers centralized service for handling pension and pension-related matters for both management and occupational employees, the same service that was available through the AT&T PSC.

Services include retirement processing; service bridging/adjusting; pension-affected changes to permanent work records; deferred vested pension administration; annuitant pension administration; death benefit processing; pension calculations; general pension and pension-related information. (For leaves of absence or FMLA leaves, see either Sharon Reimers or Shelley Anderson in the Works' personnel and benefits office.)

Where to get new benefit claim forms

Lucent employees' benefit claim forms that bear AT&T logos are still being processed, but if you are looking for new claim forms that have the Lucent logo, in general they are *not* available at the Omaha Works. Instead, you must request new forms by calling the following numbers:

For **dental forms** call the Prudential Insurance Company at **1-800-543-5458 (the traditional plan)** or **1-800-332-3662 (HMO).**

(Continued on next page)

It's for YOU!



Another phone sale with special discounts for Lucent employees!

Last week in February, Works auditorium.

Dates, times to be announced.

NEWS IN BRIEF

(Continued from previous page)

For **vision benefits forms** call Metropolitan Insurance Co. at **1-800-638-4288**.

If you have questions about filing claims under one of the **medical plans** available to Lucent employees, **call the 800 number listed on your medical insurance card.**

Dec./Jan. service anniversaries

The following employees celebrated milestone service anniversaries (in five-year increments) in December or are noting service dates during January. The anniversary date is given with service years after the employee's name.

12/2—Maxine Lyons, 25.

12/5—Rita Kahnk, 35; Herman Bergmann, 30.

12/13—Richard DeChriste, 20.

12/14—Joan Eystone, 30; Patricia Reding, 25.

12/17—Joanne Gemar, 35.

12/18—Ronald Hug, 15.

12/20—Brian Mischke, 25.

12/21—Israel Hernandez, 10.

12/24—Timothy Cremeens, 15.

12/26—Sandra Eickman, 15.

12/27—Victoriano Palma, 15.

12/28—Thomas Schulte, 35.

12/31—Robert Wegener, 35;

Dennis Salkeld, 15; Joyce Schaben, 20; William Placek, 15.

1/1—Jeanett Bogue, 25.

1/3—Kathleen Bartkowitz, 30.

1/8—Lizzie Swan, 25.

1/9—Ronald Lessner, 30;

Lawrence Suder, 25.

1/12—Cherry Lindberg, 20.

1/16—Gwendolyn Hightshoe, 30; Ronald Anderson, 30.

1/17—Joan Wells, 30; Roberta Cubrich, 30; Dolores Garcia, 30; Susan Jay, 15.

1/18—Ronald Mehok, 35.

1/22—Donald Schultz, 35; Gary Ellwanger, 35.

1/23—Robert Katrinak, 30; Carol McKinley, 15.

1/24—Nicholas Curto Jr., 35.

1/30—Michael Jaeger, 30.

1/31—Severo Chirinos, 20; Jacklyn Larkin, 30.

Omaha Works retirements

The following employees are the most recent to retire from the Omaha Works. Their service years appear after their names:

Gabriel Belland, 26 years.

Leroy Herra—40 years.

Jessie Perryman—28 years.

Sterling Stuart—31 years.

Product quality rates an "A"

Quality Assurance has awarded the following IBUs the grade of "A" for their product quality achievements for the December 1996 rating period:

IBU C14—DSX; 11-type cable stubs; 300-type central office connectors; 78, 79 and 112 connector blocks.

IBU C15—110 wiring blocks; 110 patch cords.

IBU C12—188, 189, 190, 300 building entrance protectors; screw-

in protector units.

IBU D19—710 connectors; 700-type connectors.

IBU D17—76 and 108 terminal blocks; 40-, 42-, 841- and MSDT-type cabinets.

IBU D13—Metal fabrication.

Org. 200—Miscellaneous apparatus.

EW&C—Inside wire cable; coaxial cable. ■

Call us, we're in the book

But not where you think we are. If you can't find the number for Lucent Technologies' Omaha Works in a local phone book, that's because we were still officially AT&T when directories were issued last spring.

Until new directories come out this spring, you'll find the Works' number under AT&T Corp., Network Systems manufacturing: 691-3000.

The Pioneers present a



with music by the
RUMBLES

Saturday, Feb. 8
6 p.m. - midnight
D&C Cafe
71st and Jones

\$15 per person
⇒ Buffet
⇒ Dance
⇒ Drinks

For more information call Nince, x3574, or Duane, x3794

Works exterior gets updated look

Notice anything different as you drive to and from work these days? If you use the 120th Street exit you can't miss the progress being made, of course, on the new global provisioning center (GPC). It has walls...it has windows...and it's BIG.

And, no doubt, you've noticed two speed bumps on the south access road on either side of the oval median. Since they were put there

just before the holiday shutdown they have been "re-sculpted" in the interests of reasonable traffic flow, but their purpose remains the same: To help control traffic speeds on the access road particularly around the oval (15 mph speed limit near speed bumps, 30 mph on rest of the access road), and to discourage a growing number of drivers who use the road as a shortcut through city traffic.

But work also is progressing

elsewhere on the Works campus, giving the exterior of our late 1950s-vintage plant an updated look.

No more fuzzy screens

Start with the tinted double-pane windows that, over the next couple of months, are being installed to replace existing windows on Building 20, including the main cafeteria. They match the sleek, shiny windows that were installed on Buildings 30 and 50 about two years ago. But they're not just for looks only.

The new windows are insulated (the old ones were not) and should help to save energy costs—retaining interior heat better in the winter and reducing heat absorption from the hot sun in the summer. Their smoke-gray tint is designed to cut down glare from the sun, making blinds unnecessary.

In front of Building 20, not one but three flagpoles now stand in the oval median, making it easier to observe proper flag display etiquette. Workers removed the old flagpole that had tilted over the years due to ground settling. A new 60-foot pole now flies the American flag. Two new 50-foot poles will fly the Lucent logo flag and OSHA's VPP Star flag. This spring a new concrete walkway and flower garden will be put in.



Photo by Steve Miller

A NEW OUTLOOK... During the holiday shutdown, workers replaced third-floor office windows with tinted, insulated windows. Window replacement should be completed within the next couple of months.

Changes in parking

Three hundred stalls and extra lighting have been added to the parking lot just east of Building 20, which now accommodates day-shift office personnel and second-shift Building 30 employees. Second-shift workers can now enter Building 30 by way of the farthest east door on the south side. Entry to the lot has been reversed, with drivers required to enter from the east and exit from the west, where new traffic signals have been installed.

Both parking lots on either side of Building 20 were resurfaced just before winter's cold weather. Buildings 30 and 50 lots will be resurfaced sometime this spring. ■

Mark your calendar
for the 38th annual WEOMA Club
Bowling Tournament

Western Bowl
April 4 - 6 and April 12 - 13

Forms are available in the WEOMA office and throughout the plant. Volunteers are needed to help with tourney! For more information call Tim O'Connor or Ethel Mickels, x3727

Register by March 7!



MANUFACTURING:

What we do can put Lucent far ahead of the pack

By Henry Schacht

The following article, written by Henry Schacht, chairman and chief executive officer of Lucent Technologies, originally appeared in Impact, an employee publication of Lucent's Engineering Research Center in Princeton, N.J.

The true mark of a world-class competitor—whether an Olympic athlete or high-tech business—is a tight coupling between sustained performance at a very high level and the ceaseless drive to top it. As we saw last summer in Atlanta, and as we see every day in the global marketplace, both high performance and the quest for continuous improvement are baseline requirements in the arenas where the world's best challenge each other.

Merely to qualify, we need to press for advantage in every aspect of our performance, overlooking nothing. We are doing that, tuning up everything from marketing to billing, from technology planning to product realization. Ongoing Lucent-wide initiatives to improve our business, development and manufacturing capabilities attest to our confidence that we have a shot at the gold.

I take this opportunity to stress the importance of manufacturing in particular, an area in which our experience and expertise are deep, our

aspirations high, and our challenges formidable.

Improving our manufacturing processes and operations helps us to maintain our world-class status, which simply means that we continue to set the pace—no more, no less. Beyond that, however, we seek core competence in manufacturing as one of the most effective ways we can distinguish ourselves from competitors and pull further away from the pack.

What we're after is faster time to market with higher quality and lower cost of goods sold; higher yield per



Photo by Steve Miller

OPTIMAL USE OF FACILITIES...Ken Sharpnack loads a take-up reel on the new multi-wire draw machine in the electronic wire and cable shop. The machine balances the Works' capacity to supply the braiding shop with tin-plated copper. It draws copper rod from 12 to 38 gauge, handling the work of 12 single fine-wire draw machines and one intermediate draw machine. It automatically spools six wires together for the braiding shop, resulting in less breakage and scrap than when this step was performed separately.

unit of capital investment; higher performance for customers and shareholders alike.

Manufacturing has a role to play in increasing our speed from invention to innovation, and from quote to cash. We must focus on these key themes:

► Understanding how we can make optimal use of our manufacturing facilities and expertise is critical input to the product technology road maps that embody Lucent's research and development strategy. For example, manufacturing considerations will help drive product design toward platforms and reusable assets.

Similarly, road maps will guide the evolution of our manufacturing technologies, methodologies and metrics. And we must be as forward-looking in designing our factories as we are in designing our products.

► The push toward greater efficiency and speed in product and order realization will continue and intensify. We expect great results from the alignment of sales and marketing with design, development, manufacturing and shipping. And making our global provisioning centers responsible for material planning, procurement, manufacturing and distribution will enable them to achieve whole-order, on-time delivery to the customer.

► As we continue to globalize—partnering with our customers around the world—we will “localize” manufacturing operations when it



Photo by Linda Ryan

TOWARD GREATER EFFICIENCY, SPEED...Millie Johnson, who works in the copper apparatus MADS (material and distribution system) area, affixes a packing label on product destined for a customer. By storing its own product and shipping directly to the customer rather than from a material distribution center (MDC), the Works has greatly lowered its investment—saving on transportation and service costs. When the global provisioning center opens this spring, the Works will initiate “whole order” delivery to customers, making sure all components of an order—including parts not manufactured at the Works—are packed and shipped on time and all together for improved service to the customer.

makes sense both strategically and economically. Knowing when and doing it right are important challenges.

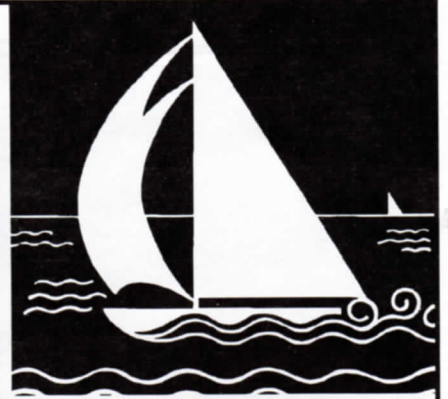
► Finally, we must expand our leadership position in industrial ecology, pioneering the implementation of “green” principles in product design, manufacturing processes and management of our material stream.

Investing in environmentally sound practices and technologies is not only in accord with Lucent's core value of social responsibility, but it also is demonstrably good business.

Manufacturing has the power to make Lucent a quicker, nimbler and more cost-competitive business with continued healthy margins. We make the things that make communications work. How we make them will be a key to our future success. ■

1997

Holiday/Vacation Schedule



☐ Holidays observed

○ Standard Vacation Days

☼ Company-designated MPD/EWD

1998 Holiday/Vacation Days:
 Jan. 1, 1998, New Year's Day
 Jan. 2, 1998, Standard Vacation Day

JANUARY							FEBRUARY							MARCH						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4							1							1
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28		23	24	25	26	27	28	29
														30	31					

APRIL							MAY							JUNE						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
27	28	29	30				25	26	27	28	29	30	31	29	30					

JULY							AUGUST							SEPTEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5						1	2		1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27
27	28	29	30	31			24	25	26	27	28	29	30	28	29	30				
							31													

OCTOBER							NOVEMBER							DECEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4						1		1	2	3	4	5	6	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			
							30													

Save for future reference