

Photo by Linda Ryan

Charting a course

How do you know where you're going if you don't know where you've been? Lynn Nelson, leader of Area Quality Team (AQT) 68, prepares and posts current charts showing manufacturing results for her team in the PCS (personal communication systems) cabinet area. The charts include data on defect rates, shipping results, cost of quality, throughput (efficiency) times, labor recovered and labor paid. The information is valuable to AQT members in order to determine what they need to do ultimately to ensure customer satisfaction. Effective measures used by Omaha Works AQTs to meet or exceed customer expectations were part of a presentation given by AQT representatives last month at a Baltimore conference focusing on quality and participation. Turn to Page 6 for the story.

Grant aids Louisville child care

Children who participate in the Louisville Lion Cub Club will have something more to keep them busy before and after school, thanks to a grant from the Lucent Family Care Development Fund.

The Lion Cub Club, a before- and after-school child care program sponsored by the Louisville (Neb.) Public School Foundation, was awarded a \$10,800 grant from the Lucent Fund.

The money was used to purchase five computers, software, a printer and a storage cupboard for children's projects. The equipment has been assigned space at the Louisville Public School for grades K-12, where the Lion Cub Club meets during the regular school year.

Children in the program use the equipment to work on homework assignments or to practice their computer skills, said Marian Johnson, the program's director.

Johnson expressed gratitude for the efforts of Cathy Scott, who works in materials management (Dept. A64), without whom "this grant would not have been possible."

Scott served as employee sponsor in the grant application. Community organizations requesting funds must have either a Lucent employee sponsor or be invited to apply for a grant by the Lucent Fund staff.

The Lucent Fund is jointly administered by Lucent Technologies, the Communications Workers of America (CWA) and the International Brotherhood of Electrical Workers (IBEW). Its purpose is the increase the supply and improve the quality of
(Continued on Page 2)

Child care benefits from Lucent grant

(Continued from Page 1)
child and elder care services available to Lucent employees all over the U.S.

Scott's two sons, Dustin and Brandon, participate in the Lion Cub Club when school's in session. In addition, the offspring of other Works employees take part in the Louisville program: Joe Smisek's son, John; Troy Lanning's son, Michael; Keri Hall's son, Christopher; and Kurt Lamb's daughters, Kiley and Keshia.

Program director Johnson first asked Scott to be a sponsor after she heard about the Lucent grant program at a local workshop. Scott immediately became enthusiastic about what a Lucent grant could provide.

The Louisville child care program is convenient and provides a "safe and nurturing environment," she said. Its staff is "ambitious and eager—full of creative ideas to help our children grow and become knowledgeable."

She said she's sure that the computer equipment "will be put to good use." ■



Photo by Cathy Scott

'TIL NEXT YEAR...Equipment bought with Lucent grant money will be ready for Louisville Lion Cub Club members, including children of Works' employees, come fall. From left are Sherri Wetuski (program assistant), Dustin Scott, Kiley Lamb, Brandon Scott, Kelli Wetuski and Keshia Lamb.

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 July 23, 1997. All news items should be in to the PR office by no later than 9 a.m. Monday, July 7, 1997.

Lucent grants for the asking!

As a Lucent Technologies employee, money that could help improve the quality of your child and elder care services is available for the asking.

The Lucent Family Care Development Fund is jointly administered by Lucent Technologies, the Communications Workers of America (CWA) and the International Brotherhood of Electrical Workers (IBEW). Its purpose is to increase the supply and improve the quality of child and elder care services available to and being used by Lucent employees in their communities all over the U.S.

Since its inception in 1990 (then as part of a negotiated benefit with AT&T), the fund has granted nearly \$30 million in awards nationwide. Under Lucent, \$7.1 million has been allocated as a "rolling fund" to be distributed between 1996 and 1998.

A community organization may seek a Lucent grant in one of two ways: (1) by being invited by the Lucent Fund staff or review committee to apply for a grant

(which is done to help make sure funds are evenly distributed all over the U.S.) or (2) with the help of a Lucent employee sponsor.

Included in the employee sponsor's role is helping the company to assess family care needs of the local Lucent population, verifying that the requesting organization's proposal is responsive to local employee needs, and—when a project is funded—providing ongoing feedback on the project's success.

If you are interested in helping a community group secure a grant for child or elder care services, call this number for an application and guidelines: 1-888-700-2363.

Leave your name and number and a representative will get back to you.

Fund administrators also seek suggestions about local organizations as possible recipients of grants. You should forward your suggestions to either Larry Cherry or Marie Pope in the Works' Employee Resource Center. ■

Four Academic Awards scholars named

Four children of Omaha Works employees have been named recipients of 1997 Academic Awards Program college scholarships. Each scholarship, awarded to children of AT&T and Lucent Technologies employees, is worth up to \$6,500 per year. They may be renewed for up to three years if recipients maintain a 2.75 grade point average and meet other program requirements.

The recipients and their education plans are:

♦**Stefani Cody**, daughter of **Tom Akeson Jr.**, of machine maintenance. A graduate of Christian Liberty Academy Satellite Schools, she plans to attend Grace University in Omaha

and will major in intercultural ministries.

♦**Stephanie Greiner**, daughter of **Bill Elliott**, of cabinet metal fabrication. She will attend Dana University where she will major in psychology and Spanish. Greiner is a graduate of Bellevue East High.

♦**Sarah Orley**, daughter of **Jeff Orley**, of environmental health and safety, and **Betty Orley**, of information systems. The graduate of Millard West High will attend Iowa State University where she will major in chemical engineering and computer science.

♦**Elizabeth Sievers**, daughter of **Glenn Sievers**, of plastic products operations, and **Linda Sievers**,

customer service. A graduate of Yutan High, she will attend the University of Nebraska at Lincoln where she will major in merchandising in the College of Human Resources and Family Science.

The Academic Awards Program is a scholarship program based on academic achievement; community and school volunteer service activities and leadership roles; academic awards; and a statement of education and career goals.

The program grew out of 1992 negotiations between AT&T, the communications Workers of America (CWA) and the International Brotherhood of Electrical Workers (IBEW), and has been expanded to include children of non-represented and management employees.

Seventy scholarships are awarded to children of union-represented employees and 70 additional scholarships are awarded to children of non-represented and management employees. To apply for 1998 scholarships, watch for an announcement about the availability of applications later this fall. ■



Stefani Cody



Stephanie Greiner



Sarah Orley



Elizabeth Sievers

Omaha cabinets used where world leaders meet

The Omaha Works had a hand in keeping the communications lines open when President Bill Clinton and the leaders of seven other countries met for the World Economic Council Meeting in Denver June 21.

US WEST had ordered seven of our 90A cabinets, fully loaded with 768 lines of SLC 2000 equipment, to be used at the conference, said Art Meier of Lucent's marketing and sales.

It marked our first offering and first application of the cabinet with 768 lines (previously, 576 was the largest number of lines), essentially allowing the customer to have full usage of

SLC 2000 equipment for ISDN applications.

As a new offering, the cabinets required an F-spec ("special development") design and U.L. (Underwriters Laboratories) testing—a process that normally would result in a six- to eight-week delivery.

But US WEST requested a two-week delivery on the cabinets.

"Thanks to (process engineer) Karolyn Allen, who took on the project as her own, and to the Works' project management and operating teams, they were able to develop the product and get it out the door to the customer's satisfaction. And they did it in less than two weeks!" Meier said.

Allen had words of praise, too, for "the shop, the planners—everybody" who pitched in to overcome a number

of obstacles, including parts shortages.

And US WEST's response? "Elated," Meier reported. "The day after delivery the company put in an order for additional 90A cabinets."

New copper cable 6 times faster than current cabling

Lucent Technologies has introduced a new copper cable designed to deliver reliable, high-speed performance six times the speed of current copper cabling—1 gigabit per second.

The new Level 7 SYSTIMAX® GigaSPEED® cable beats out other

(Continued on next page)

(Continued from previous page) competitors to market by providing a breakthrough cable that handles today's communications traffic with headroom to handle tomorrow's high-speed technologies.

As PCs become more powerful and applications become more complex, they create a demand for more bandwidth. One important way that SYSTIMAX GigaSPEED increases bandwidth (by more than 50 percent) is by reducing crosstalk—the interference that results when one cable pair couples into an adjacent pair.

The cable also is better balanced, which means it is better able to reduce transmission errors by maintaining signal integrity and resisting noise and electro-magnetic interference (EMI). That's especially important to users like those in the financial and medical industries, where down time is costly and possibly life threatening.

The SYSTIMAX GigaSPEED copper cable family includes non-plenum, plenum and non-halogen versions, already in production at the Omaha Works and in joint ventures in Ireland and Australia.

The new cable supports current SYSTIMAX solutions, making this family of cable the first available components in an end-to-end solution that will make gigabit transmission over copper a cost-effective reality.

A note of thanks

My thanks to many of my Lucent co-workers who, upon hearing about my mother's illness, contributed toward a gift certificate for her. Your thoughtfulness means a great deal to my mother, Monda, and me. We treasure your friendship and support during this difficult time.

**Cathy Scott
Dept. A64**

ISO 9000 audit to be July 16 - 18

Lloyd's Register Quality Assurance (LRQA) representatives will be at the Omaha Works July 16 through 18 to conduct a regularly scheduled ISO 9000 audit.

Auditors will focus their attention on the following areas:

- Electronic wire and cable (EW&C) receiving and storeroom.
- EW&C twist, strand and jacketing.
- Premises distribution products (IBUs C15 and C16).
- Cabinet metal fabrication (IBUs D13 and D14).
- Quality assurance.

Representatives are likely to tour the cabinet assembly shop area to check on one non-compliance issue (expired paint).

New names added to list of retirees

Add these to the growing number of Omaha Works people who have retired. The effective retirement date is given first, followed by name and years of service:

- 5/1/97—Darrel Kovar, 40 years.
- 5/8/97—Fonda Jatton, 31 years.

- 5/13/97—Mary Udron, 14 years.
- 5/14/97—Larry Nelsen, 26 years.
- 5/30/97—Virgil Hedges, 35 years.
- 5/30/97—Virginia Donahoe, 26 years.
- 6/6/97—Janet Pope, 31 years.
- 6/8/97—Kenneth Krumpus, 37 years.
- 6/13/97—Richard Maxwell, 36 years.
- 6/18/97—Roland Fick, 40 years.
- 6/23/97—Deanna Traugh, 29 years.
- 6/27/97—John Pinkerton, 37 years.
- 6/30/97—George Paul, 31 years.

June service anniversaries

The following employees celebrated milestone service anniversaries (in five-year increments) during June. The anniversary date is given first, with service years after the employee's name.

- 6/1—Helen Alexander, 10; Kay Bartek, 20; Robert Wulf, 10; Debra Hahn, 20.
- 6/2—John Sharpnack, 15.
- 6/3—John Lovely, 40.
- 6/5—Peter Giglia, 35; Fred Tirschman Jr., 35; Steve Zerbs, 30.
- 6/9—Rhonda Marshall, 25.

(Continued on next page)

FUN in THE SUN



ANNUAL EMPLOYEE PICNIC

SUNDAY, AUGUST 24TH AT FUN•PLEX

*Watch newsletters, news monitors and posters
for information on how to get tickets.*

NEWS IN BRIEF

(Continued from previous page)

- 6/10—Carl Campbell, 40.
6/12—Joseph Coughlin, 35; Gilbert Romero, 25; Richard Hadlund, 15; Kimberly Vachal, 15.
6/14—Jesse Welker, 30.
6/16—Elaine Hobbs, 30; Sharon Reimers, 15.
6/18—Lela Stewart, 30; Shelly Brown, 20.
6/19—Jeanette Porter, 25; Michael Huerta, 30.
6/21—William Matthews, 35.
6/22—Chris Comstock, 30.
6/24—Gerald Stockwell, 15.
6/25—James Beverly, 35; Stanley Kull, 35.
6/27—James Pedersen, 30; Charles Boger, 20.
6/30—Paul Broderick, 30.

Product quality rates an 'A'

Quality Assurance has awarded the following IBUs the grade of "A" for their product quality achievements for the May 1997 rating period:

IBU C14—11-type cable stubs; 300-type central office connectors; 78, 89 and 112 connector blocks.

IBU C15—108 and 110 connector blocks; 110 wiring blocks; 110 patch cords; premise connection products.

IBU C12—188, 189, 190, 300 building entrance protectors; plug-in and screw-in protector units.

IBU D19—710 connectors; 700-type connectors; N-type cable terminals.

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

IBU D12—710, 788 and miscellaneous tools.

IBU D13—Metal fabrication.

EW&C—Plenum/LAN cable; switchboard/spec cable.

Philips, Lucent form joint venture

Philips Electronics N.V. and Lucent Technologies have agreed to merge consumer communications products businesses into a new company called

Philips Consumer communications, a jointly owned venture of Philips and Lucent.

The union of these businesses will create a \$2.5 billion company that will be the world's leading provider of corded and cordless phones and answering machines and will have a full range of products in the wireless arena.

The new company will develop, manufacture and market a comprehensive line of products, including digital and analog cellular phones, corded and cordless phones, answering machines, screen phones and pagers.

The transaction is scheduled to be completed by Oct. 1, 1997, with 60 percent of the venture owned by Philips and 40 percent by Lucent. Headquarters will be in Jersey with regional offices in the U.S. and worldwide.

In memoriam

Betty Urbach, production specialist in IBU D17, May 24, 1997. ■

2nd Annual Omaha Works Fork Truck Rodeo

August 5 & 6

Take the challenge and see how much you know about pedestrian and trucker safety!

- ▶ Entrants maneuver fork truck over prescribed course, perform various exercises.
- ▶ Everyone's eligible! No trucker's license required.
- ▶ Chance to win prizes!

Must pre-register!

(Get signup forms in cafeterias.)

17TH
ANNUAL
OMAHA
CORPORATE CUP RUN

<10K>

SUNDAY
SEPT. 28, 1997

Watch for registration
sheets in July.

Join the crowd
and sign up!

A lesson in CUSTOMER SATISFACTION

An area quality team (AQT) approach to manufacturing shares spotlight at quality and performance conference.

What does maintaining an organized and clean shop have to do with satisfying our customers? Plenty, leaders of cabinet shop area quality teams (AQTs) will tell you.

Among them, good housekeeping practices help to ensure an efficient production process—time isn't wasted looking for lost tools or misplaced parts. When order replaces chaos, frustration levels decline so workers can focus on making good product. A clean workplace is also a safer workplace, so lost-time, on-the-job injuries are minimized. And properly calibrated tools and machinery make it easier to make the product right the first time.

It all supports getting a quality product at a competitive price to the customer on time—satisfying the customer. That's why housekeeping was one of the issues addressed in a presentation given by an Omaha Works trio at a conference held in May in Baltimore, Md. The presentation focused on effective measures to meet and exceed customer expectations.

Presentation marks "firsts"

Gwen Hightshoe, Cathy Hatfield and Cathy Placzek gave their presentation (titled "Improve Quality Processes to Provide Customer Satisfaction: An area quality team approach to world-class manufacturing at Lucent Technologies' Omaha Works.") at the 19th annual spring conference of the Association for Quality and Participation (AQP).

About 3,000 persons from the United States and Canada attended the three-day conference. Lucent personnel have attended past conferences, but the group from Omaha was the company's first to give a formal presentation, said Hightshoe, team leader for Works AQT 60.

Furthermore, it was the first group ever to speak at any AQP conference that included production associates as presenters. Hightshoe is a senior production specialist in IBU D13. Hatfield, who recently became a planner, was a production specialist in IBU D17 and team leader for AQT 34. Placzek is a quality engineer for outside plant systems.

The presentation focused on how the AQT approach to quality and participation—complete with cell teams and an AQT Forum regularly convened by the leaders of the

13 AQTs in the cabinet and feeder shops—helps to ensure customer satisfaction. It gave an overview of important team concepts and efforts, including:

- ▶ Making sure AQT members have a good understanding of ISO elements.
- ▶ Constantly working on better ways to communicate among employees—from operating personnel to planners to engineers—especially to spur greater employee involvement.
- ▶ Working together to establish policy and process, which includes improving shop floor layouts and product flow, and establishing regular quality check procedures.
- ▶ Monitoring quality reports.
- ▶ Overseeing orientation of new employees to the area.
- ▶ Improving quality through scrap reduction; practicing safe work habits; cross-training/rotation of employees; formal classroom training; good housekeeping practices and regular preventive maintenance; and by monitoring shipping performance.
- ▶ Seeking and encouraging customer feedback.
- ▶ Benchmarking.

Good response

Response to their presentation was gratifying, with several conference-goers indicating an interest to visit the Omaha Works to tour the plant and see the AQT approach in action. The Omaha group also has been asked to give its presentation at a local Association for Quality and Participation conference to be held in November.

Additionally, the leaders of all Omaha Works AQTs will be invited to a repeat of the presentation probably in late summer or early fall. That meeting also will give the presenters a chance to share some of the other ideas they picked up at the May conference.

Presenters Hightshoe, Hatfield and Placzek all agreed that "we're not unique in our problems. The uniqueness is how we solve our problems." By sharing ideas (a kind of benchmarking among Omaha's AQTs, they said), AQTs can pick up on the things they can best adapt to suit their own needs. ■

HEADLINE FEATURE



LEFT: WORTHY OF RECOGNITION...
The four AQTs in the cabinet shops think that housekeeping, safety and calibration are so important to ensuring customer satisfaction that their 11 work cells compete every month to have the best results based on a checklist of key criteria. A traveling plaque is awarded to the winning cell, whose team members each receive a \$5 cafeteria pass or Pioneer Porch gift certificate. The 40-type cabinet/sub-assembly cell was the first to earn the honor in June. Pictured with the plaque (from left) are Linda Lawrence (AQT 34 leader who developed the contest), Lynn Nelson (AQT 68 leader who helped Lawrence design the plaque) and Kerri Starr (AQT 36 leader). Not pictured is Julie Springer (AQT 38 leader).

RIGHT: KEEP A WATCHFUL EYE...
Don Van Soelen, an operator on the paint line in IBU D13, knows that quality checks during the manufacturing process are important to keep defective product from reaching a customer. Here he looks and feels for proper paint finish on a cabinet back frame.



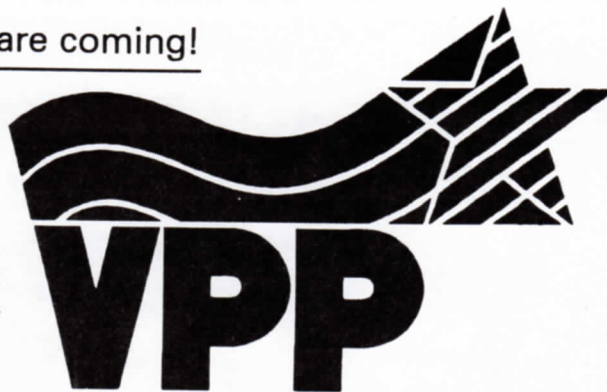
LEFT: TO BE PRECISE...
Harvey Cotton (left) and Manuel "Jello" Delgadillo of IBU D13 use a spot welder to weld a rear panel to the base of a mini-cell cabinet. Proper welds mean that cabinet measurements will be precise and according to the layout.

Photos by Linda Ryan



The auditors are coming! The auditors are coming!

OSHA's VPP audit set for Aug. 4 - 8



Aug. 4 through 8, 1997, are the dates that OSHA representatives will be at the Omaha Works to conduct an audit that could result in our recertification to VPP Star Status, OSHA's top honor for safety in the workplace.

VPP stands for *Voluntary Protection Program*. Participation in the program implies that OSHA, labor and management are working together to protect the safety of all employees. The Works first earned certification three years ago on April 26, 1994.

Auditors will check for proper documentation, the safety of our manufacturing process and procedures, as well as conduct interviews to determine employee awareness about safe work habits and procedures—including questions about VPP.

The following serves as a checklist for all employees to help ensure our

readiness for the audit:

- ✓ Know the location of the Manufacturing Standard 16000 and Material Safety Data Sheet documentation for your work area.

- ✓ Make sure an inventory of current chemicals and MSDS sheets are available in your work area's Material Safety Data Sheet Documentation Book.

- ✓ Make sure chemical containers and tanks are properly labeled.

- ✓ All employees must have appropriate safety training for their jobs.

- ✓ Employees who wear respirators must have appropriate training and must be using and storing respirators properly.

- ✓ Only employees who have completed an electrical safety training course shall be allowed to

work near energized electrical circuits greater than 50 volts. Electrical cabinets shall be kept closed.

- ✓ Machine guards must be in place, interlocks not bypassed.

- ✓ Employees must wear safety glasses and side shields.

- ✓ Employees must wear hearing protection in required areas.

- ✓ Housekeeping must be in good order.

- ✓ No paper, rags or other unnecessary materials may be stored in flammable storage cabinets.

- ✓ Electrical cabinets, eye wash units, fire extinguishers, aisles and exits should not be blocked.

- ✓ Work rests on grinders must be adjusted within 1/8 inch of grinding wheel.

- ✓ Appliances shall not be operated or stored in drawers or cabinets. All cords must be in good shape, and they should be polarized or have three-prong plugs.

- ✓ Compressed gas cylinder tanks must have yellow tags and be properly restrained.

- ✓ Lockout/tagout procedures must be entered into PM-MMS computer system for the machinery which requires them, label attached.

- ✓ Confined spaces must be properly identified. Entrants, attendants and entry supervisor must have appropriate training.

- ✓ Food must not be consumed in a designated "no eating" area. ■

What VPP means to us at the Works

★ A process has been established through which employees may notify management about hazardous conditions and receive feedback. That process includes:

- ☆ An active Union/Management Safety Committee which works to ensure that all safety issues are resolved.

- ☆ Safety subcommittees which proactively resolve safety issues in their work areas.

- ☆ A Safety Hotline, Ext. 3733.

★ The Omaha Works' Environmental Health and Safety (EH&S) organization performs monthly inspections of work areas to identify safety problems.

★ A Manufacturing Standard 16000 "Personal Protective Equipment and Measures" manual can be found next to the Works' Quality Manual, copies of which are strategically located in all work areas.

★ Employees are guaranteed that there will be no discrimination against any employee who may file a complaint with OSHA or exercise rights to which all employees are entitled under the OSHA Act. ■

