



The fanfold of U.S. Savings Bonds held by Sandy Baker, the reigning Miss Weoma, is a reminder that the Omaha Works Bond Drive will begin soon. Scheduled for June 4-15, the drive will give all employees the opportunity to either enroll in the program or for those already enrolled, to increase their allotment. The Omaha Works is working towards a goal of 75% employee participation in the U.S. Savings Bond program.

**the  
westerner**  
Omaha Works April 20, 1973

## Open House Set

An estimated 50,000 people, including Omaha Works employees, their families, local business and community leaders and residents of Omaha and surrounding communities will get an inside look at the Omaha Works during the week of June 4-8.

At that time the Omaha Works will celebrate its 15th anniversary with its second Open House since the plant opened.

June 4 and 5 are restricted for employees, their families and friends. The balance of the week will be open to the public.

Specific Open House hours will be announced at a later date.

Provisions have been made to include all second and third shift employees and their families in the Open House activities.

## Your WE Benefits

# The EME Plan

This is the third in a series of articles prepared by the Headquarters Benefit Organization describing the highlights of the Western Electric Benefit Program. The articles are intended to promote a general understanding of the various plans and cannot cover all of their terms and conditions. Full details are available, however, in booklet form from your local Benefit Department.

We all hope that neither we nor any of our dependents will ever have a serious or prolonged illness. But we all know that it can happen. And with medical costs as high as they are, a major or lengthy illness can leave a family in debt for years.

If you read the preceding article in this series you are familiar with the highlights of the Company's Basic Hospital-Surgical-Medical (HSM) Plan. In this issue of THE WESTERNER we will describe some of the services provided by the other half of your Company health insurance program—the Extraordinary Medical Expense Plan (EME).

EME supplements the Company's basic health insurance plans by reimbursing 80% of most medical expenses not covered by HSM, or the prepaid plan if you are at a location which offers a choice of coverage and you are enrolled in an optional prepaid plan, after you have spent an out-of-pocket amount.

The out-of-pocket, or deductible, amount is 2% of your annual basic pay or pension amount (to a maximum of \$250) in one medical expense period. A medical expense period is any period of 12 consecutive months from the date of the first medical expense submitted for EME reimbursement.

Covered medical expenses for mental care outside a hospital or mental institution are reimbursed at the rate of 50%, except in the case of an employee absent from work because of a mental disability; then the 80% rate still applies.

Some of the medical expenses covered by EME are:

- hospital charges for stays longer than the 120-day period provided by HSM (or the number of days provided by the optional prepaid plan)
- the cost of private care by a registered graduate nurse in a hospital or at home, provided the nurse is not a member of your immediate family or does not ordinarily live in your home
- charges for blood or blood plasma if it is not donated or replaced

(continued on page 6)



## About The Insert

That unfamiliar object sitting in the midst of this issue of THE WESTERNER has a twofold purpose.

Called THE MIDDLE WESTERNER (for obvious reasons), the mini newspaper provides needed space for a listing of service anniversaries, recent suggestion award winners, Telephone Pioneer and Weoma Club news and other items which have been carried regularly in THE WESTERNER.

In addition to giving more space to such items, THE MIDDLE WESTERNER will give THE WESTERNER itself more room for in-depth stories from around the Omaha Works.

THE MIDDLE WESTERNER will be enclosed in every other issue of THE WESTERNER.

Anyone wishing to discuss a news item or a possible feature story is asked to call Nancy Emshwiller on Ext. 4132.



**Allean Smith**

## Honor Goes to Omahan

The National Association of Building Service Contractors (NABSC) held its annual meeting in Houston, Tex., in mid-March.

One of the highlights of the week-long program was the naming of the association's Janitor of the Year.

From among nearly 1,000 nominees, Allean Smith, an employee of Floor Brite Building Services, won the recognition for her outstanding contributions to her job, her community and her family.

Allean has been an employee of Floor Brite for over five years, all of which she has spent at the Omaha Works.

Commenting on her association with Western Electric, Allean stressed, "I like working here."

And in reference to her association with Omaha Works employees, she noted, "It's my feeling that if you treat people right, they'll do the same to you."

Married for 39 years, Allean has eight children and 14 grandchildren. A daughter and son-in-law, Deborah

and John Gray, were employed at the Omaha Works prior to moving to Denver.

A member of Salem Baptist Church, Allean is chairman of the baptism committee and a singer in the chorus.

She is an individual who has managed to project a sincere, optimistic attitude not only about her job but about life in general.

Today she calmly relates how, last November, she learned via a phone call at work that her house was on fire.

"By the time I got there, it was gone," she explained.

Allean lost her home and all her belongings in the fire. But she goes on undaunted. She'd rather talk about her trip to Houston or the people at the Omaha Works.

Allean may not be an official Western Electric employee, but her positive attitude about her work and her wonderful sense of humor are assets any employer would be proud of.

NATIONAL  
SECRETARIES  
WEEK  
APRIL 22-28

the  
**westerner**  
Volume 17 Number 5

**Frank J. Lefebvre**  
General Manager  
Western Electric - Omaha Works

**Nancy Emshwiller**  
Editor

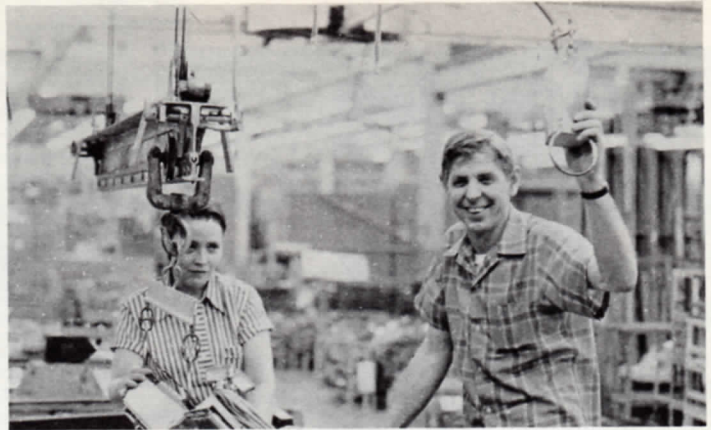
Printed on  
100% Recycled Paper

Published for employees of the Omaha Works.  
For information write: Editor, *The Westerner*,  
P. O. Box 14000, West Omaha Station, Omaha,  
Nebraska, 68114; or telephone 334-4132.  
Member  
Nebraska Association of Business Communicators  
International Association of Business Communicators  
Printed in the U.S.A.





**Final processing - Charlie Mook, left, Bert Mason, Mary Ann Cornell, Leona Aschenbrener and Lela Brown.**



**Frame Assembly - Norma Christiansen, left, and Erv Liekhus.**



**Process checking - La Vonna Keiser, left, Wilma Buck, Georgetta Hopkins and Marlene Butterfield.**

## 480 Sub-Branch

# Quality Criteria High On 770 PBX

Fluctuating programs and high quality standards are not new to the employees manufacturing the 770A PBX at Omaha. The more stringent quality requirements are the result of the 770's use.

As George Parkerson, 770 PBX testing and customizing department chief explained, "In many cases the systems are installed by telephone company personnel and not by Western Electric installers.

"The systems are placed on the customer's premises rather than in a telephone company office where Bell System employees would have ready access to them. Because of this remote type of installation, we require a higher level of product quality."

The 770 PBX was introduced to Omaha in November 1971 when the decision was made to undertake the manufacture of the product as a backup to Denver. Necessary modi-

fications were made to facilities in the crossbar building in order to facilitate the handling of the 770.

Since January 1972, a total of 57 changes in design have been implemented at Omaha on an expedited basis. Thirty-two of these changes were so significant to the functioning operation of the 770 that shop operations were halted in order to incorporate changes into product in process.

"In order to meet the stringent quality standards which are an integral part of the 770 PBX, six testing and five detailing operations were implemented and six inspection points established," George noted.

Since tests and inspections are ongoing operations, process checks are made twice per shift to pinpoint quality problem areas. Individual operator's quality records are maintained using the data from these checks.

In order to insure that poor quality performance is corrected, a feedback to the responsible operator from all testing, inspecting and detailing functions is carefully maintained.

"Wiring accuracy is another precursor of quality," noted Jack Madden, 770 PBX unit shop department chief. "Since initial production of the PBX at Omaha, defects into unit testing have been reduced from a level of 38 per 10,000 connections to an average of eight per 10,000 connections."

Omaha has been able to introduce this product for temporary production on improvised facilities and to meet rigorous quality standards through the joint efforts of every man and woman in the 770A PBX shop.

They have succeeded in making the Omaha Works pledge a reality—"We At Omaha Guarantee Quality."

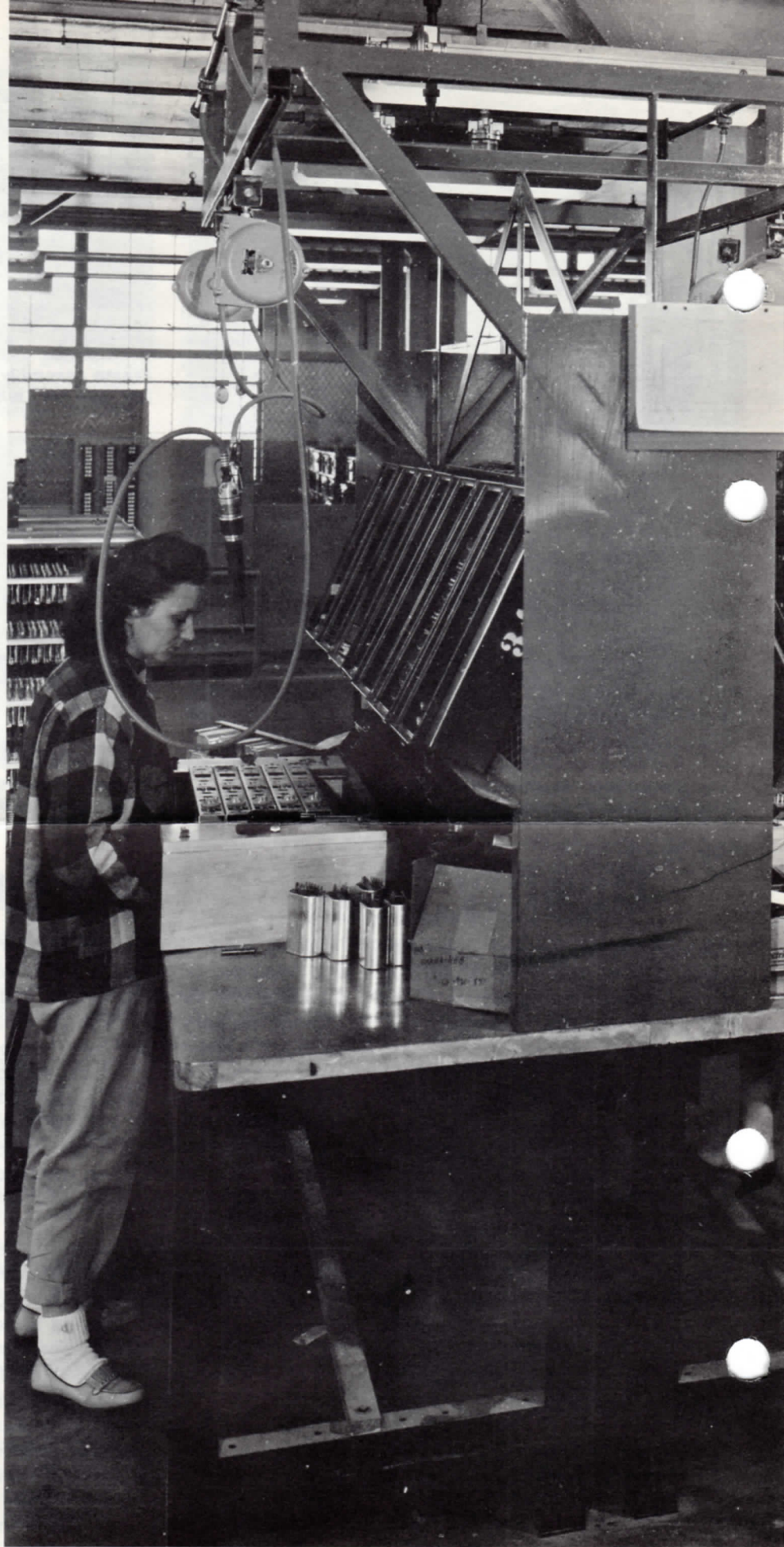


# Looking Back...

As noted in the cover story, the Omaha Works will have an Open House in June.

It's at times like this that it's worth a look back into the past to see what the Omaha Works was like 15 years ago. Included in the photos on these pages are pictures of Western Electric's Omaha operations in downtown Omaha approximately 16 years ago.

For some Omaha Works employees, there may be a familiar face or two, for others, just a good laugh. But if nothing else, it's a reminder that the Omaha Works has progressed considerably since the late 1950's.





Darvin E. Janousek	433	5- 7-53
Joyce A. Peterson	421	5-12-53
William F. Egr	246	5-18-53
Lorraine C. Mott	428	5-20-53
Don W. Israelson	137	5-30-53

Fred L. Cottone	753	5- 5-58
Raymond L. Lastovica	241	5- 5-58
Richard L. Lloyd	241	5- 8-58
Marie M. Vencil	482	5- 8-58
Jack T. O'Connor	241	5-12-58
Keith A. Pieper	241	5-12-58
Evelyn T. Ray	433	5-12-58
Rian J. Murphy	246	5-23-58
Doris W. Olsen	421	5-28-58
Idona O. Huebner	134	5-30-58

Louis R. Gasper	263	5- 9-63
Laverne A. Krysl	253	5-12-63
Sandra B. Clanton	142	5-14-63
Kenneth R. Stevens	251	5-20-63
Charlotte Z. Kelly	423	5-21-63
Henry F. Sedlacek	6351	5-22-63
Helen S. Latimer	423	5-23-63
Victor J. Sedlacek	253	5-23-63
Leland D. Boettcher	244	5-27-63
Marie W. Stewart	432	5-29-63
Meiva W. Nicholson	433	5-30-63

## 25 Years



Bonnie P. Sengpiehl  
271  
5-7-48



Francis Z. Beringer  
246  
5-12-48



Dolores M. Kirwan  
263  
5-13-48

## Service Anniversaries

## Promotions

**Paul W. Bayliss** has been promoted to Research Administration Director, Engineering Research Center, Princeton, N.J.



Paul W. Bayliss

Prior to his promotion, Paul was assistant manager, 480 sub-branch.

## Pioneers

**All Omaha Works** employees, both active and retired, have the opportunity from now through June 9, to enter the Telephone Pioneers of America's Environmental Photo Contest.

Winning entries in the local contest, sponsored by the Casper E. Yost Chapter, will go to the national contest.

Chapter prizes of \$25, \$15 and \$10 will be awarded in both the black-and-white and color categories.

The contest is open to all amateur photographers and is based on the theme, "The Good Life Depends On A Good Environment." Complete contest details are available from John Jacobson, ext. 3362.

## Suggestion Awards

H.F. Kruse	245	\$235	J.M. Lerdahl	257	\$ 35	L.W. Rockhold	245	\$ 25	T.J. Zorko	262	\$ 15
J.L. Dimmitt	135	\$225	C.M. Schultz	257	\$ 35	G.G. Dormer	133	\$ 25	D.F. Kinnally Jr.	253	\$ 15
C.F. Crawford	246	\$195	K.L. Parker	246	\$ 35	V.H. Ruckman	141	\$ 25	D.W. Teague	246	\$ 15
L.D. Anstey	242	\$180	E.M. Dixon	246	\$ 35	V.G. Barker	421	\$ 25	E.J. Belik Jr.	253	\$ 15
R.G. McKim	245	\$165	H. Gross	241	\$ 35	R.G. McKim	245	\$ 25	J.C. Mabry	253	\$ 15
J.R. Carl	246	\$110	M.B. Grudenic	241	\$ 35	R.G. McKim	245	\$ 25	R.L. Mass	246	\$ 15
J.L. Fuller	246	\$110	D.T. Hunter	263	\$ 30	L. Neal	132	\$ 25	T.A. Scheef	252	\$ 15
J.A. Kosse	333	\$100	L.R. Stenneche	263	\$ 30	W.A. Steinbach	262	\$ 25	C.J. Mindrup	246	\$ 15
W.S. McCormick Jr.	241	\$ 80	W.J. Heskin	241	\$ 30	L.W. Rockhold	245	\$ 20	E.K. Smith	511	\$ 15
M. Owens	141	\$ 80	D.A. Schroeder	253	\$ 30	E.L. Woslager	241	\$ 20	M.T. Jaeger	241	\$ 15
G.L. Honey	143	\$ 60	E.R. Wolski	253	\$ 30	I.J. Rauterkus	252	\$ 20	D.T. Hegarty	132	\$ 15
J.D. Hopkins	245	\$ 60	D.J. Melchar	251	\$ 30	J.E. O'Donnell	257	\$ 20	K.E. Danahy	141	\$ 15
L.E. Griff	133	\$ 45	G.L. Stott	143	\$ 30	T.D. Brezina	422	\$ 20	R.L. Coleman	252	\$ 15
D.L. Karloff	253	\$ 45	E.A. Andrews	246	\$ 30	T.M. Vacanti	9961	\$ 20	S.H. Dolezal	422	\$ 15
J.A. Bonaluto	144	\$ 40	C.J. Gardner	251	\$ 30	D.R. Jones	252	\$ 20	H. Endorf	253	\$ 15
J.R. Hockstra	241	\$ 40	R.J. Pohlmeier	251	\$ 30	R.H. Skellenger	132	\$ 20	M.L. Cunningham	245	\$ 15
R.A. Sudyka	241	\$ 40	C.J. Gardner	251	\$ 30	R.L. Coleman	252	\$ 20	L.A. Stork	244	\$ 15
J.A. Elliott	241	\$ 35	R.J. Pohlmeier	251	\$ 30	T.J. Zorko	262	\$ 20	L.R. Fisher	241	\$ 15
M.M. Sievers	133	\$ 35	D.F. Kinnally Jr.	253	\$ 30	T.J. Zorko	262	\$ 20	R.B. Johnson	141	\$ 15
			M.A. Eckert	241	\$ 30	S.R. Chaffin	142	\$ 20	G.L. Cross	434	\$ 15
			D.R. Jones	252	\$ 25	W.J. Lenczowski	262	\$ 20	I.J. Rauterkus	252	\$ 15
			M.A. Eckert	241	\$ 25	R.J. Schmitz	263	\$ 20	J.B. Ruffcorn	6351	\$ 15
			A.R. Wegrzyn	246	\$ 25	J.L. Juel	251	\$ 20	J.M. Allen	252	\$ 15
			B.A. Poffenbarger	132	\$ 25	V.G. Barker	421	\$ 20	G.J. Blohm	252	\$ 15



# EMERGENCY SIGNALS



**FIRE**

**SIGNALS**

**WHAT TO DO**

30 SECOND  
CONTINUOUS  
SOUNDING

FOLLOW DIRECTIONS  
OF EVACUATION  
SQUAD LEADERS

BLDGS. 30 & 50  
VACATE WORK AREA  
GO TO NEAREST MAIN  
AISLE REMAIN ALERT  
TO VACATE BLDG.

ALL CLEAR  
10 SECONDS  
CONTINUOUS

ALL OTHER  
BLDGS.  
VACATE WORK AREA  
LEAVE BLDG—WALK  
VIA MAIN AISLES &  
STAIRS



**TORNADO**



**AIR OR  
NUCLEAR  
ATTACK**

3 SECONDS ON  
3 SECONDS OFF  
FOR  
3 MINUTE  
DURATION

FOLLOW CIVIL  
DEFENSE SIGNS  
AND DIRECTIONS  
OF EVACUATION  
SQUAD LEADERS  
TO DESIGNATED  
SHELTER AREA.

ALL  
CLEAR  
10 SECONDS  
CONTINUOUS

IF OUTSIDE GO TO  
NEAREST MAIN  
BUILDING AND  
FOLLOW SQUAD  
LEADER  
INSTRUCTIONS.







# The EME Plan

(continued from page 1)

- charges for treatment by a doctor in his office or in your home
- medicines prescribed by a physician for treatment outside the hospital

EME coverage is provided at no cost to active employees when they attain six months of service and to retirees under age 65. Active and retired employees' dependents who are eligible for EME coverage include:

- spouses (under age 65)
- unmarried children under 19 (or under 23 if they are fulltime students)

These dependents are referred to under EME as Class I relative.

The following other relatives under age 65, who are designated as Class II relatives, may be enrolled in EME, **provided they are dependent on you for support, have lived in your home or in a home provided by you within your vicinity for at least six months, and have individual incomes (other than the income provided by the employee) of less than \$2,400 a year from all sources, including social security:**

- unmarried children other than Class I relatives
- parents and grandparents
- spouse's parents and grandparents
- unmarried grandchildren
- brothers and sisters

*(EME does not cover an illness or injury of a Class II dependent of an employee who has less than 10 years of service if the illness or injury exists at the time of enrollment and the dependent is confined at home or in a hospital or other institution. These dependents are covered by EME, however, whenever such confinement ends.)*

Retirees over age 65 and active and retired employees' qualified dependents over age 65 are eligible to coverage under the Company's WE-65 plan, which combined with Medicare, provides coverage at least equal to that provided by the HSM and EME plans.

The EME deductible, explained above, must be applied to the medical expenses of each person for whom a claim is submitted, except:

- no employee must pay more than three deductibles in any 12-month period, no matter how many dependents have EME claims, and
- no employee must pay more than one deductible in a single medical expense period for multiple claims resulting from an accident in which more than one dependent is injured.

As of July 1, 1972, EME provides unlimited lifetime benefits for active employees and their eligible dependents. Retirees and their eligible dependents have a lifetime maximum benefit of \$5,000 each; however, only payments above \$2,000 in each medical expense period

are charged against this \$5,000. And after the \$5,000 maximum has been reached, the retiree and each eligible dependent may still claim up to \$2,000 in benefits during each medical expense period.

While we hope you'll never have an EME claim, you should know when and how to go about filing one, just in case. The following questions and answers provide most of the information you would need to file a claim:

## How do I know when I have an EME claim?

Whenever you or one of your qualified dependent has hospital expenses, physician's charges, or other covered medical expenses in 12 consecutive months that amount to more than 2% of your annual salary or pension amount (up to a maximum of \$250) and are **not payable** under the Company's HSM (or optional prepaid) plan, you have an EME claim. The 2% deductible is based on your salary as of December 31 of the year preceding the year in which your claim period starts or on your pension amount as computed under the Benefit Plan.

You must submit evidence of a claim no later than 90 days after the end of a medical expense period. Remember that the medical expense period starts with the date of the first medical expense submitted for reimbursement. You may start another claim period as soon as the first one ends, if you or a qualified dependent continues to have medical expenses not covered by one of our basic health insurance plans that exceed the 2% deductible.

## How do I file a claim?

Your benefit representative will give you a Statement of Claim and a Summary of Expense to complete. Retirees can obtain these forms from their Benefit Branch Offices.

## What do I need to substantiate a claim?

When you return the completed Statement of Claim and Summary of Expense form to the benefit representative attach original copies of all hospital bills, physicians' statements, prescribed drug receipts, and other medical bills for which you are claiming reimbursement, along with statements showing the amounts paid by HSM or any other company group health insurance plan.

Be sure your medical bills show the patient's name, doctor's name, date of service, charge for service, diagnosis of illness or type of treatment, and that the prescriptions receipts show the patient's name, doctor's name, date prescription was filled, prescription number, and name of medication. Barring complications, you should receive a check for the reimbursed amount within a month or so.

You should report all changes regarding enrollment of your Class I and II relatives to the benefit office as soon as they occur.

We've covered just the major points of the EME plan here. If you don't have a copy of the latest issue of the EME booklet (*June 1972*) you can obtain one from the Benefit Department. The booklet provides more detailed information and probably covers any questions you might still have about EME.



NEVER SAY NO (NSN)

# Service Campaign Launched

Three words arranged to convey a message. A message formulated to convey an attitude. An attitude, not designed, but hopefully instilled in the work objectives of all Omaha Works employees.

NEVER SAY NO is a campaign which originated with a concept developed at the Omaha Works and implemented by the people in the 340 sub-branch. Spearheading the project is Virg Jochimsen, department chief, 341.

He explained, "The objective of this program is to upgrade the service attitudes and efforts to Omaha Works customers in a positive, firm and pleasant manner.

"We're seeking a deeper person-to-person relationship between merchandise service, warehouse and reel yard personnel and the manufacturing organizations.

Through this relationship an improved attitude toward service, and hopefully, better service to the customer will be attained."

Virg emphasized, "Many of the ideas for this program originated from employees in 340."

The NEVER SAY NO program began with a curiosity arouser campaign which employed the various NSN symbols seen throughout the plant on stickers and posters as well as in past issues of THE WESTERNER.

Included as an integral part of the NSN program are activities centered around improvement of customer service performance through the combined efforts of organizations within the Omaha Works.

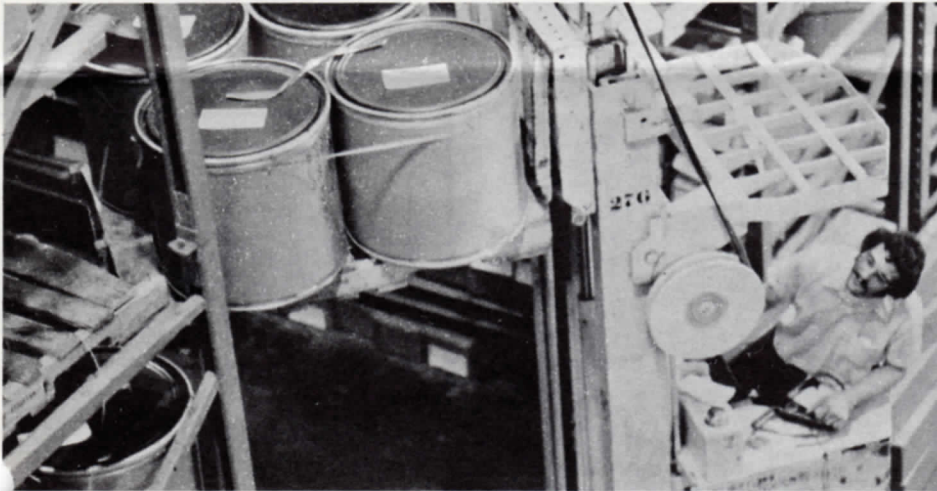
In addition to the appearance of NEVER SAY NO buttons, litter bags and scratch pads, the campaign also

includes tours of telephone company sites by employees from merchandise service, reel yard and warehouse organizations.

"The purpose of the tours," Virg noted, "is to give the employees a better understanding of the operations of the telephone company and how it relates to their service efforts in behalf of the Omaha Works.

"The merchandise service organization will establish periodic feedback sessions to determine the effectiveness of the NEVER SAY NO program. Those attending will be Omaha service teams representing every region and hourly graded representatives from both the warehouse and the reel yard."

Continuing progress reports of the NEVER SAY NO campaign will be carried in upcoming issues.



Warehouse—Joe Zymola



Reel Yard—John Heinzman, left, Jerry Boltin and Stephen Foster



Merchandise Service





**A \$450 suggestion award** recently went to Jerry Fowler, a methods associate in Department 341. Jerry submitted a suggestion to replace the present shipping label with a gummed label, thus eliminating the use of glue or tape covering. Jerry, above left, received his check from Frank Sladek, manager, 300.

## ARE YOU FASHION CONSCIOUS ABOUT SAFETY?

If you are, then your  
spring wardrobe  
should include:

**SAFETY GLASSES, SAFETY SHOES,  
HARD HAT, PROPER GLOVES**

The Safety Organization has a limited supply of Childrens Memorial Hospital's recently-released "Icky" stickers. The bright orange and blue decals with the icky face can be affixed to all potentially harmful items around the house, such as cleaning products. The "Icky" sticker can convince those too young to read that the contents of a particular can or bottle taste bad and will make them sick.



**A Certificate of Appreciation** was recently presented to the Omaha Works by the Nebraska Army National Guard. The certificate cited Western Electric's Omaha location for "outstanding patriotic cooperation in facilitating the participation of its eligible employees in the National Guard." Omaha Works General Manager Frank J. Lefebvre is shown during the presentation ceremonies with Lt. Col. John Peace, commander of the Omaha National Guard Garrison.

BULK RATE  
U S POSTAGE  
**PAID**  
Omaha Nebraska  
Permit No. 50

**Western Electric**

