

THE HEADLINER



Network Cable Systems, Omaha Works

September 1994

Family Care Fund grant aids Millard Kids Network

The Millard Education Foundation's Kids Network, a before- and after-school child care program, has received a \$52,784.20 grant from the AT&T Family Care Development Fund.

Kids Network, operated by the foundation independently of the Millard Public School District, serves some 650 children ages 5 through 12 year-'round on weekdays.

Currently, twenty-three children of a total of 21 Omaha Works employees are enrolled in the program, attending more than half of the Kids Network sites located on the premises of all 18 Millard elementary schools.

The AT&T Family Care Development Fund, which awarded the grant,

was established as part of the 1989 contract agreement between AT&T and the IBEW and CWA unions, who administer the program jointly.

The purpose of the fund is to improve the quality and overall supply of community-based child and elder care services available to AT&T employees in the communities where they live and work.

The grant to the Kids Network was made on the basis of the Millard Education Foundation's application, submitted with the help of Omaha Works employee sponsors Shelley Anderson of the human resources department and Bob Carlson of public relations.

The money will be used in three
(Continued on Page 5)

IBU 23H ships 'Hillary cabinets'

Suppose you were invited to the dedication of a U.S. nuclear submarine at a naval shipyard, attended by some of this nation's high-ranking government officials and including the First Lady of the land.

You'd want to look and act sharp for the occasion, wouldn't you?

Employees who make 90A cabinets in IBU 23H, although not personally attending the dedication of a ballistic submarine at the Groton Naval Shipyard in Connecticut, took particular care to ensure that six cabinets they made and shipped there in advance of the dedication were in perfect working order.

(Continued on Page 2)

JUST HANGING AROUND...Natalie Fenton (left to right), Amanda Holmgren, Megan Taylor and Andrea Swedberg soon will have new recreational equipment to use when they attend the Kids Network child care site at Bryan Elementary School in Millard before and after classes, thanks to an AT&T Family Care Development Fund grant. Their parents are, respectively, Works employees Bob Fenton, Jesse Welker, Karen Ostrander and Cathy Swedberg.



Photo by Steve Miller

Cabinets sent to shipyard

(Continued from Page 1)

After all, there was a good chance that First Lady Hillary Rodham Clinton would see the cabinets as she toured the Electric Boat Company's recently expanded telecommunications center at the Groton commercial shipyard. And, in fact, communications associated with her visit would depend on the cabinets' proper functioning.

The cabinets were ordered by Southern New England Telephone (SNET) as part of its telecommunications update and expansion work for Electric Boat Co. Electric Boat currently has a contract with the U.S. government to make nuclear submarines at its facilities at Groton, according to AT&T customer service representative for SNET, Joe Uhlberg.

The First Lady dedicated one of those submarines over Labor Day weekend, an opportunity for Electric Boat Co. to show off its facilities—including its communications center.

The order came at a particularly busy time for IBU 23H, said supervisor Lanette Moore. Employees also had an order for fifteen 90-type

FIRST THINGS FIRST... Loretta Thimgan (left) and JoAnne Dye of IBU 23H work on "connectorizing" the 710 connectors that go in two of the 90A cabinets that were destined for the Groton Naval Shipyard. Next, the cabinets head for testing and the installation of the sides and doors.

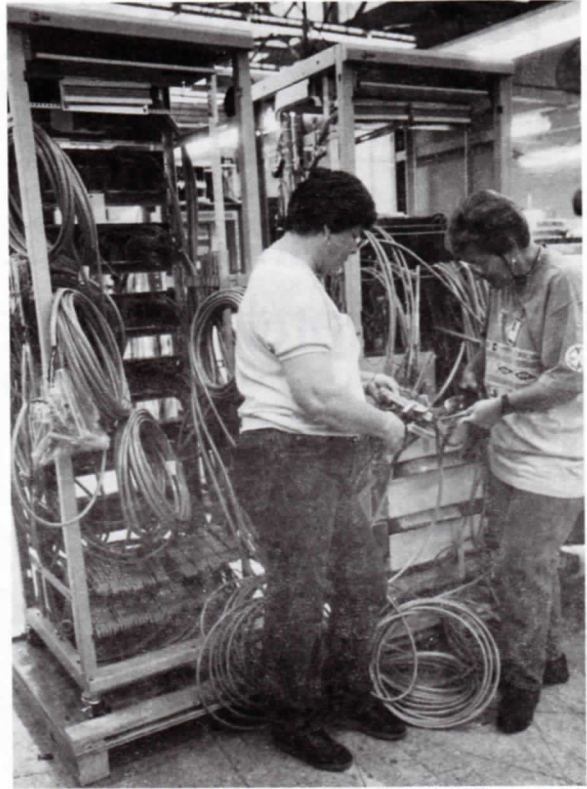


Photo by Linda Ryan

cabinets destined for Louisville, Ky.

The cabinets for the shipyard—dubbed "the Hillary cabinets" by employees—required custom configurations so specialized that during final test they were set up to duplicate the layout at the communications center and tested together—not singly—to make sure they interacted properly, Moore explained.

"Everybody on all three shifts made an extra effort to do the job right and on time. There was good teamwork by everyone, including working with employees new to the area who were still learning their jobs."

Works passes third ISO audit

A representative from Lloyd's Register Quality Assurance completed an ISO 9001 surveillance audit of the Omaha Works and Whippany Bell Laboratories early in September, the third such audit since the Works became ISO registered in December 1992.

The Works' quality system was upgraded to ISO 9001:1994 standards, which means we meet the standards which were revised in July of this year.

As stated in the audit report, "the quality system is being effectively implemented. There is noticeable improvement since the last surveillance (March 1994), especially in the area of management review."

The four non-compliance notes that were issued in the March audit were cleared. However, the Works was issued one non-compliance note in this audit pertaining to updates to our quality manual concerning revised ISO 9001 standards. The audit found that policies were not clearly defined.

A non-compliance note does not alter ISO registration status but points to a need to continue to establish and document systems that comply consistently with ISO standards.

The next ISO-related visit to review the Works' quality system is scheduled for June 1995.

THE HEADLINER

The Headliner is an internal publication of the Omaha Works, produced monthly by the public relations department. It is 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 Oct. 19, 1994. All news items should be in to the PR office by no later than 9 a.m. Monday, Oct. 3, 1994.

Fast response to NYNEX crisis

Recognition and thanks are due all of the employees who had a hand in the Works' fast response to a NYNEX emergency in late August.

Fire broke out in a NYNEX central office in Westbury, N.Y., destroying telecommunications equipment.

The Works was notified on Aug. 23. By Aug. 25 an emergency shipment of more than 300 310M1 central office connector panels as well as 89-type connector blocks was on its way directly to installers at the central office site.

How fast was the response? Normal turnaround for a comparable order is five weeks.

Patents awarded to three at Works

Three members of the Omaha Works technical staff have been awarded U.S. patents: Bob Drach, Larry Bleich and Steve Zerbs.

Drach earned a patent for a splicing tool he designed for installers to use in the field when splicing 710 connectors.

The tool holds the connectors more securely, reducing variations in splices and thereby improving



Larry Bleich



Steve Zerbs



Bob Drach

connection performance.

This is the second patent that Drach has been awarded.

Bleich and Zerbs each received a patent for their collaborative work, a method for manufacturing insulated metallic conductors whereby each wire within a twisted pair exhibits identical electrical characteristics.

Thus, the method improves the performance of cable so that it is capable of carrying signals at a higher transmission rate.

This is Bleich's fourth patent and the fifth for Zerbs.

Walkathon raises scholarship money

The Omaha Chapter of HISPA will contribute \$1,200 to the National Hispanic Scholarship Fund (NHSF), money raised from a 10K walkathon on Sept. 10.

Money came from participants who collected pledge money for the walk (from the Henry Doorly Zoo to Mandan Park and back) and from donations, said Elsa Serrano, walkathon coordinator.

Serrano said that she is pleased with results, considering that the HISPA Walkathon is a relatively new project for the local chapter of HISPA.

Serrano had praise for committee members and numerous employee (and family) volunteers, including Cornhusker Pioneer members, who

helped contribute to the walkathon's success. She also mentioned that the Omaha Works and local vendors and organizations were supportive by donating prizes and refreshments for participants and by helping publicize the walkathon.

Last year, NHSF awarded \$3.5 million in scholarships to Hispanic American undergraduate and graduate students in the U.S. and Puerto Rico. Serrano said she has information and application forms for scholarships. She can be reached on Ext. 3658.

Employees retire in September

Best wishes and good luck to six Works employees who are retiring during the month of September.

Those retiring but not pictured here include:

Charles Gerhard, 36 years
Charlotte Holck, 31 years
Wayne Hosford, 32 years
Ronald Rhodes, 26 years
James Sempek, 29 years



Shirley Peterson
31 years

AT&T/McCaw merger complete

Just 13 months after AT&T and McCaw Cellular announced plans to form a merger, the merger is now complete.

The groundbreaking merger, valued at \$11.5 billion, cleared its final hurdle on Sept. 19 when the Federal Communications Commission (FCC) approved the transfer of radio licenses held by McCaw to AT&T. Hours later, the two companies filed a certificate of merger with the Delaware Secre-

tary of State's office.

In a letter to employees, AT&T Chairman Bob Allen announced the name of the company's newest business unit—AT&T Wireless Services—the result of the merger.

"By joining forces with McCaw," Allen said, "we are taking a giant step forward in anytime, anywhere communications, creating a company that can take wireless technology to places it has never been before." ■

NEWS IN BRIEF

September service anniversaries

The following employees are celebrating milestone service anniversaries during September. The anniversary date is given with service years following the employees' names:

- 9/1--Connie Clark, 30.
9/2--John Moore, 30; Earl Johnson, 25; Brenda Boger, 25; Sharon Allas, 25.
9/3--Stephen Merrill, 30; Andrew Allen, 25; Linda Moore, 25.
9/6--Donna Erickson, 25.
9/7--Betsy Church, 25; Gary Cook, 20.
9/8--Jack Perfect, 35; Everett Peterson, 30; Gary Hall, 35; Richard Hergenrader, 25; Julie Springer, 25; Hubert Cappen, 35; Joseph Sopcich, 30.
9/9--Kenneth Paulison, 35.
9/10--Thomas Crosby, 10; Craig Wheeler, 25; Patsy Wallinger, 25; Agnes Peterson, 25; Joseph Backes, 30; Donald Roach, 10.
9/11--Jody Gorden, 25.
9/12--Queenie Lieth, 30.

- 9/14--Richard Miller, 30; Daniel Hayden, 35; Thomas Welchert, 30.
9/15--Ronald Monroe, 25; Rodolfo Delgado, 20; Doris Ettlin, 35.
9/16--Darlene Parks, 30; Willie Chambers, 30; Allen Nelson, 30.
9/17--Charles Pridgeon, 30; Ollie Thomas, 25; Steven Griffith, 30; David Wiebelhaus, 10; James Johnson, 10; Kurtis Lamb, 10; Christopher Simon, 15.
9/18--Nancy Godios, 10; Jeffery Paulson, 5; Earl Pollard, 35.
9/20--Annette Mehok, 15; Rex Ruth, 5; John Gulizia, 20.
9/21--Richard Wheeler, 30.
9/22--Kenneth Novak, 10 years; Arleen Chavanu, 25.
9/23--Louis Scarlati, 25; Doris Preston, 25.
9/24--Chris Erbes, 10; Troy Lanning, 10; Dwayne Hanel, 10; Bryan Dring, 10; Donald Severa, 35; Robert Agee, 10.
9/26--Barbara Sedlak, 25.
9/27--Helen Ott Brasch, 15.
9/28--Richard Mapp, 30; Opal Jarrett, 30; Herman Junge Jr., 35; Cassie English, 30.
9/29--James Nixon, 25; Juris

Klavins, 35; Theodore Frye, 30; Darlene Tesnohlidek, 25; Richard Hopkins, 25; David Brown, 20; Marie Lemke, 25; Frank Markesi, 35; Dale Kreick, 25.

9/30--Elizabeth Leggitt, 25; Ivan Cheers, 35; Annie Toney, 25; Larry Vandeman, 35.

(Editor's note: Lorraine Gardner, who marked 30 years of service on Aug. 19, was omitted from last month's Headliner list of anniversary celebrants. We apologize for the error.)

AT&T picnic moves to 'new' turf

With the close of Omaha's Peony Park, AT&T employees were left without the traditional site of the annual company picnic.

No matter. More than 3,000 employees, retirees and family members attended the company picnic Aug. 28 held for the first time at Fun Plex, a park featuring water activities, go-cart track, and an assortment of other rides and amusements.

The park was reserved for eight hours for the exclusive use by AT&T, said Miyeko Kostszewa, director of the WEOMA Club picnic committee. In addition to the park's amusements, other activities included children's games, horseshoe matches, bingo, and volleyball competition.

Numerous prizes were awarded, including four \$25 gift certificates which were won by employees Liz Swan, Rose Fitzpatrick, James Wachter and Steve McCullough.

The Cornhusker Pioneers sponsored a drawing in which AT&T telephones were awarded to Lloyd Warren (retired), Alan Vance, Carlene Yingling and Jim Spudich.

Kostszewa had words of praise and thanks for the "hard-working and very helpful committee" of Denny Karloff, Dee Kelly, Terry Moore and Jerry Berger, as well as for the Cornhusker Corny Clowns, Phil and Geri Avino and Gerry Callahan for their assistance. ■



Photo by Chris Kostszewa

WHEN DOES THIS TRAIN LEAVE?...Youngsters prepare themselves for one more spin around the track on the Go-Gator before they're off to another festivity at the annual AT&T employee picnic.

Family Care Fund works to our benefit

AT&T employees in the Omaha metropolitan area stand to benefit from nearly a quarter of a million dollars in improvements to community-based child and elder care services.

To date, approximately \$242,000 in grants have been awarded out of the AT&T Family Care Development Fund, established as part of the 1989 contract agreement between AT&T and the IBEW and CWA unions, who administer it jointly.

Grants are awarded to increase the supply and improve the quality of child and elder care services available to AT&T employees. A total of \$25 million in grant money will have been distributed nationwide by the end of 1995.

Funding proposals for grants are made directly by AT&T employees or by organizations in the community. (See related story on Kids Network starting on Page 1.)

Additionally, in the Omaha area funds have been awarded based on input volunteered by Works employees that identified child and elder care needs, and on interviews with service and care providers to determine who could best use grant

money to meet those needs.

Late last month, administrators for the AT&T Family Care Development Fund were in Omaha to announce the recipients of those grants and how services available to employees will be improved. Employees are given priority status whenever they use any of the following services:

- **Midwest Child Care Association, \$43,500.** Funding for "AT&T Child Care Linkage--Omaha," which focuses on the recruitment, retention and training of family child care providers, with particular emphasis on increasing the supply and improving the quality of infant/toddler slots in family child care homes.

- **University of Nebraska Cooperative Extension, \$10,000.** Funding for a "babysitting course for teenagers" to help them become responsible sitters. Goals include establishing a babysitting network of teens who have completed training, with names made available to interested AT&T employees/families.

- **Center for Research on Women, Wellesley (Maine) College, \$53,000.** Funding for "School-age Child Care Leadership Institute in Omaha," a five-day residential

*Want more info about services & funding?
Visit the Employee Resource Center or call:
1-800-635-0606*

seminar for program directors. It's designed to improve the quality of school-age care. (Priority for seminar participation will be given to providers currently offering services to children of AT&T employees.)

- **McAuley Bergan Center West, \$20,200.** Funding for existing adult day care program that will support costs associated with expanding hours of operation by one hour a day, and hiring an additional staff member so more participants may come into the program.

- **Eastern Nebraska Office on Aging, \$33,900.** Funding for the administration of a "Time Dollar Project," in which a volunteer provides a service to an older adult living at home, who in turn offers a service in exchange as he or she is able. ■

Grant aids Kids Network

(Continued from Page 1)
areas, according to Bob Cochrane, the foundation's executive director:

- To purchase recreation equipment for children in the program particularly during the summer months' extended day care hours (such as soccer, volleyball and box hockey equipment).

- To expand basic classroom resources available to children before and after school, such as calculators, dictionaries, art supplies, etc., as well as "age-appropriate" educational and recreational videos.

- To purchase a computer and printer for each of the 18 sites that will serve to expose children to the "Information Age" and provide them with "a valuable extension of their classroom computer studies."

Last summer, the AT&T Family Care Development Fund awarded a grant of \$28,500 to the Omaha School Foundation's Kids Club day care program. ■



Photo by Steve Miller

CREATIVE...Fourth-grader Natalie Fenton (left) and fifth-grader Megan Taylor work on a craft project after school in Kids Network at Millard's Bryan Elementary.

Top priority: On-time delivery to customers

John Heindel met with first-shift and third-shift employees in two separate meetings in the auditorium on Aug. 11, 1994. The following is a summary of his remarks and dialogue with employees that followed.

• • •

Opening remarks

Serving our customers

How well we ship our products on time is critical to satisfying our customer's needs and ultimately our future. Our data shows that we have a real challenge before us to make our year-end target of 90 percent on-time deliveries, especially now that we're seeing significantly more business than planned. More business is good news, but if we can't get products to customers when they expect them, it can and does have a negative impact on the customer's business—and eventually ours.

For example, we're supplying US West with MSDT cabinets for its broadband technology installation work in West Omaha. A delay from us means residential yards remain dug up a week or two longer; installation teams are idle. That really doesn't bode well for US West shareowners or its financial performance.

As I said, our business is even better than we had projected. We're starting to get orders out of AT&T Network Systems' "mega-wins" from late last year and this year.

We'll be making new-design cabinets for the \$7 billion dollar contract with Pac Bell, as well as miscellaneous apparatus products. We're also starting work for the \$1 billion contract with Atlantic Bell, and we'll be part of the \$2 billion broadband expansion contract with Southern New England Telephone.

Rapid changes and tough competition make on-time deliveries critical to our continued success.

More recently TCI and Time Warner cable companies announced that they will compete with the phone companies for phone service, and they've chosen AT&T as their network provider.

Nobody has the capabilities or breadth of network offerings that AT&T has, so our prospects are looking good as phone and cable companies look to create new revenues on their networks.

Add to that the continued growth of our products in the European market, where we anticipate \$105 million in sales of Omaha Works products alone by year end, and the Asian market where we expect to sell a total of \$65 million in products. In fact, we're getting in our first orders for cabinets for Vietnam, yet another example of emerging markets for our products.

Again, let me emphasize, we've got to get these products to customers on time. Technological changes are rapid, competition is fierce, so more and more we're going to feel increasing pressure for on-time delivery.

Quality outlook

We're heading in the right direction toward our quality improvement target for the year, but not as quickly as we would like.

Technologically, our products get the highest marks from customers. Where we falter appears to be on the non-technical side of our products. Specifically, we need to do a better job counting out the correct number of products or piece parts that go in a box or bag. And, we must do better to ensure that the right documentation is included with the product.

People on board

Just a brief update on new personnel we have brought on board. We now have hired, since the beginning of the year, a total of 200 production associates. About 75 were hired from outside of AT&T; the rest transferred here from other AT&T locations.

We can be glad to have these new team members for at least a couple of reasons. For one, the diversity of the group—their perspectives, the new ideas they can offer—can only serve to help us move forward in our business.

The other is that I'm hoping the addition of these employees will help to alleviate the overtime hours we have had in past months as our orders have increased. I'm concerned about the toll that too many hours of overtime can take on one's physical and mental stamina. It's not good for the employee or for business.

Financial summary

Our revenue for the first seven months of the year was a little ahead of plan, and for the remaining months we're expecting significant growth. We should outdo last

year's performance easily. Any way you cut it we're showing some very, very good growth.

We expect our profit to exceed last year's total, too, and we could very well exceed our 1994 goal. It pretty much depends on what we can do in the next few months. If we can get the volumes through the factory that we need, we should be able to show significant improvement beyond our objectives.

As for investment, we've spending more this year on improvements in the factory. It goes to show that if we deliver on our commitments, as we have done consistently since 1991, we can expect more money from the corporation to invest back into the business.

Ironically, while the Omaha Works is meeting its objectives, Network Cable Systems as a whole is not on target and now Network Systems itself is beginning to struggle after a strong first half of 1994.

Basically, NS is facing some short-term difficulties related to the positive long-term wins I talked about earlier. For example, Pac Bell has frozen its normal orders in recent months while it determines exactly what it needs for its new broadband network. All the more reason for the Omaha Works to continue to make a strong contribution to the business unit.

Q's and A's

Q. We haven't heard about any progress on the Workplace of the Future. Is there anything more happening with it?

A. The Workplace of the Future structure calls for a certain number of different councils at different levels in the company to oversee its progress. One of those is a leadership council at the Network Systems business unit level. For whatever reasons, the Network Systems council did not become fully operative until about three months ago.

Back in February or March, many of the people at the local level began to question—and justifiably so—whether we were proceeding too far without any overall direction from the NS council.

Consequently, we slowed down our activity for awhile but we're back on track. Our Workplace of the Future Council is meeting again and we're ready to move forward, so once again you will be hearing more about its progress.

Q. Do we have any new products coming in?

A. We have new products coming in, but they're based on the capabilities we already have—the core things that we really do well. For example, as I mentioned earlier, we have orders for a new kind of cabinet for Pac Bell's broadband applications.

We also anticipate that electronics for new applications within the network will be housed in our 90-type cabi-

nets, giving us the opportunity to offer a new model in the 90-type line.

New products coming in expand upon the core things we do well.

We've also come out this year with a Category 5, 25-pair cable. Nobody else has one like it and we're still fine-tuning its production, but again, we're expanding on our basic skills and capabilities.

With this, I should add, we are constantly reappraising our products—what's strong in the market, what isn't. We do this so we can make the kinds of decisions to ensure that the products we make are viable. If they aren't, we'll be out of business.

Q. On what basis is it determined to move products from one location to another location such as the Omaha Works?

A. When the Shreveport Works decided to change the focus of its business, it reviewed the kinds of products it manufactured in the interests of streamlining operations. Shreveport was making some product that really was a part of our copper apparatus and wire business (premises connectivity products or PCP).

Each time there was movement of personnel in Shreveport, employees working on PCP were affected. From our standpoint it was not the most efficient way to ensure that we were doing the right things for our business. Working with Shreveport, we decided to bring PCP to Omaha where it would be closer to the products PCP supports and where we would have direct control over decision making.

So, the decision to move product from another location to Omaha is based on what's the right thing for us to do to provide a the best private network solution to our customers.

I should add that there are no other products of any significance that should be under our control, but in fact are being made at another AT&T factory. So, unless we bring in a whole new product line, I don't foresee a similar transfer of product taking place again. ■

Working in confined spaces: Rules, warnings can save lives

(If your name appears somewhere in this article, call Ext. 3583 or Ext. 3415 to claim a \$40 gift certificate to one of six popular local restaurants. The names of two employees are featured.)

By Paul Pickrel

The task seemed simple enough. John, a fuel company worker, was sent to a large underground vault. The only means of access and ventilation was straight down by way of six feet of 30-inch steel culvert pipe.

With him on the job was John's employer, who told police that he heard a "clunk" soon after John descended into the vault.

A second worker was sent in to rescue John, but that man lost consciousness at the foot of the ladder. A third employee was ordered to help the others, but he collapsed even before he got to the bottom of the ladder, with one leg caught between two ladder rungs.

The coroner pronounced both employees who went to rescue John dead at the scene. John died two

days later from massive brain damage caused by prolonged oxygen deprivation.

Injuries and death

Every year 1.6 million workers enter sewer holes, chemical and oil storage tanks, trenches and silos.

More than 6,000 of them are injured each year in such confined spaces by undetected gases, fumes and other substances. At least 60 of them die, more than half of them Virginia Barker in rescue attempts. Not long ago, two people from the greater metropolitan Omaha area died while working in a farm well.

Early last year, the Occupational Safety and Health Administration (OSHA) issued regulations on steps that employers must take to protect those working in confined spaces.

Generally, a confined space is defined as an area large enough for an employee to enter and perform work; having a restricted entrance or exit; not intended for continuous employee occupancy.

Additionally, a confined space is one that has a potential for hazardous

atmospheres or engulfment by surrounding materials; it narrows dangerously so that a worker could get stuck; or it contains any other safety or health hazard.

Works' confined spaces

The Omaha Works has more than 150 designated "confined spaces" including tanks, degreasers, silos, storage tanks, bins, pits and hoppers.

Each should be identified with signs, except for manholes, which are considered "permit-controlled confined spaces." One must have a "confined space entry permit" before entering such a space. Training for the entrant Inga Daniels, attendant and issuing supervisor is required.

The program for confined spaces at the Omaha Works is detailed in Supplement Appendix K to Manufacturing Standards 16,000, "Personal Protective Equipment & Measures," located at AQT or SQT stations for controlled documents. ■



Dress-a-Doll/Bear procrastinators, take heed!

Your outfitted dolls and bears for distribution to youngsters at Christmastime by the Salvation Army must be returned to the Pioneer Workroom by Oct. 14.

*Dolls & bears on display
in the Works auditorium
Oct. 24, 25 & 26*

Join the Fontenelle Forest Nature Association!

Discover the natural beauty of Fontenelle Forest and Neale Woods and take advantage of programs, classes and more!

Family, \$35
Individual, \$25

Contact:
Norma Korff X3801
Rae Cacioppo X3652

