

WESTERNER

Omaha Works
November/December 1989



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On the cover

Most people wouldn't expect to find gift-wrapped cable terminals under their Christmas trees, but right now they make pretty good gifts for the victims of Hurricane Hugo. Employees in IBU 573 are putting forth an extra effort to meet BellSouth's order by the end of the year, so that telecommunications can be fully restored to the storm-damaged Carolinas. That rather makes Santa Clauses out of the IBU's employees like those pictured: Charlene Thompson (front, from left), Leon Kerans, Flo Sledge, Joe Bonaiuto (back, left), Daphne Harris and David Wells. Turn to Page 4 for a story.

WESTERNER

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Works joins push to save the ozone

Concern for the environment and the well-being of the world's population promises to have a dramatic impact on manufacturing in the next several years. Here at the Omaha Works, steps are being taken to position ourselves for the inevitable changes.

One of those changes involves the elimination of chlorofluorocarbons — or CFCs — from manufacturing processes. Last summer AT&T drew high marks from the news media, environmentalists and scientists when it announced plans to eliminate its emissions of CFCs from all of its manufacturing processes by 1994. Furthermore, it no longer would accept any packaging or packing materials manufactured with CFCs.

Environmentalists and scientists believe that CFCs destroy the earth's ozone layer, which protects us from cancer-causing ultraviolet radiation. Currently the use of CFCs in this country is strictly controlled, and is becoming increasingly regulated.

A Works committee already has begun looking into safe alternatives to CFC usage in our manufacturing operations, said planning engineer Jim Travnicek of the environmental health and safety department. Currently, a type of CFC — Freon TF — is used as a degreaser on terminals in Bruderer punch press operations and in degreasing binding post terminals.

Don't plan to wait

"There is no doubt that the use of chlorofluorocarbons will be banned in the near future," he said, adding that AT&T doesn't plan to wait for it to become a mandate.

AT&T's pledge to eliminate entirely its emissions of CFCs by 1994 is well in advance of a new international treaty that calls for the use and production of CFCs to be cut in half by the year 2000.

AT&T was the first to announce a comprehensive plan and is one of just three electronics manufacturers in the entire world with a commitment date prior to 1995.

Toward that end AT&T has introduced a couple of innovations with environmental promise. One is the AT&T Low Solids Fluxer, a device that eliminates the need to clean circuit boards during manufacture. Frequently the cleaning agent that otherwise would be used would be a CFC.

The other is BIOACT® EC-7, a chemical compound derived from oranges that is used as a cleaning agent in electronics manufacturing processes without harming the ozone layer.

Used at Works

Both of these innovations are being used in certain circuit board wiring operations at the Works, noted planning engineer Helen Ott-Brasch.

The Low Solids Fluxer is used in wave soldering operations to make printed circuit boards for 188A test sets and 800 DSX back planes. In other printed wiring board operations, the EC-7 is used to clean rosin flux residue that remains after solder is applied. ("Flux" is a substance that renders a surface more receptive to solder.)

The introduction of the two innovations at the Works is significant because neither involves solvents that are harmful to the earth's ozone layer, Ott-Brasch said. Of the two, the Low Solids Fluxer is preferred because it eliminates having to use a cleaning agent — an extra step — thus making it a time and money saver.

The Low Solids Fluxer is a device that applies a clean, liquid, alcohol-based flux by ultrasonic nozzle to each printed board. When the boards come out of a molten lead solder wave operation, there is no sticky residue left



behind as there is when a sticky, rosin flux is used.

Eventually, pending approval from AT&T Bell Laboratories, all printed wiring board soldering operations will employ the Low Solids Fluxer device, she said, including those codes of circuit boards whose rosin flux residue is being cleaned by using the solvent perchloroethylene.

Although perchloroethylene is not considered a chlorofluorocarbon, it too is suspected of having harmful effects on the ozone layer, Travnicek noted.

Jerome McCrearry, an operator in IBU 571, is looking forward to using the Low Solids Fluxer in all circuit board soldering operations. McCrearry took special training to learn how to operate the precise, computerized controls for the Low Solids Fluxer.

Armed with that knowledge, he thinks the Low Solids Fluxer "is much easier to use" than the rosin flux process. "It's not a sticky job anymore. You don't have to clean the machine as much.

"I think it's very important," he continued. It's better for the environment and he believes the quality of soldering has been improved, he said. With fewer delays resulting from defective solder on printed boards, he said, "we can get the parts out faster."

In the end, that means what's good for the environment is good for the customer, too.

IN THEY GO . . . While Helen Ott-Brasch watches, Jerome McCrearry readies a tray of printed circuit boards — "cookies," they're called — for the machine that contains the Low Solids Fluxer and wave soldering equipment.

Policy on equal opportunity

The Omaha Works, like all other locations of AT&T, is an equal opportunity employer. The Works reaffirms its commitment to AT&T's policy of affording equal opportunity to all of its employees and applicants for employment in all aspects of the employer-employee/applicant relationship.

In a manner fully consistent with all applicable laws and regulations, the Works will not discriminate or harass because of

race, color, religion, national origin, sex, age, physical or mental disability or handicap, or against special disabled veterans or veterans of the Vietnam era.

Anyone who believes that the Omaha Works has not met its equal opportunity obligations should contact the personnel and labor relations organization at the Works where Carolyn Yates (Ext. 3401) or Gail Merrick (Ext. 3597) are available to assist you.

Works plays Santa in Hugo aftermath

Talk about getting caught up in the spirit of giving at this time of year and what comes to mind? Food donations? Toy drives?

How about making cable terminals to replace those destroyed by Hurricane Hugo?

Employees in IBU 573 have been going the extra mile to provide N-type cable terminals to meet a heavier-than-normal demand resulting from damage inflicted by the hurricane.

They expect to deliver to BellSouth 24,000 units it desperately needs by the end of the year. It's been no easy task, but production employees are meeting the challenge head-on.

How? By applying many of the principles basic to Just-in-Time (JIT) manufacturing, although cable terminal employees involved in this particular effort aren't officially part of a JIT work cell.

Some of the employees involved in the effort shared their views on how to meet the needs of their customer under extraordinary

circumstances. They unanimously agreed with **Gwen Kroeger**, **Matt Peoples** and **Betty Beerbohm** who pointed out the importance of "making sure your work is done right the first time."

"You work steady," said **Flo Sledge**, and maintain a higher concentration level to avoid "mistakes that could slow me down." And you have to be flexible, she added, explaining that she normally works on a different kind of cable terminal but has been helping out with the N-types to meet the increased demand.

Another thing Sledge does is to "watch the schedule board faithfully" so she knows which product codes are needed first. "You've got to set your priorities" to assure consistent product flow.

Timing is a concern shared by co-worker **Leon Kerans**, who does cable terminal wiring. Kerans said he depends on feeder departments to provide him with quality wire "to get the job done on time."

"Good wire is much easier to

work with," he said, explaining how even minor variances can slow him down.

Kerans depends heavily on the cable shop for the parts he uses, but others in his IBU also mentioned the critical role other shop and office areas play in the Hugo effort: the molding, metal and protector shops; the shipping dock; customer service, purchasing and transportation organizations; plant and factory engineering (especially in setting up a satellite work area to help with product overflow); plant inspectors and quality assurance auditors. Bellcore, the Bell operating companies' quality representative on Works' premises, also has been cooperative.

Charlene Thompson has seen cooperation among operating employees, some of whom have been borrowed from other IBUs to help get out the cable terminals quickly. Employees have pitched in to help the borrowed employees — all of whom have had previous

'Gifts of the heart' add up

There's been a whole lot of giving going on. Omaha Works employees traditionally have been generous with their "gifts of the heart," especially during the holiday season. This year has been no exception. Take a look at YOUR gifts to the Omaha community:

- **Cans for Kids** — For the year this employee volunteer effort spearheaded by IBU 573 has raised about \$9,000 by recycling aluminum cans. That equates to some 18,000 pounds of aluminum and some 360,000 cans. Proceeds go to help local needy youngsters.

- **Dress-a-doll** — Employees, families and friends dressed 981 dolls and contributed 23 handmade, wooden craft items for the Salvation Army to distribute.

- **Mitten Tree** — 1,079

mittens, scarves and hats were donated for the needy.

- **Crochet Club** — Members handmade 30 lap robes and slippers and 50 noteholders for residents of the Lutheran Nursing Home this Christmas.

- **Toy drive** — An estimated \$4,000 was collected from employees to purchase toys for needy children.

- **The Touchtones Choir** — A couple of dozen employees brought the sounds of Christmas to four nursing homes in Omaha and surrounding communities on Dec. 10.

- **Turkey Fest** — The Cornhusker Pioneers raised some \$700 from their bake sale to provide Thanksgiving dinner for about 400 people at the Salvation

Army's south side facility.

- **Bell Ringers** — Nearly 650 employees and family members are helping to ring bells at area stores to raise money for the Salvation Army Tree of Lights.

- **Christmas Angel Tree** — Employees bought personalized gifts for 250 senior citizens at various housing centers throughout the city.

- **Shut-in Sunday** — Seventy employees volunteered to deliver holiday gifts to 350 shut-in and handicapped citizens in their homes Dec. 3.

- **Food drive** — Donations of money at Easter and Thanksgiving amounted to \$6,000, which was used to buy nearly four tons of food — mostly meat products — for needy families.

experience in the work involved — come on board, she said.

In a crisis situation such as this, "we can use all of the help we can get!"

"We feel we had to pull together to get the job done, and we did," noted **Luella Hendrix**. Hendrix is one of a number of employees who have been working in a specially set-up satellite area in the shop to handle product demand. In fact, she was one of several who volunteered to work on second shift instead of their usual day shift.

Dee Hendren, another day-turned-second-shift volunteer, works with Hendrix. She thinks that such displays of teamwork make it possible to meet schedules, "and hopefully this shows the customer we can be depended on," she said.

Daphne Harris, who has been working in the satellite area, finds motivation in knowing that the work she is doing helps people in need. "And when there's lots to do, somehow you just want to give your best and try even harder," she said.

In their determination to meet the needs of the customer, employees working in the satellite area said they have made a special effort to communicate between shifts about the work they are doing. They've even instigated some motivational practices of their own. Day-shift employees might come into work to find balloons, candy, even flowers, compliments of their second-shift co-workers — and vice-versa.

"We do it to show we appreciate each other," said Harris. "It's a way to let everyone know we're all in this together."

For **David Wells**, the Hugo effort has meant stepped-up communication. The work pace has been fairly hectic, he said. With employees pitching in to do various assignments, they aren't as familiar with each other's work habits and needs.



THAT'S THE SPIRIT . . . Dee Hendren (left) and Luella Hendrix work on cable terminals in a satellite area of IBU 573, where workers keep each other motivated with tokens of appreciation — like the character balloon in foreground.

For example, Wells said, say a co-worker performs a job in a way that creates extra work for an employee down the line. "If there's a way to do the job right faster, more efficiently, bring it up to that co-worker's attention. Chances are that person doesn't know that he or she can make a change that will make the next person's job much easier," he said.

Utility operator **Joe Bonaiuto** said communication has been

essential between the IBU's employees and the feeder shops. "Otherwise, we run out of supplies," he said.

"But in a crisis like this, it seems we're pulling together more. I think employees here are concerned because what they're doing is going to help people whose lives are in a real mess right now.

"Employees here react well in a crisis. There's a real bond here."

Q.A. sampling system draws a following

A computer software program developed here at the Omaha Works that saves some \$350,000 a year in quality inspection costs is gaining favor among several other AT&T manufacturing locations.

It's even gained the attention of Bob Allen, AT&T chairman of the board and chief executive officer.

The system, properly called the Quality Assurance Automatic Sample Selection System, was displayed at AT&T's second annual Quality Conference in Middletown, N.J., in October. It's been in place at the Omaha Works for about one year, the Atlanta Works uses it and so will Phoenix and Merrimack Valley, and the Columbus and Oklahoma City Works locations are considering its use.

Bob Wolkins and Bobi Pombrio staffed an information booth at the conference that featured literature and a short video about the system. Wolkins is an engineering associate in quality assurance (Q.A.) who first came up with the idea to develop the system. Pombrio is on the information systems development (ISD) staff that developed the software. She worked with senior staff members Bill Chilcoat and Ron Dickmeyer in writing the program, and senior engineer Dave Buddenhagen provided developmental assistance.

Pombrio said she had an opportunity to hear Bob Allen's address to quality managers at the conference. She noticed Allen and Morris Tanenbaum (AT&T vice-chairman of the board and chief financial officer) alone in a hallway after the address, "so I just went up to (Allen) and told him I enjoyed his presentation," she said.

Allen asked Pombrio about her presence at the conference, she mentioned the booth about the Works' system, "and the next thing I knew he asked to see our display."

Pombrio estimated that Allen and Tanenbaum spent about 15

minutes at the Works' booth, one of 16 in the exhibition hall.

It was ample time to explain how the system works, Wolkins said. First, the old way: The Omaha Works' plant inspectors inspect a percentage of every lot of every product made here, he said. These lots have delivery tickets which the inspectors used to gather and hand-carry to Q.A. checkers. They also would call Bellcore about available tickets.

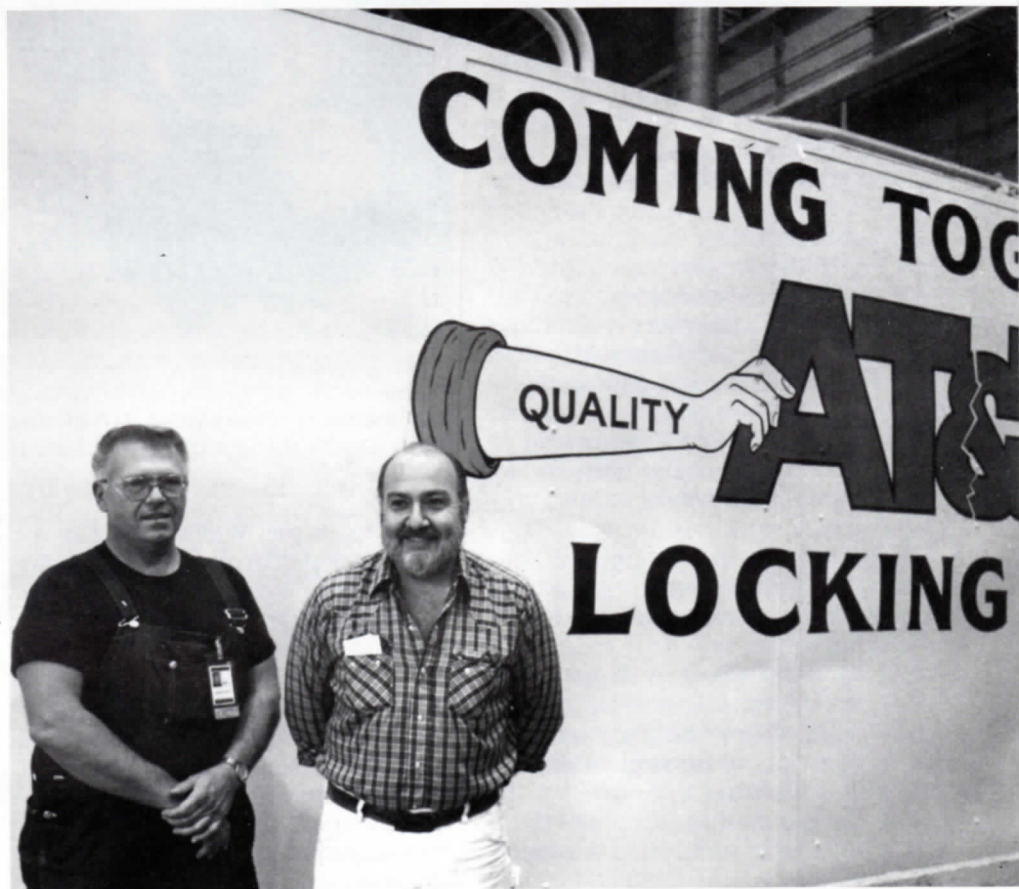
Q.A. and Bellcore would pick from those tickets which products they wanted to audit and sign off on the remaining tickets. Meanwhile, the inspectors would key into their computers those products from the signed-off tickets as ready to ship. As Q.A. and Bellcore completed their audits, and assuming the products met quality standards, they also would be logged in the computer as ready to ship.

The problem with the old system, Wolkins explained, is that it created a bottleneck of products on the floor awaiting shipment and generated too much "walking time" — the time it took inspectors to go back and forth to the quality auditors. These factors have a negative impact on product cost and service to our customers, he said.

Wolkins thought, why not develop a software program that would automatically select at random which lots Q.A. and Bellcore would audit, thereby eliminating products standing on the floor and hand-carrying the tickets?

That's where ISD came to the rescue with its selection system, which functions as part of an order control and tracking program called Product Management System (PMS).

Now inspectors key in each lot



of products as they are inspected. The system automatically selects the lots for Q.A. and Belcore auditing. When Q. A. and Belcore auditors hear their computer printers kick on, they know a sample is ready to be checked. No more waiting for inspectors to hand-carry tickets to make a selection. No more bottlenecks of products on the floor. Shipping intervals are shortened without sacrificing quality, Wolkins said.

"We're pleased with the way the system has worked out for us," Wolkins noted, and at the Atlanta Works "they're ecstatic — they expect comparable cost reductions."

And what did Bob Allen think about it? Pombrio said that in Allen's address he mentioned how customers want faster deliveries and quality inspections "that aren't hit or miss. I think he was really impressed."



SHOW 'N TELL . . . Bobi Pombrio had an opportunity to tell AT&T Chairman Bob Allen all about a new, Works software program during the company's second annual Quality Conference in October.

Artwork has a message

The next time a customer tour group passes by the metal fabrication painting and packing area of IBU 583, the visitors should have no doubt that Works employees are serious about quality on the job.

A large mural that has transformed what was a rather drab expanse of wall proclaims a commitment to quality certification by "locking it in."

The design was created by IBU 583 employee Ron Slattery, and Jim Curran did the artwork.

Slattery's design won a contest that was sponsored by the IBU's quality certification team. The team has been coordinating certification efforts for several months, with the contest to spruce up the wall being among those efforts.

The IBU's 100-plus employees have been working hard on the certification process, said IBU manager Jeff Orley, by updating layouts, improving housekeeping,

establishing better communication with engineering and putting together an operating manual. It has been particularly challenging because the metal fab shop involves "thousands of different functions and codes," Orley said.

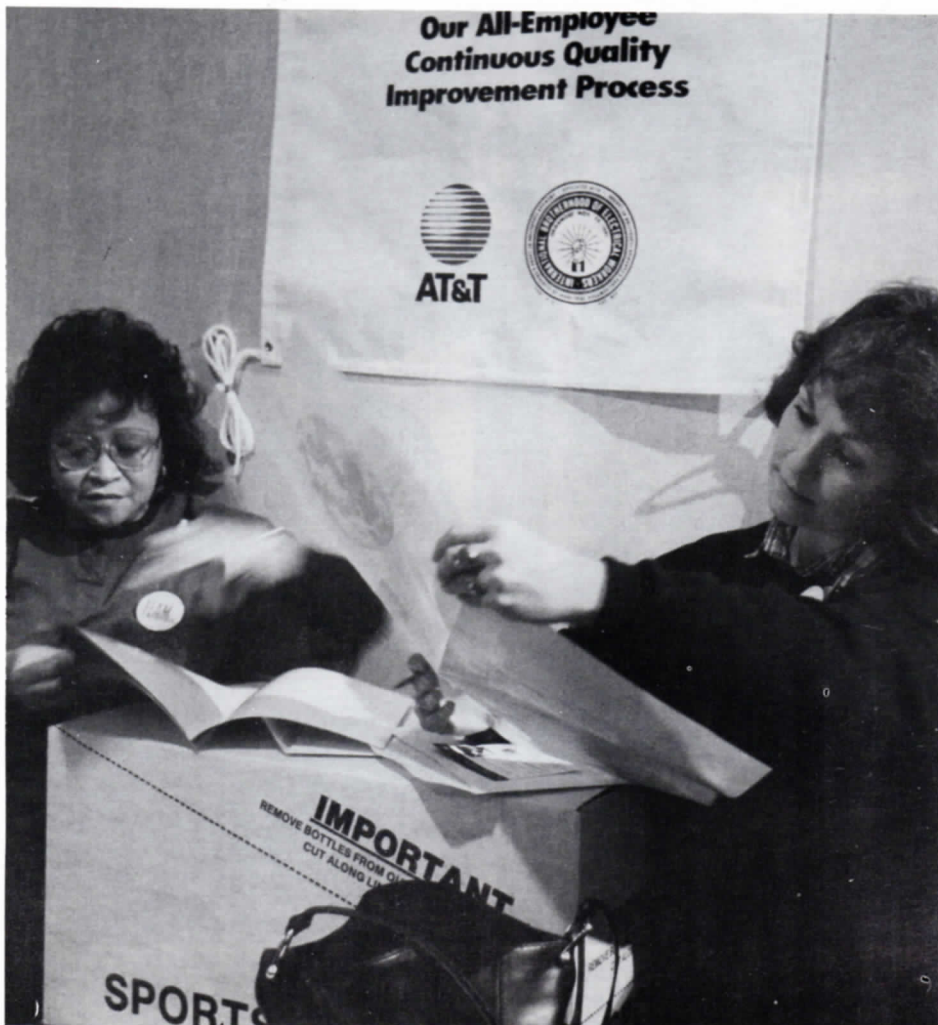
All the more reason for the team-work that the mural proclaims, Slattery pointed out. "Everybody has to work to keep their jobs, and in order to do that you've got to pull together."

Newly certified

The 11-type stubs and cable prep area in IBU 572 is the most recent to achieve quality process certification, and is the first area in Building 30 to do so. Members of the quality certification team who worked toward meeting requirements are Joe Avery, Jane Belmudez, Barb Cremeens, Bob Faust, Curtis Curry and Tom McNulty.

CREATIVE TEAM . . . Designer Ron Slattery and artist Jim Curran produced this eye-catching mural.





SIGN 'EM UP . . . Joyce Murph (left) and Elaine Hobbs of IBU 572 read informational material before pledging their support of the all-employee continuous quality improvement process.

Benefits: Untangling the tangles

Two heads are better than one unless, of course, they are working independently of — not with — one another.

You might say that's the theory behind a start-up committee that has been formed specifically to address questions and problems relating to company benefits.

Called the Omaha Works Joint Company and Union Benefits Committee, its six members include three representatives from the shop and office unions and three from management.

Their charge is "to expeditiously satisfy employee benefit claims that require clarification and investigation" said Gene Saab, personnel and labor relations manager.

Not that helping employees with their benefits is anything new. Personnel always have been available in the Works' benefits office to respond to inquiries. However, union officers and stewards also have helped members with the company's benefits program over the years.

Trouble is, oftentimes the benefits office and union would be working to resolve the same employees' problems with neither being aware of the other's efforts, said committee member Chere Hunt. The new committee hopes to provide employee assistance "more efficiently without duplication of effort," she said.

The committee is an outgrowth of 1989 bargaining and was requested by both union local presidents Pat Nicholson and Frank Possinger. The start-up committee is paving the way for what will be an employee resource center on premises, staffed by management and union personnel (watch for future *Westerner* article).

Given the magnitude of the company's benefits plan, fully understanding all of its nuances

Watch for new 'process'

Works employees were introduced to the concept behind the new all-employee continuous quality improvement process when they attended meetings in the auditorium in mid-November. Works manufacturing vice-president Jack McKinnon and IBEW union presidents Frank Possinger and Pat Nicholson asked employees to make a commitment to the process of change — change that will include open communication to make the Works grow and prosper.

Each employee received a button proclaiming the theme, "Omaha Team Works." In return for pledging their commitment to the improvement process, each employee also received an all-purpose, insulated sport bottle.

Just how the new program will

work won't be unveiled until January. In transition, the employee suggestion program has been discontinued. However, suggestions submitted by Nov. 10 still are being reviewed and awards are being given based on that program's guidelines.

Ray Warren of Dept. 556 received a \$1,330 award for his idea that makes it easier to load and unload the D-station twister, thereby cutting "down" time. Others who have received awards under the former program include:

Gladys Mulder, IBU 572, \$945.

Jan Menks, IBU 573, \$700.

Robert Renter, IBU 583, \$380.

Goodman Danielsen, IBU 573, \$219.

Craig Williams, IBU 573, \$200.

isn't always easy, remarked committee member Mary Ellen Maxwell. "People have a lot of problems" getting their claims processed, she said, mentioning that she has had as many as 45 employees at a given time asking for help.

They're concerned about getting all of the benefits for which they are eligible, and the committee can "help them get the maximum coverage," she said.

So far the committee has produced four different fact sheets to help clarify those areas of the benefits plan that seem to generate the most questions and problems among employees. Sheets on the Employee Assistance Program, surgical and maternity benefits and on claim-filing procedures are available in the Works benefits office or from committee members.

The committee also planned and conducted the recent meetings in the auditorium for all employees which addressed changes and new offerings in the benefits plan.

The committee was formed in August and meets an average of

five hours a week to compare notes and decide plans of action. "It's been a learning process beneficial to both management and union," Saab said. "The union representatives have brought a valuable amount of knowledge" to the Works' overall effort to help employees in benefits matters.

The way he sees it, the committee is an asset to the well-being of both the represented and management employees here. And both the company and the unions stand to gain from committee efforts. First, it is eliminating duplication of effort. Second, since the company is paying for a portion of the union representatives' time spent on benefits work, it is reducing union expenses otherwise paid out. Third, it is improving the comprehension of problems involving benefits so that resolutions may be found.

"We're working together, now," Saab stated, and in so doing it has "generated a mutual trust (between management and unions)" which spills over into other areas requiring their cooperation.

Committee member Donna Schwenck mentioned that employees still have the responsibility to acquaint themselves with the company benefits plan. But when they run into problems or have questions, that's when they stand to gain from the pooled knowledge of the committee — "both sides working together for understanding," she said.

"I think we can solve more problems much faster this way."

* * *

Who's on the committee and how can they be reached? Until a permanent phone number has been established to collect messages, call the following:

Mary Ellen Maxwell, IBEW Local 1974 – 895-4080

Tom Murray, IBEW Local 1974 – 895-4080

Donna Schwenck, IBEW Local 1614-Ext. 3415

Chere Hunt, Ext. 3641

Judy Tyler, Ext. 3043

Jim Williams, Ext. 3598

Dennis Bagley is...

'Our kind of people'

What kind of a guy, with five children of his own who need care, would adopt two more youngsters? What kind of guy would take in two children whose hearing impairments and other special needs would require an extra dose of love and attention?

A guy like Dennis Bagley, that's who. Pam Raabe and Pat Hartung of IBU 572 think Bagley, of IBU 582, is a perfect candidate for the "Our kind of people" feature.

Bagley and his wife, Barb, started out as foster parents to the two youngsters, now ages 5 and 7. Eventually their love for the children prompted adoption.

"He's a person who gets in-

involved," Raabe said about Bagley. He's a volunteer firefighter in Fremont as well as on the Omaha Works Fire and Rescue Brigade. And still he has time to coach children's sports, she added.

Bagley's generosity is apparent among his co-workers, too. Hartung noted. "He's always helping — like in a carpool, he'll go out of his way to pick up someone."

Raabe used to work with Bagley and recalled how "even-tempered" he would be even under stress. "Dennis was always there to calm me down when I got frustrated," she said.

In fact, Bagley "always has a smile and good word for everyone."



DENNIS BAGLEY... Count on him for a smile and a good word.

Service anniversaries

35 years

Donald Barnes 1/90

30 years

Vincent Beisch 12/14

Donald Bucknam 12/7

Anna Cernius 12/1

Evelyn Dawson 12/11

Daniel Herman 12/23

Fred Holz 12/2

Paul Jenkins 12/9

Eugene Kritenbrink 12/7

Arlene Madsen 12/5

Donald Madsen 12/2

Donald McKinney 12/21

James McManigal 12/14

James Murphy 12/7

Wilbur Ott 12/11

John Pinkerton 12/23

Bernard Rogers 12/30

John Rosno 12/14

Burdette Sabata 12/7

Francis Scott 12/21

Patti Segobia 12/14

Garry Thoms 12/18

Sam Toscano 12/14

Durward Vosler 12/16

Henrietta Willcoxon 12/14

Gary Williams 12/7

Ronald Yearsley 2/27

Peggy Anderson 1/7

Lawrence Griff 1/14

Ronald Hine line 1/28

Thomas Marcynski 1/15

Frank Nagel, Jr. 1/19

Jeanette Watkins 1/22

25 years

Donovan Dirks 12/3

Dorothy Fiscus 12/29

Patricia Fleming 12/29

Albert Gumpert 12/21

Jerrie Hamlet 12/12

Ellen Haubensak 12/1

Harold Johnson 12/21

Nellie Rodrigues 12/17

Michael Roehr 12/7

William Romer 12/28

Donna Roth 12/7

Della Tyler 12/7

John Wajda 12/9

Vivian Wiblehouser 12/15

Jean Willey 12/1

Beverly Wilson 12/5

Luis Canal 1/19

Steven Chaffin 1/25

Joann Cruse 1/8

Clement Denker 1/18

Leola Jones 1/5

Walter Lenczowski 1/28

Ronald Nelson 1/27

William Plugge 1/25

Mary Purcell 1/4

Teresita Quintana 1/20

Billie Rochell 1/7

Genelle Rohe 1/28

Maryann Smith 1/9

Richard Toelke 1/12

Alfred Wilson 1/27

20 years

Ronald Barrett 12/15

Mary Bouc 12/8

Larry Brown 12/8

Marie Colon 12/24

Rosemarie Desautels 12/9

Wanita Dishman 12/22

Laverne Elfeldt 12/1

Janis Fiscus 12/26

Barbara Giesing 12/29

Robert Guyton 12/1

Golda Hanson 12/1

Lorraine Haverman 12/10

Steven Heneger 12/15

Freda Hernandez 12/8

Cecilia Hobbs 12/15

Mary Hoelscher 12/16

Roberta Jantzou 12/8

Eileen Kojdecki 12/15

Larry Krieger 12/8

Delores Kunze 12/22

Colleen Lipert 12/8

Terry Marvin 12/17

Susan McClellan 12/26

Hi Soon Miller 12/19

Gladys Molt 12/16

Joyce Murph 12/15

Gerald Nick 12/22

Priscilla Olsen 12/15

Gerhardt Peterreit 12/19

Robert Pilus 12/11

Terry Price 12/29

Harold Rief 12/1

Barbara Robertson 12/9

John Schwenck 12/18

Johanna Skinner 12/1

Bonnie Sukstorf 12/8

Elia Troia 12/22

Timothy VanRoy 12/8

Eileen Vendetti 12/15

Alfred Vincent, Jr. 12/15

Dorothy Walter 12/29

Barbara Wiersema 12/15

Cathy Williamsen 12/13

Darletta Willie 12/8

James Akins 1/21

Louis Arterberry 1/15

Neil Becker 1/26

Larry Bowen 1/19

Margery Daugherty 1/26

Mavis Fernen 1/12

Deloris Folkerts 1/6

Charles Garrean 1/26

Erma Hammonds 1/5

James Hedrick 1/19

Donald Janda 1/26

Sharon Justsen 1/6

Daniel Kinsella 1/21

Daniel Koenig 1/26

Lora Koenig 1/5

Linda Kros 1/26

Susan Lindblad 1/5

Clemens Minor 1/21

Delores Nowak 1/26

Elizabeth Reiss 1/12

James Roberts 1/8

Patricia Rolf 1/12

Nichola Rust 1/26

Floris Sledge 1/12

Janet Smith 1/19

Raymond Thompson 1/6

Richard Townsend 1/5

Robert Wall, Jr. 1/21

Kathleen West 1/28

Mary West 1/28

15 years

Anthony Campagna 12/21

Larry Fast 12/18

Ben Foster 12/11

LaVonne Fricke-Adams 12/20

Larry Grell 12/22

Linda Wiegel 12/9

Donna Barnes 1/30

Cheryl Jaixen 1/13

Patrick Leary 1/8

James Norgard 1/13

Debra Palma 1/31

Peter Saltzman 1/11

Kathleen Schutte 1/2

Dennis Stickman 1/29

Teresa White 1/7

Lillian Wyatt 1/19

10 years

Russell Zagurski 12/16

Norma Korff 1/9

Robert Voss 1/2

5 years

Lois McMorran 12/31

Larry Stark 12/3

Dorothy Armendariz 1/7

Evelyn Baker 1/7

Retirements

Cecilia Baratta	1/24
David Barnhart	1/25
Connie Boardman	1/26
Diane Bonacci	1/13
Linda Book	1/7
Russell Campbell	1/2
James Carrell	1/7
Helene Cartwright	1/1
Pallas Cole	1/25
James Conrad	1/26
Oscar Cummings	1/25
Tamara Dean	1/2
Leslie Debord	1/17
Douglas Dworak	1/25
Victoria Eads	1/7
Robert Fenton	1/7
Duane Fetherkile	1/17
Dennis Glesmann	1/20
Christine Green	1/24
Clifford Grimes	1/28
Carol Hawley	1/2
Leo Hike	1/25
Charles Junge	1/7
Carolyn Landrum	1/26
James Lathrop	1/7
Steven Marshall	1/7
Thomas McCarthy	1/25
Carla McKnight	1/7
Charles Meyers	1/7
Sandra Miller	1/7
Scott Obradovich	1/24
Timothy O'Connor	1/25
Patricia O'Keefe	1/24
Joella Pacas	1/18
Mary Perez	1/7
Jane Peters	1/26
Bart Pettit	1/15
Dennis Saint	1/31
Mary Sanchez	1/17
Scott Suchsland	1/24
Marie Swan	1/13
James Ueding, Jr.	1/24
Roger Vincent	1/18
Robert Waniska	1/7
Tillman Whitt	1/7



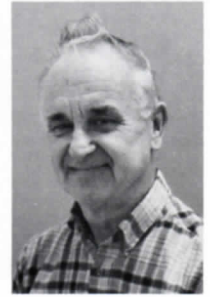
Bert Bessey Jr.
31 years



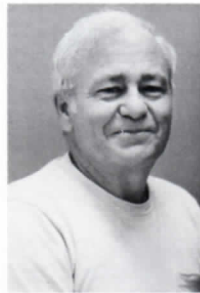
Darleen Veylupek
27 years



Gary Williams
30 years



John Vamosi
38 years



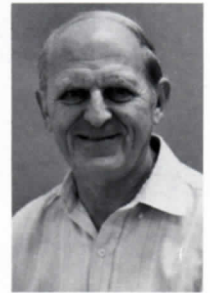
William Lockhart
31 years



James Knudsen Jr.
33 years



Eldon Whale
26 years



George Pasienuk
34 years



Joseph Sokolik
32 years



Gene Utterback
30 years



Robert Bradley
20 years



Robert Hill
31 years



Edmund Bosak
31 years

Not pictured:

Lori Baxter — 15 years
 Clois Crawford — 32 years
 Vern Kramer — 31 years
 Ermin Krumel — 33 years
 Robert Spethman — 31 years
 Note: Photos of retiring employees who have accepted the company's offer of the Management Pension Enhancement plan will appear in the January/February 1990 issue of the Westerner.



Last frame

Bob Koster of IBU 551 had a lot to tell visitors Carol Roth (from left), Barb Froelich and Diane Watson about the central tin plater in the cable shop.

And he should, too. Koster has operated the plater for at least 12 years.

Koster was one of a number of Building 50 operating employees who were hosts during a customer visit that was the first of its kind.

The nine visitors were employees from the Denver Works, most of them shop employees who are members of the "Amph-Pull Quality" Quality of Work Life (QWL) circle.

Working with Omaha's IBU 552 quality certification team, the Denver circle spent three days here discussing quality issues with employees and Works staff, and taking a tour of the cable shop. The Denver employees use sheath cable from the Omaha Works in their products.

One development that grew out of their problem sharing and idea exchange is a plan to hold monthly teleconference calls be-

tween Denver's QWL team and a team of Omaha's shop employees representative of cable manufacturing processes. Their goal is to maintain a sound customer/supplier relationship that the visit helped to establish.

It wasn't by accident that Koster and the other Omaha Works employee hosts wore "Quality is our first concern" T-shirts during the visit.

"I think this was a terrific opportunity," Koster said. "I enjoyed being able to talk (with the customer)" about problems, and coming up with solutions to satisfy customer needs.



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