Contents

On the cover

Layout operator Al Wilson of Dept. 282 feeds data into a computer terminal in the cable shop concerning a three-pair, F-cross wire order that has been completed. The process also produces a delivery ticket for the shipping dock. Al never figured he'd be working at a computer terminal, but it's all part of a new system at the Works — PMS. For a story about the system, see Page 6.
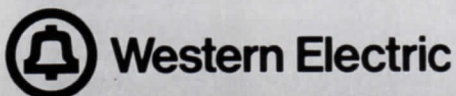
Newest cabinet is roomy inside

The day back in May when the 841 repeater case product line — also known as the 41-type cabinet — was in a "ready to manufacture" (RTM) mode, the Omaha Works already had 120 orders to fill.

The cabinet doesn't look much different from the 40-type "deep D" cabinets we have been manufacturing, except the 41-type is smaller and it's beige — not green.

But those differences can mean

SPAGHETTI DUTY . . . One of Betty Drews's duties as a wirer in Dept. 439 is to wire repeater shelves used in the 41-type cabinet.

CHECK IT OUT . . . Ida Flott of Dept. 439 tests repeater shelves in a new 841 repeater case. The case is upside down to make assembly easier.

a lot to the customer, said Glen Lange of Dept. 475, the senior planning engineer on the new product.

The beige color reflects sunlight better than green, helping to keep the inside temperature of the cabinet cooler. That's important because digital electronic equipment inside the cabinet functions best in temperatures which aren't excessively high.

Another attractive feature is that the 41-type cabinet houses four repeater shelves. That's one more than can be fitted into the 40-type "deep D" customers were using, and more than can go into competitive models.

Phone companies use repeaters to help boost signals along the telecommunications digital network. Repeaters help filter out electronic noise and keep the signal true, Glen explained.

Cabinets containing the repeaters are spaced about every mile in urban areas. In heavily populated areas, more repeaters are needed to accommodate lines, and it's not unusual to see a cluster of cabinets. With more repeaters to a case, this clustering is alleviated. It helps cut costs for the phone companies and is more aesthetically pleasing in the environment.

Although the Omaha Works doesn't make repeaters that can be used in the cabinets (Merrimack Valley Works does), the product so far involves about 25

hourly employees in its manufacture.

Aside from the assembly of the cabinet frame itself, circuit packs and repeater shelves must be assembled and installed. That involves wiring and some CONECS work, Glen noted.

We make three versions of the cabinet. One is a pedestal model and two are aerial versions, one with cable entry through the top

and the other through the bottom.

Western Electric account representative teams have been telling potential customers about the cabinets, and initial response has been good. The bulk of our cabinets shipped to date have gone to Indiana Bell, with others going to Chesapeake and Potomac Bell and to locations in Florida and Washington.

It's like losing an alma mater

The news in late June that Western Electric plans to phase out its Hawthorne Works near Chicago touched a tender chord in many a heart of WE employees, and not just those directly affected. The closing will occur in stages over several years.

As the company's oldest manufacturing plant, the Hawthorne Works had its beginnings in 1902. Western's president and co-founder, Enos Barton, himself recommended that the prairie land west of Chicago would be a good site to accommodate a growing industry.

He was right, because Hawthorne became a leader in the industry, helping bring this country's people through depressions and world wars. It had a reputation for being a first-rate place to work, with jobs often becoming somewhat of a family tradition from generation to generation.

At its peak during World War II, Hawthorne employed more than 40,000 people, to become the largest single producer of communication and electronic equipment for the war effort. Its products then ranged from radar equipment to submarine detectors to telephones and teletypewriters.

THE CURRENT work force stands at about 4,200 people. The decision to close was "very painful because of Hawthorne's historic importance," said WE President Donald E. Procknow. The closing reflects the company's need to reduce overall costs by eliminating excess manufacturing capacity and improving plant usage.

That decision is particularly painful to Omaha Works employees who can trace their job roots to Hawthorne. They moved here when the Omaha Works was just getting started and needed the experience and guidance

Hawthorne workers could give.

"They're closing the mother house," said Hawthorne transferee and senior industrial engineer Tony Ciullo fondly. Tony, Peggy Reed (a program planner in the materials management department) and Ray Van Cura (a senior design engineer) reminisced about their earlier career days at Hawthorne before coming to Omaha in the late '50s.

What Peggy will always remember about Hawthorne, she said, is it represents the first job she had. In fact, she still has her first pay detail for $19 a week.

"They gave me a $3.80 advance the day I started," she recalled. Her pay was a big sum back in 1943 — "I even had money left over." She'd spend part of her wages at Herman's Variety Store across the street from the plant. "He was always good for a 'fire sale.' "

TONY WILL always remember the plant's own variety store, the Hawthorne Club Store. It sold a little bit of everything — tools, candy, perfume, clothing.

"Twice a year the Arrow shirt company would sell its discontinued styles to the store. You could buy a box of four shirts (in the '40s) for $5," Tony said. With white shirts and ties required office attire, he thought that was a bargain.

Money made at the store was used for employee activities — activities which, Ray said, he'll never forget. Hawthorne's 36 buildings were situated on

ONE BIG FAMILY . . . Hawthorne employees attend Army and Navy "E" Award ceremonies in the recreation area, Aug. 27, 1942.

MEMORY LANE . . . Ray Van Cura (from left), Tony Ciullo and Peggy Reed together have more than 120 years of service with Western Electric, almost 50 of those years at the Hawthorne Works. On the table is Tony's memento of his Hawthorne days, a red face brick taken from the now razed east telephone apparatus shops building at the Works.

grounds that resembled more a city park than an industrial area. There were ball diamonds, a fountain, a bandshell, outdoor dance floor, putting greens, and umbrella-protected tables.

Hawthorne even had its own gymnasium where Ray played basketball or shuffleboard over the noon hour. Name entertainers performed at the plant, both at noon time and at night.

"Remember how they used to blow a whistle at certain times of the day and we'd all open the windows at the same time and later close them?" Tony asked.

Peggy recalled how office desks were in clusters of four, with one candlestick phone on an extension arm to share. Ray mentioned Hawthorne's own garage where employees could leave their cars for repair while they worked.

All three agreed Hawthorne was a social center for employees and their families. This spirit of camaraderie was something they tried to introduce when they came to the Omaha Works, by helping to develop Omaha's WEOMA Club, they said.

But if Hawthorne employees played hard, they also worked hard. There was the office dress code, of course, and there was no smoking in any of the buildings except in the cafeteria during breaks or lunch.

YOU DIDN'T fool around on the job, Peggy said, or you risked a three-day suspension without pay.

Tony agreed, remembering his first day on the job as a factory worker. It was a hot summer day

and 19-year-old Tony wasn't doing too well coping with the heat. He remembers being chastised by his group chief for "too many trips to the water cooler" and salt tablets. "I never went back to that water cooler," Tony said.

The memories bring laughs but sadness, too, the trio said.

"Losing Hawthorne is like losing an ol' alma mater to most of us," Ray explained.

"The saddest part is thinking about the people still there," Peggy noted.

All three said that although they considered the phasing out of Hawthorne to be inevitable, they have mixed emotions about its reality.

"Hawthorne was such an important part of Chicago," Tony said. "I hope that somehow, somewhere, something is left standing to remind Chicago of what Western Electric did for its people."

PMS: Order info at a glance

The last thing we need in the corporate structure of Western Electric is another acronym. But maybe in this case we should make an exception.

PMS is the acronym most often bandied about the Omaha Works these days, and for good reason.

Short for Product Management System, PMS is an important link in the operation of the MRP II (oops — another one!) system at the Works. MRP — Manufacturing Resource Planning — is designed to bring about more effective management of operations by improving operating systems and performance measurements.

PMS is the system that stores and provides on demand some of the statistical data necessary for effective measurements. It provides for the computerized recording of all customer orders from intake to shipping and billing, said Ron Dickmeyer of Dept. 1723. As a senior member of the Information Systems Development staff, Ron is project leader for PMS.

What's so different about PMS? Surely, in this modern day the Omaha Works must already have had some kind of computerized method of keeping tabs on customer orders. Well, yes, we did.

But PMS is even better.

THE OLD system, introduced in 1969, was a "batch" computer system, Ron said. Customer order information was keypunched and updated once a day. "It was a very good system," Ron noted, at the time amounting to a $1.7 million cost reduction when introduced.

However, until the information actually was keypunched — usually at the end of the day — all records were written accounts. The originating order from the customer, the order to the shop to begin production, quality inspection reports — all these were written down, later to be keypunched into the old system.

"If a customer called in the middle of the day wanting to know the status of his order, it meant going back to the files," Ron said, because that information wouldn't be on keypunched data until the next day.

That's all changed with PMS. As an "on line" system, information concerning the status of an order is fed into a computer as things happen. To do this, 38 computer terminals — called CRTs — and 29 data printers have been installed in office and shop areas — from production control to the manufacturing area to the shipping dock.

Special training sessions were held in June for the 350 employees directly involved in the system. Those employees include production control personnel, apparatus and vinyl shop employees (layout operators and packers), quality inspectors, shipping dock workers and accounting personnel. Ongoing training will be offered as refinements and changes are made to the system, Ron said.

BASICALLY, the system works like this: Let's say an order for 40-type cabinets comes in to a production control clerk, who must schedule the shop to make the cabinets by a certain

THE HUB . . . Members of the Information Systems Development staff have been working closely on PMS since its inception. Clockwise, from the foreground, are Bill Chilcoat, who worked on software for order input; Jerry Taylor, software programming; Ron Dickmeyer, project leader; and Jane Goodale, delivery and shipment routine software.

CRTs sprout in office and shops

(Continued from Page 6)

week. Product description, quantity and similar data is fed into a terminal near his desk. A computer-printed version of the order is sent to the manufacturing area responsible for the cabinets.

When the shop completes the order, it enters that information into its computer terminal, which prints out a delivery ticket and address label. Before the product can be shipped, its quality is reviewed by the inspection department and Quality Assurance. If it meets their standards, they enter that information into the computer and the order can be shipped.

The product with delivery ticket arrives at the shipping dock, where product information is recorded by computer, as is

the shipping date, truck used and destination. The accounting department compares its summary reports to copies of delivery tickets, so it can verify a product has been shipped and the customer can be billed.

The records are complete and the data easily can be recalled on the computer terminal at any time, without time lost tracking down a file copy or someone to get an answer. The only inconvenience would be if the system were down which, Ron said, happens infrequently in an established program. If that happened, information could be retrieved from printout copies kept on file.

THE ABILITY to "keep a customer posted at a moment's notice" on the status of his order is a definite service advantage that should help us in a competitive market, Ron said.

PMS also will be invaluable as our product lines continue to grow, he noted, and should serve us well as we undergo the changes of divestiture.

Divestiture, in fact, is partly the reason why PMS was introduced here. There is a divisional level effort to centralize the ordering, shipping and billing so manufacturing plants in the division "are all doing things in a similar way," Ron explained.

The system we use here actually was adapted from a system developed at the Atlanta Works, our sister plant in the Cable and Wire Products Division.

Given Atlanta's program, the only real difficulty in instituting PMS at the Omaha Works was "the people's fear of the terminals themselves," he said. People who never even dreamed they would be using computers do so on a daily basis now. It's only natural to be afraid of "fouling things up on a terminal."

Still, the reaction among those involved in PMS has been favorable. They're determined to "get the bugs out" of the system and make it work efficiently, Ron said.

Using the system should become so "second nature" at the Works that PMS may well be the first acronym in the company that won't seem like an acronym at all.

IT'S A PRINT . . . Shipping clerks Barb Kruse (left) and Mary Ann Rohman of Dept. 532 are adjusting to a new procedure at the shipping docks, using computer terminals and printers to record shipment data.

etc.

Ideas that pay

Good ideas are alive and well if the employee suggestion program is any indication.

A number of employees have been awarded checks in varying amounts for their suggestions. Among them are a couple of big winners. David Howell of Dept. 235 received a $2,650 award for an idea he submitted, and Al Anthone of the same department earned a $1,280 award.

In addition, awards of lesser amounts have been presented to employees, including the following:

Jack Reed, Dept. 441, $765; William Scollard, Dept. 235, $400; Joe Backes Jr. and Jim McDonald, Dept. 439, joint award of $215 each; Bert Bessey, Dept. 235, $210; Paul Challgren, Dept. 282, $165; Gerald Peterson and Norman Pope, Dept. 433, joint award of $155 each; Robert Fitzsimmons and Alyce Allen, Dept. 449, joint award of $135 each; Sam Toscano and Virgil Orso, Dept. 232, joint award of $107.50 each; Dorothy Stika, Dept. 439, $100; David Howell, $100.

Earns degree

Bob Attebery, a senior industrial engineer in Dept. 021, is one of the first Western Electric engineers to earn a master of science degree under a new computer-integrated manufacturing program at Brigham Young University.

The program helps engineers face the challenges of integrating computers and the technological changes they bring to manufacturing processes. It consists of five weeks of intensive study at the Brigham Young campus for five consecutive years.

Bob was one of seven WE engineers to earn his degree in the program. Aaron Faltin of Dept. 477 and Gary Kahler of Dept.

245 also are working toward their degrees in the program.

Run or walk

It's time to get those jogging shoes cleaned up for the third annual Corporate Cup Run Sept. 18.

But before you non-running enthusiasts skip this article and go on to the next, consider this. This year people who like to get out and run or even walk on a non-competitive basis are being encouraged to participate in the event.

Denny Horner, who is co-chairing the Omaha Works' participation in the run along with Carlos Chavez, said people shouldn't shy away from the event because they think they can't compete with experienced runners.

While there are those who will enter to win or place in the run, the event should be viewed as a chance to "take a healthy challenge."

"We'd like to be the company who takes the trophy for having the most participants," Denny said, regardless of individual times or whether one walks or runs the 6.2 mile course.

Last year Northwestern Bell had the most participants — 165 — and Denny thinks that can be topped. The cause is a good one, he said, because proceeds from entry fees go to the American Lung Association.

The Works will pay entry fees for employee teams, he noted. In addition, each employee entered will receive a T-shirt for the run and a commemorative coffee mug. Employees who complete the race also will be given a special memento of the run.

Sign-up sheets for the run, which starts at 8 a.m. at the Civic Auditorium, are available in the Employee Activities Mall. For more information, call Denny on Ext. 3969 or Carlos on Ext. 3972.

FLOOR PLANNERS . . . Quality Circle No. 5 leader Bill Sucha (from left) reviews lay-out plans for the relocation of 80-type cabinet and B cable terminal product lines with Bill Wunderlich and Nat Adamonis.

Circle helps plan work environs

Back in mid-July it was moving day for 80-type cabinet and B cable terminal operations. The move, scheduled for completion in August, had been planned for some time as part of an effort to consolidate similar apparatus products in Building 30.

What makes this move different, however, is that workers on the product lines — represented by their quality circle — had direct input in the design and floor plans for their new location.

Planning engineer Nat Adamonis of Dept. 475 and engineer associate Bill Wunderlich of Dept. 242 drew up preliminary plans, then invited Quality Circle No. 5 to make suggestions.

"About 95 percent of the circle's suggestions were adapted," Nat said. He found the suggestions helpful because "I'm not there every day looking at how they're doing a job. The worker is and he knows it best. His ideas can be very valuable."

Circle leader Bill Sucha of Dept. 433 said all employees in the department were asked to give their views on the move. "If they don't like the way it's set up, they really can't blame anybody," he said.

Participation in the planning was beneficial in several ways, Bill noted. The new floor plan should improve work flow, a major concern among the employees. Dollies will be used to move 80-type cabinets being assembled instead of a conveyor system, which tended to be inflexible and sometimes backed up the assembly process. Work benches have been designed and placed for greatest efficiency and access.

Hoists have been installed in the new location for about one-fourth of the cost it would have been to move an expensive bridge crane from the old area. The crane will stay put and be used on product lines moving into the vacated area.

"And we learned there's more to laying something out than you think," Bill said. "It takes a lot of planning and manipulating of equipment."

The new work area will be smaller than the old, Nat said, but he's confident the new floor plan "will work out even better." The reason, basically, is because "we all worked together."

Savings plans results

The following are the May unit values for the Bell System Savings Plan (BSSP), the Savings and Security Plan (SSP) for non-salaried employees, and the Bell System Voluntary Contribution Plan (BSVCP).

Service anniversaries

35 years
D. L. Hanrahan	021	8/11

25 years
J. D. Andrews	253	8/4
A. L. Balkovic	253	8/25
B. R. Bessey Jr.	235	8/4
G. J. Blohm	282	8/11
G. A. Colton	234	8/27
H. J. Cook	531	8/25
D. A. Desler	477	8/3
L. D. Duros	425	8/4
J. Egenberger	533	8/11
A. C. Fiala	252	8/5
C. H. Gerhard	234	8/25
M. L. Hansz	235	8/25

Retirements

Idona
Huebner
25 years

Raymond
Krystof
32 years

Dr. Donald
Perkin
19 years

Hermina
Kalasek
23 years

Not pictured:
Ardis Knight — 26 years
Mary Daneff — 21 years
Doris Wiley — 24 years
Doris Kimble — 16 years

R. E. Head	449	8/6
D. J. Hegarty	253	8/19
R. L. Johnson	231	8/13
J. E. Kocsis	235	8/11
D. A. Krom	532	8/25
R. W. Latimer	251	8/11
W. S. Leander	282	8/27
M. L. Lewis	252	8/27
J. A. Mallory	282	8/5
I. J. Mascher	251	8/25
J. L. Meek	235	8/4
D. L. Neubaum	234	8/25
G. L. O'Connor	251	8/8
T. D. O'Neall	253	8/25
K. E. Ostrand	531	8/18
D. R. Reed	234	8/11
R. L. Scott	1231	8/8
J. L. Sedlacek	253	8/12
D. A. Study	234	8/11
R. E. Tjarks	253	8/5
W. J. Wallace	234	8/25
T. L. White	282	8/20
J. B. Williams Jr.	511	8/4
E. R. Wolski	253	8/4

20 years
E. J. Belik Jr.	235	8/12
L. V. Christensen	533	8/7
H. H. Dickman Jr.	252	8/13
J. S. Elliott	282	8/15

L. Felthauser	252	8/19
L. D. Griffen	283	8/12
J. V. Larocca	449	8/6
R. D. Madison	252	8/12
G. E. Reimers	022	8/28
L. B. Robinson	433	8/10
L. C. Simonson	253	8/6
E. B. Suverkrubbe	282	8/6
O. W. Townsend	425	8/6
D. E. Trimble	252	8/19
D. S. Udron	445	8/19
J. A. Wacker	071	8/5
L. B. Wigg	231	8/20

15 years
J. H. Allen	532	8/5
B. L. Andersen	443	8/5
S. M. Baumgard	431	8/3
F. L. Cate	439	8/5
J. M. Chaloupka	282	8/29
B. K. Chrastil	443	8/26
T. I. Crabtree Jr.	447	8/12
A. F. Faltin	477	8/19
M. S. Holm Hansen	282	8/20
H. M. James	282	8/18
R. L. Krambeck	253	8/12
B. D. Opfer	448	8/13
J. J. Pabian	439	8/1
E. L. Palensky	443	8/12
C. M. Perry	443	8/29
B. H. Roberts	439	8/27
D. L. Sage	251	8/26
J. C. Sharpnack Jr.	443	8/26
G. F. Siebe	443	8/26
D. W. Stang	283	8/20
G. J. Stewart	431	8/13
P. F. Walters	071	8/27
S. H. Wilson	282	8/15

Software plans announced

Western Electric has announced plans to enter into software development arrangements with Intel, Motorola, National Semiconductor and Zilog corporations to produce versions of its new UNIX* System V operating system for microprocessor products made by the four companies. The arrangement is one of the first moves to bring Bell Laboratories-developed computer programming to the general public.

Developed in 1969, UNIX has been used by the Bell operating companies in computers which maintain various operations support systems. However, it couldn't be marketed under the 1956 Consent Decree.

It is now becoming an international standard, with more than 1,200 educational, 600 commercial and 300 government licenses worldwide in 13 countries. But this will be the first Western Electric-supported arrangement to bring the operating system to the general public.

An operating system is a collection of coded instructions that tells a computer how and when to act. Unlike most operating systems, which are made up of very large and complex control programs, UNIX operating systems consist of smaller programs that can be assembled like building blocks to do complex tasks. This feature gives UNIX systems considerable power and flexibility.

Last frame

Will the No. 2 Sharon Neiderheiser has just drawn in the Safety Pays game be as lucky for a Works employee as No. 37 was for her?

Sharon, a secretary for Depts. 071 and 072, won $600 to become the second largest winning player in the game's history. She completed the letters "B" and "S" during Game No. 78 to earn $150 for each configuration. Because she had perfect attendance for six months prior to her win, her winnings were doubled.

Sharon isn't sure how she will use her prize money, but she's toying with the idea to try her luck with it in Las Vegas. Pictured with her is Rex Zeller of the safety department.

The Safety Pays game isn't the only way employees can play it safe and have the opportunity to earn prizes. The safety department has been conducting another contest among hourly workers since the year's second quarter.

Departments are rated according to how safe they are operating and how well they have improved on their previous year's safety record. Employees in high scoring departments are eligible to vie for a gift certificate applicable to merchandise in a specialty catalog.

Fifty-two employees in 12 departments have been named certificate winners for the second-quarter period of the contest.

And by the way: In case you're wondering who has won the largest amount in the Safety Pays game, ask Curt Morse and he'll probably whisper the answer. Curt, a plant inspector who helps administer the Safety Pays game, won $900.