

# THE HEADLINER

Lucent Technologies  
Bell Labs Innovations



Connectivity Solutions, Omaha Works

March/April 1998

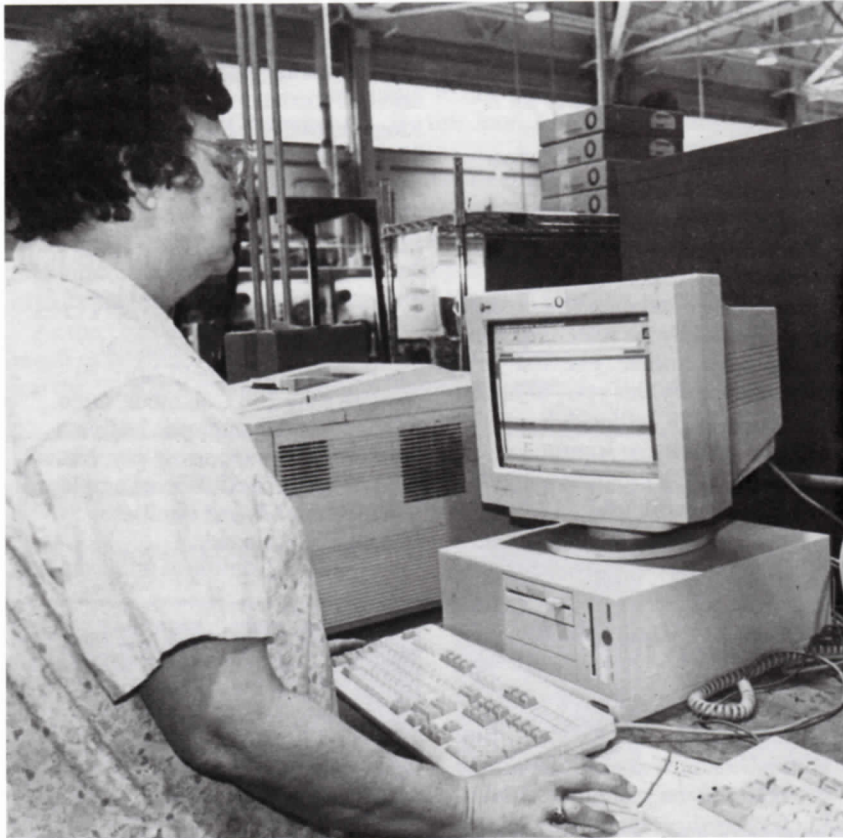


Photo by Linda Ryan

## FIT for your eyes

*Shirley Doffin, who is the leader of Area Quality Team #11, tries out a new factory information terminal (FIT) in the loose wire area of the electronic wire and cable shop (EW&C) where she works. Ten of the terminals, nicknamed FITs, have been installed in Buildings 30, 50 and 60 and more are on the way, as we move toward a more "paperless" environment and rely on the Web for company information.*

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## Works hosts Lucent Metal Enclosure Designers Forum

**W**hen the Omaha Works hosts the Lucent Technologies Metal Enclosure Designers Forum in our auditorium on April 22 through 23, we'll be in the limelight.

"We're the largest metal fabrication location in Lucent," said Steve Condra, electronic equipment housings new product engineering manager. "The forum gives us an excellent opportunity to showcase our capabilities."

In fact, the forum agenda includes a tour of the Works' shops to be conducted by production team members, Condra said.

The forum, which has become an annual Lucent event, will draw about 70 international participants—all them associated in some way with the design of metal enclosure products. Among them will be technical staff members from Bell Laboratories and various Lucent manufacturing locations, as well as outside vendors.

Connectivity Solutions Vice-President Les Cole will give welcoming remarks, and various product presentations are scheduled. Condra, who is helping to coordinate the event, will give an overview of the Omaha Works' manufacturing

(Continued on Page 2)

## Not one 'customer commit' date missed in 3 years!

**T**hey've done it again. The operating team in IBU D7 has passed the three-year mark for having met its "customer commit" dates each and every time! The IBU consists of one shift making 40, 42, and 841-type feeder distribution interface (FDI) cabinets.

Even though orders have increased by about 25 percent over a year ago, team members have kept good on their pledge to never miss the date we promised customers

they would have their orders in hand.

"This is a goal the team set way back when it reached the one-year mark," said Bill Lawson, electronic equipment housings operations manager. In fact, the team's goal is to continue achieving a perfect commit-date record for each and every year to come, he said. ■

Storeroom improvements—See Page 4

## Works hosts metals conference

(Continued from Page 1)  
capabilities. Displays by several vendors of piece parts (such as hinges, latches), also will be featured.

"The forum is really a chance for us to compare notes on how we address enclosure issues for various applications," Condra said. For example, speakers representing Lucent's wireless and switching divisions will talk about how they design metal enclosures to fit their groups' particular needs.

This is the first time that the Omaha Works will be host for the forum, and it's important that we look and do our best, he added: "People who design products generally have influence on where these products will be made. We want them to choose us."

## Matching Gift Program now includes K-12

Lucent employees now have more opportunities to support educational institutions around the world, thanks to enhancements to the Lucent Foundation's Matching Gift Program.

They include the following:

- ♦Effective March 1, 1998, the Foundation now matches, one for one, employees' gifts to qualified elementary, middle and high schools. Eligible institutions include private, public or independent schools with regional, state or professional accreditation, as well as tax-exempt independent educational funds if their sole purpose is to raise money for K-12 institutions.

- ♦On July 1, 1998, the Foundation will begin to match gifts to educational institutions made by employees worldwide.

- ♦At selected times or for selected programs, the Foundation will create a special opportunity for matching gifts to designated charities. The first special opportunity this year, in honor of Earth Day 1998, will match employees' gifts to the Nature Conservancy. This program will run from April 1 through May 31.

The basic Matching Gift guidelines remain the same. For active employ-

ees, the minimum gift matched is \$25; the maximum match is \$10,000 per employee, per year.

To register a gift call 1-888-999-9033 and be ready to give your Social Security number, the date and amount of each gift (for credit card charges use the debit date) and the zip code of the organization receiving the gift.

Questions should be sent to the Lucent Foundation, Matching Gift Program, 600 Mountain Ave., Room 3C-209, Murray Hill, N.J., 07974 (or to [ltfoundation@attmail.com](mailto:ltfoundation@attmail.com) by E-mail).

## EQUAL! national conference slated

The 1998 EQUAL! National Conference will be held April 30 through May 2 in Columbus, Ohio. EQUAL! is the employee business partner (EBP) supporting gay, lesbian, bisexual and transgendered employees and their friends and families at Lucent Technologies.

(Continued on next page)

## Six promotions announced

The Omaha Works has announced the promotions of six technical-professional staff members. Their promotions became effective on Feb. 15, 1998.

Those who were promoted are:

**Lisa Grabenbauer**, a member of the information systems development (ISD) organization, promoted to MTS (member, technical staff) from MTS1 (member, technical staff—Level 1).

**Kar Kam**, also of ISD, promoted from MTS1 to MTS.

**Carla McKnight**, promoted to MTS from MTS1 in ISD.

**Joseph Shavlik**, an ISD member, promoted from MTS1 to MTS.

**Walter Tomasello**, promoted from STA (senior technical associate) in factory engineering to MTS1.

**Robert Wright**, a member of the Synchronous Flow Management Implementation team in electronic wire and cable (EW&C), promoted to MTS from MTS1. ■



Kar Kam



Lisa Grabenbauer



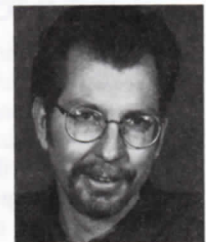
Carla McKnight



Walter Tomasello



Joseph Shavlik



Robert Wright

Photos by Steve Miller

### THE HEADLINER

The Headliner is an internal newsletter of the Omaha Works, published eight times yearly. It is produced by the public relations department and printed by the Works' print shop.

Your comments and suggestions are welcome. Direct them to:

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## NEWS IN BRIEF

(Continued from previous page)

This year's conference theme is, "Beyond a safe space... discovering our dreams." Lucent corporate speakers will include Dan Stanzione, executive vice-president and chief operating officer; Carly Fiorina, Global Service Provider Business Group president; and Claire Brown, EO/AA Operations Center Western Region manager.

Conference offerings will include beginning and advanced management tracks designed especially for human resource professionals and Lucent managers or coaches who have responsibility for supporting the work of others.

For more information, call the conference hotline at 614-860-7128, or visit the conference Web site at <http://edge.lucent.com/equal98>.

### Retirements announced

The following employees recently retired from the Omaha Works. The month in which they retired and their years of service are given:

**February**—Shirley Dwyer, 20; James Norgard, 23; Dale Thurman, 38; Leota Tweedy, 39; George Ruckman, 35; Frances Graser, 35; Alice Lugert, 39; Merlena Hartmann, 29; John Moore, 33; Etta Flott, 30; Mary Purcell, 33; Grace Lee, 28; Eileen Vendetti, 28.

**March**—Alfred Lichtenegger, 20; Jerry Ray, 20; Leland Boettcher, 34; Cecelia Eastberg, 20; Claudia Spencer, 16; Dale Wineinger, 30; Theresa Stefan, 32; Louise Johnson, 32; James Elliott, 26; Steve Marasco, 40; and Robert Slobodnik, 30.

### March/April anniversaries

The following employees have marked or will mark milestone service anniversaries (in five-year increments) in March and April 1998. The anniversary date is given first, with service years after each employee's name.

3/4—Paul Stoddard, 35.  
3/6—Sharon Kott, 25; Duane Fetherkile, 15.  
3/9—Leona Alvarado, 25.

3/10—Barbara Golda, 30; Ernest Kucera, 40.

3/11—Robert Morisch, 35; Marjorie Zymola, 25.

3/13—Michael Cochrane, 30.

3/14—Zenobe Monroe, 25; Leilani Richards, 35.

3/15—Sherry Parks, 35.

3/16—Ronald Carter, 20.

3/17—Steve Marasco, 40.

3/18—Bernard Gibb, 35.

3/19—Janice Rentschler, 25; Tom Oringderff Jr., 30; Joyce Nick, 25.

3/21—John Bailey, 10.

3/23—Lisa Brown-Bohaty, 10; Marilyn Boston, 30; Gladys Hurt, 30.

3/24—Mary Pfeifer, 25.

3/25—Pamela Schwenck, 30.

3/26—Laura Wilbur, 30.

3/27—Mildred Johnson, 35; Della Kelly, 25.

3/28—Robert Slobodnik, 30.

3/29—Charles Taylor, 30.

4/3—Betty Davis, 25; Pamela McClure, 20.

4/6—Bonnie Lewis, 30; Beverly Heinke, 25.

4/7—Donald Sorensen, 40.

4/9—Theodore Hoffman, 30; Danny  
(Continued on Page 6)



**DON'T MISS**  
Lucent Technologies Employee  
Discount Program Equipment Sale

Featuring Lucent phones and accessories **AND**  
Philips Magnavox TVs, VCRs and audio equipment!

It's **BIGGER AND BETTER** than ever!

Omaha  
Works Auditorium  
Thurs., Apr. 15--11 a.m. - 8 p.m.  
Fri., Apr. 16--6 a.m. - 6 p.m.  
Sat., Apr. 17--10 a.m. - 3 p.m.

## FOCUS ON SERVICE



Photo by Linda Ryan

*THINGS TO DO,  
PLACES TO GO...  
Trucker Steve Willmer  
makes a pickup in  
Building 30 near the  
Quality Assurance area.  
Changes in the stores  
operations organization  
are designed to provide  
materials and services  
reliably and efficiently,  
helping to ensure on-  
time deliveries to  
external customers.*

## Keep the shop

# RUNNING

**A** skilled workforce and high-tech machinery alone do not guarantee us manufacturing success unless we have the materials and services we need to make and ship products on time.

Perhaps nobody understands that better than the people who work for Dick Cefrey in the stores operations organization, which makes sure the shop has the raw materials and parts needed to make products, then sees to it that products are packed and ready for delivery. Failure to have parts on hand or to pick up a "rush" job on the floor can trigger frantic phone calls from the shop to the storeroom, said Will Rodriguez, a stores supervisor.

With the emphasis on top-rate service to all of our customers, internal and external, the stores operations group aspires to "do everything we can to make sure the

shop doesn't shut down," he said.

In recent months, the organization has been reviewing its operations, making changes to improve its performance. The stores operations include responsibility for Building 30 receiving docks, shipping material to vendor partners (outsourcing), and central pack operations, where products for external customers are packed for delivery.

### Results on the Web

One of the more noticeable changes is the posting on a Web site of stores operating results for the Interconnection Products Group (IPG) and Electronic Products Group (EPG), accessible through the Connectivity Solutions Wired Web home page. (Click on "Materials Management.")

The website includes a listing of who's who in stores operations, and

serves as a convenient tracking system with easy-to-read graphic bar charts so internal customers can "tell at a glance how well we have served them in a given time frame," said Rodriguez.

For instance, actual deliveries to a specified shop area can be compared to the stores operations performance goal, which is 95 percent delivery to internal (shop) customers within eight hours of order receipt.

At the end of March, internal deliveries were tracking at 91 percent within eight hours. Central pack's track record is currently 90 percent delivery by "customer commit date."

In another effort to improve, stores operations will install a new computer software system to keep better track of performance results and with greater reliability. By the end of 1998 it will have completely replaced the Works'

MFCS (Material Flow Control System) program.

Central trucking services provided by the stores organization have been changed to meet customer needs better. Now more truckers are available during peak hours of the day and times of the week when there is more material to be picked up in the shop.

This helps to ensure that all material is picked up in a timely manner without compromising safety or risking damage to goods due to unnecessary rushing, said stores supervisor Rick Barnes.

## First in, first out

Directed pickup of finished goods is another tactic being considered in central trucking. It means that truckers would pick up finished product in the order in which it was put into the system—"first in, first out"—to ensure that finished product does not sit on the shop floor for an extended period.

Other changes that should result in better service to customers include dedicating two material planners, one each from IPG and ECG, to central pack operations. They would be responsible for making sure all parts are on hand for whole-order deliveries. This would consolidate and streamline the way planners are assigned now, one each from different product groups who are responsible only for their particular products.

Stores operations also should get a boost from a conveyor system, soon to be fully operational, connecting Building 30 to Building 60 (the Global Provisioning Center Warehouse or GPC).

Used to transport finished product from Building 30 to the GPC, the conveyor should get products to the

## Roadside heroism

# She 'brakes for Lucent'

**W**ould you stop during morning rush hour traffic on one of the coldest days of the year to pick up a box, bearing the Lucent Technologies logo, from the middle of the street?

Marti Burbank would...and did. The third-shift molding press operator was heading home with her husband after her shift when she spied a brown box on 120<sup>th</sup> Street between I and L streets.

"It caught my eye because it had a Lucent logo and was sealed—it wasn't open," Burbank recalled.

Her husband managed to pull over onto the median. Then, when a red traffic signal gave her a break in the traffic that was whizzing by, Burbank hurried to retrieve the battered and dirty box.

At home she examined an attached shipping label and realized the box contained a Lucent product destined for a customer. Inside was a 112C1B-100 connecting block ordered by Pacific Bell. She made a quick call to the Works' shipping organization and was told to bring the box back to work with her.

Burbank gave the box that night to her supervisor, Gwenn Kuntz, who brought it to the Global Provisioning Center (GPC) warehouse. Apparently the box had fallen off an express air delivery truck.

Although the product wasn't damaged, a new connecting block

was packed and rescheduled for air delivery.

Said Jerry Taylor, warehousing and shipping manager, "Marti cared enough that we were able to ship another connecting block safely to the customer who otherwise would have filed a complaint" if the product hadn't arrived.

Burbank, who once found a cash-filled purse in the street and returned it without hesitation to its elderly owner, doesn't think her stopping on that cold morning was anything extraordinary.

"I saw that box and it was just like seeing our paychecks laying on the road out there."



Photo by Linda Ryan

*MARTI BURBANK...Her alertness and follow-through made sure the customer was served.*

GPC faster, cut down on truck traffic congestion, and minimize the risk of damage to products from handling.

There's one other change that has resulted from efforts to improve, noted Rodriguez. Things have been a little quieter in the stores organization lately.

"We're not getting nearly as many frantic calls from the shop." ■

## NEWS IN BRIEF

(Continued from Page 3)

Coffman, 15.

4/10—Toan Nguyen, 20.

4/12—Lisa Lagow, 5.

4/15—Lynette Nelson, 25.

4/16—William Peters, 25.

4/17—Michael Lee, 20.

4/20—Robert Welshinger, 20.

4/21—Richard Rahde, 40; Ginette Carpenter, 20; Evelyn Crinklaw, 20.

4/23—Nathaniel Jackson, 30;

Donna Kock, 20.

4/24—Russell Bullard, 20; Darryl McAdams, 20.

4/25—Judy Cook, 25.

4/26—Kathleen Carson, 5.

4/30—Michael Evans, 15.

### Pioneers donate 'Video Voice' system to school

The Lucent Heartland Pioneers have donated a "Video Voice" system worth \$2,500 to the Iowa School for the Deaf.

The system runs on most of the school's computers and uses a live voice analysis to help develop students' speech skills.

"The system provides excellent practice opportunities and gives instant feedback through a variety of games played by students," said Sue Miles, a speech pathologist at the school. "It also has a built-in record-keeping system."

Updates to the system software will be provided to the school at no charge.

### Lucent announces 2-for-1 stock split

At the annual shareowners meeting held Feb. 18, 1998, Lucent Technologies announced that the board of directors approved a two-for-one stock split of Lucent common shares.

For every one share held at the close of business on March 6, 1998, shareowners would receive one additional share, payable on April 1, 1998.

After the announcement, Lucent stock

prices began a strong, steady climb (at the end of March the stock neared \$130 per share, quadrupling its price since the initial public offering in April 1996). Here's what analysts have been saying about Lucent:

♦"Lucent is the finest telecommunications equipment provider in the world. Telecom-equipment systems are having to be built not only out in the merged markets, but also in the emerging markets, and Lucent's numbers are going higher."—Erik Gustafson of Stein Roe & Farnham, when asked if he thought Lucent stock would continue to grow.

♦"Money managers are tripping over themselves to own the stock before the end of the quarter because it has been such a strong performer."—Scott Bleier, chief investment strategist at New York brokerage Prime Charter.

♦"As Intel is to chips, as Microsoft

is to software, Lucent is to communications equipment."—Commentary in New York Post.

### Check out our products on Web

Lucent has introduced an interactive Internet product catalog for its Omaha Works-manufactured SYSTIMAX® Structured Connectivity Solutions (SCS) cabling system.

Designed for cabling infrastructure customers, the catalog enables the user to "shop" for various cabling products, placing any number of products in a "virtual shopping cart."

At the end of the session, users can choose to request more information for the selected items or save their online session for review at a later date.

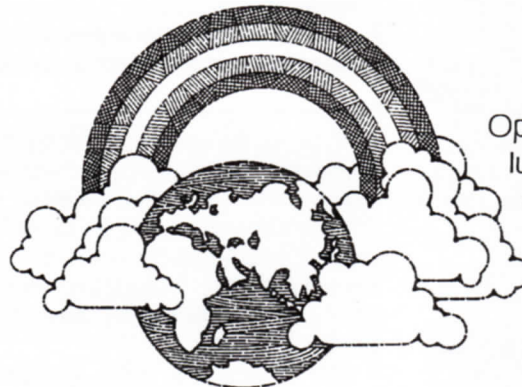
The catalog is available on many of Lucent's authorized SYSTIMAX distributors' Web sites. ■

Come visit the Pioneers'

## Ethnic-Cultural Fair

Tuesday, May 5  
Omaha Works Auditorium

Featuring multiple displays of artifacts and collectibles representing the diverse ethnic and cultural backgrounds of Omaha Works people.



Open during  
lunch and  
dinner breaks  
on all three  
shifts.

## FIT for your eyes

Get ready to use a computer mouse as readily as you would a rubber thumb to page quickly through volumes of printed documentation. The FITs—factory information terminals—are here.

Six FITs can be found in Building 30, three in Building 50 and one in

Building 60 (the GPC warehouse). By this June, a total of 50 FITs will be in place.

FITs give Web site access to information on the Lucent Intranet—things like ISO documentation, layouts and drawings, company policies, the Omaha Works home page and miscellaneous information, according to Rich Benack of information systems, who helped with the FITs program.

As the Omaha Works moves toward a “paperless” (as much as possible) environment, “We want all employees to use the Web as a primary means of getting information

about the company,” Benack said.

The terminals are being placed in shop and warehouse locations now in advance of an ISO 9001 audit scheduled for July 1998, so employees may become familiar with using them to access ISO documentation. Auditors are likely to ask employees what they know about the terminals.

AQT leaders, engineers, and information systems and quality team members worked together to develop the FITs program, “with the emphasis on making it user friendly,” Benack said.

AQT leaders are now learning how to use the terminals. Later this month and next, they will help train the rest of their operating team members.

FITs will enable users to do searches and queries as well as update and change documentation, helping to improve the speed of the manufacturing process.

“This is a good example of a major cultural change in how we do our jobs,” Benack noted. “If we’re going to be competitive in manufacturing, we have to be able to have access to and provide the latest information as soon as it’s available.” ■

## Five more patents added to '97 total

Connectivity Solutions can count a total of seven U.S. Patents that were awarded to members of its Omaha Works technical staff in 1997. In addition to two patents that were reported in an earlier issue of the Headliner, five patents were awarded to the following recipients:

**Larry Josoff** (retired)—U.S. Patent No. 5,647,195 issued July 15, 1997, “Method for twisting a pair of moving strands.”

**Jim Chapman, Lyndon Ensz and Geri Smith**—U.S. Patent No. 5,649,357 issued July 22, 1997, “Method and apparatus for attaching connectors.” This is the first patent for Smith.

**Bob Drach** (retired) and **Kar Kam**—U.S. Patent No. 5,683,268 issued Nov. 4, 1997, “Universal stacking modular splicing connector.” Kam is a first-time patent winner.

**Larry Bleich**—U.S. Patent No. 5,689,090 issued Nov. 18, 1997, “Fire-resistant non-halogen riser cable.”

**Gary Irwin**—U.S. Patent No. 5,697,840 issued Dec. 16, 1997. This is Irwin’s first patent.

In addition to these patents, indi-



Larry Josoff



Jim Chapman



Geri Smith



Lyndon Ensz



Gary Irwin



Kar Kam



Larry Bleich

Photos by Steve Miller

vidual awards of \$1,000 have been awarded to several technical staff members as part of the Lucent Patent Award Program. The program is designed to encourage patent submissions on behalf of the company, with an award given when a submission results in a formal patent application being filed with any patent office. The program is retroactive for patent applications first filed on or after March 1, 1997.

Omaha Works people who have qualified and received their \$1,000 awards (as of Feb. 1, 1998) are the following (with the number of total awards received shown for those who earned more than one award):

**Dean Davis, Daryle Donner, Lyndon Ensz (4), Steve Zerbs, Ronald Guelden (3), Bob Slothower (2), Jim Chapman, Carlos Chavez, Chuck Mann and Robin Ruzek.** ■

Works officially registered to ISO 14001

# Intensified recycling reflects commitment

The Omaha Works has received word that registration to ISO 14001 officially has been granted. However, being recognized for having a world-class environmental management system doesn't end with registration.

The key to ISO 14001 registration is having a management system that forces improvement—one in which we continually explore ideas for improving the way we can protect the environment, according to Bob Dennelly of the Works' environmental health and safety department.

Toward that end, the Works is intensifying internal efforts to recycle paper and cardboard. In 1997 the Works recycled 129 tons of paper and 348 tons of cardboard—about 50 percent of what could be recycled. In 1998, the goal is to recycle at least 70 percent of our paper and cardboard, he said.

So that employees will have easier access to collection bins, an additional 500 blue "WE RECYCLE" wastebaskets for collecting paper have been placed in shop office areas, in addition to those already in Building 20 offices.

Some 40 additional green tubs to collect cardboard have been placed in Buildings 30, 50 and 60, bringing to 66 the total tubs available in shop areas. (In Building 20, cardboard for recycling should be placed beside blue wastebaskets.)

Furthermore, receptacles for newspapers and magazines and for plastic beverage bottles also will be placed in key

shop break areas and office locations.

Recycling totals for 1997 reflect about a 15 percent improvement over the previous year. Dennelly said that 1997 paper and cardboard recycling efforts resulted in:

- ♦Saving about 8,100 trees.
- ♦Saving enough energy to power 240 average homes for one year.
- ♦Keeping 14 tons of air pollution out of the air.
- ♦Saving more than 3 million gallons of water.
- ♦Eliminating more than 1,400 cubic yards of landfill material.

"But we can do better," especially by recycling more of our cardboard, he said. To help boost our recycling program, he offered the following reminders:

- ♦Segregate paper and cardboard from trash.
- ♦Put paper into blue recycling containers and cardboard into green recycling tubs.
- ♦Break down cardboard boxes before placing into recycling tubs.
- ♦Remove all non-recyclable box inserts (foam, plastic "peanuts," styrene).
- ♦Never put any trash into recycling containers or tubs. ■



## A 'friendlier' way to pack

If there's a better way to get the job done, one that helps to protect the environment, registration to ISO 14001 underscores our commitment to continually seek and make improvements.

An example of that commitment is the introduction of a more environmentally friendly packing process used in the 80-type cabinets shop to pack "after market kits," and in the central pack area to pack certain products for external customers.

Each area now uses equipment that crimps and crinkles rolls of 40 percent recycled paper so it can be used as protective packing material. The paper packing replaces a formaldehyde-based foam product molded to fit packed items.

"Customers prefer the paper packing" over foam, said packing engineer Greg

Mosher. "They like the way it completely surrounds and protects the product. And they like being able to reuse it to pack something, or they can



PAPER PACKING...Puts a "crimp" in our style.

recycle it."

Molded foam, however, cannot be reused and its chemical content requires that proper disposal methods be followed. Plus, the machinery used to inject foam around product was difficult and costly to maintain, he said.

Using paper packing has "cut the cost of using foam by at least one third, with potential for even greater savings."

Mosher said about 30 percent of the Works' packing activity is done in the 80-type and central pack areas. Although the crimped paper is not viable packing for all Works products, he's confident more applications can be found, "especially for some smaller products or inner packing use." ■