

THE HEADLINER

Lucent Technologies
Bell Labs Innovations



Connectivity Solutions, Omaha Works

January/February 1999

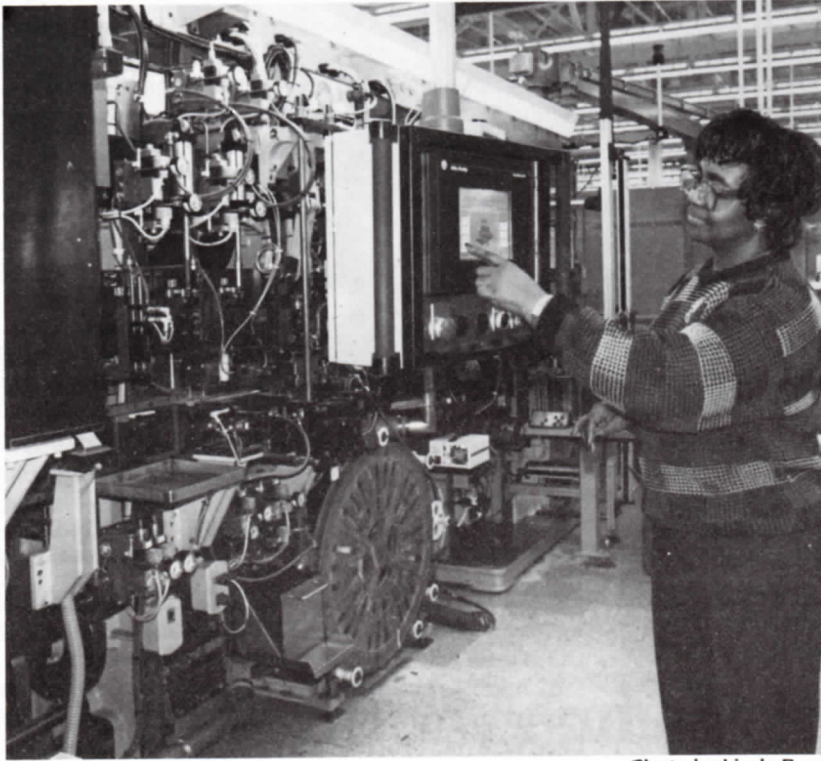


Photo by Linda Ryan

Improvements in 110 shop rate GROWS Award

Helen Chism keys in the instructions for a product run on one of three new state-of-the-art Bodine assembly machines, which have helped to significantly improve quality and shipping performance in the 110 connector shop. The three Bodines, which exceed the capacity of four previously existing machines, were installed as part of a team effort to simultaneously address increasing product demand and bolster quality and shipping performance. For their work, the team was awarded a Lucent GROWS Award, one of several presented last month in the Works auditorium. *Turn to Page 6 for the complete story.*

1st group completes 2-year program

Machine tool certificates earned

The first students in a precedent-setting program within Lucent Technologies have successfully completed two years of study. A total of 31 employees from three shifts each earned 50 credit hours and a Machine Tool Technology Certificate of Completion, presented at a dinner held in their honor Feb. 1, 1999.

The Machine Tool Technology Program is the first of its kind in Lucent and the communications industry. It provides training on site, rather than at an outside educational facility, in new classroom and lab facilities designed for the program.

Those who earn a certificate of completion become eligible to take an exam to qualify for the Works' two-year machinist/toolmaker apprenticeship program. As openings become available, qualified students are admitted to the apprenticeship program on the basis of seniority. Students who completed the program are:

Tim Aken, Charles Boger, Jeanett Bogue, Donovan Burress, Roger Carstens, Steve D'Agata, Dan Dehning, Trudy DeKeuster, Bob Delgado, Tim Demont, Susan Douglass, Mike Elvers, Joe Fiala, Ray Herek, Maurice Jensen, Walt Johnson, Larry Kriegler, Harvey Kunz, Dan Lindblad, Don McGrath, Paul Morton, David Newcomer, Linda Nutting, Steve O'Dell, Al Pickering, Jim Rhode, Cindy Schaecher, John Schenkelberg, Mark Sobania, Dick Suverkrubbe and Craig Williams. ■



NEWS IN BRIEF

Patent winners among honorees at E-Week events

Look for the Lucent Technologies engineering display at Omaha's Oakview Mall the weekend of Feb. 19 through 20. The display is offered in observance of National Engineers Week, Feb. 21 - 27.

"E-Week" activities planned at the Omaha Works include a gathering in the auditorium Feb. 23, when Works recipients of U.S. patents or advanced degrees in 1997 and 1998 will be honored. Lorenzo DiCarlo of Lucent's R&D facilities organization and Connectivity Solutions Vice-President Les Cole will speak.

Two more technical staff members recently were added to the patent recipient total for 1998. They are Tom Hamilton and Mark Curtis, who were issued joint patent No. 5,805,404, "Common insulating housing for elements of varying terminals." They share it with Bell Labs design engineer Adam Kane of Whippany, N.J.

The other Works patent recipients from the past two years who will be honored include Larry Bleich, Jim Chapman, Bob Drach (retired),



Tom Hamilton



Mark Curtis

Lyndon Ensz, Gary Irwin, Larry Josoff (retired), Kar Kam, Warren Moore, Jeff Nielson, Bob Slothower, Geri Smith and Steve Zerbs.

Honorees who have earned advanced degrees in the past two years include Terry Tighe and Walter Tomasello, masters of business administration; James Vendevegt and Craig Alberhasky, masters of science in industrial engineering; Marjorie Garrean, master of science in management systems engineering; and Andrew Lucas, master of science in manufacturing systems engineering.

On Feb. 24, the Works will be host during a plant tour and lunch for selected high school students who are

interested in careers in engineering. Stephen Bullock, program manager for Naval Air Systems Command, will be guest speaker at a gathering of tech/pros in the auditorium Feb. 25.

Pioneers' 'I Like Me' project is thriving

Word about the Heartland Pioneers' "I Like Me" project is spreading like wildfire. Participation has grown from just two schools in January 1998 to nearly 100 schools today in Omaha and surrounding communities.

"I Like Me" is a personalized reading program geared for kindergartners and first graders, designed to encourage good reading habits and promote healthy self esteem. It includes a lesson planner for teachers and each book is individualized with students' names and names of friends.

The Pioneers have been signing up local schools interested in using the reading program, underwriting the cost for the books, said project

(Continued on next page)

THE HEADLINER

The Headliner is an internal newsletter of the Omaha Works, published eight times yearly. It is produced by the public relations department and printed by the Works' print shop.

Your comments and suggestions are welcome. Direct them to:

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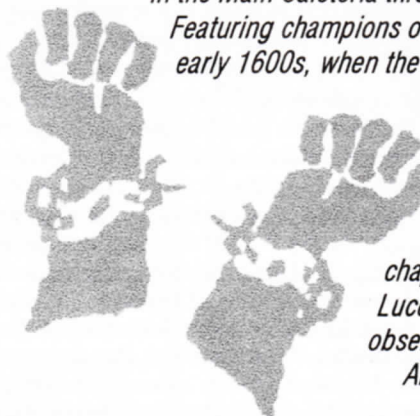
Street address:
12000 I Street, Dept. A02
Omaha, NE 68137

"The Abolitionists"

Who they were and what they did to to put an end to slavery.

A collection of informational material and artifacts now on exhibit in the Main Cafeteria through the end of February.

Featuring champions of freedom dating back to the early 1600s, when the first 20 African American slaves were brought to this country.



Sponsored by the local chapter of the Alliance of Black Lucent Employees (ABLE) in observance of National African American History Month.

NEWS IN BRIEF

(Continued from previous page) organizer Joan Siwa. About 25 Works employees help to sign up schools, she said, and a number of Life Member Pioneers help to distribute the books.

"We couldn't have done so well with the program without our volunteer help," she said. In fact, the Heartland Chapter has had the greatest success with the program, which is a national Pioneer project.

So far the Heartland Pioneers have contributed \$24,000 to help purchase more than 4,500 books for metro schools. More books are being ordered, and outside businesses are being enlisted to help underwrite costs so that the program may continue to

grow.

In addition to Omaha schools, other schools participating include those in Millard, Ralston, Fremont, Papillion, Bellevue, Elkhorn, the Westside School District, and the Elmwood-Murdock schools in Iowa.

ISO audits show that Works toes the mark

The plant has come under some close scrutiny recently by representatives of Lloyd's Register Quality Assurance (LRQA) of London, but we've come through with flying colors.

Auditors came to the Works in early December last year to conduct

Connectivity Solutions' second ISO 9001 triennial assessment. Associated product management and Bell Labs facilities in Norcross, Ga., and Indianapolis, Ind., were also audited.

Only one "ongoing improvement" was raised during the assessment. The Works, which was first registered to ISO 9001 in 1992, has been granted recertification through the year 2001. ISO 9001 is a series of strict standards measuring the quality of manufacturing processes.

Last month, an LRQA rep conducted an ISO 14001 bi-yearly surveillance audit of the Works' environmental management systems (EMS). The Omaha Works was granted registration to ISO 14001 early in 1998. Despite three observations that were noted (including that each area's manufacturing layouts should contain all necessary waste handling procedures), continued registration was recommended.

Overall, the auditor found employees to be aware of the Works' environmental policy and aspects, procedures and practices, and determined that our EMS program continues to be well maintained and used.

The next ISO 14001 surveillance audit will be conducted in June when the following areas will be visited: rewind/pack-ship/shipping storage; twist/large pair rewind; connectors, PCP and COC assembly; plating; plant and factory engineering; and emergency preparedness.

For the record: Ascend merger, Kenan acquisition

Lucent Technologies began the new year by making two key business moves: It announced a merger with Ascend Communications, a global leader in data networking, and it also acquired Kenan Systems Corp., a third-party billing and customer care software business.

Ascend has been a leading provider of wide area network core switching and access data networking equipment
(Continued on next page)

Works runners part of Lucent's winning marathon team

When Vicki Melton or Steve McCullough tell you they "gotta run," they're not just politely breaking away from a conversation. They really do gotta run, each running anywhere from 35 to 50 miles per week.

And their dedication to the sport has paid off. Each was chosen to be on Lucent's corporate running team, which won first place Jan. 17, 1999, in the Corporate Marathon Championship in Carlsbad, Calif. The top four runners of the 14-member Lucent team clinched the championship by placing first in their respective age groups.

Melton and McCullough supported the team with their good standings: Melton finished sixth in her age group (35 to 39) with a personal best time of 3:53 (hours, seconds) and

McCullough finished third in his age group (45 to 49) at 3:31.

Both members of the Works' technical staff, they qualified for the Lucent team based on times they clocked in previous 26-mile runs. This was the first corporate marathon competition for Melton, who turned in times from Lincoln (Nebr.) and St. Louis (Mo.) marathons. McCullough was on the Lucent team once before. He turned in times from a Marine Corps marathon in Washington, D.C., and a Twin Cities (Minn.) run.

Melton was somewhat awestruck by the course, which took runners along the California coastline—quite a departure from her practice runs in Ashland with three pet German Shepherds tagging along, she said.

Melton and McCullough, a veteran of the famous Boston Marathon, both expressed gratitude for the opportunity to be on the Lucent team. They said they would like to see more Omaha Works runners try out for the corporate team, and invited those who are interested to contact them for more information. Melton may be reached on Ext. 3882; McCullough on Ext. 4780. ■



Steve McCullough

Vicki Melton

*Third choking incident in less than 2 years***Heimlich saves co-worker**

Jim Nick can't look at a sweet roll the same way he once did. Not since he had a near-death experience when he choked on a roll he had brought to work. Fortunately for Nick, co-worker John Keefe was able to successfully apply the Heimlich maneuver and dislodge the piece of roll that was blocking his airway.

The incident happened on second shift Jan. 22, 1999. It is the third choking incident that has occurred at the Works in less than two years. In both of the other two instances, the choking victims also were saved from a tragic outcome by co-workers who used the Heimlich.

How sweet it wasn't

In Nick's case, it was the start of the first evening break. He walked to a break area near the plug-in protector department and helped himself to one of the pastries he had brought in to share with co-workers.

"Jim's like that," said Keefe. "He's a good one to always bring in rolls for the rest of us."

Nick took a bite. "It was kind of dry going down. I tried to cough, but it got stuck." He looked around for help, but everyone seemed to have left the area.

"This can't be happening," he recalled thinking to himself. "To my surprise, I didn't panic." But when Nick spied two people on the far end of the protector area, "I didn't think I could make it. I couldn't breathe and I was tensing up."

Then Nick and Keefe spotted each other at about the same time. Keefe, who is color-blind, couldn't tell if Nick was turning blue but he knew something was seriously wrong by the expression and skintone of Nick's face. And Nick was attempting to make a wheezing sound.

They immediately moved toward each other. Nick turned his back to Keefe and tried to grab Keefe's arms around his mid-section.

"I was trying to show him I needed the Heimlich," Nick explained.

Keefe already knew what to do. "I've seen it in safety

(Merger cont'd from previous page) for telecommunications carriers, Internet service providers, corporations and government users worldwide.

Concurrent with the merger, Lucent established a Broadband Networks Groups headed by Dan Stanzione, the company's chief operating officer and group president.

The merger will give Lucent access to Ascend's powerful computer switches to compete in the market against major competitors like Cisco for Internet equipment sold to phone companies.

Pita Group analyst Craig Johnson said of the announced merger, "Ascend will give Lucent a piece of the pie they really don't have right now... a great technological boost."

Lucent's goal in acquiring Kenan Systems is to develop more sophisticated billing software for its customers. The move will enable Lucent to better serve large telecommunications clients by helping them develop single billing systems capable of handling various communications technologies.

The communications software

market is expected to grow 25 percent a year to \$26 billion by the year 2000.

Retirement list continues to grow

The following employees recently retired from the Omaha Works. Their names are listed according to the month in which their retirements became effective, with years of service given after their names:

October—Joann Bolinger, 27 years; Robert Engel, 38.

November—James Geiger, 29; Della Kelly, 25.

December—Charlotte Wiebelhaus, 38; Ernest Ries, 30.

January—William Harlow, 36.

January/February service milestones are celebrated

These employees are celebrating milestone service anniversaries (in five-year increments) during January and February 1999. The anniversary

date is given first, with service years after each employee's name:

1/2—Lonnie Peterson, 10.

1/3—Gregory Brown, 15; David Slaughter, 15; Brent Timko, 15.

1/5—Geri Smith, 15; Richard Winter, 15.

1/6—Charles Law, 30; Marie Kaszuba, 15.

1/7—Daniel Pimbert, 30; Wayne Ruby, 25.

1/9—Betty Leonard, 20; Charles Mann, 15.

1/10—John Valdez, 5.

1/11—Alfonso Dailey, 20; Barbara Tangeman, 20.

1/12—Charles Ferguson, 40; Paul Guhl, 40; Linda Sweet, 30; Michael Matthews, 15.

1/13—Rosemarie Larson, 35; Harvey Bolte, 30; Gary Moessner, 30.

1/14—Shirley Fiscus, 30; Roger Rodaway, 30.

1/16—Raymond Knievel, 40; James Dempsey, 15; Nancy Griswold, 15; William Johnson, 10.

1/19—Leland Wade, 40; Linda Kosmicki, 25.

1/20—Karleen Taylor, 30; Melvin

(Continued on next page)

NEWS IN BRIEF

films and even saw it done at a restaurant once," he said.

With his hands locked around Nick's torso, he pressed in and upward—not sure how much pressure to apply. Nick tried to help Keefe apply pressure, too. On the second or third thrust (it happened so fast they didn't keep count), the piece of roll was expelled and Nick began to breathe.

In retrospect

Keefe said he wasn't particularly shaken after what had just transpired. "I was just grateful I could do it," he said. However, the gravity of the situation did hit Nick later in the shift.

"There are times when you work alone," he said. "A friend told me when that happens and you're choking you should press your midsection over the back of a chair" until the food particle is expelled.

"But that day, if it hadn't been for John, I would have croaked!" Nick asserted, adding that it may be awhile before he brings in rolls again. ■



Photo by Linda Ryan

NOT HIS TIME TO CLOCK OUT...Jim Nick (left) is certain that John Keefe's quick action saved him from choking to death.

(Continued from previous page)
Clement, 25.

1/21—Dale Kunz, 35; Kathleen Scott, 15.

1/23—Scott Bowman, 15; Steven Hayes, 15; Timothy Parks, 15; John Stephenson, 15.

1/24—Irene Sahulka, 15; Robert Spielman, 10; Craig Thompson, 5.

1/26—Richard Fenske, 40.

1/27—Kenneth Micek, 40; Jeanette Crouch, 30; Richard Madej, 30; Gerhart Wehrbein, 30.

1/28—Dwain Miller, 30; Marlin

Lustgraaf, 25; Jon Jacobi, 15; Jack Sedlacek, 15.

1/29—Pauline Smith, 35; Isabel Mikesh, 30; Lena Vandeman, 30; Judith West, 25; Mark Zich, 20.

1/30—Joseph Jirka, 15; John May, 15.

1/31—William Lorenz Jr., 25; Linda Metzler, 25; Joy Storzjohann, 25.

2/2—Linda Huenniger, 15.

2/3—Mona Johnson, 30; Stephen Miller, 30; Eldon Moser, 30; Dennis Stenzel, 30.

2/4—Joseph From, 15.

2/5—Douglas Maynard, 20.

2/6—Gerald Lohmeier, 30.

2/7—Carol Fuksa, 30.

2/9—Julia Nodskov, 15.

2/10—Frank Conley, 30; Patricia Scott, 20.

2/11—Henry Maass Jr., 40; Daryl Reitmajer, 40; Joseph Castro, 30; Catherine Mccants, 30.

2/12—Esteban Fernandez, 20; Christine Fuentes, 20; Robin Ruzek, 20.

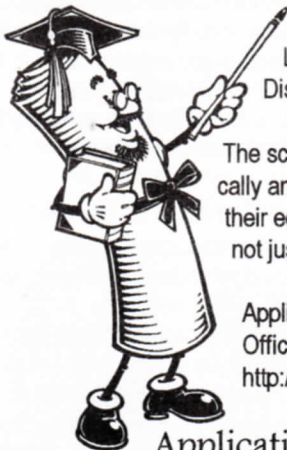
2/13—Thomas Kusek, 30; Douglas Doeden, 20; Paul Perez, 15.

2/14—Gloria Brodie, 20.

2/16—Kenneth Fuss, 40; Raymond

(Continued on Page 8)

Looking for scholars



Applications are now being taken for the annual Lucent Pioneers Scholarship for Students With Disabilities Program.

The scholarships provide financial assistance to physically and mentally challenged students in the pursuit of their education. Any child meeting the criteria may apply, not just children of Lucent employees.

Applications are available at the Omaha Works' Pioneer Office; by calling 1-888-999-5877; or by accessing <http://www.lucentpioneers.com>.

Application deadline: March 22, 1999

GROWS Awards honor top performers

A second group of Lucent GROWS Awards recipients at the Omaha Works were honored in January during an employee "town hall" meeting held in the auditorium. Connectivity Solutions Vice-President Les Cole, who conducts periodic meetings with employees to review business results, presented plaques to nine teams and one individual in recognition of their outstanding job performance.

The awards are part of a Lucent GROWS initiative, whose acronym (GROWS) stands for the five essential behaviors that are most critical to the company's high performance and rapid growth for the long term, thus surpassing our competitors.

Award winners exhibit one or more of the behaviors in their job performance: Global growth mindset; results focused; obsessed with customers and about competition; workplace that is open, supportive and diverse; and speed.

ANCS Plant Maintenance Team

This ANCS (Advantage New Century Solutions) team oversaw the successful, on-schedule implementation of SAP for the entire Omaha Works plant maintenance organization.

The Works' cutover to the SAP software system in late November 1998 was achieved with minimal problems. Consisting of Omaha and Atlanta Works team members, the group came to agreement on design issues, despite major differences in the two plants' software and procedures for handling plant and equipment maintenance work. Additionally, the group inspired teamwork by regularly recognizing outstanding contributions to the project by those outside their team, establishing the "Lifesaver Award." Beyond their own duties, the team also frequently volunteered to assist other ANCS teams design engineering processes relating to SAP. **GROWS behaviors: Results focused ♦ Obsessed with customers ♦ Speed.**



GPC Team

Since the Global Provisioning Center (GPC) warehouse began operations in March 1997, cycle times have been reduced by 50 to 90 percent within all of its operations, which include stock distribution, exporting, managing returned goods, and whole delivery orders. Stock shipping performance has been consistently maintained at 99.6 percent, despite the simultaneous pressures associated with opening such a center, including the introduction of new processes and training personnel new to warehousing and distribution. In addition, export activity more than tripled within the first 12 months of operation as other Lucent export centers—scattered throughout the country—were phased out. In 1998, the team successfully introduced more than 60 significant process changes targeted at enhancing customer service, cycle time reduction and efficiency. **GROWS behaviors: Global growth mindset ♦ Result focused ♦ Obsessed with customers ♦ Speed.**

Electronic Cabinets Consignment Team

This team worked to establish the electronic cabinet business group's first consignment purchase order program with a major supplier of brass and metal products. A consignment purchase order allows the Omaha Works to store a quantity of material as part of its inventory, but we are billed by the supplier only for the amount of material we use, when we use it. Although brass and metal supplies are now the responsibility of the interconnection products group (IPG), the electronic cabinets team has continued to establish more consignment programs with other vendors.



Photo by Linda Ryan

BRASS ON CONSIGNMENT... Automatic punch press operator Ron Ohme shows some of the terminal strips made from brass that is purchased on consignment.

FOCUS ON SERVICE

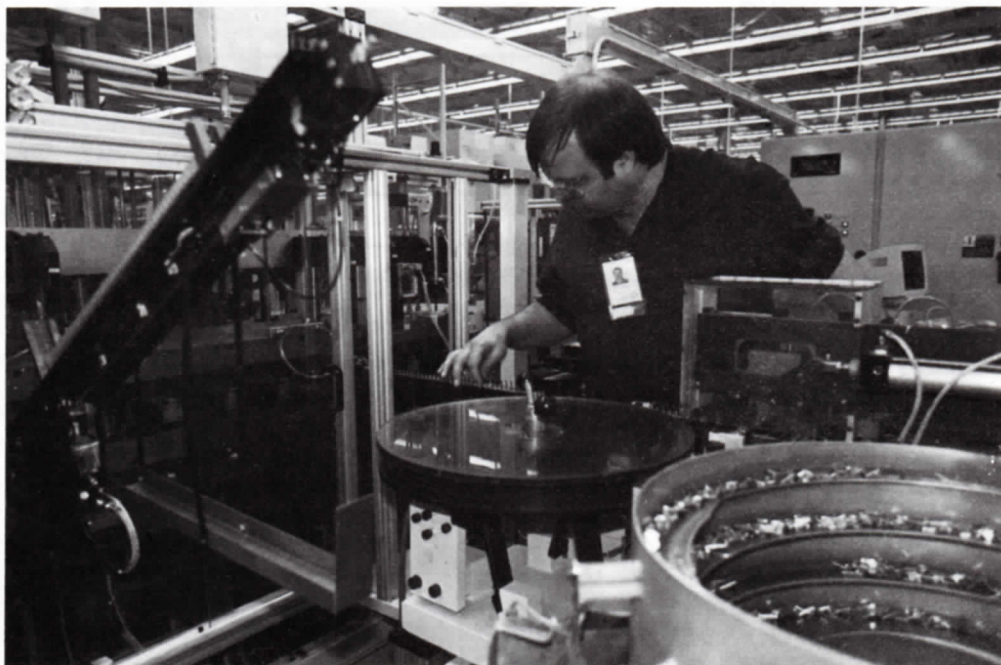


Photo by Linda Ryan

NEW & IMPROVED...
Bill Simon conducts a visual check of plug-in protectors made on a newly designed robotic assembly machine. The machine, which features a built-in shaker/loader and hot stamp operation, has significantly improved manufacturing performance.

Currently, 218 comcodes valued at \$12 million from 33 suppliers are on consignment, significantly eliminating cabinet investment costs. **GROWS behaviors: Results focused ♦ Obsessed with customers ♦ Speed.**

110 Connector Team

Marked improvements in 110 connector quality ratings and shipping performance are the results of this team's efforts, even though demand for the product increased 26 percent in a year's time. In July 1997 the team embarked on a plan to replace four existing machines with three new state-of-the-art Bodine assembly machines. Team members worked to establish better molding, stamping and plating support in the face of increased demand, and acquired new tooling and equipment resources in a timely and precise manner. New packaging equipment, a redesigned shop floor layout, machine and training standardization and private labeling capabilities were all part of this team's plan for action. In July 1997 shipping performance stood at 82 percent. Since August 1998 (and as of this writing), the 110 connector manufacturing team has not missed a shipment date. **GROWS behaviors: Global growth mindset ♦ Results focused ♦ Obsessed with customers ♦ Speed.**

C.O.Connectors and Blocks Team

The central office (C.O.) team wanted to provide customers with products in shorter intervals than published. Issues the team had to face included managing several hundred product codes, increased demand for product, unpredictable customer forecasts and changing product requirements. The team designed and introduced a process called "platform manufacturing," which allows for

more flexibility to customize and assemble products faster in order to better respond to customer demands. The team also successfully introduced process improvements for better machine use and efficiency, worked to improve recurring material shortages, and improved procedures for processing customer orders and pull-ups. **GROWS behaviors: Results focused ♦ Obsessed with customer ♦ Workplace that is open ♦ Speed.**

Plug-in Protector Team

Two years ago, the plug-in protector shop relied on older technology machinery and test sets to manufacture product. Machines broke down and output and quality suffered. This team revamped and updated machines and processes in the shop, so that manufacturing performance has increased significantly and established cost margins have been achieved. Shipping performance averaged 99 percent in 1998, and the shop recently noted 13 consecutive weeks of perfect shipping performance. Quality levels likewise have jumped: For the first time in the product's 25-year history, the shop recently marked a week with no product rejects. **GROWS behaviors: Results focused ♦ Obsessed with customers ♦ Workplace that is open ♦ Speed.**

Supplier Forum Team

Three plaques were awarded in this category, one each to the electronic wire and cable group, interconnection products group and electronic cabinets group. The Supplier Forum program enlists the active participation by Works suppliers to submit suggestions for cost reductions associated with the materials they provide. Team members from the three winning product groups met with their

(Continued on next page)

Job performance merits GROWS Awards

(Continued from previous page)
respective suppliers regularly throughout 1998,
charged with evaluating the suggestions and imple-
menting those approved. Suggestions implemented in
1998 resulted in \$20.1 million in cost reductions.
GROWS behaviors: *Global growth mindset ♦ Results
focused ♦ Speed.*



Richard Shropshire

The electronic wire and cable (EW&C) shop faced shutting down eight insulating lines one recent Sunday afternoon, due to problems with the plastic material being used. On-time delivery to the customer was in jeopardy. Then someone called transportation supervisor Rich Shropshire at home—his day off—asking if he knew a way to expedite a railcar of new plastic to the plant on a Sunday. He agreed to come in, but when he arrived, the EW&C shop told him a “fix” had been found and he could go back home. However, when he got there he was called to come back—the fix didn’t work after all. Without hesitating, he returned and arranged for Union Pacific to locate the railcar of plastic that had been ordered and switch it in immediately. **GROWS behaviors:** *Results focused ♦ Obsessed with customers.* ■

(Anniversaries cont'd from Page 5)
Sempek, 40; Susan Brown, 20;
Anniece Farrell, 20.
2/17—Eugene Biglow, 35; Roger
Escritt, 30; Ruby Stiers, 30.
2/18—Amos Davis, 20.
2/20—John Kaszuba, 40; Terry
Kamino, 15.
2/21—Margaret Archer, 20.
2/22—Alberta Clark, 30.
2/24—Clifford Mindrup, 30.
2/25—James Nick, 30.
2/26—Guadalupe Chagolla, 20; Alice
Hurst, 20; Joyce Jensen, 20; Gene
Schubert, 20.
2/27—Lawrence Gritmit, 15.
2/28—Donette Cone, 20; Cheryl
Brown, 15.

In memoriam

Alfonso Sanchez, production
specialist in IBU AC760, Jan. 4,
1999.

Gene McKenna, senior production
specialist in IBU F2220, Jan. 12,
1999. ■

What's the
prescription
for healthy
living?



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Wednesday, March 24, 1999

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8 a.m. - 4 p.m.

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traditional & holistic approaches
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