

THE HEADLINER



Network Cable Systems, Omaha Works

March 24, 1993



ICING ON THE CAKE... Members of the 9- and 116-type cable terminal production crew were ready for a sweet taste of victory for their part in the 52-week 100 percent AMAPs delivery performance. Left to right are Art Huerta and Jerry Handy (front row) and Jean Sutej, Joe Ellis, Teresa Fisher and Phyllis Depue.

Photo by Linda Ryan

IBU delivers with perfection

It's gratifying to hit the mark of perfection. It's downright awesome to sustain it over an extended period of time. That's especially true when you're talking about delivery performance and all of the variables that could affect it.

Employees involved in the manufacture of 9-type cable terminals and 116-type cable terminals have managed to maintain a remarkable shipping record--a whopping 52 weeks at 100 percent AMAPS delivery performance.

Credit a team effort that involved some 30 production employees in

IBU 228 working together with production control, quality assurance and maintenance personnel who made sure the record stood untarnished.

Team members might have faltered when the going got rough in the course of a year, but they didn't.

Like during a nine-month period following the physical relocation of production lines to the southeast end of Building 30.

"We carried (cable terminal) units rack by rack over to the high bay area of the building to use the pouring machine" to apply water-

proofing compound, Stanosheck said. The practice continued until the production group acquired its own machine.

And, nobody missed a beat even when "short-interval orders for Egypt" came in. The team met the special orders on time with no impact on normal production schedules, she noted.

Stanosheck mentioned several factors that helped to ensure teamwork and successful delivery performance. One was the introduction of "sequencing by lots," an

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inventory management and traceability system. Another was cross-training production employees to lend flexibility in the work area.

Shop employees also attended additional AMAPS training classes, which focused on the critical nature of controlling piece parts.

To celebrate their achievement, employees in the IBU and in the supporting groups got together for cake and refreshments during an afternoon break March 15.

Members of the Omaha Works Quality Council also stopped by the production area to congratulate employees on their achievement.

Red Cross honors Works employees

Twenty-seven Omaha Works employees were among 900 people honored by American Red Cross Midwest Region Blood Services for donating special blood products.

They were honored last month at the Holiday Inn Convention Center.

All 27 employees are donors in the Red Cross apheresis program. Apheresis is about a two-hour process in which donor blood is drawn through a centrifuge to

remove platelets and plasma, then returned to the donor.

Red Cross officials say there is an ever-growing need for platelets and plasma, which are used to prevent bleeding in cancer and organ transplant patients.

Actually, 75 AT&T employees are apheresis donors, but the 27 honored last month reached "milestones," ranging from being first-time donors to marking cumulative amounts in increments of 12 and 24 (the latter being the maximum number of

donations a person can make per year).

Eric Petersen, a second-shift pipefitter in Dept. 245, was honored for reaching a 136-unit milestone during 1992, making him the second highest apheresis donor in the metropolitan area.



Eric Petersen

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Carter takes post in Hong Kong

Effective Apr. 1, 1993, Network Cable Systems Copper Apparatus and Wire Vice-President Jay Carter will become vice-president, marketing and sales, Asia/Pacific. He will be based in Hong Kong.

John Heindel, director of strategic planning at AT&T Microelectronics since 1990, will assume Carter's current Works

assignment.

Heindel, a Monmouth College accounting and mathematics graduate, joined AT&T in 1982. He has served in various auditing and finance positions with AT&T International, and in 1989 was an AT&T Sloan Fellow at Stanford University. ■

Pioneers conduct food drive March 29 through April 1

Donations for the Cornhusker Pioneer Food Drive will be accepted Monday, March 29, through Thursday, April 1.

The drive, which is conducted twice a year to help stock the Omaha Area Food Bank, seeks food goods and monetary donations, according to chairperson Denny Karloff.

Containers for food donations will be placed at main entrances to the shops and offices. Also, food drive representatives have been assigned to work areas to collect monetary donations, Karloff said.

Money collected will be used to purchase mostly meat products, which are always in great demand at the Food Bank, Karloff indicated. All food items will be delivered to the Food Bank before Easter, in time for distribution to metropolitan area food pantries.

About \$2,500 was raised in the Thanksgiving food drive held last year. "The food drive committee appreciates the good response from employees in the past," Karloff said. "We know we can always count on them."

Questions about the Eastertime food drive may be directed to Karloff on Ext. 3117, or to committee members: Bonnie Stuto, Ext. 3649; Doug Study, Ext. 3117; and Dee Kelly, Ext. 3841. ■



THE HEADLINER

The Headliner is an internal publication of the Omaha Works, produced twice monthly by the public relations department. It is printed by the Works print shop.

Your comments and suggestions are welcome and should be directed to:

Linda Ryan, Editor
Ext. 3795.

The next issue will be published on Apr. 14, 1993. All news items should be in to the PR office by no later than 9 a.m. Friday, Apr. 2, 1993.

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Petersen began with the program in 1984, donating his platelets whenever the Red Cross called on him. Now he has a standing appointment twice a month to donate, usually on Fridays when the Red Cross center opens at 7 a.m.

He scoffs at attempts to describe his dedication as heroic, insisting that he's "just an ordinary person helping someone where I can."

Another employee who was honored, Keith Elliott, may have gotten more than he bargained for

when he became a donor in 1989.

He agreed to donate his platelets but ended up losing his heart to Robyn, a Red Cross nurse Elliott met as a donor and recently married. Elliott has donated 48 units.

Other employees who were honored include:

Angelina Armendariz, Walter Armstrong, Gary Blohm, Eugene Bowman, Rosser Callihan, Frank Centamore, Terry Comstock, James Detwiler, Ann Drebot, Robert Eggert, Steve Ferguson, Melvin Finley, Daniel Koenig.

Verne Krysl, Ernest Kubr, Joe Modie, James Murphy, Edith O'Hara, Don Roach, Donald Taylor, David Tennant, Perry Vogel, Dale Wichman, Don Wiczorek and Archer Witherell.

Employees retire during March

Congratulations are in order for the following employees who are joining the ranks of Omaha Works retirees.

Their retirements have or will become effective during March 1993:

Melvin Popham--20 years
 Roger Powell--30 years
 Roberto Rodrigues--26 years
 Jerrold Sherry--23 years
 Donald Walraven--27 years

Women's golf starts signup

Wanted: Women to play in the Tuesday Women's Golf League. League play starts May 11 at Eagle Run, 132nd and Maple streets.

Tee-off time starts at 5 p.m. and play costs \$7.50 per week.

The women's league is open to employees, employees' spouses, and other immediate family members (must be at least 15 years old.)

Participants may form their own team or sign on as an individual or substitute player.

"Fun nights" have been scheduled for April 20 and 27 for interested players to establish handicaps. All team information must be turned in by April 30.

Forms to sign up are available in the main cafeteria, or by calling league organizers: Pat Oliver, Ext. 3065 (IBU 274); Carol Sears, Ext. 4903 (accounting dept.); or Bev Clark, Ext. 3218 (IBU 23H).

Women's Walk at UNO

Sandy Fitzgerald is looking for women interested in participating in

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It's for you!

AT&T
 phone sale
 in the Works
 auditorium



35% off

all items displayed in the auditorium, including:

- ◆ Current stock cord/cordless telephones
- ◆ The 9200 fax machine
- ◆ Answering systems
- ◆ Accessories

The auditorium will be open as follows:*

Tuesday, April 6
 2 - 8 p.m.

Wednesday, April 7
 7 a.m. - 2 p.m.

*Note: Employees should attend sale only before or after their shifts, during normal break times or regular lunch or dinner periods.

NEWS IN BRIEF

(Continued from previous page)
the 1993 Diet Pepsi/UNO Women's Walk for Women's Athletics.

The event is scheduled for Saturday, April 17. It starts with a continental breakfast and consists of a 30-minute walk through the University of Nebraska at Omaha campus or on its quarter-mile track. Fitness and health demonstrations and awards and prizes also will be featured.

Participants gather pledges to raise funds that will be used for scholarships and team travel expenses for UNO's female student athletes.

Signup forms for the event are available through Fitzgerald (Ext. 3408) or can be found in the main cafeteria. Deadline to sign up is Apr. 2.

Really brief news in brief...

Building 55 shipping dock employees Dick Edgman and Barry O'Donnell may be featured in the Werner Enterprises, Inc., annual report to stockholders that's due out soon. The transportation company wanted to feature some of its customers in the report, and was given permission recently to shoot photos of the two Works employees and a Werner employee on our shipping dock...Pat O'Connor, formerly department manager for cabinet metal fabrication IBU operations and engineering, is now electronic wire and cable (EW&C) international planning manager, reporting to Linda Dembowski in Atlanta. Dembowski is manager, EW&C product management and research and development...

Omaha Works women who bowl are invited to participate in the 31st annual Women's Tri-State Communications Bowling Tournament to be held May 8 and May 15 in Kansas City. This year AT&T Microelectronics (Kansas City Works) is host for the event. Entry forms are in the main cafeteria. For more info call Ethel Payton, Ext. 3727, or Judy Rhodes, 453-7347...You can thank

Jerry Berger for those strains of Irish music that played in the main cafeteria on St. Pat's Day. Berger made the suggestion to play the music that day...

Speaking of the cafeteria, watch for a new look in the serving area come April 5. The area will be redesigned with new canopies and other features for an updated '90s look...Need notary service? Remember, Cid

Stinson is a notary public. Call him on Ext. 3509 in the Employee Resource Center (ERC) to make an appointment for free notary service...Signup sheets for the April 24 March of Dimes WalkAmerica® are in the main cafeteria. Call Linda Young on Ext. 3152 to find out more about how participation can give the gift of health to America's babies. ■

Always running out of time?



Now you can learn Microsoft Windows 3.1. or Excel 4.0 in **just 5 weeks** in ETOP Computer Classroom's **new** accelerated program!

Classes start **Apr. 5, 1993**, held twice weekly
Open lab on Mondays
Beginner's or equivalent required

Windows 3.1
Tuesday/Thursday
8:45 a.m.
12:45 p.m.
4:15 p.m.

Excel 4.0
Wednesday/Friday
8:45 a.m.
12:45 p.m.
4:15 p.m.

Send in coupon below before 5 p.m. Mar. 30

Sign me up for ETOP's new accelerated classes!

(Open to represented employees only)

Name: _____ SSN: _____

Street address: _____

City: _____ State: _____ Zip: _____

Home ph.: _____ Work ext.: _____

Shift: _____ Union Local: _____

Course preferred:

Windows 3.1
Time: _____

Excel 4.0
Time: _____

Drop in ETOP box by 5 p.m. March 30, 1993

About smoking: Respect the rules, respect each other

(The following are questions and answers from Jay Carter's meeting with first-shift employees on Feb. 19, 1993. They were compiled for the Headliner with the assistance of Sharon Reimers.)

Q. What can I do to help eradicate the passive smoke in the plant?

A. Just by making a statement about smoking, that helps. But first we need to impress on everyone the need to have respect for each other. I don't want a police state. I've asked that everyone be considerate of their co-workers. If that doesn't work, we will have to take other action.

We all must respect the rules we have in place so we don't have to resort to means I prefer to avoid.

Q. I started in April '91 when things were going pretty good. By October, people were taking "CC" time and they were talking layoffs. Instead, the company offered SIPP. Now we're hiring again, but in six months who is to say what's going to happen?

A. First, remember that we are hiring 50 employees, not 200. I have approval for 200, but I made the decision to bring in just 50 for now.

We have changed our philosophy. In '91 we started off the year with all these great plans, but many of our sales did not materialize. Our approach then was to go out and spend the money and hire all of these people, and when the sales would come in we'd be ready.

We learned a lesson. Now we "pay as we go." So, any improvements you see taking place, first we make the money before we mortgage our future.

It's a difficult process. Bringing in new people, getting them trained and absorbed is not an overnight process. We're taking a very measured approach.

Another thing we have been doing is going out with our sales teams to make sure they have contracts in place with customers. Also in our favor is the health of the economy is such that we can see the volume of work.

In given areas of the plant, it may happen that you will see work falling off, and we may have to move people according to our needs. But in general, we are in good shape.

Q. What would the numbers of our sales have been without Hurricane Andrew? Also, are we communicating with our supplier plants--Oklahoma City, Whippany, Merrimack Valley--to upgrade the quality of what they produce for us? We have had trouble keeping our quality up to standards because of the quality of the

products we receive.

A. Approximately \$15 million in sales resulted from Hurricane Andrew. That was a significant amount of money, but still a small percentage of the revenue increase we had.

As for our increase in revenue, Hurricane Andrew contributed about 20 percent. No question, it had a positive impact, but we would have had a super year even without the hurricane.

1992 was a good year, even without hurricane-related revenue

The other matter you raise is a disturbing one because we have not made much progress in seeing improvements in either our suppliers' performance or in our own, for that matter. Just before this meeting, I was looking at our report card from Merrimack Valley. I saw "unacceptable" ratings in both our service and quality. I am concerned.

ISO certifies the system and not the product. It's possible to have a great system and make bad product. That is a subtle distinction, but it is a fact. You can have things wrong with the product and still pass ISO.

Q. I was told it will take two years to get everyone through the diversity training. Are we really going to complete this? We have had other programs and it seems that none of them are completed.

A. I think what you are asking is, is this another "program of the month"?

Let's take ISO as an example. I had a meeting with a supplier and we were talking ISO. He asked how long it took us to pass ISO. I said we started in January 1992 and had passed ISO by the end of November.

He asked how that was possible, adding that it would take his company a minimum of 18 months to pass.

I replied that before we began working toward ISO registration, we worked toward process certification. Process certification is what gave us the foundation to achieve ISO registration in one year.

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We haven't been talking about process certification lately, so I think there's a tendency to view it as another "program of the month" that was dropped to start something new with ISO. That's not the case. Our ISO involvement was and is a natural progression from our process certification efforts which, as I said, was the foundation of our ISO registration.

How does all this relate to diversity training? Diversity training is a foundation for the changes we must make if we are to improve our ability to work together and compete in the global market.

Diversity training teaches us that we don't have to agree with everything someone else does. But we do have to recognize that we are different and, despite our differences, we can and will get along. We have a job to do.

Will the course we offer today be the same in two years? I'm not bold enough to predict that. But I am sure that we will continue to roll out this type of training.

From dialogue I've had with so many people, I'm convinced that diversity training is important to us. I can't believe some of the discussions I've had. People refer to "those people in 50 Building" or "those people in 30 Building," as if we're different people because we work in different areas.

We fight with each other, and we shouldn't fight. We have to work together and, instead, fight against our competition, the real threat.

We shouldn't be afraid to look at things from a new perspective and change our views. The biggest obstacle that faces us in the future is our resistance to change. It's the hardest thing for every one of us to do.

People ask, why should they change? The way to improve is to change, even if change is threatening and uncomfortable. We must change to improve operations.

A long answer but, yes, we will complete diversity training.

Q. What about Trailridge? A lot of employees never got to go and now we can't go. This is the same thing. Why did this fail?

A. Trailridge was before my time. Sometimes we get overly ambitious. The trick is picking the things that we are for and sticking to them to get the job done.

Some companies choose not to pay for ideas

Q. The (Omaha Teamworks Idea Process program) seems to be dying on the vine. You get a suggestion in and you can't get an answer to it. Are we losing people

who are supposed to be doing this?

A. We are losing our enthusiasm. I've had people take a good hard look at our program. Something has happened to it. I think because we pay (for ideas) we feel we have to have a very detailed study to make sure the company is getting a return.

This also becomes a roadblock. The system takes so long that people get disgusted. I ask that any of you who have any ideas about the program to please let me know how we can make improvements.

In September I had the opportunity to visit seven different manufacturing companies in the Minnesota area. These were top-notch companies like IBM, Honeywell, 3M. Two of them were Baldrige winners.

I asked each company about its suggestion program. I was astonished to find that six of the seven companies did not pay for suggestions.

IBM was the only one that paid for ideas. The others all had teams that were allocated money to implement suggestions. Typically, the employees on these teams wanted to make their jobs better and easier.

Each team had a budget which could be spent to implement ideas without further approval. If the money was spent foolishly, it was gone. In general, people really guarded their money. And, they felt really good about the program.

Q. What about the length of time that contracts need to be changed to implement some of the suggestions? By the time a contract comes up for a customer, a couple of years could have passed. An original, good team suggestion could be lost by then. How can we tell if the customer would have liked the idea?

A. In most of our contracts, if the suggestion changes the form, fit or function of the product, we have to have the customer's approval. If it enhances the process in making the product, we do not need customer approval. That is an important distinction. I'm not sure the people evaluating the suggestion are always clear on this.

Q. Are there different quality standards for domestic and international? It wasn't one week after we were ISO certified that we had a defect. The first question asked was, "Where is it going?" It shouldn't make any difference, right? A defect is a defect. I had an engineer tell me "it's close enough." If we're going to talk quality, how can this happen?

A. Amen! I couldn't agree more. To me it is black and white. We have a set of specs. If a product doesn't meet specs, we shouldn't ship it.

It's like a lot of other things here. It takes a lot of reinforcement. Can you give me your general work area? I want to go back and remind people what the procedures are. Write down your area on a feedback sheet. ■

CLASSIFIED ADS

The next deadline for classified ads is at 7 a.m. Monday, Apr. 5, 1993. Submit Headliner ads in the Employee Activities Mall.

TRANSPORTATION

Need ride from Fremont, 8 a.m. to 4 p.m. shift. x-3649 or 1-721-1699 after 4:30 p.m.

WANTED

WANT TO BUY: sand rail or dune buggy, any condition. 1-443-5308.

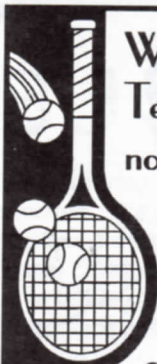
OLD SLIDE PROJECTOR: any condition, needs to light. 1-443-5308.

TAPES: on subliminal learning, any subject, learning tapes on Spanish, German, etc. will buy or pay you to copy. 1-443-5308.

Hurry!

Zoo family memberships go up \$10 on April 1! Buy one by March 31 and save!

**Call Linda Young
Ext. 3152**



**WEOMA Club
Tennis Leagues
now forming!**

Sign up
by
April 16.
Forms are
available in all
cafeterias or by calling:

Tim VanRoy, Ext. 3887
Shervin Shamloo, Ext. 3110
Sue Straub, Ext. 3896
Bob Heaton, Ext. 3300

FOR RENT

Pasture and boarding facilities for ostrich and emus. 1-443-5308 Lee Wade.

FOR SALE

REAL ESTATE

HOME: 4937 So. 50th St., 3 bedroom, finished basement, F/P, 1 3/4 bath, family room, garage under house plus 2 1/2 heated, detached garage, shed, fence, high efficiency (new) furnace & water heater, new paint, carpet, many extras, \$74,950. 733-6627.

PETS

AUSTRALIAN SHEPHERD PUPS: registered, dewormed and shots. 867-2000.

AKC SILVER TOY POODLE PUPPIES: 7 weeks old, 3 females, \$250.00 each and 1 male \$200.00, 1 silver male free to a good home. 339-5079.

RECREATIONAL

BOAT: 1990 Wellcraft 170 classic open bow, 130 I/O, stereo, custom trailer, safety equipment, \$8,000. 593-7890.

APPLIANCES

UPRIGHT FREEZER: 16 cu ft, Sears, only used one year, asking \$165. 733-1255.

The
**READER'S
FORUM** mailbox is
EMPTY!



Share your views
by writing to:
**READERS' FORUM
PR, Dept. 206**

HOME FURNISHINGS

WATER BED: cherrywood, king size, 6 drawers, excellent condition, \$300 firm, it was \$900 new. 733-1255.

LAZY BOY RECLINER: kind of an orange color, great condition, \$40. 333-5199 before 2:30 p.m.

MISCELLANEOUS

PRAIRIE HAY: small bales, \$1.75/bale. 785-7295.

COMPUTER WORK CENTER: with printer stand, like new and assembled \$45. 333-5199 before 2:30 p.m.

VEHICLES

1987 BUICK GRAND NATIONAL REGAL: V-6 turbo 300 hp, 1 owner, never smoked in, excellent condition, 18,000 miles, many upgrades, aero kit, fully loaded, no T-top or sunroof, no tire kickers please, an investment for the future. 330-5075.

1981 PLYMOUTH HORIZON: 2-door Hatch, engine 1.7, \$600 or best offer. 571-7006.

1966 NOVA S/S: marina blue, 283 engine, 350 transmission, 411 gears, lots of extras, clean, \$6800. 733-6627.

PARTS AND ACCESSORIES

DEFLECTOR: blue tint, fits small truck and mini-van, no chips, \$30, pair Kraco van speakers, \$25. 895-5222.

1979 GMC 1/2 TON PICKUP BOX TRAILER: in good condition, heavy duty springs, \$200 or best offer. 731-7157.

FIBERGLASS TRUCK TOPPER: red, brand name Century, fits a Dodge Dakota with an 8' bed, will fit a 5 by 8 truck box, \$350. 558-5674 after 4 p.m.

1960 VOLVO P544 ENGINE - TRANSMISSION. 331-9342.

Material Safety Data Sheets: Your key to chemical safety

(If your name appears somewhere in this article, call Ext. 3583 or Ext. 3415 to claim a \$40 gift certificate to one of six popular local restaurants.)

Living in a modern world, you probably are aware that the use of chemicals offers convenience and progress at home and work.

Naturally, you want to avoid dangerous overexposure to chemicals, especially on the job. Such overexposure is possible no matter where you work, even in an office or light industry.

The Hazard Communication or HazCom program was created to protect your health and safety. Three important elements are at the heart of the program: warning labels on containers; training on the safe usage and handling of chemicals; and Material Safety Data Sheets (MSDS).

MSDSs are printed on pages which give you all of the critical information you need about how to use, transport and store chemicals in order to protect yourself, as well as what to do in case of emergencies and overexposure.

What's on an MSDS

Information on MSDSs includes:

- ✓The chemical's name or names.
- ✓Name, address and phone of the manufacturer.
- ✓List of the chemical's ingredients.
- ✓Permissible Exposure Limits (PEL) or Threshold Limit Value (TLV).
- ✓What conditions or other substances will cause the chemical to catch fire, explode, melt or turn into dangerous gases.
- ✓How it usually looks and smells.
- ✓How to put out a fire involving the chemical.
- ✓What to do if it spills or leaks.
- ✓How to prevent dangerous exposure.

- ✓Health hazards such as skin irritant or cancer causing.
- ✓Symptoms of overexposure.
- ✓What to do if you are overexposed to chemicals.
- ✓When the MSDS was prepared.

The information for each chemical's MSDS is put together by the manufacturer or distributor for that chemical. The sheets often look different from each other, but they still provide the same information.

The law requires that employers keep MSDSs up to date and to send the MSDS to your doctor or designated representative if you request it.

Where are they?

MSDSs must be readily accessible to employees. At the Omaha Works, look for "Right to Know Information Stations" that have been placed throughout the shops or in other areas where chemicals are used.

If you're not sure where to find MSDSs, your supervisor or the Works health and safety organization will make them available to you. It's the law.

Always read the MSDS *before* you begin a job using a chemical. Even if you've used the chemical before, the manufacturer may have changed its formula which may change the steps you should take to protect yourself.

Taking proper precautions listed on the MSDS, such as wearing a respirator Darrell Kovar, can prevent serious long-term illnesses.

If you don't understand something on the MSDS, or if you have questions about the HazCom program, ask your supervisor or contact someone in the health and safety organization.

HazCom works best if you are fully informed and involved. ■

