

Employee Involvement *Today*

November 1 1989

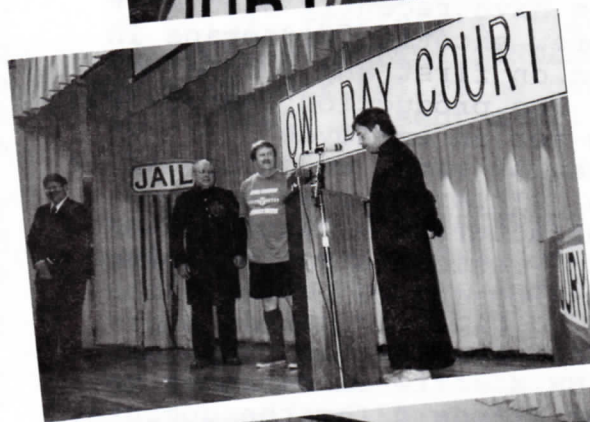
Omaha Works

NO ONE'S EVER SAID QWL/EI IS ALL WORK AND NO PLAY...

The Fifth Annual QWL Recognition Day activities in mid-October found "QWL Day Court" in full swing.

(Unnamed sources speculated on the connection with NBC's popular NIGHT COURT TV series.) It's a long, funny story, but here goes. AT&T defendants were found "guilty, guilty, guilty" by a jury of their peers (JAN HARRIS, BETTY ANN BROWN, RITA PICKERING, LARRY CHERRY and MONDO MARCUZZO) and sentenced by Judge GARY SCOTT to--well--we're not sure what they were sentenced to, but they were found guilty and they did end up performing in the chorus line of "New York, New York". Bailiff BOB HOGG kept the defendants under control during the proceedings while prosecutor BOB HOSIER now boasts a 100 percent conviction rate.

Convicted felons include: SHARON BROWN (desertion of the QWL teams to take a sales job), WAYNE ANDERSON (too many perms), JOANIE BEHLER (enjoying work too much), MARC KENNEDY (abnormal behavior of being nice and sincere), GRAHAM SEITER (eating too many graham crackers and sei-ter), LINDA CASHIOLI (having too much fun on the job), DICK CEFREY (impersonating Captain Kangaroo) and SPARKY BRUNING (hanging around union halls too much). Is all we can say is--"You had to be there!".



SETTING ORGANIZATIONAL GOALS

The following article is from THE BREAKTHROUGH STRATEGY by Robert H. Schaffer: Organizations often fail to reach a goal because they pick the wrong one. Or they expect to accomplish too much in a short time. To avoid failure:

--PICK a compelling goal that grabs attention--one that everyone will see as vital

--MAKE SURE you can divide the goal into steps, with the first step reachable in weeks, not months or years

--AVOID FUZZY statements, such as "to improve quality." The goal must have measurable, bottom-line results

--SELECT a goal that makes people say "It's about time we did this." If they say, "Oh, no, not this again," you've picked the wrong goal.

Winners will soon be announced in the KEEP ON CHARTIN' contest--the culmination of October is Quality Month festivities. Several folks may find a top prize of \$1,000 burning a hole in their pocket.

You might have recently seen a TV camera crew shooting videotape in the shops on first and second shifts. The production company was shooting for an employee communication video which should be out soon. Interviews were taped with Manufacturing VP Jack McKinnon and Union Presidents Pat Nicholson and Frank Possinger.

A group led by AT&T has unveiled a line of UNIX software designed to set a new standard for the computer industry...AT&T's new UNIX System V Release 4.0 combines features of several vendors' earlier versions in a bid to create a standard UNIX. The introduction is a blow to plans for a rival standard that are being formulated by IBM, DEC and HP.

JUST WHAT IS PQMI, ANYWAY?

PQMI is an acronym for Process Quality Management and Improvement. The methodology of PQMI is based on a two-phase cycle: first, MANAGING THE PROCESS and secondly, IMPROVING THE PROCESS. This cycle is continuously repeated. Tasks are performed at four points within these management and improvement phases:

OWNERSHIP--To ensure that someone is in charge of the process and that a team carries out day-to-day quality management activities.

ASSESSMENT--To study and clearly define the process, identify customer expectations and requirements and clarify internal business objectives.

OPPORTUNITY SELECTION--To understand how internal process problems affect customer service and to identify and rank (in order) the opportunities for process improvement.

IMPROVEMENT--To achieve and sustain a new level of process performance made possible by this new action plan.

EMPLOYEE INVOLVEMENT TODAY is a publication of the training and education and public relations organizations at AT&T's Omaha Works and is written by Linda Enterline.

This newsletter is designed to highlight employees and their efforts in the areas of quality, just-in-time manufacturing, process certification and QWL/EI. Also included are stories about employees, their activities and items of interest around the Omaha Works.

EMPLOYEE INVOLVEMENT TODAY needs your story ideas and suggestions and we'd appreciate hearing from you. Please give Linda Enterline a call on ext. 3714.

WE'RE WAITING TO HEAR FROM YOU...

If you happen to be in the Purchasing and Transportation area in Bldg. 20, stop by and ask HANK DAVIDSON and his great group about the YANKEE TRADER AWARD. More than likely, he'll show you a shiny, brass plaque (with lots of finger prints--he's really proud and is showing it off to everyone!) awarded to the Omaha Works engineering staff and the Omaha Works Purchasing organization (a resident here in Omaha) by AT&T Technologies International. The Omaha group was recognized for "demonstrated initiative and leadership in the support and furtherance of global sourcing." Also, look for the third issue of the new Purchasing and Transportation newsletter, telling all that's going on with the group.

CABLE CONTRACT--AT&T won the \$191 million in contracts to build half of a fiber-optic telephone cable linking Canada and the United States with Japan. The contract to build 6,151 miles will be built at AT&T's Atlanta Works. AT&T will own about 25 percent of the cable with the balance owned by telecommunications companies from 23 countries.--10/17 Atlanta Constitution



FRANK MARKESI of the Omaha Works Product Display Center recently hosted reps of TOSHIN IND. CO., LTD. of Japan. The Japanese are interested in purchasing our 709 connectors. ARIGATO GOZAIMASU!! (which means "thank you very much!").

HAWAII, HERE WE COME! Join the AT&T All-Pro Team and win a FREE trip for two, including tickets to the NFL Pro Bowl and \$500 in cash. Details are contained in packets recently distributed by your supervisor.

Join



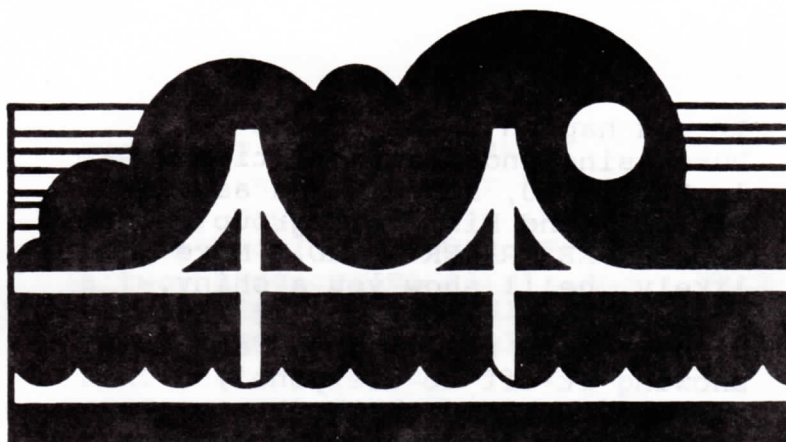
Today!

ON THE MEND...Plant Inspector RAY RETZLAFF underwent triple coronary bypass surgery on Oct. 16 at Clarkson Hospital. GET WELL SOON, WILL YA? Cards can be sent to Ray at 223 Wesgaye, Gretna, NE 68028. Plant and Trades supervisor DALE KARLOFF is also recovering from quadruple coronary bypass surgery on Oct. 5. He's recuperating at home at 6520 Cypress Drive, Omaha, NE 68137. Karloff's fellow trades supervisor, JULIUS SONDERMAN, is back at work following coronary angioplasty in September.

According to RICH SCHMITZ, the new SAFETY AWARENESS contest administered by the safety organization will begin in November. Grand prizes are 12 sets of two airline tickets valued at \$350 each and 52 weekly prizes valued at \$50 each. Look for contest details soon from your supervisor! In the meantime, the Safety Calling Contest continues through December 1989. The November slogan is "A daily diet of safety adds years to your life."

An Omaha Works engineer made it through the Oct. 17 quake ordeal with no injuries. IBU 558 Production Engineer STEVE ZERBS was attending a trade show and conference at a large, new exposition center in downtown San Jose (about 10 miles northeast of the epicenter) when the quake occurred. Zerbs recalls "the quake felt like two frequencies--vibration and rolling." Everyone evacuated the block-long building, which sustained little damage. Steve did remember vividly one detail of the ordeal: "The 2-foot EXIT signs suspended above the doors from the 20 foot ceiling swung both ways with enough force to hit the ceiling on both sides (of the sign)." Zerbs saw dust rising immediately from buildings in the downtown area and felt several aftershocks. He also estimates nearly two feet of water sloshed out of the hotel swimming pool.

HERSCHEL ATCHISON, IBU 551-2 section chief in the cable shop, was waiting for a traffic light to change while aboard his son's 18-wheeler tractor/trailer truck near Hollister, CA when the earthquake occurred. (Hollister is only a few miles from the earthquake epicenter). "I didn't know what it was at first. It felt like someone hit us from behind and came up under the trailer. Then it stopped and started again. We were rockin' and a rollin'." Atchison's son, Bob, is an independent trucker who often hauls produce from Salinas, CA. The two men weren't injured and remarkably didn't see any devastation from the quake. Atchison often travels around the country with his son and adds "In my travels, I deal with a lot of different long distance operators. Our operators (AT&T) are still the best."



MIKE JAEGER, IBU 577 (Tool and Die), says his daughter was really HAPPY IT WAS ONLY AN EARTHQUAKE. Here's the story: Daughter CHRIS was driving the 20 miles from Palo Alto to her home in Fremont, CA when her brand-new maroon 1990 Mercury started to shake, rattle and roll, Jaeger says "Chris was furious. This was her second new car in one month. Her first car was a new 1989 that had to be repainted three times. Finally, the dealer gave her a new 1990. When things started to vibrate from the quake, she thought she was having both tire and engine trouble. She thought she had another lemon! She was relieved to find out it was only an earthquake. ANYTHING BUT MORE CAR TROUBLE!" Chris and her family weren't injured in the quake. (By the way, Chris's father-in-law BENNIE WOLLBERG, formerly of Omaha, works at AT&T's San Leandro MDC, which will be closing. Maybe he can go across the street where his wife works. They're quite busy and will be for some time--the senior MRS. WOLLBERG works at a plate glass window business.)

QUESTION: What you do call a mushroom who takes all his friends out for free drinks?
 ANSWER: A real fun-gi to be with. (Give it some thought...this one can take a while....)