

# THE HEADLINER



Network Cable Systems, Omaha Works

May 1994

## Cabinet team fills crisis order in record time

What do you do when a customer places a "hot" order that's to be shipped within 24 hours...and the normal turnaround time is four weeks?

You might react the way members of the 40-type cabinet operating team did when they recently received such an order. "Impossible! No way," they exclaimed even as they quickly moved into action and made the "impossible" a reality.

Last month after torrential rains fell in the St. Louis, Mo., area, the Works' customer service department received an order late on a Thursday from Southwest Bell for an F-spec, aerial 40-type cabinet.

Damage from flooding left some

1500 telephone subscribers in Festus, Mo., without service. Southwest Bell was committed to restoring service by no later than the following Monday and wanted the cabinet shipped the next day, Friday.

The cabinet was shipped at 5 p.m. on Friday, just eight hours after the operating shop (IBU 23H) received the order number to begin assembly. Southwest Bell received it on a Saturday, and by Sunday it was installed and all service was restored.

"We couldn't have pulled it off without teamwork," said Rita

(Continued on Page 2)

## Our 'Star' shines

Just 113 businesses in the entire United States can claim VPP (Voluntary Protection Program) Star Status, and the Omaha Works is one of them.

The Works received official word that it achieved OSHA's top honor for safety in the workplace on April 26, 1994. On May 16, Assistant Secretary of Labor for OSHA Joseph Dear presented the VPP Star flag at an auditorium assembly of Works employees.

Accepting the flag were Frank Possinger and Donna Schwenck, presidents of IBEW Locals 1974 and 1614, respectively, and John Heindel, Network Cable Systems

(Continued on Page 2)

**YOU GOTTA HAVE TEAMWORK...**Members of the 40-type cabinet crew that filled Southwest Bell's order in record time included (seated) Marie Swan, (standing, from left) Bonnie Meisinger, Steve Lozano and Ken McDonald.



Photo by Linda Ryan

## NEWS IN BRIEF

### Record time continued

Pickering, who did wiring on the cabinet. From the start, team members--whose efforts were coordinated by wiring layout operator Bonnie Zelany--worked together on an improvised plan of action:

Jerry Peterson and Dave Bonacci cut and stripped a 50-foot length of 1800-pair cable. Eugene Nicholson and Jerry Mabbitt worked on panel assembly.

Using an innovative procedure, Rita Pickering, Bonnie Meisinger and Janis Fiscus did wiring while Cathy Hatfield and Marie Swan took turns doing CONECS and test work on not one, but two panels to accommodate the large-pair cable. Normally, all wiring is completed before CONECS begins, but for this order the work was performed simultaneously.

To save time, Jim Nixon poured epoxy (sealant) in sections as rather than waiting until all components were done.

Ken McDonald, Steve Lozano and Jim Visocky, with help from their teammates, packed the cabinet for shipping. At one point, six team members took hold of the unwieldy large-pair cable and walked together in a circle to position it in the

### THE HEADLINER

The Headliner is an internal publication of the Omaha Works, produced 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 June 15, 1994. All news items should be in to the PR office by no later than 9 a.m. Tuesday, May 31, 1994.*

shipping box.

Team members said they were glad to get positive customer feedback through production control supervisor Tom Moore.

"It's a good feeling to know that our extra efforts paid off," Pickering said. "The emergency was met and the customer appreciated our work."

### Golmanavich earns first patent

Jerry Golmanavich of the injection molding engineering department (231) has been awarded his first U.S. patent.

He earned the patent for a feed system he developed for extruder-type apparatus that is used in the injection molding process.

Instead of using plastic pellets--which actually are cut from long



*Jerry Golmanavich*

plastic strands--in the injection molding process, Golmanavich's plan calls for feeding the plastic strands themselves into the molding apparatus.

Eliminating the step to cut strands should make strands less costly than pellets, Golmanavich said. But continuous strand feed has other benefits, too: Blending is more precise than with pellets. Strands could eliminate some of the irregularities in melting that are associated

## VPP Star shines at Works

(Continued from Page 1)  
copper apparatus and wire vice-president.

Dear cited the cooperative efforts of union and management which resulted in injury rates below the national average during 1991 through 1993. Those rates were 14 percent below the national industry injury incidence rate and 42 percent below the national industry lost workday injury rate.

"By establishing and implementing a safety and health program which sets goals to go beyond compliance with OSHA standards, you become a partner with OSHA by setting good industry practices of safety and health excellence in the workplace," Dear told the audience.

Special guests at the event included Bill Eads, IBEW International representative/11th District; Gordon McDonald, Nebraska AFL-

CIO president; State Sen. Kate Witek, District 31; Jim Breslin, AT&T vice-president, labor relations; and John Borum, AT&T vice-president, environmental and safety engineering.

A proclamation by Nebraska

Gov. Ben Nelson

was read in which he

designated May

16 as "AT&T

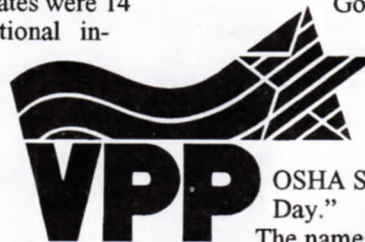
Omaha Works

OSHA Star Recognition

Day."

The names of the first nine winners in an all-Works employee drawing also were announced.

Drawings will be held daily throughout May until all 140 "appreciation gifts"--including gas grills and hand-held TVs--are awarded. (The names of all winners are being posted on news monitors and will be listed in the next issue of the Headliner.)■



## NEWS IN BRIEF

(Continued from previous page) with pellets. The new feed system also would require the use of newer and different equipment which, according to Golmanavich, would cause fewer problems.

Golmanavich said the Works currently is investigating how the patent might be applied here.

### AT&T Academic Awards winners are named

IBEW Locals 1974 and 1614 have announced that two children of IBEW-represented employees each have been awarded scholarships valued at up to \$10,000 in the 1994 AT&T Academic Awards Program.

The recipients are Shanda Godsey, daughter of Terry Godsey, and Steven Beckman, son of Ronald Beckman.

In addition, \$200 in AT&T long distance gift certificates have been awarded to the following students:

Frank Brickell, son of Richard Brickell; Eric Filipi, son of William Filipi; Jeremy Heneger, son of Steven Heneger; Brenda MacDonald, daughter of Teddy Hommel; Shannon Keller, daughter of Diane Keller; Robert Koenig, son of Daniel Koenig; Erin Pauley, daughter of Thomas Pauley; Tamie Sawaged, daughter of Ghazi Sawaged; Tracy Schaben, daughter of Joyce and Richard Schaben; Cedric Welch, son of Mary Welch.

A complete list of Academic Awards winners who are children of management employees was not available. However, the Headliner has learned that the following are recipients of \$200 AT&T long distance gift certificates:

Brooke Blanke, daughter of Larry Blanke; Troy Bothwell, son of Steve Bothwell; and Eric Westman, son of Tom Westman.

(If your child is a winner and was not named here, call Linda Ryan on Ext. 3795, and the information will be published in the next Headliner.)



Photo by Linda Ryan

**New faces in the crowd:** *The company name's the same, but the work environment may be a little different for new-to-the-Works employees who recently transferred here from other AT&T locations. Some 50 employees have relocated from Louisiana, Illinois, Georgia and even New Hampshire. Among them are these four employees, pictured during training in wiring basics. From left to right are Jim Horigan, formerly of Operator Services in Concord, N.H., now in IBU 23H; Liz Swan, formerly of West Chicago Service Center, now IBU 274; Susan Douglass, of Information Management Services--Omaha, now IBU 232; and Patty Vargas, West Chicago Service Center, now IBU 254.*



Mark Jensen

### Mark Jensen now an MTS1

Mark Jensen of Dept. 249 has been reclassified from MTS (member, technical staff) to MTS1. The reclassification was effective April 15, 1994.

Jensen is a systems administrator in the information systems organization, reporting to Ralph Brewer.

### Alliance honors five scholars

The Omaha Chapter of the Alliance of Black Telecommunications Employees awarded five \$1,000 scholarships to metro area students at its sixth annual scholarship brunch May 14, 1994, at the Holiday Inn.

The students, the high schools from which they were graduated and the colleges they will attend are:

Cedric Cooper, Benson High, Montana State University; Michael Mallory, Burke High, Hampton (Va.) University; Damien Roberts, Bellevue East High, Northwest Missouri State University; Monique White, Papillion-LaVista High, University of North Carolina at Chapel Hill; Valarie Wolfe, Central High, Florida A&M University.

(Continued on next page)

## NEWS IN BRIEF

### Himes named to EW&C post

Jim Himes has been named manager of the electronic wire and cable SBU at the Omaha Works, succeeding Gary Epp.

Prior to assuming the EW&C post on May 1, Himes was manager of labor relations at AT&T's Columbus (Ohio) Works.

Himes has 32 years of service with AT&T, with previous assignments in Missouri and Pennsylvania in manufacturing, product management and sales.

### Works honored at Minority Business Expo

The Omaha Works has been recognized for "outstanding performance and achievement in the expenditure of dollars with minority business enterprises."

The recognition was given recently at the Minority Business Expo,

sponsored by the Greater Omaha Chamber of Commerce.

In 1993, the Works' business with minority/women business enterprises (MWBE) grew to \$9,453,000, a 45 percent increase over 1992 business.

The Works seeks to increase MWBE contracts in 1994 by another 10 percent.

Also honored at the Expo as "Minority Supplier of 1993" was American Office, a minority-owned office supply business which manages the procurement and distribution of office supplies for the Omaha Works.

### Employees join retiree ranks

Best wishes to the following employees who recently retired from the Works. Those not pictured include:

Fred Bednarz, 33 years  
James Loukota, 31 years  
Lois McMahan, 32 years  
Jimmie Perryman, 26 years

Melissa Strong, 25 years  
John Sutej, 28 years



Joseph Hoffman  
32 years



Karen Moser  
35 years

### May service anniversaries

The following employees are celebrating milestone service anniversaries during May. The anniversary date is listed first, with service years after the name:

5/4 Albert Wagstaff, 30  
5/4 Lucille Robertson, 25  
5/5 Charles Barber, 30  
5/5 Lavonne Ostrand, 25  
5/5 Dennis Todd, 35

(Continued on next page)

## AT&T's Saudi contract is largest outside of U.S.

AT&T has received a letter of intent from the Saudi Arabian Ministry of Posts and Telecommunications (MOPTT) announcing that it has selected AT&T as the communications company to expand and modernize the Kingdom of Saudi Arabia's telecommunications infrastructure.

Valued at slightly more than \$4 billion, the contract is AT&T's largest ever outside the United States. It marks a major victory for AT&T Network Systems International, capping eight months of fierce competition against Siemens, Alcatel, Northern Telecom and Ericsson/NEC.

The project, known as the Telephone Expansion Project-6 (TEP-6), calls for the provision of a fully digital communications network, including 1.5 million digital lines, thousands of associated network

components for switching, transmission, network management, fiber-optics, wireless, civil works and training projects.

Targeted for completion by the beginning of the next decade, the new network will double the current capacity of Saudi's existing facilities, providing new local, toll and international services to the entire kingdom.

Dean Davis, of the international operations engineering organization at the Omaha Works, said, "The Works will play a part in this contract, but it's still too early to determine to what extent that will be."

Davis helped host two representatives from the Saudi Cable Co. when they visited the Works in March. The visitors--Kamel Helmi, Saudi Cable's general manager for marketing and sales, and engineer Khalid Soufi, senior manager of technical

development--have been involved in the planning of Saudi Arabia's future telecommunications infrastructure.

Commenting on the contract, AT&T Chairman Bob Allen said, "We wish to thank the government of Saudi for trusting AT&T with the task of bringing Saudi Arabia's network to new levels as they enter the 21st Century."

U.S. Commerce Secretary Ron Brown visited Saudi Arabia twice in the past year and President Clinton wrote a letter to Saudi King Fahd recommending AT&T be awarded the contract.

Allen said, "We appreciate the support that the entire Clinton Administration has provided during this process. It is another example of the positive results of partnership between the public and private sectors." ■

## NEWS IN BRIEF

(Continued from previous page)

5/5 Kenneth Kowalewski, 25  
 5/6 Naoma Bole, 25  
 5/6 Dennis Klebe, 35  
 5/7 Dennis Albert, 15  
 5/8 Kenneth Hunt, 25  
 5/9 Kenneth Jarrett, 10  
 5/10 Adrienne Ruggiero, 20  
 5/11 Bruce Kreger, 35  
 5/12 Sally Ueckert, 25  
 5/12 Philip Tritsch, 25  
 5/12 Sandra Davis, 25  
 5/12 Ruth Nolan, 15  
 5/12 George Vomacka, 35  
 5/13 James Andersen, 25  
 5/13 Carol Bliazis, 25  
 5/14 Kevin Arnold, 10  
 5/15 Perry Krom, 10  
 5/15 Stanley Petrusis, 25  
 5/15 Peter Snawerdt, 35  
 5/16 Cheryl Todd, 25  
 5/16 Lonnie Malone, 25  
 5/18 Frank Merrick, 35  
 5/18 John Hohman, 30  
 5/19 Linda Ohme, 25  
 5/19 Geraldine Rewolinski, 25  
 5/19 Jo Knott, 25  
 5/19 Verne Mecseji, 35

5/19 Velda Munch, 25  
 5/20 Verne Larson, 30  
 5/20 Douglas Johnson, 25  
 5/20 Pamela Amos, 25  
 5/21 Thomas Hamilton, 10  
 5/21 Charles Berg, 10  
 5/21 Curtis Stephany, 10  
 5/21 Carlos Palacios, 10  
 5/21 Mary Griff, 25  
 5/22 Judith Mallory, 15  
 5/25 Arturo Cruz, 30  
 5/25 Donald Rowlett, 35  
 5/25 Larry Hawkins, 35  
 5/25 Marie Swan, 15  
 5/25 Guy Tharp, 35  
 5/25 Jerry Sparck, 35  
 5/25 Melvin Domina, 35  
 5/25 Dean Timmerman, 35  
 5/26 Anthony Tobiasz, 30  
 5/26 Donald Van Soelen, 25  
 5/26 Yvette Yates, 25  
 5/26 Leroy Prochaska, 25  
 5/26 Virginia Millie, 25  
 5/26 Donald Taylor, 25  
 5/26 Daniel Kinnally, 25  
 5/26 Donald Martin, 25  
 5/26 Don Donze, 35  
 5/26 Leonard Stenneche, 35  
 5/29 Dickie Voegeli, 10

5/29 Judy Durand, 10  
 5/29 Daniel Svoboda, 10  
 5/30 Steven Condra, 10

### Omaha/KC golf tourney on July 16

Sign up for the third annual AT&T Golf Tournament between the Omaha Works and the Kansas City Works, and help bring the trophy back to Omaha!

The tournament will be played on July 16 at Excelsior Springs (Mo.) Golf Course with an 8 a.m. shotgun start. Cost is \$45 to participate, and "first to pay is first to play."

Deadline to sign up is June 14. For more info and to register, call: Chuck Schultz, x3673; Doug Thoms, x3448; Bill Peters, x3806; Tom Heim, x3327; Pat Oliver, x3204; Bev Clark, x3218; Dan Moran, x3880; Ken Micek, x3883. ■

## Try ETOP Computer Training Center's "LITE" classes for Summer

During June, one-day seminars, 2½ hours.  
 8:30 a.m., 1 p.m., 4:15 p.m. off-shift times.

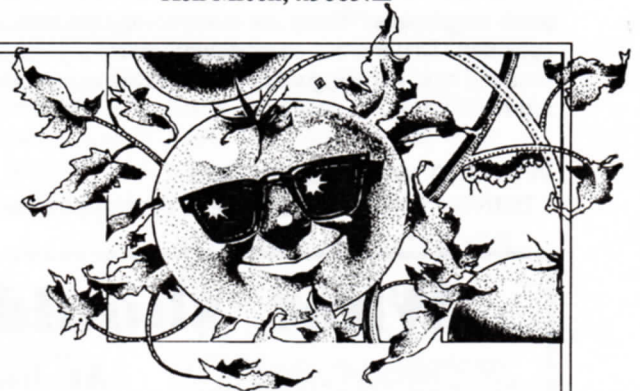
**June 14**--Understanding Autoexec. bat & config. sys files.

**June 16**--MBTI (Myers-Briggs Type Indicator). Non-computer class! Learn your personality type! Guest lecturer!

**June 21**--RAM: What and why?

**June 23**--Bulletin Boards: Gen. & Prodigy

**June 28**--Windows wallpaper design



Class sessions last just 5 weeks, July 5 through Aug. 5. Once a week, 8:30-10:30 a.m.; 1-3 p.m.; 4:15-6:15 p.m., off shifts.

**Mondays**--Mavis Beacon Teaches Typing

**Tuesdays**--Scanning Graphics Lite

**Wednesdays**--Excel Lite

**Thursdays**--Powerpoint Lite

Sign up by phone, x3584, by June 20.

Full details available in ETOP classroom. Classes open to represented employees, only.

# 1st quarter results go beyond roadmap as the "ramp" steepens

*John Heindel held a meeting in the auditorium with first-shift employees on April 13, 1994. The following is a summary of his remarks and the questions and answers that followed.*

• • •

## Opening remarks

### First quarter results

Our results for the first three months of 1994 have been solid--March results were exceptionally strong. In fact, as of March we were ahead of our roadmap in measured operating income (MOI).

If this keeps up, we'll be in a better position to sit down with Jack Bucter and discuss how we'd like to reinvest some of that money to make improvements in the factory.

With continued strong results, we're also looking at where to go with hiring now that we've brought in 50 more employees. There are many things we must consider: Driving our costs down; improving our productivity; knowing what our shareowners expect for a return.

### Working with customers

**Delivery performance.** One of the ways we measure

how well we are satisfying our customers is to look at whether we're getting our products to them on time.

In the past, we've based performance on the date we actually ship our products. This year, we're basing performance on when a product actually reaches the customer. That poses a bigger challenge for us to meet our goals, because now we must also figure in things like transportation time, etc.

*Competitors are focusing on shipping...customers have more alternatives from which to choose.*

Using this metric, we're aiming for 90 percent on-time delivery--then, we're going to go for 95 percent and 100 percent. Realize that our competitors are focusing more on their shipping performance, too. The effect is that our customers are becoming even more demanding in this

(Continued on next page)

## What should we talk about?

John Heindel wants to know what topics you would like addressed at his meetings in the auditorium with employees.

Meetings are held alternately on different shifts, with discussions then summarized in The Headliner. Please jot down your suggestions for topics. You are also welcome to state your views on John's meetings with employees in general.

**At his meetings with employees, I'd like John to talk about:**

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**Return via company mail to:  
Feedback  
Attn: Flo Helme**

## DIALOGUE

(Continued from previous page)

area, because they now have so many alternatives from which to choose.

It's all the more reason to become focused and ship defect-free products in a cost effective and timely manner.

**BellSouth.** We recently met with our No. 1 customer, BellSouth, and had a very frank, open discussion. BellSouth is under pressure to reduce its costs. The company is giving us the opportunity to work with it in reducing costs so BellSouth can increase its purchase of products from us.

**Off-shore sales.** Sales in Europe continue to be strong, in fact, ahead of target at this point. With the help of Jay Carter, Far East sales are growing. He has been a driving force behind our cabinet sales to the Philippines, as well as business in Thailand. We expect to deliver close to \$20 million in product to Thailand this year compared to very little a year ago. In South America—our cabinet business is thriving. If there's a problem, it's handling the growing demand, but that's the right kind of problem to have.

### Feedback

Through the company paper (The Headliner) we've been asking you to relay to me topics of concern or discussion items for these meetings. I appreciate your response so far.

One of the issues raised pertains to perfect attendance recognition. The employee didn't think it was right for someone who has had six or more years of perfect attendance to "start from square one" and lose a privileged parking space should he or she miss one day after all of those years. I agree.

As a result, we have a team looking at the recognition process and considering a kind of "silver bullet opportunity," that allows the continuation of perfect attendance given a *one-time slip*."

Other feedback I received included disapproval and disappointment over the placement of a sports magazine's "swimsuit issue" in our front lobby. The employee who called it to my attention was right about the incident being a violation of Our Common Bond, lacking sensitivity and respect. It never should have happened and we've taken steps to make sure it won't happen again.

### Q's and A's

**Q.** *We've been hearing things about other locations, especially Phoenix. Can you tell us what's going on?*

**A.** There's not much I can tell you about Phoenix, but the rumors are thick. It's no secret that, in today's competitive business environment, manufacturing is a challenging venture anywhere on the globe.

Fiber optics has put pressures on PIC cable as more customers turn to fiber networks. I hope that the Phoenix Works can address the issues at hand and put these rumors to rest so we can move on to other business.

Merrimack Valley, on the other hand, is a good example of how volatile our business can be. Now the transmission business is booming, and Merrimack is calling back many if not most of the people who were laid off last year. They've been having difficulty in getting enough of the components they need to meet unanticipated demand. Merrimack has had a tremendous first quarter and predicts the trend will continue.

**Q.** *You talk about share holder value. We've taken a big hit on per-share prices--any thoughts on that?*

**A.** I think there are a lot of factors that have an impact on our stock price. Back in late 1992 and early 1993, we saw our stock price climb largely because Bob Allen did such a good job articulating AT&T's business strategy. AT&T became the first to have a clear vision for the convergence of television, telephones and computers for our nation's information superhighway. That got a lot of attention and support.

*In the long term, people have faith in AT&T and our capabilities.*

What we're seeing in recent months are fluctuations and downturns in the market itself as people make their investments based on their perceptions of the economy, concerns about health care costs, even how much they owed in taxes this year.

Add to that a delay in gaining approval for the acquisition of McCaw Cellular and a push by the RBOCs to enter into the long distance business, some are taking a "wait and see" approach.

Overall, I think people still have a tremendous amount of faith in us in the long term, that they recognize nobody else has the capabilities we have. It's just a matter of getting over some short-term hurdles. ■

### When you need to know...

about career planning, benefits, education & training, company/community programs or child/elder care referrals, see the folks in the Employee Resource Center, 7 a.m.-4 p.m.:  
Helen Munoz, x3139 ♦ Marie Pope, x3607  
John Schwenck, x3523

*Serving the needs of represented employees*

## WIN WITH SAFETY

# The biggest shock of your life could very well be your last

*(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. The names of two employees are featured.)*

### By Fred Cottone

Electricity plays such a large part in our everyday lives that it is easy to take it for granted. But electricity is not always a harmless servant. Every year hundreds of people are killed and thousands more injured by electricity, often at low voltages.

Electric shock can occur when you touch an energized part of a circuit. Burns and shock are the most common injuries resulting from contact with electrical hazards. Heat Doris Preston produced by arcs can cause painful burns.

Several factors affect the severity of electric shock. One pertains to the amount of current that enters the body. It takes 500 milliamps to light a 60-watt bulb, but only one

milliamp is needed to give you a tingle or uncomfortable shock.

This amount of current isn't fatal, but it could cause someone to recoil involuntarily and be thrown from a ladder or a high place.

As current increases, painful shock will occur. Muscles can contract, locking the victim to the circuit. Contact with 50 to 100 milliamps can

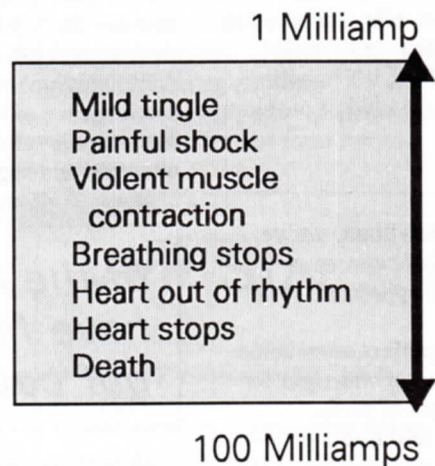
cause a victim to stop breathing, and his or her heart to be thrown out of rhythm or stopped entirely.

If emergency care is not administered immediately, death can occur within minutes.

### Get in a safe habit

By practicing basic safety habits, you can greatly decrease your chances of electric shock:

- De-energizing a circuit (shutting off the current) ensures that no current is present to injure or kill Harvey Bolte. Always verify that a circuit has been de-energized.
- Avoid becoming an electrical path when working on or near electrical equipment or circuits.
- Be extremely careful when working with electricity near water.
- Stay alert. Don't let your attitude or emotional frame of mind result in your making careless mistakes.
- Never work on or around electrical equipment or circuits while under the influence of drugs or alcohol. ■



## Thanks for buying U.S. Savings Bonds...

In appreciation for your support of the bond drive, a drawing for prizes will be conducted *June 1, 1994*, for:

★Ten \$100 U.S. Savings Bonds

★Five AT&T telephones



You might be a winner! Watch for winners' names on the TV news monitors.

## Catch this!

Buy a book of 10 general admission tickets to the June 3-11 College World Series, a \$40 value for just \$25! Buy from:

MariAlyce Wagner x3513  
Rae Cacioppo x3652  
Tammy Bales x4660  
Norma Korff x3801  
Linda Young x3152