

# THE HEADLINER

Lucent Technologies  
Bell Labs Innovations



Connectivity Solutions, Omaha Works

May 1999



Photo by Linda Ryan

## Up close and personal

When was the last time you were so close to a Harris hawk that you could count every one of its feathers? You were if you attended the Omaha Works' Earth Day Expo held April 15 and 16 in the auditorium. Craig Gottschalk (above), a volunteer with the Raptor Recovery Center, brought one such female hawk named Jesse to the Expo, and a burrowing owl named Makotila (lower left). A non-profit public corporation licensed by the U.S. Fish and Wildlife Service, the center legally raises and rehabilitates injured or orphaned raptors (birds of prey) for release back into the wild. Executive director Betsy Hancock said the center also educates the public about raptors and their value to humans, helps the state of Nebraska manage its raptor populations and assists in research. Birds of prey, like Jesse and Mak which cannot be released because of permanent damage from injuries, often become foster parents to orphaned raptors brought to the center or are featured in the center's educational programs. The center is located in Elmwood, Neb., and operates solely on membership fees and donations.



More about Expo on Page 5 →

## Ten more teams receive Lucent GROWS Awards

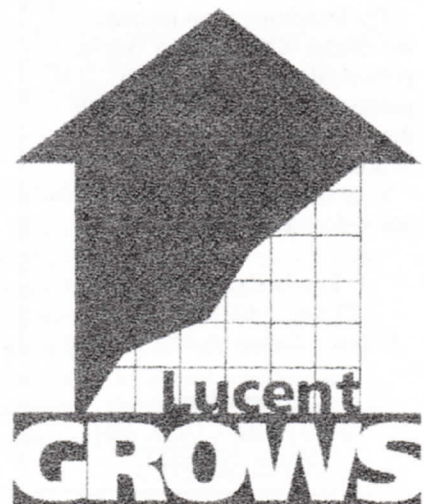
Take the 525 connector job and increase demand fivefold.

Then, replace a balky, smelly ink stamper and curing oven with a new automatic laser stamp machine that speeds up connector stamping operations tenfold, and you have the makings to win a GROWS Award.

Although the situations vary, every story behind a GROWS Award shares a common theme: Award winners exhibit one or more of the five essential behaviors most critical to the company's high performance and rapid growth for the long term: Global growth mindset; results focused; obsessed with customers and about competition; a workplace that is open, supportive and diverse; and speed.

In his April results meeting with managers in the Works' auditorium, Connectivity Solutions Vice-President Les Cole announced 10 more winners of Lucent GROWS Awards—10 more ways employee teams and individuals

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Works earns its first 2 awards

# Lucent honors Environmental Heroes

**T**wo Omaha Works teams are among 18 teams from throughout the company whose projects have won Lucent Technologies Environmental, Health and Safety (EH&S) Awards.

This is the third year that the awards have been presented in recognition of Lucent employees worldwide who are successfully addressing environmental, health and safety issues at work and in their communities.

Omaha's winning teams are the first at the Works to earn awards in the program. The team who managed the "Environmentally Friendly Packaging Material" project consists of Ben Bass, Greg Mosher, Camille Chism, John May and Helen Ott-Brasch.

Team members on the "Reuse of Fluoropolymer Plastic" project are John Debortoli, Larry Bleich and Arnie Kelson (now retired).

## Changes in packing

In the packaging project, the team developed and introduced three significant changes in the packaging material used at the Omaha Works:

♦**10S/10W reel redesign**—The reel, used to package most of our electronic copper wire, originally was made of pasted paperboard and virgin polystyrene plastic, virtually impossible to separate for recycling purposes.

The redesigned reel is made from 100 percent recycled polystyrene plastic, it weighs 25 percent less, and is functionally and aesthetically higher quality.

♦**Reel payout tube redesign**—The old payout tube was made from a virgin plastic material. The new payout tube is made in our injection molding department from 100 percent scrap plastic from the molding shop. The scrap previously was considered a valueless by-product.

By using this scrap plastic, we avoid putting about 175,000 pounds of it per year in landfills and cut costs by not buying virgin plastic material. Plus, we have a better quality payout tube that dispenses wire faster and snarl free.

♦**RANPAK auto-pack system**—Replacing a urethane foam material

made of toxic chemicals, this packing system uses 100 percent recycled cardboard material that can be reshaped and reused easily by customers, contains no chemicals and is easily recyclable.

## Plastic is reused

Fluoropolymer (FEP) plastic is a wire insulating material. Scrap FEP formerly was sent to landfills until the Reuse of Fluoropolymer Plastic team developed a plan for its reuse. Now FEP is stripped from scrap copper wire, ground up and re-pelletized. The material is blended with virgin FEP plastic and used as insulating material on wire products manufactured at the Works.

An estimated 250,000 pounds of FEP have been reused at the Works since February 1998, reflecting a cost savings of about \$2.5 million. In addition, the FEP recycling program has initiated a similar plastic reuse program for scrap polyvinylchloride (PVC) from electronic wire and cable operations at the Works. ■

## 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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### SCRAP PUT TO USE...

*One of the packaging changes that resulted in the Works receiving Environmental Hero Awards was the redesign of the Reelex payout tube. Ben Bass, a member of the packaging team that won one of the awards, holds in his left hand a new payout tube made in our molding shop from scrap plastic. The tube replaces those made from virgin plastic, which Bass holds in his other hand. The tubes, as they are used in Reelex packaging, are visible behind Bass.*

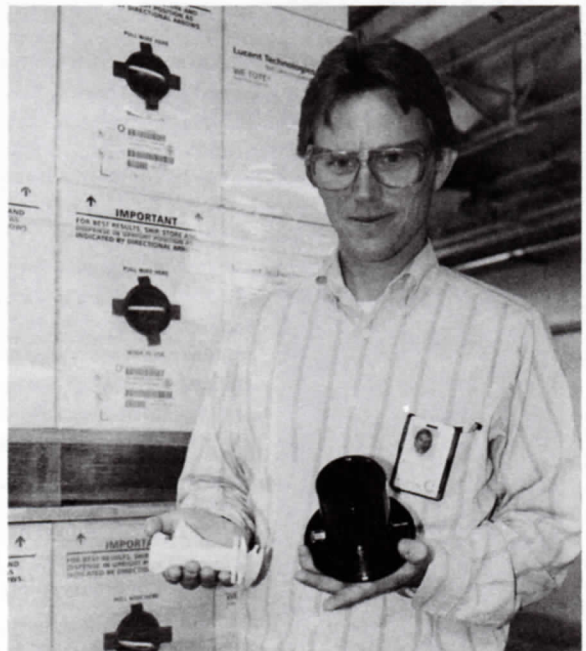


Photo by Linda Ryan



### Kunz, Zich and Hassett promoted at the Works

The promotions of three technical-professional staff members at the Omaha Works have been announced. Their promotions were effective April 1, 1999.

**Karen Kunz** has been promoted to MTS (member, technical staff) from MTS1 (member, technical staff—Level 1). Kunz transferred from the Kansas City Works to Omaha's Information Systems Development (ISD) organization in December 1995.

She is currently a member of the ANCS (Advantage New Century Solutions) project team, involved in SAP financial analysis and design and in the



*Karen Kunz*



*Mark Zich*



*Jerry Hassett*

coordination of system testing.

**Mark Zich** has been promoted from MTS1 to MTS in test engineering, an assignment which has involved him in various international and joint venture activities for Lucent. He previously was a product/process engineer for central office connectors.

**Jerry Hassett** has earned a promotion to MTS1 from STA (senior technical associate) in ISD. Having joined the company in 1995, Hassett's various assignments have included overseeing a team of contract programmers. He currently is working on a standard method for ad hoc reporting at the Works.

### Sonja Lee is NPG diversity manager

**Sonja Lee**, formerly Learning and Performance Center manager at the Works, has been appointed Network Products Group (NPG) diversity manager.

Lee's role as diversity manager, a new position within NPG, will be to develop and implement diversity-supporting strategies, systems and programs. She will focus on designing and introducing those recruiting, selection and retention processes that enhance NPG's diversity profile.

Lee also will work with Employee Business Partner (EBP) groups, EO/AA personnel and diversity councils

within NPG.

She will maintain an office at the Works but will report to Pat Dailey, NPG vice-president of human relations.

### Relief money to tornado victims will be matched

Donations that Lucent employees make to the Pioneers' Southwest Chapter Disaster Fund, for the purpose of helping tornado victims in Oklahoma and Kansas, will be matched by the Lucent Technologies Foundation.

For your donation to qualify for matching funds, you must send your check payable to: "Southwest Chapter Disaster Fund," Lucent Pioneers, Attn. Margie Storey, 7725 W. Reno Ave., Oklahoma City, Okla.

Do NOT try to register donations by calling the Lucent Matching Gift Program phone number. The relief funds are not a part of the regular Matching Gift Program and, therefore, the system will not recognize requests to match disaster relief gifts.

On May 3, 1999, more than 76 tornadoes severely damaged residential communities and businesses in Oklahoma and Kansas. Lucent's Oklahoma City Works was not damaged, but the homes of 19 Lucent employees were completely destroyed. The homes of 34 other employees suffered some to severe damage. All employees and their family members have been accounted for.

### Foundation matches Kosovar aid money

Lucent Technologies Foundation also has announced it is matching contributions made by certain Lucent employee groups to aid the thousands of refugees who have been driven from their homes in Kosovo.

In the United States, gifts made by Lucent employees to the Pioneers' Kosovo Relief Fund will be matched.

(Continued on next page)

## OPERATION: CLEANSWEEP

If you haven't yet, you soon will receive an employee verification package asking you to verify company payroll and human resources-related information about yourself. The accuracy of employee information retained in Lucent's electronic data base is important to ensure that all employees are paid accurately and on time!

Watch for the OPERATION: CLEANSWEEP mailing to your home and respond according to instructions!



## NEWS IN BRIEF

(Continued from previous page)  
To contribute, make your check payable to "Pioneers' Kosovo Relief Fund" and send it to Lucent Pioneers, 282 King George Road, Room B2A31, Warren, N.J., 07059.

As with donations made to aid tornado victims, do NOT register donations by calling the Matching Gift line. It is not set up to recognize disaster relief gifts.

### Service milestones for month of May

The following employees celebrate milestone service anniversaries (in five-year increments) during May 1999. The anniversary date is given first, with service years after each employee's name:

- 5/4—Albert Wagstaff, 35.
- 5/5—Dennis Todd, 40; Judy Bauer, 30; Kenneth Kowalewski, 30; Lavonne Ostrand, 30.
- 5/6—Charles Gibbs, 10.
- 5/7—Dennis Albert, 20; Shannon Mullane, 20; Marilyn Perez, 20.
- 5/8—Kenneth Hunt, 30.
- 5/9—Kenneth Jarrett, 15.
- 5/11—Bruce Kreger, 40.
- 5/12—George Vomacka, 40; Phillip Tritsch, 30; Sally Ueckert, 30; Ruth Nolan, 20.
- 5/13—James Andersen, 30; Carol Bliazis, 30.
- 5/14—Timothy Holbrook, 20; Bobbie Lawson, 20; Patricia Marion, 20; Kevin Arnold, 15.
- 5/15—Stanley Petrusis Jr., 30; Perry Krom, 15.
- 5/16—Lonnie Malone, 30; Cheryl Todd, 30.
- 5/18—John Hohman, 35.
- 5/19—Verne Mecseji, 40; Jo Knott, 30; Herbert Lee, 30; Linda Ohme, 30; Geraldine Rewolinski, 30.
- 5/20—Pamela Amos, 30; Douglas Johnson, 30.
- 5/21—Mary Griff, 30; Charles Berg, 15; Thomas Hamilton, 15; Carlos Palacios, 15; Curtis Stephany, 15.
- 5/22—Judith Mallory, 20; Claude Pope, 10.
- 5/25—Melvin Domina, 40; Larry Hawkins, 40; Donald Rowlett, 40; Jerry Sparck, 40; Guy Tharp Jr., 40; Dean

Timmerman, 40; Arturo Cruz, 35.  
5/26—Leonard Stenneche, 40; Daniel Kinnally Jr., 30; Donald Martin, 30; Virginia Millie, 30; Donald Taylor, 30; Donald Van Soelen, 30; Yvette Yates, 30.  
5/27—Jody Parson, 15.  
5/29—Judy Durand, 15.

### Spring retirements are announced

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

**April**—Barbara Smith, 30 years; Carla Dixon, 31; Linda Clements, 17; Allen Light, 31; Joann Hrabik, 13; Antoni Miszuk, 46; Robert Sempek, 33; Ajdrna Boger, 20; Robert Schueth, 26; Joseph Kuntson, 33; Nichola Rust, 29.

**May**—James Walker, 15; Ronald Neneman, 37; Kenneth Wright, 40; Carol Mason, 30.

### Watch for health web site in July

Starting July 1, Health Services will provide Lucent employees and their family members access to a new Internet service, Mayo Clinic HealthQuest. The online web site will provide answers to many personal and family health questions 24 hours a day.

The web site will include the latest health news, updated daily; answers and guidance on common health problems; and tools to help assess your health, set personal goals and track your progress.

Also featured will be healthy lifestyle programs, including weight control, exercise and stress management, and chronic disease programs, to help you better manage conditions including asthma, headaches and back pain.

Web site users also will have the opportunity to participate in a Mayo Clinic study that will evaluate the online health programming offered through the site.

Information on how to access the site will be announced at a later date. ■

Think  
SUN!

Think FUN!

Annual Employee Picnic  
Sunday, August 15, 1999  
Fun-Plex

Tickets will be sold later. Mark this date on your calendar!



## NEWS IN BRIEF

Photos by Linda Ryan



*BRAVE HEART...Greg Johnson dared to pick up a snake specimen at the Henry Doorly Zoo's display.*



*SHARE A LAUGH...There was time for humor as well as serious talk at the Nebraska Wildlife Rehab display. The Rehab group takes calls that go beyond the scope of the Nebraska Humane Society.*

### Earth Day observed at Works

## Expo offers earthlings a world of info

Suppose a raccoon family figures out it can get into your home through your chimney. Who ya' gonna call? Nebraska Wildlife Rehab, that's who.

If you attended the Earth Day Expo in the Works auditorium last month, you might have picked up that bit of

information and a whole lot more. Displays representing both external and internal environmental groups were featured during exhibit hours on all three shifts. Ranging from Omaha's composting operation and safe fish consumption in Nebraska to the Works' "reduce, reuse and

recycle" programs, the Expo was a resource for a wealth of information on various environmental issues and concerns.

For example, did you know that Nebraska Wildlife Rehab (formerly Wildlife Rescue Team) picks up where the Nebraska Humane Society leaves off? While the Humane Society tends primarily to dogs and cats and domesticated animals, the Rehab group—a volunteer organization—addresses problems associated with wildlife native to the state, such as squirrels, opossums, rabbits, birds and such.

In fact, the Rehab group—not the Humane Society—has responded to calls on Works property when a wayward injured deer or fox was sighted.

Joey Kvetensky chaired the committee which planned the Expo in observance of National Earth Day. Limited quantities of informational brochures and flyers left over from the event still may be found on news racks located in the connecting hall between Buildings 20 and 30, and at various office and shop locations. ■



*ORGANIC FOOD PASSES TASTE TEST... A popular stop at the Expo was the Community Natural Foods Co-op table, which offered samples of food grown or processed without the use of chemical additives, available at the store.*



# Lucent **GROWS** ten more ways



## Global growth mindset

Pursuing profitable growth for Lucent and setting aggressive targets based on global market opportunities.

## Results focused

Focusing on results we have committed to our customers and shareowners, and eliminating activities not related to achieving those results.

## Obsessed with customers & about competition

Being obsessed with meeting and exceeding customer requirements in absolute terms and in relation to our best competitors.

## Workplace that is open, supportive & diverse

Creating a supportive environment where people freely exchange their points of view to make the best decisions.

## Speed

Having a sense of urgency and having best-in-class intervals for every process, product and customer.

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have found to "grow the business" above and beyond the competition. The following is a listing of the award winners and their accomplishments.

### Saudi Airloop™ Wireless NID Team

An Airloop™ Wireless Network Interface Device (NID) application in Saudi Arabi was in jeopardy, with Lucent facing a \$250 million penalty clause if the project was not completed on time to the customer's satisfaction.

The NID is a device used primarily in residential homes to connect individual customers to the communications network. The Airloop team

worked long days and nights to create a design that effectively served the customer's needs and ultimately saved the project.

*GROWS behaviors: Global growth mindset • Obsessed with customers • Speed.*

### Solid State Protector Team

To some it appeared that costs could not be cut any further, but this Solid State Protector Team has worked tirelessly for the past year to develop a new design, managing to cut the cost of the balanced solid state electronics module by approximately 29 percent. In addition, the team did so by avoiding the costs of molding and

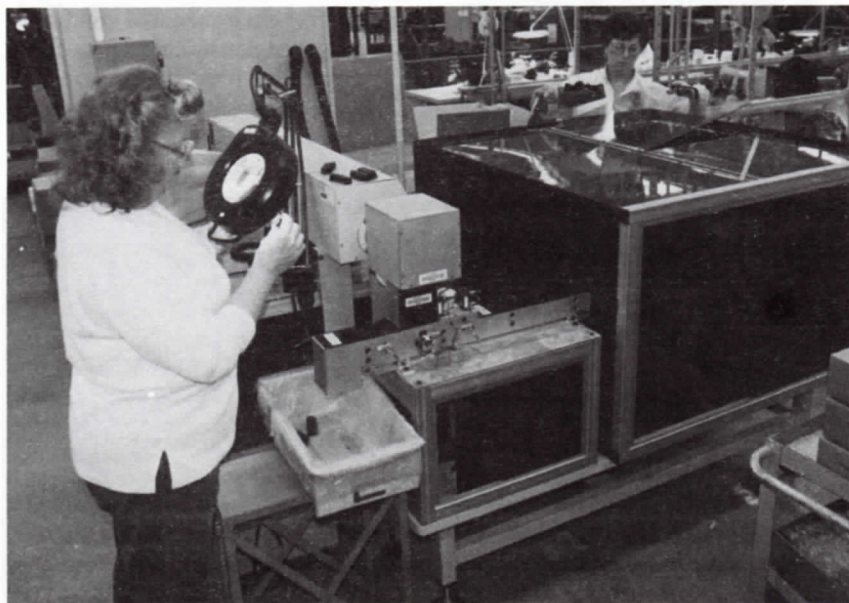


Photo by Linda Ryan

*FASTER, LESS REPETITIVE MOTION...Lu Windels (back) loads 525 CP connectors into the new automatic laser stamper while Jean Fife checks the quality of data stamped on the connectors. The stamper, which figures into the 525 Connector Team winning a GROWS Award, is ten times faster than the ink stamper previously used, eliminates hand loading connectors one by one, and doesn't require ink and solvents for its operation.*



## FOCUS ON SERVICE

stamping tooling for the new design.  
**GROWS behaviors: Results focused • Obsessed with customers.**

### Fiber Optic Distribution Team

When the Metro-Media Fiber Network (MMFN) northeast corridor (New York to Washington D.C.) network was being built in 1998, the Fiber Optic Distribution Team introduced a series of technical innovations and focused extraordinary attention to customer need and satisfaction. The team's efforts were largely responsible for bringing in \$4 million in LGX®/Smart LGX® sales and indirectly influenced \$22 million in Lucent cable sales.

Stemming from customer satisfaction with this project, Lucent has been positioned as the primary fiber apparatus supplier for other MMFN projects scheduled throughout the country and internationally.

**GROWS behaviors: Global growth mindset • Results focused • Obsessed with customers • Workplace that is open; Speed.**

### Injection Molding Safety Team

Given an unacceptable level of OSHA-recorded incidents in their work area, this team set out to raise the level of safety awareness of employees, directly involving them in such initiatives as safety slogan and poster contests and a "Safety Bingo" game. Their efforts have resulted in a significant turnaround in OSHA-recorded incidents, making this work area's safety record among the best in the plant.

**GROWS behaviors: Results focused • Workplace that is open.**



Photo by Linda Ryan

**PULL-UP NO PROBLEM...** The New Tool Construction Team designed and built 30 assembly fixtures two months earlier than the completion date originally set. Four of the team's members are pictured with the fixture: From left are Carl Campbell, Jack Campbell, Dean Davis and Derrick Williams.

### AnyMedia™ Cabinet Team

The Omaha Works was working on 224 AZC AnyMedia™ cabinets destined for Singapore. They were all to be delivered by the end of March 1999. However, the customer called the second week of January, requesting five of those cabinets "ASAP." At the time, the customized cabinets were still in the design stages.

The AnyMedia Cabinet Team pulled together engineering, operating, product line management, materials management, new and change design and purchasing people and—in Les Cole's words—"turned on a dime" to manufacture and ship all five cabinets within just two weeks.

**GROWS behaviors: Global growth mindset • Results focused • Obsessed with customers • Workplace that is open • Speed.**

### Injection Molding Recycling Team

Large quantities of scrap plastic from molding operations were either being sold to outside recycling vendors or were discarded into

landfills. The Injection Molding Recycling Team developed and initiated a plan in which scrap plastic is now recycled and reused on the spot. Sprues (the scrap that remains after parts are molded from plastic material) are now ground up and loaded back into the molding presses to make more parts. Containers to collect scrap plastic are color-coded to virtually eliminate contamination of materials.

The team's efforts resulted in \$1 million of positive material variation in 1998.

**GROWS behaviors: Global growth mindset • Results focused • Obsessed with customers.**

### Career Development Plan Team

This team created the Website that allows Works employees to plot their career development plans on-line. The team set parameters for essential information about individuals and teams, and developed activities and curricula. Their efforts also included a guide to completing the develop-

(Continued on next page)



## Winning teams demonstrate essential GROWS behaviors

(Continued from previous page)  
ment plan on line.

**GROWS behaviors: Global growth mindset ♦ Results focused ♦ Obsessed with customers ♦ Workplace that is open.**

### New Tool Construction Team

Thirty assembly fixtures were needed "on the fly" (concurrent design and build) to support the new product introduction of PS 1100 and PATCHMAX®. Complicating an already tight schedule, the finish date for the fixtures was pulled up by two months at the customer's request. The New Tool Construction Team developed and constructed the fixtures, combining the product design so that standard parts may be used in the assembly of both products. And, the team met the customer's delivery request, completing the entire project within the shortened interval.

**GROWS behaviors: Global growth mindset ♦ Results focused ♦ Workplace that is open ♦ Speed.**

### FOA Team for AT&T Support

The Omaha Works had approximately two weeks to deliver one million items to the customer, AT&T, relating to a major but unforecasted new project. Most of the items requested were for overnight shipment to more than 100 cities in the U.S. Working jointly with customer service, materials management and our vendors, the FOA Team for AT&T Support ensured that Omaha fulfilled its commitment to AT&T.

**GROWS behaviors: Results focused ♦ Obsessed with customers ♦ Speed.**

### 525 Connector Team

Orders for the 525 connector had increased five times the 1997 rate. The 525 Connector Team sought to overcome significant obstacles in

order to meet and exceed customer expectations. Designing special tooling to curtail repetitive motion, increasing supplier involvement, and introducing a new automatic laser stamp machine into the operation helped to resolve issues that were slowing the manufacturing process. As a result, through-put has improved 300 percent and costs have been significantly reduced. Our versatility has been broadened so much that three new connector designs—the angled, the jack and the PWB connectors—have been added to the production line.

**GROWS behaviors: Results focused ♦ Obsessed with customers ♦ Workplace that is open ♦ Speed. ■**

High performers  
apply here!

Do you know an Omaha Works team (or an individual) whose outstanding performance demonstrates one or more of the Lucent GROWS behaviors (see Page 6)? Are you a member of that team? Then you're invited to nominate that team or individual for a Lucent GROWS Award.

Nomination forms are available from your dept. secretary or on Omaha's GROWS Website:

[www.oh.lucent.com/grows/](http://www.oh.lucent.com/grows/)

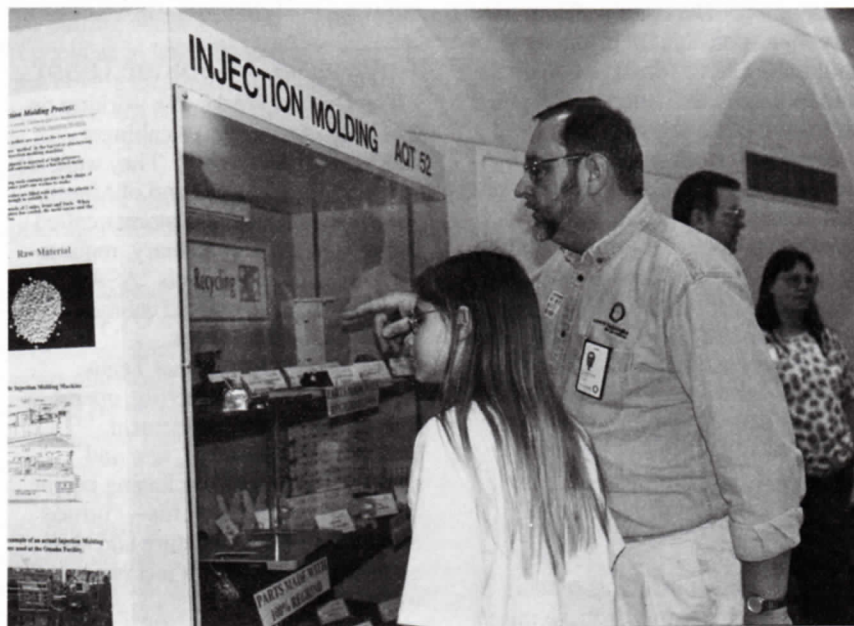


Photo by Linda Ryan

## Daughters have their day

Jessica Zelhart gets an introduction to injection molding from her father, Charlie Zelhart, New and Change Department manager, as they wait for a shop tour to begin. Jessica was among some 50 daughters of Works employees who participated in Take Our Daughters to Work® Day activities here April 22. Morning and afternoon sessions began in the auditorium, where a panel of employee speakers addressed career opportunities for women in Lucent. The young women, all sixth through twelfth graders, and their parents were given a tour of Buildings 30 and 50 afterward. ■