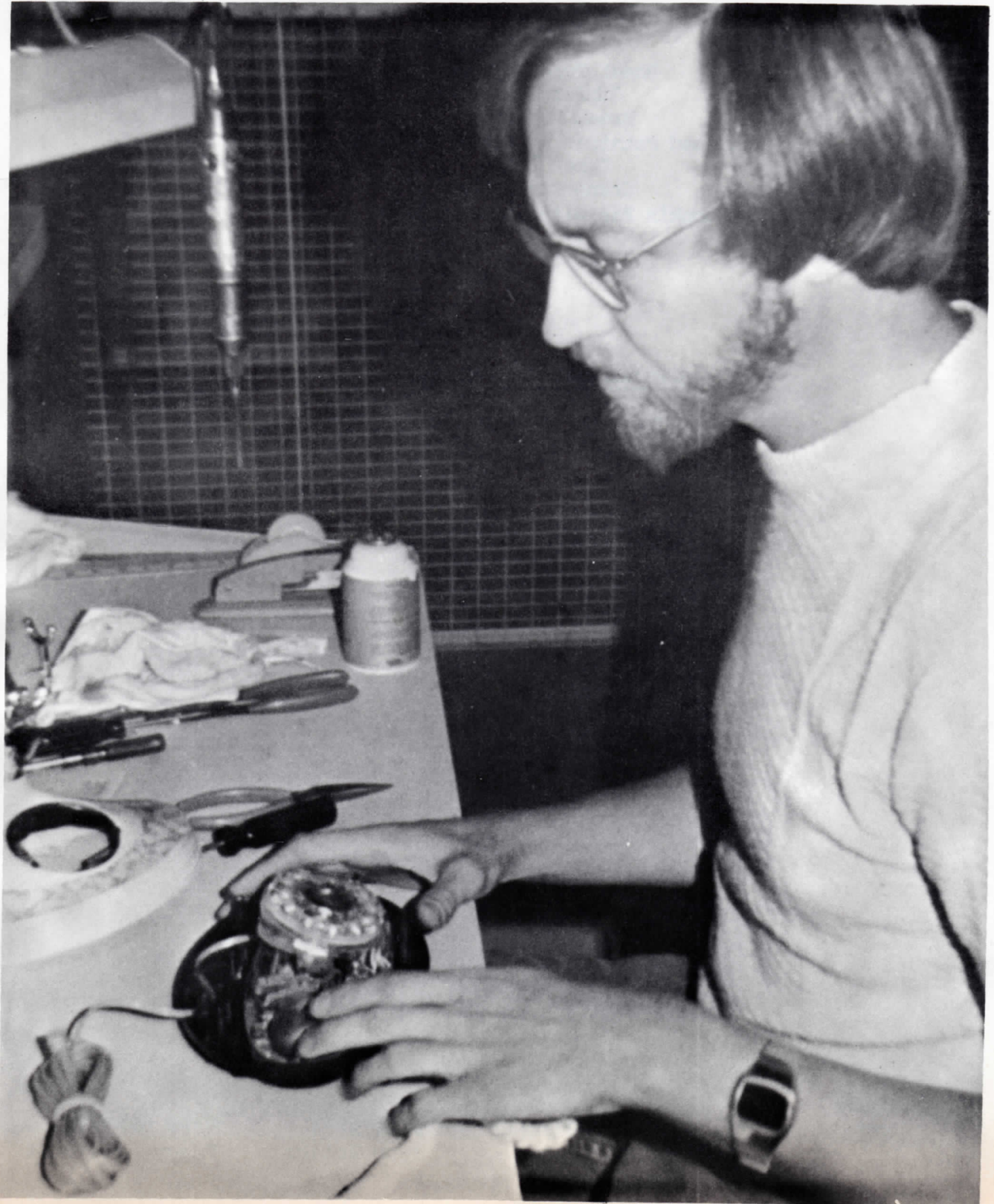


Omaha Service Center News



OCTOBER/NOVEMBER



WESTERN ELECTRIC

CAFETERIA SPECIALS

THANKSGIVING DINNER MENU

Wednesday, November 26

\$2.50

Roast Turkey Breast
Giblet Gravy
Bread Dressing
Whipped Potatoes or Sweet Potatoes
Green Beans
Cranberry Sauce
Pumpkin Pie with Whipped Cream

SPECIAL CHRISTMAS DINNER

Tuesday, December 23

EDITORS: Ann Thornton - Reports
Patty Greguska - Copy, Layout & Photography

NEWS CONTACTS: Peaches Murrell Bill Senf Gary Daniels
Debbie Warren John Solano Poppy Hristakos
Tom Feuquay

Ziegler Retires With 42 Years Service

He started his Western Electric career in the old Ford assembly building (now Tip Top Division Faberge, Inc.) back in 1937 as a packer in shop production.

As of November 1, 1980, William F. (Bill) Ziegler retired with 42 years of service, having worked his way up through the ranks to Department Chief.

Bill was born in Germany and came to America at the age of 5. He attended Omaha's Central High School and continued his education after graduation with night time correspondence courses in book-keeping and typing.

His Western career was interrupted in 1942 when he took a leave of absence to serve in the United States Armed Forces. While stationed overseas Bill was privileged to participate in the Nuremburg Trials as a German interrupter for the American Army.

After four years he returned home and resumed his work at Western, moving into the office shortly thereafter.

In July of 1948 he transferred to Minneapolis where he held the positions of Price Assistant, Accounting Analyst and Buying Assistant.

Six years later found him in Milwaukee, where he became Shop Cost Accountant, then Shop Foreman and finally, Department Chief of Stock Maintenance.

In 1963, Bill returned to Omaha as Department Chief of Stock Maintenance and in 1972 became Department Chief, Shop Production. He ended his Western Electric career as Department Chief, Warehousing, Data Processing, Stock Maintenance, Office Services and Iowa Distribution Center, a position he assumed in August of this year.

Bill and his wife, Ann, will remain in Omaha after his retirement, where they have a daughter, son, daughter-in-law and 2 grandchildren. Another son lives in Denver. Bill is currently taking an accounting course at H&R Block, he and Ann plan to do some traveling and like most wives of retirees, Ann said she has plenty of odd jobs to keep Bill busy for some time.



Regional Auditor Betty Bligh wishes Bill luck in retirement.



MOSLEY EARNS SPECIAL HONORS

He's just a freshman, but already he's made a name for himself with the fighting Irish of Notre Dame as "Official Player of the Week" for his football prowess in the September 6 game against Purdue.

His name is John Mosley, a 6'1", 190 lb. running back from Omaha, Nebraska. He's the son of Howard Mosley, a Service Center employee for 17 years, and needless to say, a very proud father.

John's record, to date, is indeed impressive.

He was an all-star running back at Culver Military Academy in Culver, Indiana . . . carried 276 times as senior for 1763 yards and 20 touchdowns, all Culver records.

His career totals include 2360 yards on 380 carries and 30 touchdowns. As a senior John established single-game highs with 44 carries against Clay and 311 yards gained against Whiting. He also gained at least 135 yards on ground in every game.

John earned four letters in football, four in basketball and three in track and was captain of all three sports his senior year. He was an all-state pick by the Associated Press and he participated in the Indiana North-South all-star game.

As an added note of interest, John has two cousins active in the sport: Oklahoma quarterback J.C. Watts and New England Patriot back Don Calhoun.

John was also active in student government and on the honor council in high school. At Notre Dame he plans to pursue a degree in marketing.

The SAMMS

The current financial crunch has not only forced the private consumer to change his life style, it has also affected the way big business must operate to continue to meet its customers' needs. Western Electric is itself a big consumer, in that many of its goods are non-stock purchases from Outside Suppliers needed to repair its material.

Western has been under increasing pressure, despite the present economic climate of spiraling inflation, to continue to provide service at low cost in order to retain its customers. And it has been increasingly difficult to do so, in view of the current demands by these Outside Suppliers.

Multiple price changes, drastically reduced shelf inventories and the requirement of minimum quantity purchases are conditions which are forcing the Service Centers to increase their inventories, and thereby, their investment. In the past, there was no real inventory kept of such items. When stock was running low, the Section Chief would reorder whatever quantity needed on the SD2825 "Green Sheet." Now, in order to maintain the present service intervals and schedules their customers have learned to expect, Western must buy the minimum required quantities.

Therefore, the task of forecasting and controlling non-stock investment, to meet the CORPORATE OBJECTIVES, has become very difficult, if not impossible.

To address these problems, a task force has been formed at the Assistant Manager level to recommend both short and long term solutions, to develop procedures to control material usage and investment and to provide effective methods for ongoing management of Shop material.

The coordinator at the Omaha Service Center for the implementation of this new system, the "Shop Automated Material Management System" (SAMMS), is Methods Analyst Paul Winje. All phases of the Service Center's routine have had a part in the cutover: the Shop, Warehouse, Data Processing, Stock Maintenance and Methods. It was Paul's task to acquaint and instruct each operation on what would be expected of them to complete the assignment. This was started in mid-summer and is headed for a target date of December 5.

Working in conjunction with Regional Engineering, each Service Center is responsible for accomplishing the following tasks which will be required to implement SAMMS.

1. Determine the items that will be loaded into the SAMMS file (that which is presently ordered on the SD2825 "Green Sheets" as non-stock items only).
2. Determine the quantities required to be kept in the Warehouse.

project

3. Determine the quantities required to be kept as floor stock/working stock stored in the Shop section (the general rule is one week's material in the section).
4. Implement facilities changes specified by Regional Engineering.
5. Implement moving floor stock material in the Warehouse.
 - a. Inventory of floor stock must be taken prior to moving.
 - b. Movement of material should be accomplished with a minimum of interruption of production.
6. Prepare acceptance documentation.

When these prerequisites are completed and the file has been loaded, then the system will be ready for operation and the SAMMS project will become fact.

Briefly, the system will keep Shop non-stock inventories at a minimum, thereby meeting Corporate Objectives, yet still satisfying the customers' needs.

Material will be received from various sources and once received will be put away and stored in the Warehouse. The new SAMMS system will then update the Warehouse balances, close the open-order report file and record reports of purchases. The Shop section will order the material at the minimum quantity required through the existing PMR (Production Material Requisition) routines. Material not used would be PMR reversed back into the Warehouse. To order an item which is not existing in the data file, the Section Chief will generate a request for said item and the Regional stock coordinator will follow through with the request. Finally, RMDS/SAMMS will generate the report necessary to control and manage the non-stock Shop material.

SAMMS will have the capability of automatically reordering material when a predetermined level is reached, thus minimizing some of the material handlers' effort. Through its interfaces, it will generate open order reports, receiving documents and backorder reports. Since the bulk of Shop material will be stored in the Warehouse, there will be less material to put away at any one time, making it easier to store and locate material on the Shop floor. SAMMS will not eliminate material handling, but should reduce the effort by 25 percent.

Editing, sourcing, pricing and typing will be eliminated by SAMMS. And tracking an item will be done through the open-order report and backorder list, thus, providing expedited information at a substantial reduction in cost, and therefore, improvement in the Company's competitive position.

Hostetter Stars in "Plaza Suite"



Larry rehearses with local actresses Cindy Lindstrom and Leslie Speck for their parts in "Plaza Suite."

Sam Nash is a 50 year old successful New York businessman who can't accept advancing age. Trying desperately to maintain his youth he has an affair with his young secretary. Sam Nash is a character in playwright Neil Simon's hit, "Plaza Suite," the latest production of Glenwood, Iowa's community theatre group, the Mills Masquers.

The local actor who undertook this role in early October was Service Center employee Larry Hostetter, who according to the Glenwood Opinion-Tribune, succeeded in arousing the desired reaction from his audience. He played a vain, self-centered cad.

"We didn't like him too much," stated the Tribune, "which is, I suppose, a tribute to his acting ability. Our sympathies clearly went to the wise-cracking Speck [his wife in the play] in the bittersweet Act I."



Larry as he appeared on stage in Act I.

This was Hostetter's second appearance in a Mills Masquers' production. He also played a businessman, very stuffy and proper, in "You Can't Take It With You" in the spring of this year.

It was his son, Scott, who got him involved in the theatre group. Scott had tried out for a musical last winter and got the part. Larry went to see the play and said he was overwhelmed with the professionalism of the production.

"I thought it was fantastic that the community could stage such a thing," Larry said. "He [Scott] persuaded me to try out for a part in the next play. We both got parts in the spring of this year in the comedy "You Can't Take It With You." Since then, I have been hooked on it. It is great fun and very gratifying."

Being part of the Mills Masquers is becoming a family affair. Larry's wife, Pam, joined her husband and son in her first role with the Mills Masquers in Act II of "Plaza Suite."

As a rather well-to-do, star-struck New Jersey housewife, Pam traveled to the Plaza Hotel as the

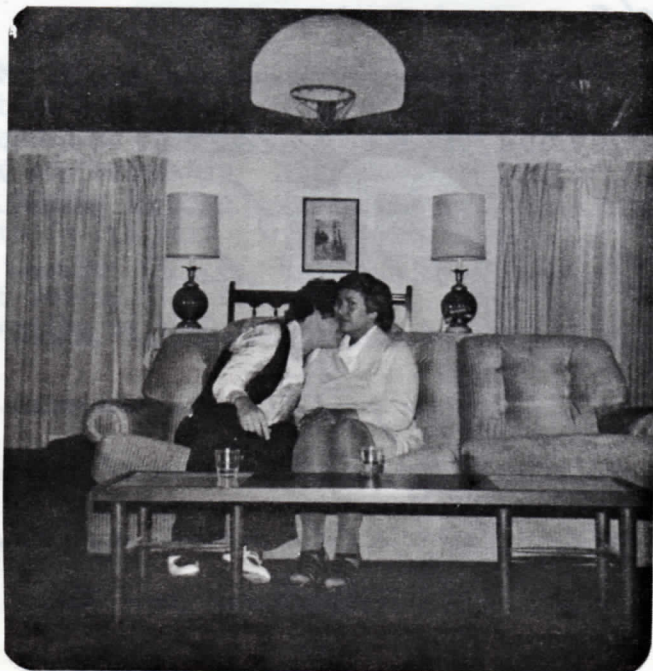
character 'Muriel Tate' to meet with her ex-boyfriend, now a famous Hollywood producer. According to Larry and also the Tribune reviews, "Pam did a fine job with this part."

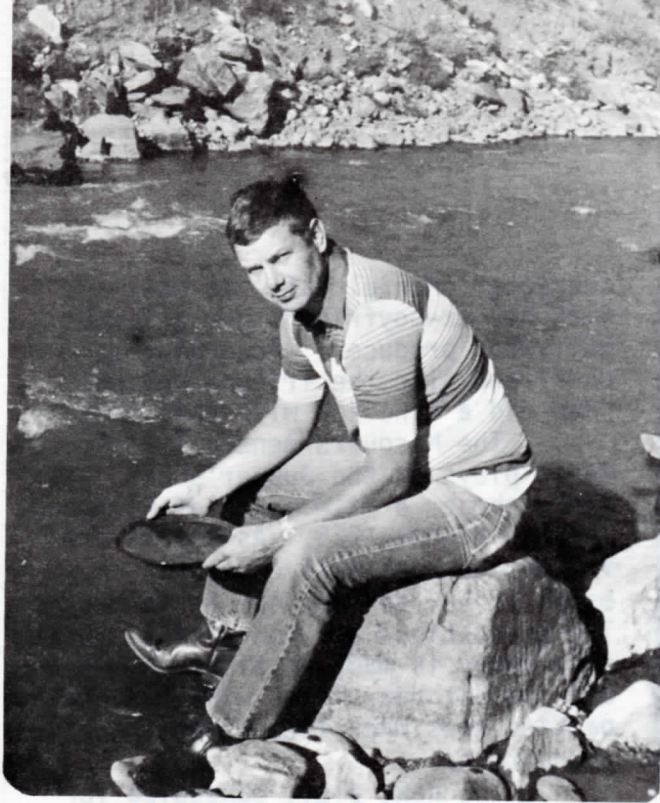
The Masquers generally hold their plays at the Junger's barn loft, about a mile north of Glenwood, Iowa on Highway 275. As chairs are filled, patrons will often sit on bales of hay to view the performances. The productions are non-profit. Whatever money is made on ticket sales and the Saturday night wine and cheese parties goes back into financing other productions.

The next play, scheduled for late winter or early spring, will be the musical, "The King and I." Although offered a part in the play, Larry has decided to give other community members the chance to test their skills and become involved. He will, however, work backstage on stage construction and set design.

In the spring and summer, Larry said the community and patrons can look forward to viewing these Glenwood productions in an outdoor amphitheater, now under construction.

Act II - Pam Hostetter in acting debut.





Jim says he and Nickie don't go anywhere without their gold pans and shovel. They stop at every creek to try their luck.

Dages Remembers S.C. Friends

Dear Friends:

We have lived in Colorado for over a year now and enjoy it very much. The country is beautiful and there are so many things to see and do.

Since moving out here, we have gone to the mountains nearly every week end. At first we spent most of our time visiting the regular tourist stops but now we explore the back roads where most people don't go.

During the summer we play in the snow, explore ghost towns, tour old gold + silver mines, pan for gold and of course put our jeep to good use 4 wheeling on the old railroad right of way and mountain trails.

Last July, Joe and Mary Beister gave Nickie a gold pan. (Little did they know what they had started.) We don't go anywhere without our gold pans and shovel and have to stop at every creek to try our luck.

To pan for gold all you need is a pan, shovel, some Colorado dirt and lots of water. I'm sure we'll never get rich, but it's a nice way to enjoy the mountain scenery.

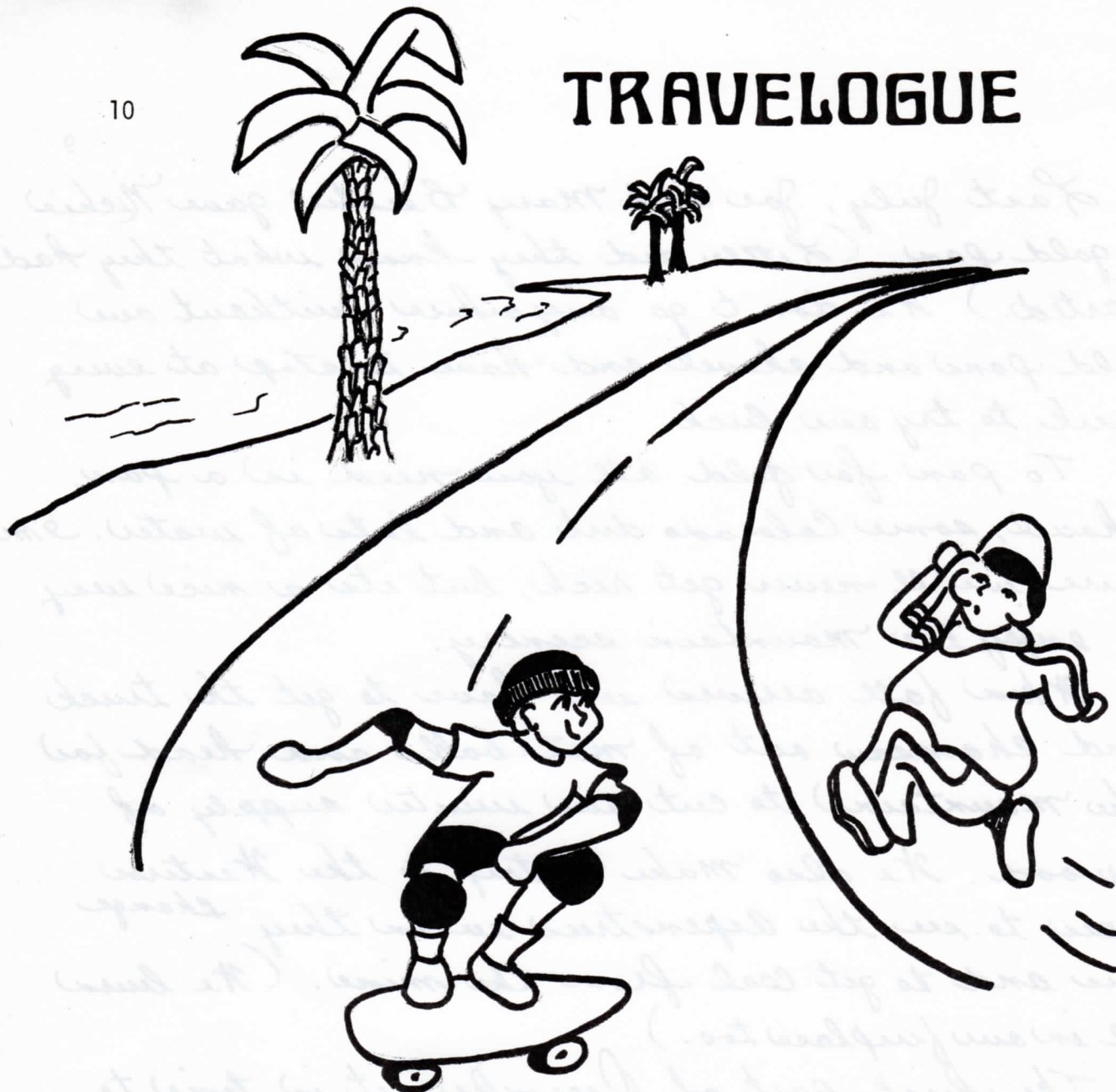
When fall arrives we have to get the truck and chainsaw out of mothballs and head for the mountains to cut our winter supply of firewood. We also make a trip to the Western Slopes to see the aspen trees when they ^{change} colour and to get coal from the mine. (We burn coal in our fireplace too.)

The first part of December it is time to start thinking about Christmas, so we throw the saw in the truck and off we go to find our Christmas tree. By this time of the year, the snow is knee deep and it's a little hard to get to the trees but this makes it mean even more.

And every now and then we go skiing!!

Jim Dages

TRAVELOGUE



You've heard of getting away for a "second honeymoon?" Helen Kocourek said she's just recently returned from her 36th honeymoon with husband Ed.

"We have made the sojourn to California every year, with the exception of 1977 when we toured Norway, Denmark and Sweden for 22 days," said Helen.

Los Angeles and Las Vegas were their primary destinations.

IF YOU'RE LOOKING FOR A SPECIAL PLACE TO DINE, Helen highly recommends "Robaire's French Restaurant" for outstanding French cuisine, also "Cantor's," an old establishment, open 24 hours and very well known in the Los Angeles area.

FOR ACCOMODATIONS, try the Park Plaza Motor Lodge which is located a few blocks away from "Farmer's Market" and is also situated for easy access to the Freeways.

THE DARING AT HEART will appreciate an afternoon of rollerskating on the "Strand" at Hermosa Beach. The "Strand" is a stretch of pavement equal to two driving lanes, about four miles long and running along the Pacific Ocean. Helen said people of all ages are seen rollerskating, jogging, skateboarding and bicycling along this stretch. Helen, in fact, took a turn at rollerskating along with one of the friends she and Ed visited in the area.

WHILE IN VEGAS, they visited many of the well known casinos, such as the Desert Inn where Helen said, "the one-armed bandits were the most generous."

The food is also very reasonable in Vegas, according to Helen, and they enjoyed many buffets.

Blood Donations

The American Red Cross Bloodmobile visited the Omaha Service Center on October 22, 23 and 24, 1980 and collected 97 pints of blood. This was the second visit this year by the Bloodmobile.

UCS Results

Omaha Service Center & Omaha Installation Supervisors	\$8266.00
CWA Local 7290 (Installers)	4753.40
CWA Local 7495 (Service Ctr.)	<u>8383.80</u>
GRAND TOTAL	\$21403.20 (\$51.95 avg. per employ

An increase of \$2550 or \$7.17 average per employee over 1979.



Hourly UCS Solicitors: Joann DeBolt, Karen Sorenson, Joe Romaine, Charlie McMillon, Frank Vaccaro and John Jones

NEWS CONTACTS

As mentioned in the past several issues of the "Omaha Service Center News," there are seven news contacts throughout the building that you may approach whenever you have a news item to relate.

Following is a brief description of each of these people so that you may recognize them and learn where they may be reached.

SHOP



Debbie Warren

Debbie has become somewhat of a "Jack-of-all-trades" in her brief two years with the Service Center, filling in on various jobs around the building. Currently she is working in the Warehouse dismantling telephone equipment until a decision is made on the Crossbar Switch operation.

Outside of work, Debbie said she enjoys golfing, bowling, oriental cooking and her car (when it's running).

Where to find Debbie if you have a news item to deliver? - "In my work area, of course!" she says.

Debbie Warren



Annette Murrell

Many of you probably wouldn't recognize her by her given name, but if someone told you to find Peaches, or the building's "social director," there would be no doubt.

Peaches is a bubbly, happy person, who, as she says, loves to laugh.

For the past three years she's been WECOMA's vice president. Her outside activities are almost too numerous to mention, but you'll find they generally center around her children, Kevin and Courtney. She's active in the Omaha Boy's Club, Wakonda Elementary School P.T.A. and the Labor Cabinet for Local 7495 for United Way Agencies.

She enjoys ceramics, cooking, collecting cookbooks (62 to date) and most recently, making silk flowers. She loves Nebraska football and PEOPLE.

At work Peaches is currently assembling armored handsets which are used on Coin Collector sets.

She can be reached, regarding news items, on Ext. 1215.

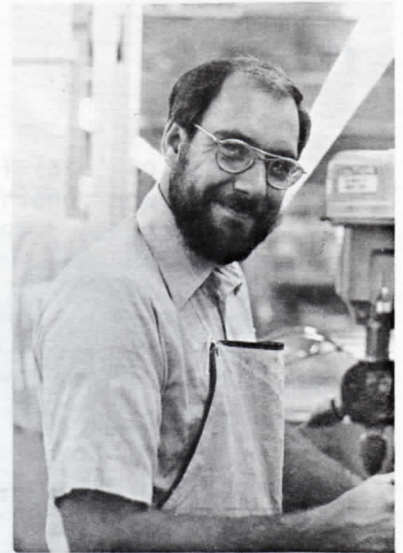
*Annette "Peaches"
Murrell*

Tom Feuquay

Besides being one of your news contacts, Tom will also keep you informed on the latest activities and special sales sponsored by Bell Booster.

Tom has been a Service Center employee for nine years and is currently working in the Coin Collector area under Don Murray. He can be reached there or on Ext. 1211.

His hobbies include camping and fishing with his wife and four children. He's a member of his Church Board and is responsible for keeping the sound system, records and tapes in good working order. He is also the treasurer for his son's Cub Scout troupe.



Tom Feuquay

WAREHOUSE

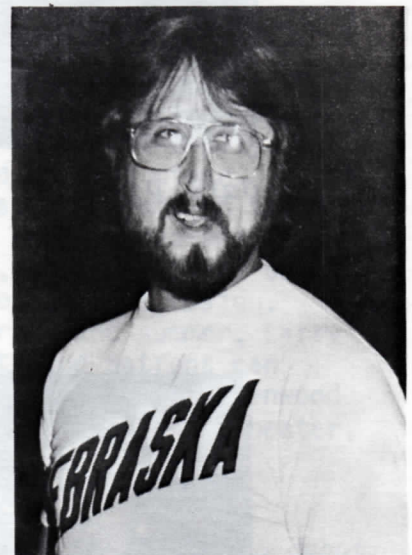
John Solano

You'll find another avid Nebraska football fan in news contact John Solano. He's a good one to see if you're looking for an extra ticket or two.

He also enjoys bass fishing and hunting in his leisure hours.

According to John, he has 3½ kids. His wife is expecting #4 in early November.

For news items you may find John in his area, Returned Goods, right inside the Warehouse doors, or phone Ext. 1340 and ask his supervisor Kathy LePage to relay the message to him.

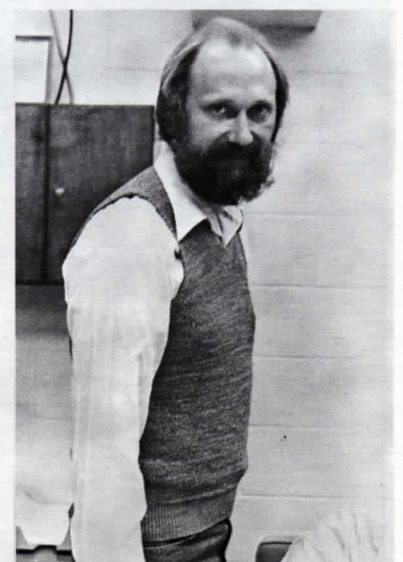


John Solano

Bill Senf

Bill raises registered Arabian horses on his folk's land in Plattsmouth and just recently received his pilot's license and purchased his own airplane - two subjects the "Omaha Service Center News" will pursue in depth in its next issue.

A Warehouse employee for 16 years, Bill can be reached at Don Norskov's extension on 1350, or in his dock receival area.



Bill Senf

OFFICEGary Daniels*Gary Daniels*

Singing, song writing, playing the guitar and dobro (a guitar-like instrument) and hosting his weekly radio program, "The Joyful Noise" on KYNN are various activities you'll find Gary engaged in outside working hours.

Another interest he's most recently pursuing is narration. It is his voice on the narrative tapes that accompanies Western Electric's slide presentation on its copper chopping process. Gary has also offered the same service to Northwestern Bell in any presentations it may produce.

Gary has been a Western employee for 18 years, currently in the Stock Maintenance department, where he services the New and "C" Stock items that are unique to the Omaha Service Center. He can be reached on Ext. 1323.

Poppy Hristakos*Poppy Hristakos*

Poppy is about as vital a person as you'll meet.

Her most avid interests are her family - daughter Chris, son Jim, daughter-in-law Sharon and her two grandchildren, Nicholas and Casey.

Most of her vacation time is spent with family and friends across the United States - in New York with Chris, taking in the fast paced night life of the Big Apple; in Washington, D.C. with Jim's family, attending luncheons, where she's met feminists Bella Abzug and Gloria Steinem and cocktail parties, where she's talked to newsmen Harry Reasoner and Dan Rather; and in California, with her brother and sister, sampling a bit of West Coast life.

Back in Omaha, Poppy is very involved in her church, St. John's Greek Orthodox Church, and its fund raising activities and ceremonies. She also enjoys dining out and attending theatre productions, always in the company of her many friends.

A Western Electric employee for 22 years, she is currently the R/S&R coordinator for out-house orders. Poppy may be reached on Ext. 1329.

#80-20

SAFETY ON THE STREETS

The National Safety Council has declared the week of October 26-November 1 as Safety on the Streets Week and is conducting awareness campaigns directed by the Women's Conference of the Council to promote safety precautions. Tips to follow in order to avoid a dangerous situation outside your home include:

WALKING

- Plan your route in advance, using busy, well lighted streets. Don't take shortcuts through isolated areas.
- Walk with another person whenever possible.
- Dress discreetly to avoid unwelcome attention.
- Carry a flashlight, a whistle and emergency phone numbers. In some areas, you can report emergencies by dialing 911. Find out if your community has this service.
- Watch for uneven sidewalks, broken curbs and potholes that can trip you.
- Avoid narrow walkways between buildings.
- Walk near street curbs, not near buildings, alley entrances or shrubbery.
- Keep moving in deserted areas, and don't walk through parks.
- Women should carry handbags close to the body or under the coat, with clasps facing inward.
- Be wary of strangers who stop their cars to ask for directions. Never accept a ride from a stranger.
- If someone in a car tries to stop you, run in the direction opposite to the way the car is headed.
- Avoid using public facilities, such as restrooms, at night.

DRIVING

- If parking in a public garage, leave only the ignition key. Do not leave your license number or name and address attached to your keys.
- When returning to your car, check both front and back seats for intruders.
- Lock car doors and raise windows high enough so no one can insert an arm or hand.



Western Electric

- Never pick up hitchhikers.
- If a car appears to be following you, drive to the nearest police or fire station or a public, well lighted area.
- If a car follows you into your driveway, stay in your car with the doors locked and sound your horn to alert neighbors.
- If your car breaks down in a questionable area, lift the hood and attach a white cloth to the antenna to signal for help. Return to the car and remain in it with the door locked until help arrives. If a stranger stops, lower your window slightly and ask him or her to call for assistance.

PUBLIC TRANSPORTATION

- Try to travel with a companion.
- Sit near the driver or conductor if possible. Avoid seats near doors and open windows.
- Don't fall asleep in public transportation vehicles.
- If you believe someone is following you, stay on the vehicle until the suspect gets off.

RETURNING HOME

- Carry your keys in your hand so you can unlock your door quickly.
- Don't stop to pick up your mail at night.
- In an elevator building, stand close to the control panel. If an unknown person enters with you, you may wish to get out and wait for the next car. If an attack seems likely, press as many floor buttons as possible so the elevator will stop at several floors.
- Enter your dwelling quickly, but cautiously. Don't go in if you observe signs that something is wrong.

Avoid injury and dangerous situations by promoting "SAFETY ON THE STREETS".

RESULTS

17

VARIATION

VARIATION is a measure of our deviation profit or loss from zero.

While there are many individual segments of our operation which contribute to our results, the most important number is the sum total of all these figures which tells us how well our operation is doing. This is our Variation.

VARIATION (\$000)

Numbers in () are negative

	<u>Oct.</u>	<u>1980 10 Mo. Cum.</u>	<u>1980 Forecast</u>	<u>Total 1979 12 Mo. Cum.</u>
<u>SHOPS</u>				
Minneapolis	32	373	127	56
Salt Lake	168	392	135	(283)
Phoenix	(17)	30	(33)	208
Omaha	(51)	(347)	(348)	(771)
Denver	(35)	96	53	(29)
<u>WAREHOUSE</u>				
Phoenix	(25)	(136)	(142)	58
Salt Lake	63	4	(329)	(297)
Denver	5	(28)	(163)	209
Minneapolis	(34)	(221)	(338)	28
Omaha & Iowa	(16)	(179)	(67)	(48)

EFFICIENCY

EFFICIENCY is the amount of time actually taken to do each job, measured against the engineering time specified to perform the work.

SERVICE CENTER SHOPS

	<u>OCT. 1980</u>	<u>10 MO. CUM.</u>	<u>1980 FORECAST</u>
Minneapolis	117.4	114.9	113.5
Phoenix	111.6	111.2	111.5
Omaha	109.4	108.5	109.0
Salt Lake	124.7	113.9	111.3
Denver	117.1	111.1	110.0

SERVICE CENTER WAREHOUSE

Phoenix	112.1	112.0	112.0
Salt Lake	110.0	110.1	110.0
Omaha	102.3	102.3	100.0
Minneapolis	102.0	102.0	110.0
Denver	107.5	104.8	100.0

RESULTS

Q U A L I T Y

We finished rating Period 7 with Princess Sets (162F) rated below normal. We are currently in the second week of Period 7 with 0 products rated below normal.

1980 SHOP QUALITY QA RESULTS

Corporate Goal - No more than 2% of product audited to be rated below normal.

<u>PERIOD</u>		<u>DENVER</u>	<u>SALT LAKE</u>	<u>PHOENIX</u>	<u>OMAHA</u>	<u>MPLS.</u>	<u>TOTAL REGION</u>
1.	Products Sampled	21	20	23	25	23	112
	Below Normal	0	0	0	0	0	0
2.	Products Sampled	21	20	23	26	23	113
	Below Normal	0	0	0	0	1	1
3.	Products Sampled	21	19	21	26	22	109
	Below Normal	0	1	0	0	0	1
4.	Products Sampled	20	19	22	25	22	108
	Below Normal	0	0	0	0	0	0
5.	Products Sampled	19	17	22	27	23	108
	Below Normal	0	0	2	0	0	2
6.	Products Sampled	19	17	20	26	23	105
	Below Normal	0	0	0	0	0	0
7.	Products Sampled	20	19	23	25	22	109
	Below Normal	0	0	0	1	0	1
CUM. PRODUCTS SAMPLED		141	131	154	150	158	264
CUM. BELOW NORMAL		0	1	2	1	1	5
% of Prod. Audited Below Norm.		0	0.7	1.3	0.5	0.6	0.7

I B I

This is a measurement of the accuracy of the Warehouse in receiving, storage, inventories, selections and shipment of material.

OCTOBER 1980 WAREHOUSE QUALITY MEASUREMENT (IBI)

	<u>SCIM</u> <u>Shipments</u>	<u>Receipts</u>	<u>MLS</u> <u>Storage</u>	<u>OGIS</u> <u>Balances</u>
Iowa SDC	96.4	86.0	97.5	93.9
Omaha	98.8	100.0	98.0	93.7
Minneapolis	97.0	100.0	97.5	95.8
Denver	96.4	86.0	97.5	93.9
Salt Lake	91.6	99.3	97.0	95.7
Phoenix	82.1	100.0	97.5	95.2
Total Region	92.4	97.6	97.3	95.7
Corporate Goal	95.0	95.0	95.0	95.0

RESULTS

SERVICE PERFORMANCE

SERVICE PERFORMANCE is a measurement of all stock shipments from Western Electric to the Telephone Company. This measurement is based on Corporate Goals of 98.0% shipped on time for Critical Items and 92.0% shipped on time for Other items.

SERVICE PERFORMANCE (IN %)

<u>CRITICAL</u>	<u>OCT.</u>	<u>10 MONTHS CUM.</u>	<u>TOTAL 1979 12 MO. CUM.</u>
Minneapolis	98.0	99.3	98.9
Omaha & Iowa	98.4	99.1	98.6
Denver	98.8	98.9	98.3
Phoenix	96.5	98.3	98.2
Salt Lake	98.4	98.5	98.1

CORPORATE GOAL - 98.0%

OTHER

Minneapolis	92.2	93.8	93.4
Omaha & Iowa	92.4	94.5	93.2
Denver	92.4	94.4	93.2
Phoenix	91.7	93.7	92.6
Salt Lake	93.3	94.1	92.2

CORPORATE GOAL - 92.0%

R/S & R

REPAIR/SERVICE AND RETURN performance is a measurement of how well we do in repairing and returning our customer's (Northwestern Bell) products in the Standard Repair Interval. Our Corporate Goal is 85%. Following results are for the month of October, 1980.

	<u>In-House Local Customer % on Time</u>	<u>Repd. at Other S/C % on Time</u>	<u>Bell Sales Composite % on Time</u>	<u>Repd. at Mfg. Locations % on Time</u>	<u>Repd. at Outside Supplier % on Time</u>	<u>Total Composite % on Time</u>
Denver	98	89	94	84	97	91
Minneapolis	96	93	94	87	95	93
Salt Lake	97	92	94	82	98	91
Omaha	99	93	96	84	100	95
Phoenix	100	93	96	88	90	93
Total Region	98	92	95	85	98	93

NOVEMBER SERVICE ANNIVERSARIES

<u>ANNIVERSARY</u> <u>DATE</u>	<u>NAME</u>	<u>YEARS OF</u> <u>SERVICE</u>
1	Robert Wolter	15
2	Stephen Warren	16
2	Lawrence Gress	16
4	Dan Yancy	17
5	Grover Bartlett	18
8	Helen Kocourek	15
10	Bonnie Radik	11
10	Betty Miller	9
13	Roger Ponec	13
15	Ken Meisinger	15
16	Emmett Hudson	10
18	Anton Gunia	12
20	Bill Ziegler	12
24	Ruth Jones	13
28	Al Pocevicus	14
30	Ray Gant	16

DECEMBER SERVICE ANNIVERSARIES

<u>ANNIVERSARY</u> <u>DATE</u>	<u>NAME</u>	<u>YEARS OF</u> <u>SERVICE</u>
3	Warren Fuhlrodt	18
3	Joseph Yechout	18
6	Mary Latham	15
8	Lynn Bradburn	11
9	Ronald D'Agata	12
9	Linda Smith	11
12	David Klith	14
15	Ellery Hogan	11
16	Dan Martin	23
21	Rodney Gerrietts	9
22	Tom Kuper	11
22	Joe Romaire	11
26	Frank Perez	2
29	Nick Gau	11

NOVEMBER BIRTHDAYS

<u>DATE</u>	<u>NAME</u>
1	Ruth Nolan
2	Richard Giroux
3	Greg Sherlock
4	Mary Latham
4	Everett Hanft
6	Rita Morrissey
7	Bill Dappen
11	Ron Eggers
12	Jerry Mack
14	Al Boege
14	Bob Sopcich
16	Evelyn Jones
16	Ron Burggraff
16	Richard West
17	Jack Cornwell
18	Duane McGee
20	Richard Munoz
21	Earl Wilke
25	Scott Boege
26	Joe Peklo
27	Lawrence Karnes
27	Fred Harnish
30	Gus Milnikel
30	Joann Bolinger

DECEMBER BIRTHDAYS

<u>DATE</u>	<u>NAME</u>
2	Tom O'Day
3	Grace Dworak
5	James O'Donnell
5	Jerry Mason
7	Lyle Wingate
7	Mike Mannon
8	Frank Vaccaro
8	Reginald Wright
10	Grazina Reskevicius
10	Paul Sherman
10	Tom Diblasi
13	Chris Lombardo
19	Dennis Brown
20	Don Stickels
20	David Klith
21	Harold Cline
21	Lisa Prater
22	Dick Mahowald
23	Virginia Johnson
23	Howard McKay
26	Morris Jensen
27	Arden Hoyt
27	Ted Roberson
29	Leonard Dagerman

