

THE HEADLINER

Lucent Technologies
Bell Labs Innovations



Connectivity Solutions, Omaha Works

May 1998



Photo by Linda Ryan

Things that go "hiss" in the night

What was it that drew Peggy-Pinkerton back to the Earth Day display area in the main cafeteria three times? Was it a chance to win an Earth Day T-shirt? To submit environmental suggestions? Was it free cake? No, she just couldn't resist giving the hissing Madagascar cockroaches a shoulder to crawl on. Larry Schulze (left), Cooperative Extension pesticide coordinator from the University of Nebraska at Lincoln, brought the live specimens for his Earth Day display table.

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Countdown to our 40th!

Mark your calendars and be ready to celebrate the 40th Anniversary of the Omaha Works! An open house for active and retired employees and their families has been scheduled for Sunday, Aug. 16, 1998. Open house hours will be from noon to 6 p.m. An anniversary planning committee has been working on events and activities for that day, according to Larry Suder, who chairs the group.

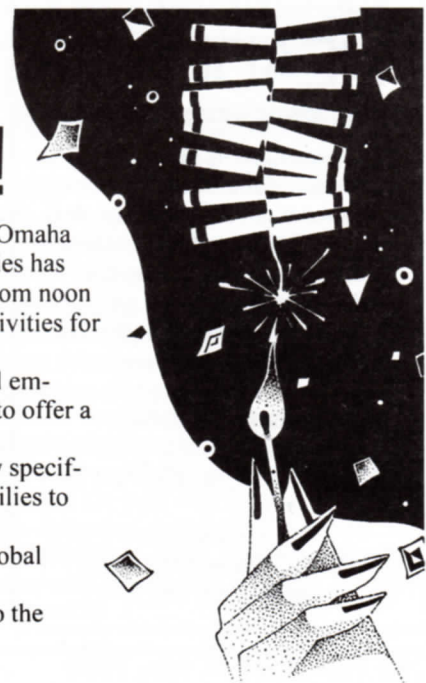
This year, the milestone anniversary celebration will take the place of the annual employee picnic normally held at Fun-Plex during August, Suder said, but promises to offer a number of interesting amusements of its own.

"We've got some surprises up our sleeves," he said, refusing to comment on any specifics. "Let's just say that you won't want to miss this opportunity to bring your families to see how the Works has changed and grown to reflect our global industry."

Tours will be allowed throughout the shops and offices, including in the new Global Provisioning Center (GPC) warehouse.

In fact, Suder added, employees won't want to miss the work week leading up to the open house, either, hinting at special activities for employees only.

He said to watch for more details about the celebration in the weeks ahead. ■



Organizational changes include two promotions

Several organizational changes have been made within Connectivity Solutions that have resulted in the promotions of two Omaha Works managers.

Rhett Zeplin, formerly strand, twist, repair/scrap and truck operations manager in electronic wire and cable (EW&C), has been promoted to general manager of Network Products Group manufacturing operations in Brisbane, Australia. The factory produces high-speed wire and cable in support of structured cabling systems and 1061/71 cable.



Rhett Zeplin

Zeplin replaces Richard Dall'Asen, who has come to the Omaha Works to be manager of EW&C operations and engineering. That position had been held by Jim Himes, who is now manager of global procurement at the Works.

Also promoted was Chuck Meyers who now heads a new position at the

Works, manager of premise distribution products. Meyers had been global engineering center-premise distribution products manager.

Pioneer officer installation set for June 19

The Heartland Pioneers will induct new officers in ceremonies to be held at the German American Society hall on June 19, 1998.

Gordie Viner is the new president, succeeding Darwin Fager. Jim Williams (retired) is senior vice-president, and Marcy Dergan has been elected vice-president.

Also inducted will be two Life Member representatives: Shirley Peterson and Mary Jane Hendricks.

Kari Oehme continues as the organization's secretary, which is not an elected position.

Donations help stock Food Bank

Pioneer Food Drive coordinators Dennis Karloff and Bonnie Stuto extend their thanks to Omaha Works employees who donated to the annual springtime food drive.

Monetary donations amounted to \$2,047.50, including a \$500 contribution from the Pioneers organization. In addition, employees donated about 84 pounds of non-perishable food items.

The money was used to purchase various meat products, the food most in demand at food pantries throughout the city. The meat items and non-perishable goods were given to the Greater Omaha Area Food Bank, which supplies the city's food pantries.

Still can match gifts to Nature Conservancy

If you want the Lucent Foundation to match your gift to the Nature Conservancy, you have only until May

31, 1998, to do so.

Each year the company announces a "window of opportunity" during which the Foundation will match one-for-one employees' and retirees' donations to the Conservancy in honor of Earth Day. This year that window began on April 1, 1998.

To register a gift to the Nature Conservancy, you must call the Matching Gift Center toll-free at 1-888-999-9033. The Telematch conversant system will prompt you through the process.

From the menu of options, choose "Register a Matching Gift request." After entering your Social Security number, you will be asked if your gift is for the Nature Conservancy, which is the option you should select.

You will then need to indicate the date and amount of each gift you have given to the Conservancy. The minimum gift that will be matched is \$25.

For general information about the Nature Conservancy, to place a credit card gift, or to learn about the Conservancy's preserves or special campaigns, you should call the organization at 1-703-841-4850.

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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How are we doing?
Cardboard & paper recycling

64% 1st half Fiscal '98



50% Entire year '97



(The Works' ISO 14001 objective is to recycle 70% of its cardboard & paper for Fiscal 1998.)



Photo by Linda Ryan

There's strength in our diversity

More than a dozen ethnic, cultural and employee business partner (EBP) groups set up display tables in the Works auditorium earlier this month for the Pioneers' Ethnic-Cultural Fair. Artifacts and collectibles representing the diverse ethnic and cultural backgrounds of Omaha Works employees were displayed—like the table shown here representing India, with Santha Krishnan answering visitors' questions. The fair also was a convenient way for employees to learn more about the company's EBP groups and how they may join them.

Works retirements are announced

More names of Works employees have been added to the list of Lucent retirees. The names of recent retirees are listed below, with the month in which they retired and their years of service given after their names:



John Mabry

March—John Stodolka, 37; Robert Johnson, 38; Robert Slobodnik, 30; Gerald Boyer, 38.
April—Deanna Feder, 28; Pearlle McKeever, 27.
May—Roger Swanson, 42; Harold Peterson, 40; Lizzie Kolp, 28; Lloyd Reed, 41; Ronald Beckman, 37; Ella Simpson, 30; John Mabry, 33; Erwin Rueschhoff, 39; Ivan Rueschhoff, 32; Terrence Van Cleve, 34.

Product quality rates an 'A'

Quality Assurance has awarded the following IBUs the grade of "A" for their product quality achievements for the April 1998 rating period:

IBU ACC—DSX.

IBU AC4—11-type cable stubs; 300 type central office connector.
IBU AC5—108 and 110 connecting blocks; 110 patch panel assembly; 110 wiring blocks; premise connection products.
IBU AC2—Protector units, plug-in.
IBU AC7—Injection molded products.
IBU AD9—Connector products.
IBU AD7—Broadband cabinets.
IBU AD3—Metal fabrication.
IBU 200—Miscellaneous products.
IBU F22—Central pack.
EW&C—DFW, cross, hookup wire; packing central office cable; inside wire cable.

May service anniversaries

The following employees mark milestone service anniversaries during the month of May 1998. The anniversary date is given first, with service years after each employee's name:

5/2—Lorine Goynes, 30.
5/4—Marliss Lenz, 30.
5/7—Jerome Uryasz, 30.
5/12—Laverne Krysl, 35.
5/13—Ella Simpson, 30; Joyce Taylor, 30.
5/15—Charles Masilko, 30; Becky Minshall, 20.
5/16—Kurt Vandergriend, 10.

5/19—Johnnie Cotton, 20.
5/20—Kenneth Stevens, 35.
5/21—Larry Gosch, 30.
5/22—Henry Sedlacek, 35; Geraldine Agee, 20.
5/23—Victor Sedlacek, 35; Steven Marshall, 15; Robert Waniska, 15.
5/24—Ronald Johnson, 30.
5/25—Dennis Brown, 25.
5/26—Pamela Cerny, 5.
5/27—Guadalupe Silva, 30.
5/29—Jimmy Lafollette, 30; Ronald Guelden, 25.
5/30—Melva Nicholson, 35; Betty Lavallais, 20.
5/31—Julie Nielson, 10; Daniel Staudt, 10.

FBG crew earns quarterly honors

Congratulations are in order for the FBG crew, providers of housekeeping and recycling pickup services at the Works. The crew earned FBG's Crew of the Quarter Award, in the Omaha region, for the second quarter of 1998.

The award is given on the basis of best attendance, least turnover, achievements and client rating scores.

The Works' FBG crew competed against 190 accounts, beating out even much smaller crews which usually have far fewer staffing problems, said FBG project manager Vic Jackson. ■

The Omaha Works observes its first

EARTH DAY



Gummy worms crawling out of chocolate-frosted sheet cake isn't standard celebration fare around here unless, of course, it's Earth Day and "earthworm cake" is being served to celebrate the Omaha Works' registration to ISO 14001. Not only could Works employees have their environmental theme cake and eat it too on April 22, but they also could check out a dozen or so display tables offering information on sound environmental practices at work and at home. Among the displays were tables staffed by gardening experts from the Douglas County Cooperative Extension,

and by a pesticide expert from the University of Nebraska at Lincoln (UNL) Cooperative Extension. Employees could ask them questions about lawn and garden and pest control concerns, some bringing samples of ailing plants and unidentifiable weeds and bugs.

Another table by the Nebraska State Recycling Association featured a wide array of recycled products ranging from decorative wall and floor tiles to cushioned rubber floor mats. At the Midwest Laboratories table, visitors could sign up to have their home water or soil tested at special discounts.

Other tables highlighted what the Works is doing to recycle scrap copper and plastic, as well as waste cardboard and paper. One display showed how the Works is using recycled and recyclable materials to pack many of its products. Still another offered valuable information on how and where to dispose of hazardous waste at home, such as used motor oil and car batteries.

Employee response was so favorable that chances are good that the event will be held again next year, said Earth Day organizer Bob Denny of the environmental health and safety organization. ■



Photos by Linda Ryan

Gov. Nelson speaks at ISO presentation

Describing the Omaha Works as being on the leading edge in its commitment to continually find ways to safeguard the environment, an official of Lloyd's Register Quality Assurance—Dave Hadlet—presented Les Cole with the formal certificate of registration to ISO 14001.

Employees, gathered in the auditorium for the presentation earlier this month, listened as Hadlet explained that ISO 14001—which measures the quality of a facility's environmental management system (EMS)—is a relatively new international environmental standard. More than just a regulatory measure, ISO 14001 encourages companies to establish goals for continued improvement even after registration is granted.

Approximately 60 facilities in the United States so far have earned registration, compared to about 2,000 worldwide. Lucent's Omaha Works is the only company in Nebraska to be registered.

Nebraska Gov. Ben Nelson, guest speaker at the presentation, said the ISO honor was yet another example of how Lucent's 40-year presence in Omaha has been beneficial to the entire state, citing jobs provided and money generated annually for goods and services.

"I see our environment as a present from our ancestors," Nelson said, "and a loan from our children and grandchildren."

In earning ISO 14001 registration "you are showing the world that you are not only a successful business, but you do business in the right way, achieving the very highest environmental standards.

"You provide an excellent example for other Nebraska businesses to follow," the governor stated. "Keep the faith—keep the process going." ■

OPPOSITE PAGE... Carrie Hakenkamp (top photo) of the Nebraska State Recycling Association demonstrates a cushioned floor mat made from recycled tires, and Kathleen Cue of the Douglas County Cooperative Extension explains the proper way to trim damaged tree limbs.

PICTURED BELOW... Lunchgoers (top photo) sample some "earthworm cake," while another inspects environmentally friendly packing material.

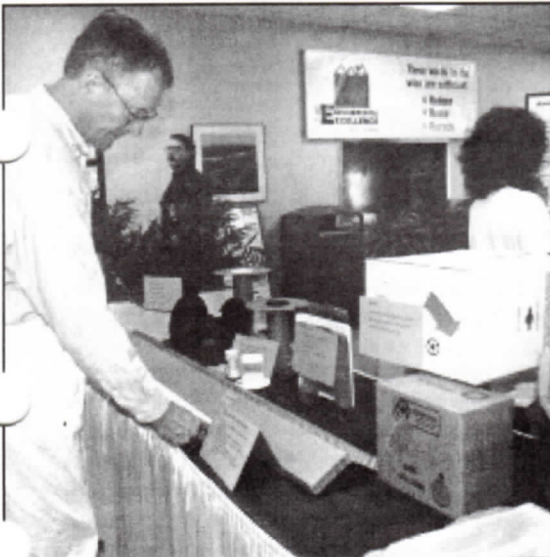


Photo by Linda Ryan

GENUINE LUCENT...Gov. Ben Nelson (left) promises to wear the Lucent jacket and hat given to him by Les Cole at the ISO 14001 presentation. The governor also gave Cole a certificate, conferring on him the ceremonial title of Admiral in the Great Navy of the State of Nebraska.

FOCUS ON SERVICE

THE CUSTOMER IS TOP PRIORITY... With the clock ticking away, members of the 51A Cabinets Team had very little time to round up a critical order for Bell South and still get it air-shipped for next-day delivery. Pictured in the GPC warehouse are three of the group's team members who got the job done: Tom Ross (left) of business systems support; shipping clerk Alice Hurst; and scheduling specialist Dan Kraemer.

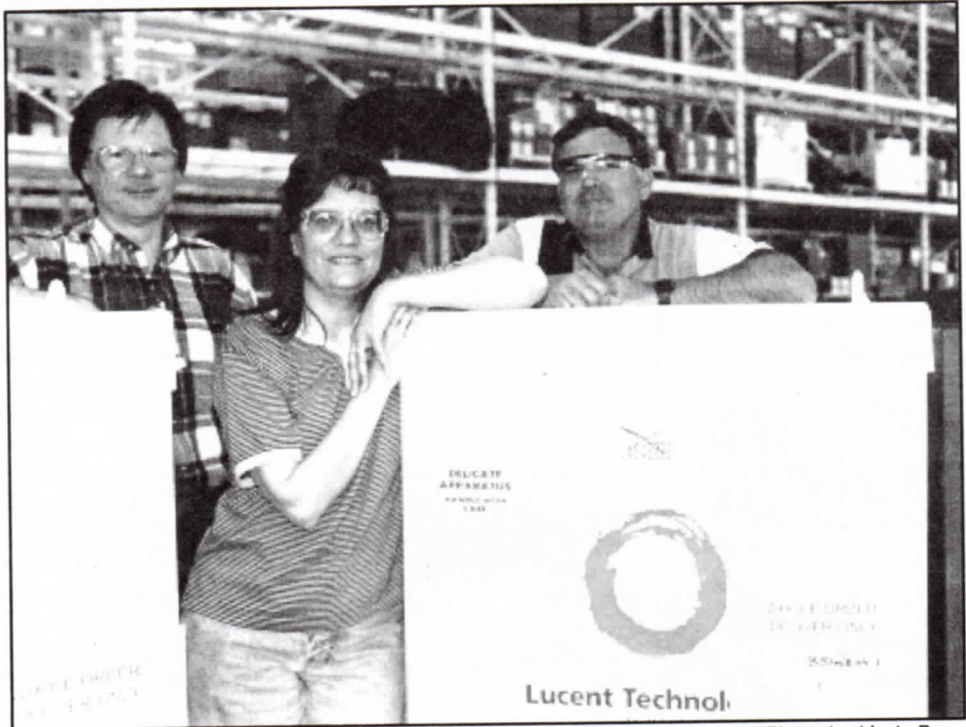


Photo by Linda Ryan

NPG President Spivey lauds winners



Six GROWS awards presented at Works

They'll tell you they were just doing they're jobs. But there's really more to the story than that. Actually, they exhibited essential behaviors—categorized as the five Lucent GROWS behaviors—that are most critical to our company's high performance and rapid growth for the long term.

For their efforts, five Omaha Works teams and one individual team member were honored May 1, 1998, in the auditorium. As Connectivity Solutions Vice-president Les Cole called out the names of those accepting in behalf of the groups, Network Products Group President Bill Spivey presented the six GROWS Awards—a crystal replica of Lucent's innovation ring mounted on a pedestal.

Speaking on the importance of the GROWS behaviors, Spivey cautioned his audience that as we celebrate Lucent's climbing stock prices, "our key competitors are growing even faster."

The GROWS initiative is designed to help us sustain our momentum and reach toward a higher performance level far surpassing our competitors. This is no time to become complacent, Spivey said.

For example, it might have been easy for the winning GigaSPEED™ team not to push so hard to meet deadlines, thinking ours was a product so far ahead of competition that speed was not a concern.

Or, shorthanded and trying to wrap up business before the three-day Easter

FOCUS ON SERVICE

holiday weekend, the 51A cabinet team might have been tempted not to try so hard to accommodate a last-minute and rather unconventional Bell South order.

"We had people already out on vacation and we were swamped," recalled team member Alice Hurst, who works second shift in the Global Provisioning Center (GPC) warehouse. "But we knew that order had to get out on time." And it did.

Why? They were energized, said Spivey.

"You in Connectivity Solutions have done an outstanding job...I'm extremely proud of you. But don't become complacent. We are a new company. Let's keep the energy alive and move to a new level."

The GROWS Awards were presented as follows. There is not room to list the several hundred names of team members in the winning groups, but they represent a broad spectrum of Lucent employees including those in operating, management, engineering, planning, sales and the associated support services.

90-type Cabinets Team

Signal interference posed problems to the operation of three 90-type cabinets that Time Warner had installed at the ABC (TV Network) studios in Manhattan, N.Y. Time Warner, Bell Labs and Omaha Works technical staff members worked out a solution by telephone conference calls. However, there wasn't time to ship the cabinets back to the Works for modifications then back to New York in time for Time Warner to meet its deadline to AT&T and the final customer, ABC studios. So, two Omaha Works planning engineers and three senior production specialists packed their tools and flew to New York to modify the cabinets, in time for Time Warner's deadline. **GROWS behaviors: Obsessed with customers • Speed • Results-focused.**

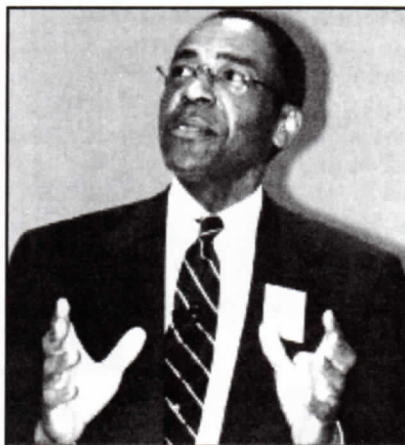


Photo by Linda Ryan

BILL SPIVEY...Beware of complacency.

ISO 14001 Project Team

Under the direction and support of this team from the Works' environmental health and safety organization, ISO 14001 registration has been granted to the Omaha Works. In less than a year's time, this team planned and implemented an environmental management system (EMS) that met the 17 elements required to gain registration. **GROWS behaviors: Global growth mindset • Obsessed with customers • Results-focused.**

GigaSPEED™ Team

It was imperative that the Omaha Works introduce Lucent's new high-speed cabling system, SYSTIMAX® GigaSPEED™ Solution, by an Oct. 1, 1997, target date. This group's combined teamwork of everyone from sales to production and distribution ensured that the deadline was met, accomplishing in 12 months what more typically would have taken 18 months. New revenues for GigaSPEED already are approaching \$50 million. **GROWS behaviors: Global growth mindset • Obsessed with customers • Results-focused.**

Marti Burbank

Marti Burbank spotted a box with a Lucent logo in the middle of the street on her way home from work. Despite frigid winter temperatures and rush-hour traffic whizzing by, she got out of her car and retrieved the box. When she got home and

saw that inside was a connecting block destined for Pacific Bell, she notified work and gave pertinent shipping label information. Because of her alertness and willingness to help, a new connecting block was packed and sent via air delivery, thus avoiding the customer filing a complaint had the product not arrived. **GROWS behaviors: Obsessed with customers • Speed.**

FDI Cabinets Team

Operating on one shift, this production team has not missed one "customer commit" date in more than three years, even now with a 25 percent increase in orders over one year ago. This group makes 40, 42 and 841 feeder distribution interface (FDI) cabinets, which are shipped with after-market sales kits. **GROWS behaviors: Obsessed with customers • Speed • Results-focused.**

51A Cabinets Team

The devastating tornados which struck Birmingham, Ala., on April 9 prompted a frantic call late that Thursday from Lucent's account team sales representative to Bell South. The customer needed two 51A cabinets, preferably unequipped, to be shipped overnight to restore phone service lost in the storm. All channels to find suitable cabinets had been exhausted and we were a last resort. It was already 5 p.m. and just hours before the plant would be shut down for the Easter holiday weekend. In fact, the cabinets would have to be shipped without customary purchase order numbers. The Omaha team had only hours to find cabinets that met the customer's requirements and still get them to the dock on time that night for air shipment. Team members, some staying beyond office quitting time, literally scoured the cabinet shop area for suitable cabinets. The customer was provided an option which required only minor modifications and agreed to the changes. The cabinets were shipped Thursday and were in the customer's hands by noon the following day, Friday, April 10. **GROWS behaviors: Speed • Obsession with customer • Results-focused. ■**

It runs in the family...

Is working at Lucent's Omaha Works getting to be a habit with your family? A generational thing? A family affair? From the day the Works first opened its doors, jobs here have been in demand. So, it's no surprise that multiple family members have worked here over the years—parents, children and even grandchildren, aunts, uncles and cousins.

With the celebration of the Works' 40th anniversary scheduled in August, we'd like to hear about those families and feature some of their stories in The Headliner.

If you are a member of such a family **OR** if you know someone who has had or has multiple family members (at least three people, minimum!) working

here, write down pertinent background information and send it via company mail to:

Linda Ryan
Public Relations
Dept. A02

or you may e-mail it to
lindaryan@lucent.com

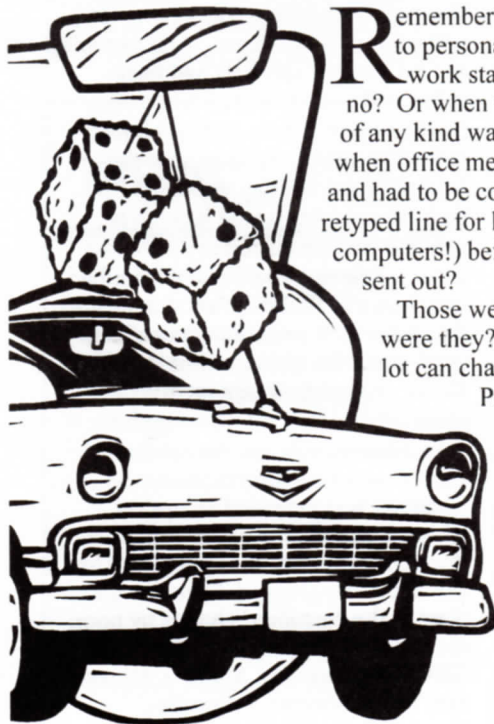
Story tips must be in writing! Be sure to include your own name, department, shift and daytime phone number where you may be reached.

Qualified submissions will earn you a Lucent memento, while supplies last! ■

A trinket
for your
thoughts!



Then & Now



Remember when listening to personal radios at work stations was a no-no? Or when wearing shorts of any kind was banned? Or when office memos had typos and had to be completely retyped line for line (no computers!) before they were sent out?

Those were the days. Or were they? You tell us. A lot can change in 40 years:

Products, machinery and company policy.

The cars we drove, the clothes we wore, even the food we ate. The way we worked, the way we played.

Now that we're preparing to celebrate the Omaha Works' 40th anniversary, it's time to get nostalgic. But don't keep those thoughts to yourselves! We want to hear about the way things were then—anytime over those 40 years—and the way they are now, so we can write about them in The Headliner.

If you have a favorite reminiscence, write down the pertinent details and send it via company mail to:

Linda Ryan
Public Relations
Dept. A02

or you may e-mail it to
lindaryan@lucent.com

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