

Employee Involvement

December 1
1989

Today Omaha Works



IBU 552 certification team...(front, l. to r.) Della Tyler, Larry Schlautman, Dan Staudt. (back, l. to r.) Vic Volkart, Barbara Robertson and Terry Latimer.

Nine members of the "Amph-Pull Quality" QWL/EI team from AT&T's Denver Works visited the Omaha Works Nov. 8-10 to discuss quality issues with employees and to see firsthand the manufacturing process in the Bldg. 50 cable shop. Omaha's 810-A sheath cable is used in products manufactured at the Denver Works.

The Denver team was hosted by the certification team in IBU 552 (large cable rewind and test). Operators from each process donned "Quality is our First Concern" T-shirts and served as tour guides



Denver's "Amp-Pull Quality" QWL/EI team members Barb Froelich, Peggy Cornish and Diane Watson discuss cable manufacturing with Omaha's Bill Brink of IBU 552-4.

and process experts as the Denver group followed the manufacture of 810-A cable from beginning to end.

Efforts are underway to strengthen the Omaha/Denver supplier/customer relationship. As a result of the visit, a monthly teleconference call will be held to discuss quality issues. A team of Omaha employees from the various processes will be formed to provide our Denver customer direct contact with the manufacturing floor. Several suggestions for specific changes are being also investigated.

DICK CEFREY (IBU 581) reports a significant change in the way employees of the 80-type cabinet final assembly area and the painting/plating room work together.

"The painting/plating room is SEQUENCING metal fabrication parts for the 80-type cabinets," says Section Chief DICK KUSMIERSKI. All the metal fab parts needed to make one 80-type cabinet are collected and placed on a cart by employees in the painting/plating room. When they're ready to put together a cabinet, operators in the 80-type assembly area wheel the cart containing all the metal parts for a particular cabinet from the paint room to the assembly area.

This technique is also known as KITTING and is a superb example of a PULL system in the just-in-time manufacturing process. This technique reduces work-in-process inventory by eliminating the need to have a variety of metal fab parts available on the floor at all times. It also reduces the time spent getting all the parts together in one location in the assembly area. The system was implemented in mid-November.

Officials of Bellcore--the telecommunications manufacturing watchdog for the regional bell operating companies--will be doing a quality program evaluation (QPE) at the Omaha Works during the second quarter of 1990.

The purpose of the audit, according to J. L. Pete Pence, assistant vice president of Bellcore, is to see that Omaha's products are "technically complete, professionally done, reasonably priced and done on schedule."

Pence addressed a group of Omaha Works employees recently, saying "Quality is really the only major differentiation among companies. Omaha is perceived to be in the weaker group in terms of quality, yet the quality of your products



The IBU 581 SEQUENCING team makes the hand off...(l. to r.) Ron Schaaf, 80-type cabinet assembler; Jerry Kuchinsky and Bennie Stuart, paint/plating room employees and Debbie Ridge and Mike Huerta, 80-type cabinet assembler.

Paint room Section Chief LARRY AINSWORTH says "We're learning everyday. It's drastically reduced inventory between final assembly and painting. The only drawback we see is the (physical) distance between the two departments. We're working on that."



isn't bad. It's a perception problem. You need to make quality a part of your culture, because the media division faces lots of competition."

THE 11-TYPE CABLE STUB AREA IS THE FIRST TO BECOME CERTIFIED IN BLDG. 30! Members of IBU 572 prepares cable for central office connectors and building entrance protectors have been working toward certification since March 1989. The team was presented a plaque in mid-November recognizing the significance of this accomplishment. Operator Bob Faust says "It takes just not the team itself, but the whole area. The thing is...it's a change and people have to go along with that. If there's no feedback to the group as a whole, then the certification process is lost."

THANKS, IBU 572, FOR SHOWING US HOW IT'S DONE!!!



The IBU 572 CERTIFICATION TEAM includes (l. to r.) Section Chief Joe Avery; Operator Bob Faust; Product Engineer Curtis Curry; Operator Jane Belmudez and Quality Engineer Tom McNulty. Absent is Operator Barb Cremeens.

I'LL BET YOU DIDN'T KNOW...The first area to be certified at the Omaha Works was the #1 wire draw in Bldg. 50. Certification came in June 1989 after 9 months of work by the folks in IBU 551 and supporting organizations.

CERTIFICATION

The Omaha Works has set a goal to be achieved by the end of 1990--that all Omaha Works shops be certified. To get the job done, it's going to take input and cooperation of each of us. It's also going to take understanding of the certification process so we can more easily see how we can make a contribution.

HAPPY ANNIVERSARY! AT&T is celebrating the 25th anniversary of the introduction of the TRIMLINE telephone. AT&T's Bell Laboratories estimate over 75 million sets have been bought or leased since its introduction. The TRIMLINE was the first mass-produced example of a telephone with the dial located in the handset and paved the way for modern cordless phone design. The TRIMLINE is part of the permanent collection of the Museum of Modern Art in New York.--UPI

QUOTE OF THE MONTH CLUB

Millions long for immortality who do not know what to do with themselves on a rainy Sunday afternoon.--Susan Ertz

WE ALL HOPE YOU'LL GET WELL REALLY SOON!...BARB KRUSE of customer service...recovering from surgery in late October. Best wishes for a complete and speedy recovery.

Here's wishing a Belated Happy November Birthday to a great accountant, DICK FOUTCH. Here's wishing you many, many more.

Did you turn in your entry for the new SAFETY CONTEST? 25 words or less on WHAT SAFETY AWARENESS MEANS TO ME (Deadline: Nov. 20) means airline tickets for 12 lucky winners and weekly prizes valued at \$50 each. By the way, the December Safety Calling Contest slogan is "Seat belts, the only belt for the road...don't drink."

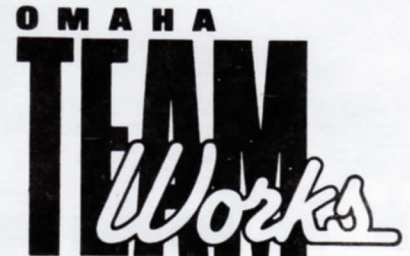
The Bldg. 50 sheet metal shop has the right idea about killing two birds with one stone. The employees of IBU 583 decided to sponsor a slogan contest which would send a motivational message and take care of a housekeeping item...all at the same time. The winning slogan was painted on a wall (which badly needed a new coat of paint) leading to Bldg. 55. Operator RON SLATTERY says "The idea just popped into my head one day while I was doodling around." This 30-year employee will be enjoying beef from Omaha Steaks International for providing the entry upon which the slogan was based. The painting was done by AT&T's Jim Curran. It's worth a trip out to see it!



AT&T RECOGNIZES AND APPRECIATES QUALITY IN OUR SUPPLIERS, and that's why the Omaha Works has recognized 45 of its vendors for their demonstrated commitment and support in Omaha's drive to achieve world class status. The Purchasing and Quality organizations hosted a luncheon for representatives from these special companies on Thursday, Nov. 16 at the Red Lion Hotel. AT&T speakers included HANK DAVIDSON of the purchasing organization, GRAHAM SEITER, Omaha's quality manager and Mfg. V.P. JACK MCKINNON. These suppliers have demonstrated a continuously superior level of quality and service--something we at the Omaha Works are working to provide our customers.

Manufacturing Engineering Director JR NEWLAND was off to Lincoln recently with a team of AT&T account reps. AT&T's sales team is hoping LINCOLN TELEPHONE AND TELEGRAPH will accept their bid to provide AT&T's Cosmic frames and cable rearrangement facilities to the local, independent telephone company serving the state's second largest city.

"A Changing Future" is in store for the Omaha Works, say plant managers. A series of half-hour motivational meetings for all employees in mid-November stressed the need for the commitment of all individuals to the concept of change in the future. Employees were encouraged to understand, adapt and contribute to our changing environment.



EMPLOYEE INVOLVEMENT TODAY is always looking for your input on what's happening at the Omaha Works.

When you have a piece of news or a story idea, please pass it along to Linda Enterline, who puts together this newsletter, on ext. 3714. EMPLOYEE INVOLVEMENT TODAY is a publication of the PR and training organizations.

Postage stamps are getting more expensive, but at least they have one attribute that most of us could emulate: they stick to one thing until they get there.

CONGRATULATIONS TO THE WINNERS IN OCTOBER'S QUALITY MONTH SPC CHARTING CONTEST. Quality Engineer Bob Burdett reports AT&T employees charted everything from high and low temperatures in Omaha to earthquake occurrences in Nebraska to the ages of people who died on Oct. 19! Of course, many charts were related to work activities here at Omaha. The charting champs and their U.S. savings bond prizes are:

Darwin Fager	IBU 577	\$ 50 bond
Walt Tomasello	IBU 557	\$100 bond
Jerry Glenn	IBU 721	\$150 bond
Lloyd Donahoo	IBU 524	\$200 bond
Donovan Dirks	IBU 583	\$250 bond
Rick Novak	IBU 721	\$300 bond

GRAND PRIZE WINNERS were DANIEL McFADDEN, IBU 572 and GORDON VINER, Dept. 523. Each have been awarded a \$1,000 bond, a \$100 gift certificate (for the AT&T Phone Center or the Pioneer Store or Omaha Steaks International) and a stay at the Omaha Marriott Hotel.



ENJOY YOUR PRIZES, GENTLEMEN...AND "KEEP ON CHARTIN'!"

WINNERS...(back row, l. to r.)

Darwin Fager, Rick Novak, Donovan Dirks, Daniel McFadden, Lloyd Donahoo, (front row, l. to r.)

Jerry Glenn, and Gordon Viner. Not pictured is Walt Tomasello.

Engineer BOB WOLKINS reminds everyone who entered the SPC Charting contest to pick up their "Keep on Chartin'" T-shirt at column 5H on the second floor of Bldg. 20. You can call him on ext. 3893 before you go to pick it up. Congratulations to everyone who entered the contest!



'TIS THE SEASON!!!

Cornhusker Chapter 92's JERRY FITZGERALD says the Pioneers are going after the city record for the largest donation by an organization to the 1989 Salvation Army Tree of Lights Campaign. Last year's champs are members of the Downtown Kiwanis Club, who raised \$10,000, surpassing the Pioneers' \$9,000 donation. So hold on to your hats...the Pioneers want the city crown and have set a goal of \$13,500!!! 380 AT&T folks rang bells last year...649 will be needed this year from Nov. 29 to Dec. 22. HARVEY PALMER, BOB RUSH, MIKE MacVITTIE, JERRY ODELL, SHARON CUBRICH, WAYNE MASEK, and JUDY THOMES will be asking you to ring bells at one of these Pioneer locations: 3 K-Mart Stores, 3 Richman-Gordman Stores, 3 Shopko Stores and Baker's at Deerfield Place. The signup schedule will be posted in the cafeteria.

Are there any quitters in the crowd who've "Left the Pack Behind" permanently as a result of the Nov. 16 GREAT AMERICAN SMOKEOUT? If so, keep up the good work! It's the best gift you can give yourself and your family.

The U.S. Postal Service plans to test credit card-operated, self-service facsimile machines in post offices around the country. Hotelcopy Inc...was chosen to put 55 fax stations in 54 post offices in the Northeast...MCI has been chosen as the long distance carrier.

--Wall Street Journal

We hope your Thanksgiving holiday was a nice one for you and your family and friends, no matter where you spent the day. Looking ahead...CAN YOU BELIEVE THE 1990s ARE STARING US RIGHT IN THE FACE? This year certainly has gone quickly, hasn't it? (But then I guess we always say that!) To refresh your memory about the holiday shutdown, the last day of work is Dec. 22, 1989. We return to work on Tuesday, Jan. 2, 1990. We'll be starting out a new year as well as a new decade here at the plant with a renewed emphasis on quality, service and teamwork.



Company retirees and their spouses have been invited to the annual complimentary Christmas luncheon sponsored by the Omaha Works on Monday, Dec. 4, at the Holiday Inn Central at 72nd and Grover Streets. The reception begins at 10:45 a.m., followed by entertainment by "The Grande Olde Players" theatre group at 11:45 a.m., with lunch following at 12:30 p.m.

Retirees have also been invited to tour the Omaha Works following the event, so here's a chance to renew friendships and visit with former colleagues.

Don't forget to bring the children and grandchildren to the AT&T Omaha Works Children's Christmas Party on Saturday, Dec. 9 from 1-4 p.m.



Santa(s) will be here, with his cute little elves to boot! Check upcoming issues of the WEOMA NEWSLETTER for department schedules.

Don't be afraid to go out on a limb. That's where the fruit is.

One of your resolutions should be to speak soft and sweetly. If your words are soft and sweet, they won't be so hard to swallow when you have to eat them.

WOULDN'T YOU JUST KNOW IT? We forgot the most important, major detail of the last issue's cover story. Many of our readers have asked "So who wrote the skit for the QWL Appreciation Day?" You remember...AT&T's QWL Day Court...featured in the Nov. 1 issue of EMPLOYEE INVOLVEMENT TODAY? Well, now's the time to ask for a round of applause for NORMA KORFF (Secretary in Engineering Design, Dept. 783), who wrote the skit, and RAE CACIOPPO (Secretary for BOB MCKULSKY, IBU 577) who did the choreography for the cast of high-steppin' criminals. Behind every good skit is a dynamic duo...and you ladies are just that. Congrats on a class act.

Have you checked the board in the main cafeteria to see how Omaha walkers have made it on their walk to the DENVER WORKS? Only 4 weeks remain in the 11 week walking for fitness program. You might be surprised to learn some walkers have made the 558 mile trip to the Denver Works and are headed back to Omaha via the KANSAS CITY WORKS. Good health to these dedicated hoofers!

TLC'S MARLENE PETRATIS reports that almost 200 employees attended the October Breast Cancer Awareness clinics held at the Omaha Works. Just remember...we've got to be on the lookout for signs of cancer 365 days a year. More clinics are planned for December on stress management and related holiday topics. Schedules will be available soon.

"I've had a few arguments with people," comedian Buddy Hackett once confessed, "but I never carry a grudge. You know why? While you're carrying a grudge, they're out dancin'."