

The HEADLINER



A newsletter of the Omaha Works of Network Cable Systems published twice monthly

December 8, 1992

EXTRA! EXTRA!

Omaha Works earns ISO 9002 registration

Independent auditors from Lloyd's Register Quality Assurance, Ltd. (LRQA), have given AT&T's Omaha Works the go-ahead to become ISO 9002 registered.

ISO 9000 Project Manager Paul Baumann says the approval "is the result of a lot of work by many people. Everyone the auditors talked to did a great job. That's what made the audit successful."

Six non-compliance notes (NCNs) were issued and rated as on-going improvements. NCNs require that improvements be made but do not prevent a company from being registered unless they (NCNs) are rated more severely (i.e., hold point).

Baumann is optimistic as the Omaha Works begins preparation for the ISO 9001 audit, which includes design control and service on the list of 20 elements. "While Omaha's ISO 9002 audit was successful, it's just another step on our journey of continuous quality improvement," says the project manager.

Three auditors from LRQA conducted the three-day audit Nov. 30-Dec. 2. The audit team visited the manufacturing shops and support organizations, questioning employees about documentation, quality and operations.

The audit team report has been submitted to the home office in Hoboken, N.J., for final approval, which is expected in approximately 10 days. The ISO 9002 registration will be effective for Omaha products by Jan. 1, 1993.

A surveillance audit will be conducted on-site by LRQA every six months for three years.

Thanks to everyone from Copper Apparatus and Wire Vice President Jay Carter

We did it! Because of your diligence and hard work, the Omaha Works is now registered in ISO 9002.

We can be proud of what we've accomplished together. More importantly, we can take great satisfaction in knowing ISO registration will open doors for AT&T products throughout the world. More sales opportunities mean more business and more revenue.

ISO 9000 registration is an important factor in the fulfillment of our strategic intent plan. We've taken a giant step toward ensuring a bright future for AT&T and the products made here at the Omaha Works.

An accomplishment of this importance calls for celebration and a pat on the back for every employee.

We're planning an ISO achievement recognition day on Thursday, Dec. 10, complete with a complimentary meal for each employee.

Enjoy the celebration. You've earned our heartfelt thanks for all you've done to improve our position in the global marketplace.

A handwritten signature in cursive script that reads "Jay".

"Say what we do" ...

Know your AQTs

Each manufacturing process at the Omaha Works was assigned an area quality team (AQT). These AQTs were instrumental in preparing each area for ISO 9002 certification:

EW&C SBU

- 1 Wire mill
- 2 PVC insulate
- 3 PVC twist
- 4 Strand
- 5 Central office jacket
- 6 Cable rewind and test
- 7 Plenum insulate repair, twist and mini-strand
- 8 Plenum jacket
- 9 DIW jacket
- 10 Reellex-rewind
- 11 Spooling, coiling, horizontal twist and vaults
- 13 700-series cable
- 14 D-station products
- 15 Cool room

COPPER APPARATUS SBU

- 30 N-type and miscellaneous cable terminals
- 31 700 connectors
- 32 710 connectors
- 33 Powder finishing
- 34 51, 80, 90-type cabinet assembly
- 35 51, 80, 90-type cabinet wiring

(Continued)

The Omaha Works achieved ISO 9002 registration because, in essence, the auditors determined that we "say what we do" and we "do what we say."

Say what we do" consists of documenting the work that we do—writing down the procedures or steps that we consistently follow.

"Do what we say" consists of acting on the documentation we proclaim to follow. When the accredited third-party auditing firm of Lloyd's Register Quality Assurance Ltd. sent auditors to conduct an on-site review of the Works' quality system, they compared our job performance against documented descriptions.

The following summarizes the 18 ISO 9002 standards or elements which auditors used as their checklist. Having achieved registration to ISO 9002 signifies that we at the Works "say" and "do" every item listed:

1. Management responsibility

- The Omaha Works Quality Council deploys a clear policy statement. Employees understand the policy as it applies to their jobs.
- Management provides structure in the form of organizational charts.
- Management ensures that internal audits are conducted.
- A Q.A. manager is assigned to oversee Quality Assurance.
- Area Quality Teams are formed and supported.

2. Quality system

- Have on hand a top-down set of documents that are used to control all of the work that affects product and service.
- Employees' activities are directed using this set of documents.

3. Contract review

- Ensure that customer requirements are defined and documented sufficiently to allow production, installation and maintenance of what they have ordered.

4. Document control

- Ensure that people have copies of the documents that describe the

procedures they carry out.

- Remove out-of-date documents from the work place.
- Provide an index of the current documents.

5. Purchasing

- Make sure that what you buy and get is what you specify and need.
- Manage your suppliers (quality).
- Make sure that purchase orders are fully informational.

6. Purchaser-supplied product

- When a customer provides us the materials or equipment to be integrated with our product.

7. Product identification and traceability

- Be able to identify our products and parts as they move through the manufacturing process.
- Individual products or batches of products should have their own unique serial identifications for traceability.

8. Process control

- Provide an environment to allow for orderly work and working conditions.

- Maintain written work instructions supported by training.

9. Inspection and testing

- Verify incoming material and product.
- Product must be process-checked as it is being made.
- Do final inspection and testing.
- Product inspection and test records must be retained.

10. Inspection, measuring and test equipment (calibration)

- Calibrate inspection and test equipment on a timely basis.
- Keep traceable calibration records.

11. Inspection and test status

- Products must be marked after they are checked or tested, to identify if they have passed or failed the test.
- Keep a record of the person who approved the tested product.

12. Control of non-conforming product

- Ensure that failed product is not used.
- Have a procedure for dealing with non-conforming product.

13. Corrective action

- Investigate the cause of a bad product and make changes to fix it.
- Analyze processes, problems and customer complaints.

14. Handling, storage, packaging and delivery

- Have procedures that protect the product during handling, storage, packing and delivery.

15. Quality records

- Keep records to demonstrate the achievement of quality and operation of the quality system.
- Have procedures for filling, maintaining and disposing of quality records.

16. Internal quality audits

- Have an internal audit to verify if activities are working as required by the quality system.
- Have documented procedures for carrying out these audits and for taking follow-up actions based on the audit results.

17. Training

- Have a training plan for each person who affects product quality.
- Keep training records for all employees.

18. Statistical techniques

- If statistics are used to control processes, the procedures for the use of the statistical techniques must be available.

... "Do what we say"

Know your AQTs (Continued)

- 36 76 and 108 assembly and wiring
- 38 841 repeater case
- 39 Protectors
- 41 BEP, enhanced and 66 connector blocks
- 42 BEP, stubs and Artos
- 44 110 patch panel factory cable
- 45 110 patch cords
- 47 108 and 110 connector blocks
- 48 DSX blocks, panels and cords
- 49 Central office connector blocks
- 50 Central office connectors/11-type stubs
- 51 Automatic panel assembly and automatic wire wrap
- 52 Plastic products
- 53 High-speed punch press
- 54 Precious metal plating
- 55 High/low bay piece parts
- 56 Precision machining
- 57 Precision tool area
- 58 50 Bldg. metal fabrication
- 59 Busbar/iron works
- 60 40 and 80-type cabinet fabrication and assembly
- 61 Custom fabrication
- 62 116 and 9-type cable terminals
- 63 Plating
- 64 40-type cabinet assembly

What ISO means to us

Meeting customer needs in the area of quality is a bigger challenge than ever as the world moves toward a marketplace without national boundaries. The definition of quality is constantly changing as companies strive to meet customer needs in our rapidly-changing global economy.

It was only a matter of time before one single international quality standard was developed. ISO 9000 is that standard and is quickly becoming recognized throughout the world.



What is ISO?

The International Organization for Standardization (ISO) is a Geneva-based worldwide federation of 91 member countries working through 180 technical committees to prepare international standards. International governmental and non-governmental groups also participate in ISO activities. The U.S. representative in ISO activities is the American National Standards Institute (ANSI).

Countries that have adopted the ISO 9000 Series have given the standards national identification. In the U.S., the ISO 9000 Series is called the ANSI/ASQC Q90 series. The European community version of the series is termed the EN 29000 series.

These companies may then publicize the registration and use the registrar's certification mark in their product promotion literature. Clearly, certified suppliers will have a competitive advantage over those that are not certified.

To date, some 53 countries and the European Economic Community have adopted the series. NATO and the U.S. Department of Defense are moving toward adoption, as are the Food and Drug Administration and the regional Bell operating companies.



What is ISO 9000?

ISO is a generic, baseline series of quality standards released in 1987. ISO standards are designed to promote and measure quality in a wide range of industries and products. ISO defines the basics of how to establish, document and maintain an effective quality system.

ISO 9000 is designed to:

- achieve and sustain a defined level of quality
- provide purchasers a high level of confidence in a continued level of quality

The series is structured to be used by both manufacturing and service industries.

The trend in business is to turn away from adversarial relationships to partnerships in which suppliers are seen as extensions of the business. ISO 9000 is crucial in this partnership effort. AT&T will have a competitive advantage as a leader with a quality system that conforms to the demands of a growing marketplace. ISO 9000 promises to become an integral part of doing business.



Why ISO 9000?

Europe is moving toward the implementation of a single marketplace in which goods and services move freely—without barriers—between countries in the European Community (EC). ISO 9000 was developed to meet the need for established general guidelines for a quality management system.

The race is on for European companies to complete ISO 9000 registration. Virtually every purchase agreement, contract and specification written by European institutions, industries and governments requires ISO certification. European contracts with business and industry in the U.S. are already beginning to require ISO registration.



What is registration?

A system has been developed in which independent third-party auditors called registrars use the ISO 9000 series standards to evaluate a supplier's quality system. When the registrar determines ISO standards have been met by a company, the registrar issues the supplier a certificate of registration. The supplier is then listed in a directory of registered suppliers and granted the right to use the facility registration symbols of the registrar in advertising and other printed matter.

The ISO certification symbols may not be used on a product or in any way that would indicate product conformity, because the registration is of the supplier's quality system, not of an individual product. The supplier is registered while the registering bodies themselves must be accredited or certified.



How is ISO viewed?

Many business leaders in many nations hope ISO recognition will extend worldwide. Unfortunately, no one can guarantee that registration with one body will be recognized or that one country's interpretation of ISO 9000 will be accepted by another. Several countries are in various stages of the implementation of some form of mutual recognition.

This extra edition of *The Headliner* was printed and distributed with quality and care by employees in the Omaha Works print shop and mailroom.