

THE HEADLINER

Lucent Technologies
Bell Labs Innovations



Connectivity Solutions, Omaha Works

November/December 1998



Photo by Linda Ryan

What makes SAP work

Patience, persistence & a helping hand

You can plan, you can train, but nothing beats good old-fashioned, hands-on experience to really become comfortable with a changed way of doing things. And a little help from your friends can go a long way, too.

Scott Horvath, a Building 55 storeroom operator, has learned that lesson well along with hundreds of other Omaha Works employees who experienced changed procedures relating to the Nov. 30, 1998, EW&C and plant maintenance cutover to SAP. Here, Horvath gives phone advice to a co-worker using new tracking software that's part of the cutover. For more about this first major SAP cutover, turn to Page 7.★

Wishing you the Season's best . . .

What a way to start the Holidays! Our Connectivity Solutions business has chalked up another highly successful year, and the prospect for continued growth and prosperity is as bright as the Season upon us. That's not to say our road to success has been without considerable challenge. The assimilation of some 600 new employees within our work force this past year in itself was a major undertaking. The planning and initial implementation of SAP on the electronic wire and cable side of the business was another. Still, we far exceeded our business objectives, thanks to the combined efforts of each and every one of you. 1999 won't be a cakewalk by any means, but with people like you on the team I'm confident we will not lose our stride. I very much value your continued support and commitment. To you and those close to you I wish

the merriest of holidays, and peace and happiness in the new year ahead.


Les Cole
Les Cole

Dolls and bears by Works people take top honors

Even the grandest movie of all time probably never won as many Academy Awards as Omaha Works people won recognition awards for their participation in this year's Salvation Army communitywide Dress-a-Doll/Dress-a-Bear Project.

Out of the more than 1,000 dolls and bears dressed by Works employees, family members and friends for the project, 19 earned honors for best-dressed in their categories. The Salvation Army provides volunteers with dolls and bears to dress, which are then distributed to needy children at Christmas. The best of the outfitted toys are auctioned to help raise funds to purchase next year's dolls and bears.

Awards this year—listing categories, Omaha Works winners and how they placed in each category—are as follows:

Dolls:

- ◆Bride dolls—Kathy Schutte, first place.
- ◆Knit/crochet—Barbara Brown, second; Annette Mehok, third.
- ◆International/ethnic—Bill and

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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Photo by Linda Ryan

ALWAYS A CROWD PLEASER...Every year, before outfitted dolls and bears are given to the Salvation Army, they're displayed in the Works auditorium for all to see. This year's batch included bears dressed to cheer their favorite NFL team. The grouping won a prize in the Salvation Army's "best-dressed" contest.

Alma Sucha, second.

- ◆Historic—Denise Kritenbrink, first.
- ◆Holiday/seasonal—Louise Carlson, first; Ken Schutte, second.
- ◆Baby dolls—Dave Kresha, third.
- ◆Storybook/celebrity—Pat and Kerri Starr, first.
- ◆Most original Barbie—Jean Pechar, second.

Bears:

- ◆Holiday/seasonal—Paulette Mulden, first; Peggy Welch, second.
 - ◆Baby bear—Tamara Dean, first.
 - ◆Sports—Jan Connolly, second.
- Special Award to NFL Team Bears sponsored by Ken Schutte, Pat Starr, Dave Kresha, Paul Krajicek, Bernie Nekuda, Phil Pratt, Phil Schutte and John Knipple.
- ◆Storybook/celebrity—Misty Holbrook, second; Lorraine Simpson/Louette Husk, third.
 - ◆Most original bunny—Mary Anderson, first.

End-of-the-year retirements

Add these people to the growing list of Omaha Works "alumni." The following employees recently retired



Patricia Cormaci

from the Works. Their names are listed according to the month in which their retirements became effective, with years of service given after their names:

September—Loren Berggren, 40 years; Stanley Swoboda Jr., 32.

October—Charles Singleton, 30; John Young, 29; Patricia Cormaci, 20; Maggie Johnson, 33.

November—Grace Romero, 30; Peggy Carnes, 31.

NEWS IN BRIEF

Nov./Dec. service anniversaries are observed

The following employees have achieved milestone service anniversaries (observed in five-year increments) during the months of November and December. The anniversary date is given first, with service years after each employee's name:

- 11/1—Dennis Kelly, 30; Ronald Lemm, 20.
11/3—Robert Snyder, 40; Wesley Zaugg, 40; Helga Hagood, 25; Dwain Elsasser jr, 15.
11/4—Everett Stewart, 35.
11/5—Bessie Janousek, 25.
11/6—Joyce Davis, 20.
11/10—James Mantich, 40; Sharon Webster, 25.
11/11—Richard Flynn, 30; Rosemary Gonzales, 30; Jerry Mabbitt, 30; Vincent Toledo, 30; Joyce Cornett, 25; James Carlson, 15.
11/12—Richard Schmitz, 35; Stanley Brewer, 30.
11/13—Alan Gosda, 30; John True, 20.
11/14—Steven Bothwell, 30.
11/15—Bi Nguyen, 20.
11/17—Larry Ainsworth, 40.
11/18—John Larrick, 30.

- 11/19—William Love, 40.
11/21—Shirley Doffin, 35.
11/22—Dianne Hall, 20.
11/23—Mary Berg, 20.
11/24—Robert Pohlmeier, 40; Stephen Pokorski, 40; Jacqueline Osmera, 20.
11/27—Brian Walsh, 5.
12/3—Larry Henkes, 30; Scott Obradovich, 15.
12/4—Darrell Lieber, 40; William Brumfield, 30; Dennis Ramsey, 30; Gretchen Kellogg, 25; Rosemary Smith, 25.
12/5—Terry Pinneke, 20; Tammy Bales, 15.
12/6—Linda Sievers, 10.
12/9—Duane Dolezal, 40; Elmer Petersen, 40; Enrique Rodriguez, 35; Dennis Hemphill, 30; Kenneth Olson, 30; Ernest Ries, 30; Helene Cartwright, 15.
12/10—Wayne Masek, 30; James Roper, 30; Roger Vincent, 15.
12/11—Michael Macvittie, 35; Connie Boardman, 15; Carolyn Landrum, 15.
12/12—Lorine Randle, 30; James Walker, 15.
12/14—Randall Martin, 15.
12/15—Ronald Brockman, 40; David Martin, 15.
12/16—Vera Morris, 30.
12/18—Jack Hale, 25.

- 12/19—Mary Stanosheck, 30.
12/21—Eileen Roffman, 20.
12/23—Marie Pope, 35.
12/29—Ruth Jones, 15.

Product quality rates an 'A'

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

IBU ACC—DSX.

IBU AC2—190, 300, 489 building entrance protectors; plug-in protector units (electrical); plug-in protector units.

IBU AC4—300-type central office connectors; 78, 89, 112 connector blocks.

IBU AC7—Injection molded products.

IBU AC0—Packing IPG products.

IBU AG1—108 and 110 connecting blocks; 110 patch panel assembly; 110 wiring blocks; modules, face plates and adapters.

IBU AG2—Patch cord base assemblies.

IBU AG0—Packing distribution products.

IBU AD7—Broadband cabinets;

(Continued on next page)



You make the holidays SPARKLE!

Food Drive donations:

- ☆2,250 total monetary donations, used to purchase turkeys for the Greater Omaha Area Food Bank.
- ☆170 lbs of non-perishable foods, donated to Food Bank.

Turkeyfest participation:

- ☆52 Thanksgiving turkeys & all the trimmings cooked at home for the Salvation Army.
- ☆Employees & families worked Thanksgiving Day at the Army's kitchen, serving 1,550 people.

Thank you, thank you

To all who helped make these projects big successes,
from the Heartland Pioneers Food Drive & Turkeyfest Committees

Beats '97 total

United Way/CHAD drive completed; TV winner named

We aim to please. That's why, when William Clark won the 54-inch big-screen TV in this year's internal United Way/CHAD fund drive and wondered how he would get it home, public relations manager Doug Thoms told him the Works would have it delivered.

Responding to a somewhat incredulous look on Clark's face, Thoms assured him, "No problem, what's your address?"

So Clark told him. He lives in Lee Summit, Mo; rather, his family does and Clark commutes back there on weekends as he's done for the past four years, ever since transferring here when the company's Kansas City Works closed. Clark is now a member of the Omaha Works' technical staff.

Still no problem. Arrangements were made through the transportation department to schedule movers. At last check, Clark and his family should have received their prize in time for the Thanksgiving holiday.

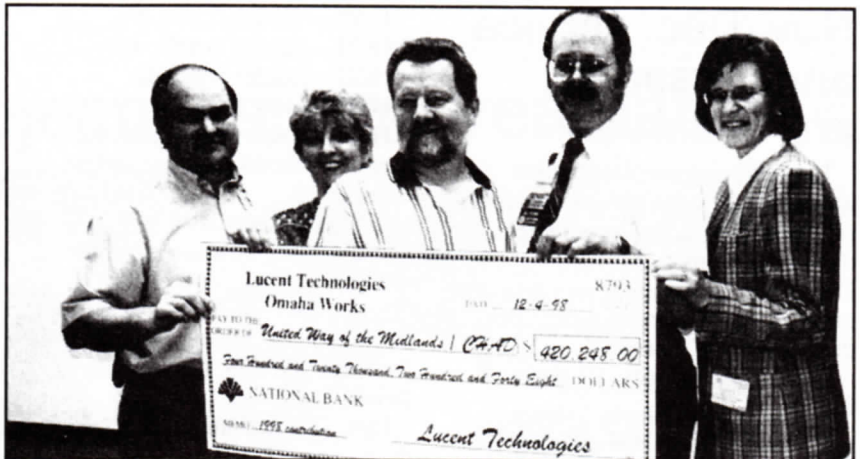


Photo by Linda Ryan

REALLY BIG CHECK...Donna Garst (right), vice-president of United Way/CHAD, accepts a symbolic check for Works donations from plant campaign committee members Homero Vela (from left), Edie Riester, Jim Pabian and Bill Peters.

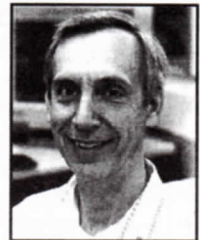
The TV prize was part of an in-plant contest drawing to gain employee attention about the annual fund drive. Deb Brewer, of the cabinet assembly shop, won a fax machine in the drawing.

The promotion must have worked. Pledges for the 1998 drive exceeded those for last year. A check for more than \$420,000 was presented to United Way/CHAD officials, representing donations from active and retired Omaha Works employees and from the Lucent Foundation.

This year's active employee pledges

(more than \$325,000) combined with retiree donations (more than \$3,000) to beat last year's donations which amounted to just under \$289,000.

The 1998 total was pushed closer to the half-million-dollar mark, thanks to a \$95,000 donation from the Lucent Foundation. ■



Bill Clark

Product quality rates an 'A'

(Continued from previous page) feeder distribution products.

- IBU AD3**—Metal fabrication.
- IBU 200**—Miscellaneous products; packing miscellaneous products.
- IBU F22**—Central pack.
- IBU F26**—Packing, domestic.
- IBU F29**—Packing international NTT.
- EW&C**—Coaxial cable.

In memoriam

Margaret Wright, production specialist in IBU ACC80, Nov. 6, 1998.

Eric Petersen, maintenance planner in Dept. A1310, Nov. 24, 1998. ■



Come on down!

1999 Ski Trip
Steamboat Springs, Colorado
February 24 - 28

- ✓3 days of skiing
- ✓Condo/townhome lodging
- ✓\$200 for 4 nights

Signup forms are in the main cafeteria. For more info, call Jim VandeVegt on Ext. 4913.

Sponsored by the WEOMA Ski Club.

Oops! Don't let safe work habits slip

Not that a major alarm has been sounded, mind you, but the Omaha Works environmental health and safety organization has a growing concern about a recent rise in work-related injuries.

The goal for 1998 has been to keep OSHA reportable injuries and illnesses to no more than 7.5 cases per 100 employees, according to John Hazuka of the safety department. Injuries tracked below the 7.5 case limit earlier in the year, but lately the totals show a trend that exceeds the goal, he said.

Nip it in the bud

"We don't want this to become the norm," Hazuka said, mentioning that the Works' generally solid safety record is an important factor in maintaining the VPP Star Status bestowed on us by OSHA for outstanding work safety practices.

What is causing the rise in accidents can be traced back to several fac-

tors—all of which can be corrected, Hazuka said. The safety organization seeks to improve safety awareness by conducting its annual plantwide safety meeting next month (January 1999), scheduled in sessions to accommodate all employees on all shifts. (Employees should check with supervisors for attendance times and dates.)

The theater company SST Communications will present in the Works auditorium, "The Wolf at the Door," a selection of comedic and dramatic vignettes designed to both entertain and motivate people to practice safety.

Meanwhile, we can all start now to evaluate our own safety practices (or lack thereof) by considering what the safety organization identifies as trouble spots, he said:

◆ There has been an influx of "new hires" at the Works during 1998 (more than 600 employees), who are working in new and unfamiliar jobs.

Hazuka said many accidents can be chalked up to inexperience, so

supervisors have been reminded to undertake on-the-job safety training specifically to educate those new to their areas. Experienced co-workers also should regularly share with new employees their knowledge of pertinent safety procedures.

Don't take chances

◆ Too many employees, regardless of years of service, aren't wearing protective safety gear required on their jobs. "They're taking unnecessary risks that one day they may regret," Hazuka noted.

◆ People must nurture the correct mindset for safety. "It's not instinctive: You have to think about it. You have to consciously choose to be safe."

◆ Poor housekeeping poses safety hazards. Whether we're in a hurry or not, we need to do a better job in keeping work areas organized, clean and free of materials which can cause accidents, Hazuka said. ■

What about using headset radios?

Yes, there are rules that govern headset radio usage (Factory Rules Precautions Against Accidents Quality System Practice 21.01), and they're designed for YOUR safety! For example:

✓ Sometimes it's critical to hear how a process is working. That's why line management authorizes radio usage.

✓ You can't wear radio gear over or underneath required hearing protection.

✓ Wearing headset radios in the aisles is prohibited (even by vehicle operators!).

✓ Keep sound levels low to hear warning signals.

✓ Sets with loose wires are a no-no (if they may come in contact with moving parts of equipment).

Read the Factory Rules!

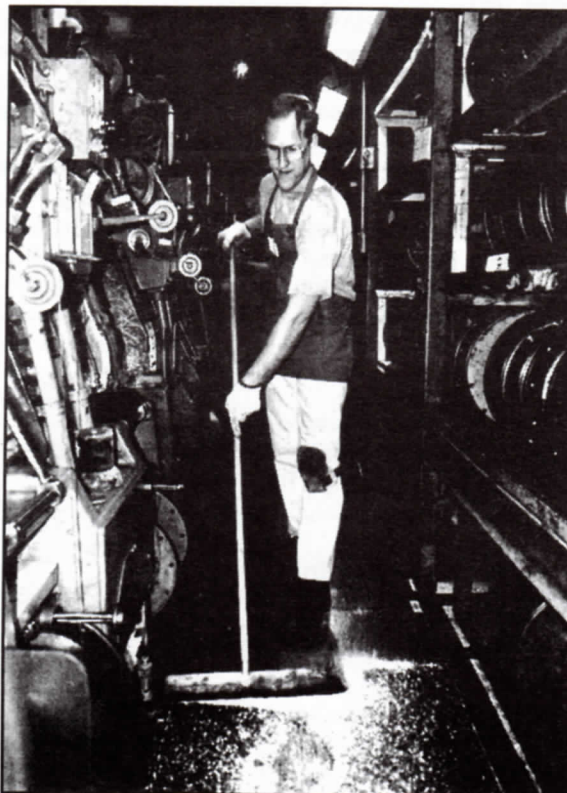


Photo by Linda Ryan

WHAT GOES DOWN...
Must be wiped up. Jeff Utterback, a new employee in the twist area of the electronic wire and cable shop, sweeps up absorbent material used to clean up a minor oil leak those pesky twisters are sometimes prone to cause. It's not just for looks—that oil can be slippery!

A good report card

ISO 14001 objectives, one year later

Little more than a year ago and coinciding with efforts to gain registration to ISO 14001, the Omaha Works announced eight 1998 fiscal year environmental objectives. Awareness, understanding and support of the objectives are important if we are to maintain the quality of our environmental management system (EMS), according to Beth Osterhill of the Works' environmental health and safety organization.

The objectives also are an important part of the requirements that go with ISO 14001 registration, which was officially bestowed on the Works earlier this year. ISO 14001 is the core standard in a series of international environmental standards, which measures the quality of an EMS.

A second surveillance audit of the Works' EMS, conducted by Lloyd's Register Quality Assurance (LRQA), is scheduled for Jan. 6, 7 and 8, 1999. The Works will have good results to show for its 1998 environmental objectives. In particular:

✓ **Expanded use of recyclable packaging and shipping materials.** Falling under Objective No. 4, this effort included redesigning packaging materials out of regrind plastic where feasible. For example, the redesigned payout tube used in a cable reel box is now made out of 100 percent in-house polycarbonate/ABS scrap plastic, resulting in a monthly cost reduction of \$42,000.



Photo by Linda Ryan

REGRIND FOR REUSE... Bryan Kush loads sprues from springblock molded parts into a regrind machine, for reuse in the injection molding process.

Similarly, urethane foam (which is not recyclable) used to pack cabinets and after-market kits was replaced by a packing material made out of recycled paper, which can be recycled again.

✓ **Increased recycling of molded plastic, and reduction of scrap wire plastic and scrap molding plastic.** As part of Objective No. 7 and through aggressive recycling efforts, in 1998 the Omaha Works decreased its disposal of plastic waste in landfills by 35 percent.

Statistics for the reuse of scrap wire and scrap molding plastic are impressive, too: For example: Increased in-house reuse of regrind material has resulted in a cost savings of \$100,000 a month, while regrind material sent to an outside recycler has been

reduced by 81 percent. Reuse of scrap wire plastic from the cable shop's insulating lines amounts to a monthly net cost savings of more than \$210,000. And in 1998 we showed a 60 percent increase in the reuse of molding area scrap plastic.

✓ **Improved cardboard recycling and decreased office paper usage.** The placement of more cardboard collection bins in the office and shops has helped boost the cardboard recycling rate from 50 to 73 percent, amounting to a cost savings of \$6,000 monthly. Meanwhile, data center programs for various reports have been reviewed and unnecessary printouts have been curtailed. ■

**Be prepared:
The auditors
are coming!**

What do you know about ISO 14001 and the Omaha Works environmental policy? Here's a quick review of key points you should know:

ISO 14001 is:

A management system designed to improve the way we protect the environment.

An environmental aspect is:

Anything that can impact the environment, such as waste, electricity usage, water, chemicals, paper, etc. (Note: Be aware of environmental aspects in your work area and think about how their impact on the environment can be reduced!)

Our environmental policy is:

- ✓ To promote pollution prevention (reduce, reuse and recycle).
- ✓ To strive for continuous improvement.
- ✓ To comply with relevant regulations.

*To report
an environmental
emergency:
Call Ext. 3222*



Photos by Linda Ryan

ON-THE-SPOT HELP... At left, SAP Project team member Marilee Mullin helps insulating line team members do a "notification" (formerly called a work order) on the new system. With her are Verble Callahan (seated), Marv Seaton and Sid Hill. Above is SAP team member Jo McCann of the Atlanta Works, who helps answer phones in the SAP Command Center.

Plant maintenance, EW&C pave the way

First major SAP cutover a success

The "central nervous system transplant" was successful, albeit a few aches, pains and complications. By "transplant" we mean the first major SAP cutover at the Omaha Works, implemented Nov. 30, 1998, and affecting some electronic wire and cable (EW&C) shop operations and all Works plant maintenance.

SAP stands for "systems, applications and products in data processing." It is the core software system of the Advantage New Century Solutions (ANCS) initiative, which will dramatically transform outmoded Network Cable Systems (NCS) processes and information systems.

Its purpose is to ensure customer satisfaction through superior order realization; high-quality production at competitive costs; rapid introduction of new products; management of operations as a global business; and, year 2000 compliance.

Omaha Works and Atlanta Works employees and consultants have been working jointly on the project for more than a year.

Andre Gilmore, SAP deployment manager, said the cutover "went even better than expected." He based his

appraisal on survey feedback from system users, and from positive response to the SAP implementation team's "Red Shirts," a roving band of about 50 troubleshooters who have been working directly with shop floor users.

Valuable experience

The majority of problems, said Gilmore, were associated with the distribution of new passwords to users, and with the "growing pains" normally part of any transition until hands-on experience instills user confidence and skill.

"The lessons we learned in this cutover gives us valuable experience" to implement SAP smoothly in the rest of the plant, he noted.

The SAP modules that "went live" involved EW&C purchasing, financial, quality control and third-party direct customer service procedures. It affected storeroom (Bldg. 55) personnel for whom the RF Navigator system replaced the MFCS tracking system. Also, the entire plant maintenance organization—not just the EW&C maintenance team—switched to SAP.

"Our maintenance team probably felt the cutover impact more than anyone else," having more to digest and use in responding to requests for maintenance on machinery and equipment plantwide, Gilmore said. In fact, Omaha's plant maintenance cutover to SAP is the first in any Lucent manufacturing location.

"We have had strong support from all levels of trades from the start. It really helped to make the cutover a success," he added.

Next on the SAP implementation schedule are two more cutovers (one in February and one in April 1999) affecting remaining EW&C operations. A final SAP cutover is scheduled for July 1, 1999, affecting Building 30 manufacturing and warehousing operations.

Meanwhile, an SAP Command Center is staffed by Lucent personnel and system consultants, who take calls 24 hours a day about SAP-related problems. A core group will continue to staff the center even after plantwide SAP implementation is complete, Gilmore said.

The Command Center help line number is Ext. 7177. ■

SEE HOW WE GROW

**Omaha Works
Holiday/Vacation
Schedule**


2000

Holidays observed

Standard Vacation Days

Company-designated MPD/EWD

JANUARY 1999




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JULY 1999



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AUGUST 1999



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SEPTEMBER 1999



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OCTOBER 1999



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NOVEMBER 1999



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DECEMBER 1999



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Save for future reference