

Watch for the December issue of the *Westerner* in which our Anixter customers will be highlighted in the first of a continuing series of "meet the customer" feature articles.

New marketing plan for AT&T distributor; Omaha Works contributes to success

JEAN PIERCE (IBU 552, second shift operator) conducts a final test of LAN cable. Watching her are Anixter product managers MIKE HECKLINSKI (left) and PETE LOCKHART.



BY LINDA RYAN

Two representatives of a firm that is one of the largest distributors of AT&T Network Cable Systems products visited the Omaha Works Product Display Center recently, according to **FRANK MARKESI** of the Product Display Center.

MIKE HECKLINSKI and **PETE LOCKHART** are product managers for Anixter, a distributing firm headquartered in Skokie, IL. Accompanying them on a visit was AT&T account representative **PETE ZIVKOVIC**.

The purpose of their visit was to gain an overview of products manufactured at the

Omaha Works and to tour plenum and local area network (LAN) cable facilities in the cable shop. Anixter is restructuring its marketing approach and Hecklinski and Lockhart were interested in exchanging ideas and expressing their concerns to Works management, Markesi said.

During their visit, they met with **MIKE FULLER** (manager for electronic wire and cable SBU operations) and **GARY EPP** (manager of EW&C SBU product and development engineering).

Hecklinski and Lockhart expressed a need for more detailed documentation on new or

Distributor visit

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changed cable products which Anixter distributes, so that they may better respond to their own customers. Anixter's customers are contractors, the private network market and telephone companies. Fuller and Epp both pledged their full support to provide the documentation needed.

The Works visitors met several employees in the course of their cable shop tour, an opportunity which always seems to leave a good impression on our customers, said account rep Zivkovic.

Works employees are "always receptive to answering any questions our customers might have," he said.

NCS is named winner of Bonnie Small Quality Award

Network Cable Systems (Atlanta, Phoenix and Omaha Works) has been named winner in the 1990 Bonnie B. Small Quality Award Contest. The award was also granted to the Transmission business unit and the Network Software Center in Lisle, IL.

The award is presented annually to AT&T Network Systems business units exhibiting the highest standards for total quality management. The recipient must demonstrate excellence not only in the quality of products and services but also in the entire business process.

Award examiners consider management leadership, human resource management, quality of products and services and customer satisfaction.

A team of award examiners visited the Atlanta Works in November to conduct employee interviews and observe manufacturing processes. Representatives of the Phoenix and Omaha Works participated in the examination visit at the Atlanta Works and answered examiner questions.

Junior Achievement needs you!

Gary Epp, EW&C manager, needs volunteers to make a difference in the lives of Omaha children in grades 4-12. Junior Achievement reps with a knowledge of business are needed to spend one hour each week for 10 to 12 weeks in three in-school programs.

AT&T has a long history of proud service to JA in Omaha. Won't you continue that service with your gift of time and knowledge? For information, call Gary, ext. 3450 or **Graham Seiter**, ext. 3080.

1,175 Attend Retiree Luncheon

Pioneer Administrator **BOB MILLER** reports 1,175 AT&T retirees attended the Dec. 10 company-sponsored Christmas luncheon at Peony Park. Many of the retirees later visited the Omaha Works to renew acquaintances and visit former co-workers and friends.

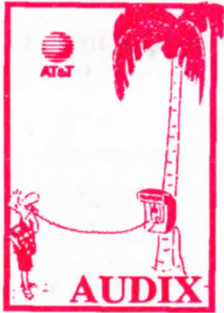
Speaking of visitors, 1,436 AT&T employees and their families attended the Dec. 8 Christmas Party sponsored by the Weoma Club (640 adults and 796 kids), says **RACHEL HARTLEY**, who helped to count all these people!

Congratulations and thanks to party chair **SANDY FITZGERALD**, 596, for again providing a delightful holiday treat for AT&T families.

Good News for Tuition Assistance Recipients!

Congress has amended the school tax section of the federal law, allowing a company to provide a employee up to \$5,250 in tuition assistance in both 1990 and 1991 without the recipient incurring a tax liability. Questions? Call the Tuition Assistance folks on ext. 3601. Thinking of heading back to school in 1991? Give the folks in the Employee Resource Center a call.

AUDIX Comes to the Works



A new audio information exchange system has been installed on one-third of the 1,500 phones at the Omaha Works.

The voice-mail system is designed to reduce "phone tag" that results when people try a num-

ber of times to talk with each other—unsuccessfully—on the phone throughout the day.

The new AUDIX system (audio information exchange) forwards phone calls that have rung for 18 seconds (5-6 rings) to the AUDIX system. The AUDIX system allows the caller to leave a voice message for the person being called. The person being called can access her voice mailbox for messages at any time from any phone, inside or outside of the factory.

For employees with ISDN sets, the green message light will illuminate when a message is waiting. For other AUDIX users with standard hand sets, an audio tone will signal that voice messages are waiting to be retrieved.

Eventually, all extensions at the Omaha Works are to be converted to the voice messaging system.

Questions? Call **WALT ONISK**, ext. 3787.

Let's hear it for the top QWL team!

...Circle 19, DSX, Dept. 592 "Quality Cross Connect", named tops among circles at Omaha for 1991. The QWL steering committee selected the group from among 14 circles. Circle 19 members include **STEVE HENEGER, TOM PALLAS, TRUDY DEKEUSTER, SUE DAVIS, BETTY WILSON, FRAN SCHON, SHARON WEBSTER** and **VI WINNICKI**. Congratulations to this great team!

Certification achieved in Bldg. 50's Central Tinning

Congratulations to members of the Central Tinner Certification team who were the driving force behind the certification granted to the area in late November. Central tinning is the third cable shop area to become certified. The #1 wire draw area and metal fab areas were the first and second respectively.

Wire Operations Manager **DICK McGAUGHEY** thanks the members of the team and the fine employees in the area says "I'm very proud of you and thank each of you for the conscientious effort and just plain hard work you put into this project. I know that you realize that while you've now completed a project, you've really begun a continuous improvement process that will allow you to keep becoming a better and better supplier as time goes by!"

Team members include **NORMA DORSEY, 551; CHARLEY FERGUSON, 551; BOB KOSTER, 551; JERRY MURPHY, 551; RICK NOVAK, 721; PAUL PEREZ, 551; JIM PEROUTKA, 551; and WILLIE ROACH, 551.**

The training has some big plans for you in 1991!

Specifically, 40 hours of training per employee next year, says Training Supervisor **Bev Cavanaugh**. The curriculum and course materials are being developed right now, so look for some educational, enlightening, and wonderful things in the area of training as we enter the new year.

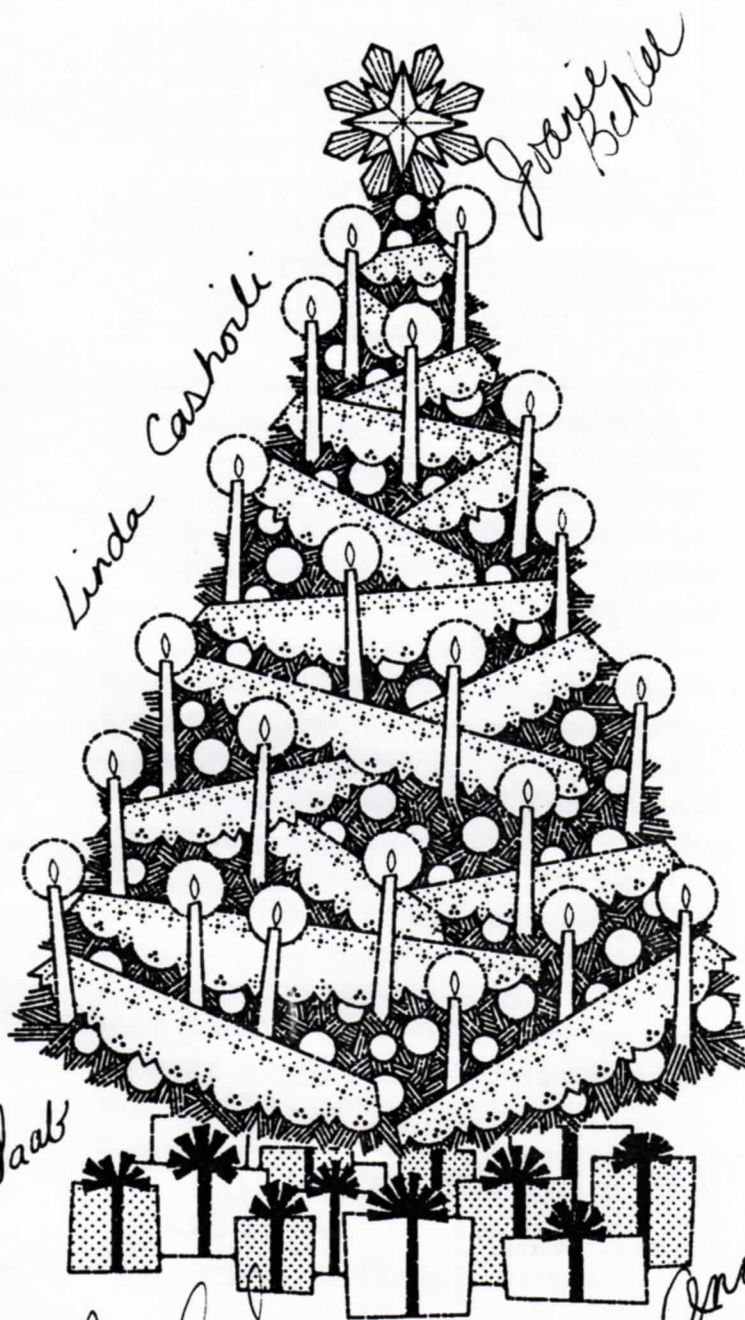
**Congratulations,
Omaha Works!
\$5 million in savings
in the Omaha Team Works
Idea Process
achieved on Thursday, Dec. 13**

Seasons Greetings and a Blessed New Year to you and
yours from your friends at Employee Involvement Today!

The holly and the ivy,
When they are both full grown,
Of all the trees that are in the wood,
The holly bears the crown:
The rising of the sun
And the running of the deer,
The playing of the merry organ,
Sweet singing in the choir.

God rest you merry, gentlemen,
Let nothing you dismay;
Remember Christ our Savior,
Was born on Christmas Day.

'Twas the night before, when all
through the house
Not a creature was stirring—not
even a mouse;
The stockings were hung by the
chimney with care,
In hopes that St. Nicholas soon
would be there. (1823)



Robert G. Bailey Gene Jacob
Linda Casholi
JR Furland
Linda Esterline
Gene Carlson
Mafine Altie
Linda Young
Lucy A. Kuesaw
Jim Amos