

# WESTERNER

Omaha Works  
March/April 1990



# Contents

Mar./Apr. 1990

Vol. 34, No. 2

**2** **Software sales here at the Works?**

**4** **A 'toast' to good speaking**

**6** **Team talk**

**11** **Service anniversaries**

## On the cover

Everything in its place and a place for everything. Howard Curtis (left) and Arlo Olsen, who work in the central office cable jacketing area in the cable shop, are well aware of the importance of properly storing the dies and core tubes used in jacketing operations. Training employees in the correct storage and handling of these pieces is part of the effort being made to gain process certification for the area. An update on how vendor and process certification is going at the Works appears on Page 8.

## WESTERNER

Linda Ryan, editor  
Published by the reproduction department for employees of AT&T Network Systems, Omaha Works  
P.O. Box 37000  
Omaha, Nebraska 68137  
402-691-3795



# MFCS: Omaha's in the market

**Y**ou know those little universal product code (UPC) symbols that revolutionized the retail sales industry by greatly simplifying and improving the accuracy of inventory management?

Now similar bar codes are used in an AT&T software offering that promises to revolutionize inventory management in the manufacturing industry.

What's more, the marketing center for the inventory control system – called AT&T Productivity Workbench™ Material Flow Control System (MFCS) – is none other than the Omaha Works.

MFCS is "a wireless computer terminal communications system that tracks material and activities from your supplier to your customer," said Phil Warren, department manager for MFCS.

It incorporates the use of bar code labels to be affixed to

material and truck-mounted or hand-held radio terminals (wireless computers) for entering and recalling data. Data can be entered automatically at a receiving dock, a storeroom or shop location, for example, as each material movement step is taken. It updates computer records instantly, allows prompt and accurate tracking of material from receiving to shipping, and eliminates paperwork delays.

Since February 1988, all material for manufacturing purposes here at the Works has been on MFCS – tailor-made for our operations, Warren said, and driven by an AT&T 3B2 computer. Firsthand experience has shown that MFCS will "reduce your inventory by increasing the velocity of material movement and improve the accuracy of data," he said.

## JR Newland heads Works

**O**n April 1, 1990, E. F. "JR" Newland became the Omaha Works' new manufacturing vice-president. Newland, formerly engineering director at the Works prior to his promotion, replaced Jack McKinnon who is now AT&T Transmission Systems vice-president at the Merrimack Valley Works in North Andover, Mass.

Newland transferred here from the Atlanta Works in July 1986 to be engineering manager for metal

fabrication. He was promoted to engineering director in June 1988.

A native of Neodesha, Kan., Newland began his AT&T career at the Baltimore Works after having been graduated from high school in 1966 and having served in the Navy. He earned a bachelor of science degree in industrial engineering from Johns Hopkins University in 1972.

Newland was transferred to the Atlanta Works in 1973 where he advanced to various product engineering, quality engineering and field support assignments. In 1984 he was promoted to assistant manager of lightguide product and quality engineering, serving in several third-level lightguide production assignments before coming to Omaha in 1986.

Newland and his wife, Tricia, have three children: Kirk, 18; Kelly, 15; and Matthew, 12.



JR Newland

It has the potential to reduce inventory dollars "in the millions" here at the Works, he added.

In November of last year, the Omaha Works began to market MFCS with the support of AT&T Account Management. The decision to begin marketing was made in part because "experience showed it was a quality product and could benefit American industry."

### Pull-through buying

But why would a manufacturing plant within Network Cable Systems become involved in software system sales?

"Why not?" Warren responded. "The software requires computer hardware - which AT&T manufactures. The computer hardware requires networking - fiber, copper, 110 connectors, 66-blocks - which (except for fiber) the Omaha Works makes."

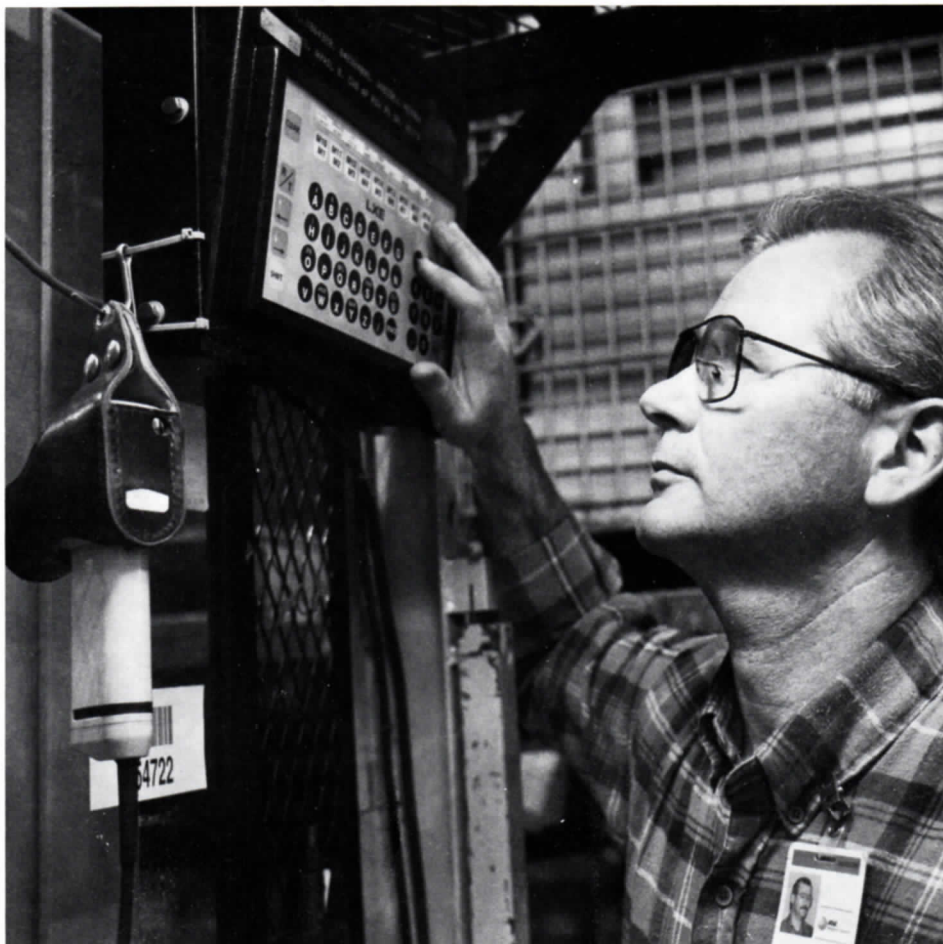
MFCS is a "means of increasing our revenues by providing a total system solution." It encourages "pull-through buying - not just the software, but other AT&T products to make the system work," he explained.

"As far as we know, we are the only company that can provide such a total system from software to hardware," although competitors like IBM "are actively pursuing a similar system to market."

The day AT&T came to an agreement with Majure Data of Georgia (the firm that designed and developed the standard MFCS) to purchase marketing rights under the AT&T name, a major competitor made an up-front money offer with Majure Data for those same rights.

"But Majure Data wanted to work with us," said Chuck Sipe, who works with Warren to market the system. "And we were able to get a jump on a technologically advanced system like this."

Having MFCS in place at the Works is an important sales advantage, Warren noted.



*ON LINE...Sheet metal storeroom worker Tom Abbott uses a wireless terminal and a "wand" (to left of terminal) to enter data into MFCS. The system has saved him time he otherwise would spend chasing down material or finding errors relating to inventory control.*

"Probably some 50 customers already have come here to see the system."

When they visit, they see some of the 100 employees who use the truck-mounted or hand-held wireless terminals, and another 200 employees like shop layout operators or production control personnel who use their wired computer terminals to enter/recall data.

They see how MFCS works by following material through the system. If they are at a receiving

dock when a truckload of sheet metal arrives, they may see how a bar code label is affixed to each skid's banding. A receiving dock worker keys it into his hand-held computer - which checks on-the-spot for consistency with expected data for the shipment.

The system queues the material for storage, sending a message to the storeroom that the shipment is ready for pick-up. When a storeroom trucker arrives for the material, he or she "wands" the

(Continued on Page 10)

# Can we talk?



*Sparky  
Bruning*

**D**rop in sometime on an AT&T WEOMA Toastmasters meeting and find out.

You'll meet a dozen or so members of the local chapter taking their turns at the podium to articulate on a host of topics...and liking it.

At last count the local chapter of Toastmasters International had 17 members, down a few since retirements took their toll on membership earlier in the year. The WEOMA-sponsored club is open to all Omaha Works employees, with many of its members having joined when the club formed in 1986, said chapter president Sparky Bruning.

Toastmasters is an organization devoted to improving communication skills especially before a group, and thereby helping its members to develop leadership abilities. Bruning said the WEOMA chapter meets at 4 p.m. in the Cornhusker Pioneers meeting room every second and fourth Thursdays of the month.

A meeting usually consists of two or three speeches given by members who have volunteered to give talks that day. Each speaker is evaluated by other members who also have volunteered to critique various aspects of the speech. There are evaluators of the

speech itself, a "timer," and a grammarian. Someone even serves as an "ah" counter.

Sound intimidating?

"Not at all," said Bruning. "If we didn't have fun, we wouldn't have any members."

Topics for speeches are taken from a Toastmasters' manual. For instance, the first speech each member gives before the group is always an "ice breaker" speech — the member talks about himself or herself.

## Achievement levels

With each speech they give, members get closer to recognized levels of speaking achievement: Ten speeches before the group, and a member becomes a "Competent Toastmaster" (CTM). Fifteen speeches before the group and three delivered to groups outside of the club earns an "Able Toastmaster" (ATM) designation, a feat Bruning has achieved. "Distinguished Toastmaster" (DTM) is the highest level attainable, and requires extensive involvement in Toastmasters administration and in organizing conferences and contests.

But while the structure and operation of Toastmasters may seem formal and complicated to the uninitiated, the reasons why people join the group are not.

"I'm a fast talker," Bruning said, recalling how she once gave a three-minute impromptu speech at Toastmasters in 30 seconds. "I have so much to say but I freeze up" trying to get out the right words at a proper pace.

Bruning works in the molding shop where she helps train employees in their jobs. "You want to tell them all they need to know," she said, but she worried that her communication skills weren't "sharp enough to get my message across."

Also active in IBEW 1974 union activities, Bruning wanted to improve her ability to communicate with people on a day-by-day basis. So, she became a charter

member of the WEOMA Toastmasters.

Since then, "I've learned to slow down. I feel my self-confidence has improved. And I've really learned to listen to people during the communication process," she said.

Steve Miller joined Toastmasters because "I like talking," he said, "but I talk too fast." He thought Toastmasters could help him both on and off the job – off the job in his freelance photography business, he said.

In the short time he has been a member, already Miller is "better organized, more responsible and on time (concerning work deadlines)." And – with improved self-confidence – now he's not so hesitant to "instigate projects."

Miller said he also enjoys the social side of Toastmasters, too. "I like being around people with self-confidence and initiative. Toastmasters people seem to be people who are interested in improving themselves."

"A person has to want to improve himself" if he is to get the full benefit of Toastmasters, noted member Nick Curto. "I've seen some people who were so nervous they couldn't finish their speeches, but they went on to compete in contests."

### Know your subject

Curto admitted he used to get tongue-tied in front of groups (his ice-breaker speech was "torture"), but not anymore. He has learned to look for people in the audience "who look halfway friendly and I talk to them," he said. He's also learned that the best speeches are made "when you know your subject well and believe in it."

An insulate operator in the cable shop on third shift, Curto rarely misses afternoon Toastmasters meetings, insisting he enjoys them. "They have to be fun...I don't come in for just anything," he quipped.

Even nervous newcomers enjoy the meetings because when members make their evaluations,

"we're more positive. We understand where everybody's coming from. We were all there at one time, too."

"Don't be afraid to come to a meeting," commented Bob Beardsley, a charter member and first president of the WEOMA Toastmasters. "It's a caring organization that can really help with self-esteem."

Beardsley, who is nearing an ATM achievement level, has been active in a variety of administrative duties in Toastmasters. He has served as a division lieutenant governor (Nebraska/Pottawattamie County), worked on various speech contests and chaired a district spring conference. He received the Division Lieutenant Governor of the Year Award, an honor he said he owed to the support of the WEOMA Club and area Toastmasters governors.

Beardsley said he joined Toastmasters to sharpen his communications skills and to meet and make new friends. Now he's enjoying the chance to help others do the same.

For Fran Gill, joining Toastmasters was an alternative to her real heart's desire: "I've always wanted to sing, but you have to have a good voice. With speaking you just open your mouth," she joked.

Actually, Gill always has been intrigued by "people who can stand up and keep your attention." Having transferred to Omaha from the Baltimore Works (where she first joined Toastmasters in 1976), she joined the WEOMA chapter because she firmly believes Toastmasters helped her overcome shyness and "it's a stepping stone to a management career."

She credits Toastmasters with making her feel more relaxed in front of a room full of strangers – a

not uncommon occurrence in her Media Products field support job where she meets customers. It taught her to "know what you're talking about, believe in what you're saying, and look people in the eye."

So now is Gill a person "who can keep your attention"? Well, once she gave a talk on motherhood to a church group, finishing with a poignant poem. "Not one person had a dry eye – it was such a high to be appreciated," she said.

### Face those fears

Carol Bloomer is one of the Toastmasters group's newest members – and one with whom many nervous Neds and Nellies can identify. "I've always been a rather quiet person, and initiating talk with strangers in a group is difficult," she said.

"I get nervous. My knees shake – I end up talking fast to get it over with," she said about her speech delivery.

Then why go through the torture she surely must feel in making a Toastmasters presentation? "Because I feel it's good for me. Hopefully it will help in career opportunities. If nothing else, I'll learn to communicate better with people," she replied.

Bloomer thinks she has been building up a fear of speaking for far too long. "It's not as bad as you think it will be – it's even enjoyable," she said. "Sometimes you have to make yourself do things you fear. If you say you can't do it, you never will."

# The INNER works of T

**H**ow do people come up with good ideas? What's the secret of teamwork?

Works employees are starting their third month of participation in the "Omaha Team Works" continuous quality improvement process. In the program, they develop ideas as teams to improve quality, reduce costs and generate revenues.

As of April 20, a total of 809 ideas had been submitted. A total of 145 ideas had been approved that will save the company \$844,000. Twelve tangible ideas already were in operation. The majority of the ideas submitted continued to be "in the system" so further documentation could be reviewed, validated and/or tested.

How do the 350 employee teams

work? These members shared some insights.

\* \* \*

Team members should focus on ideas that relate to their jobs, said **Harold Cook**. "When people have ideas not related to their jobs, it's harder to figure out cost savings.

"Keep your eyes and ears open," he added. "Some ideas come about just because you heard someone complain about something. When people let off steam, it could be 'steam' for an idea."

**Dorothy Armendariz** thinks some employees, by nature of their jobs, may be limited in coming up with cost-saving ideas. No matter. "You want to be a contributor, so you just look harder at things - don't take things for granted," she said. Try to view things from a new perspective.

"It's hard to do," Armendariz said, but worth it. "By hearing people talk, I think they're expressing ideas they've had but never submitted because (until now) they didn't really feel the company was interested."

## QWL experience

**Dude Vosler** is thankful that he and several teammates had been on a Quality of Work Life (QWL) circle because it gave them team experience in forming ideas.

"Brainstorming" is important, he said. "Throw ideas around - project what might happen. You may end up with a different idea than when you started.

"We try to get everyone involved (on the team)," he added. "There's not a hundred percent backing for the program (plantwide), but in



June Christensen

Bonnie Stuto

Dude Vosler

Renee Garcia

Dorothy Armendariz

Jeff Hunt

Don Palmer

# TEAMwork

general I think people are willing to give it a try."

Coming up with ideas has been "kind of hard for us," commented **Sharon Webster**, who is her team's leader. Webster thinks organization is important and assigns research tasks to those team members who are "knowledgeable and best equipped to do the job."

The new program "seems to be working for other teams" who already have earned idea shares. "I do think this program works better than the old (suggestion) program. There's more opportunity for involvement."

**Jeff Hunt's** team is very organized. The group has set priorities on the kinds of ideas to pursue, made individual assignments and determined how the members will

work together. At least one of their ideas has been approved.

"I think the program is worthwhile," he said. Having a representative, cross-section of employees on his team has helped and, if nothing else, "we've had an opportunity to meet other people and learn about their jobs."

## Broaden horizons

Team leader **Don Palmer** thinks he and his teammates may have made a mistake in forming a team whose members are mostly from one work area (panel assembly). "It's harder to broaden our idea range," he explained.

But he likes the idea of teams meeting on a regular basis. "We're giving everyone a shot at (research assignments). People learn more about how the plant works that

way," he said. There are many potential ideas out there: "It's a matter of looking around. Something may reach out and slap you in the face."

Leader **June Christensen's** team was the first one in the plant whose idea was accepted and who received award shares. Other ideas the team has turned in, however, have been rejected and "we're really disappointed," she said.

Disappointed, but not giving up. Their ideas require "more in-depth treatment," she has concluded. "And maybe we'll have to reword our ideas - 'sell' our ideas better."

**Linda Cashoili**, who is on Christensen's team, tries to "talk to people from other companies about their (work) problems and solutions - see if any ideas can be

(Continued on Page 10)



June Christensen

Cid Stinson

Mike Jaeger

Doug Sieburg

Sharon Webster

Harold Cook

Linda Cashoili

# Certification: Slow but sure

The pace may be slow at times but nonetheless determined and exacting. Process and vendor certification efforts at the Omaha Works continue after more than a year in progress.

However, the timetable for process certification is "an IBU by IBU decision," said Chuck Meyers, quality engineering manager. "People need to understand that there are needs of the business which may slow us down."

Cheryl Cincetti, a planning engineer who assists with vendor and process certification evaluations, said that Works IBUs "are setting their priorities. If they have pressing production needs, they're addressing those needs first."

On the other hand, "some (shop) areas have even expedited their process certification efforts," she added.

The certification team for the central office cable jacketing area in the cable shop is one example. Member Arlo Olsen said the certification team, with the support of supervisor John Tompkins, has been meeting regularly. The meetings have spawned a number of ideas and improvements which are being introduced in the area, in preparation for a certification audit.

The changes involve record keeping, process checking, cable identification and the identification and routing of non-conforming materials. For example, a process book is kept at each of the seven jacketing lines so operators can document each process as it is completed. Serial numbers are now affixed to supply reels for "traceability," Olsen said. Should there be a problem with the cable, it can be traced back to the production line or even to the customer if it already has been shipped, he explained.

"We're eliminating variables," Olsen said of the team's quest for certification. "We want each line to operate identically."

Olsen's team and the nearly 60 other process certification teams at the Works want to assure "quality at the source." Certification acknowledges that a process has met rigid quality standards recognized industrywide and, therefore, should be capable of producing products that are defect-free.

As of mid-April, five shop areas have earned process certification: Joe Avery's 11-type stub, Artos (central wire cutting and stripping), and 307 connectors teams; Carolyn Yates's auto wire wrap team; and Butch Ott's No. 1 wire draw/compound room/die lab team.

## Vendors certified

Meanwhile, six vendors have been certified in the Works' vendor certification program. These vendors also have passed rigid standards to gain certification, which means the vendors have the programs and controls in place to maintain quality. Those vendors are Aljon Tool Inc., B. F. Goodrich, Alcan Aluminum, ATF Inc., Arundale Inc. and Venture Plastics.

Vendor certification has saved the company about \$80,000 a year so far largely in field inspection costs, noted senior engineer Bob Burdett, not to mention what the cost of rework might have been resulting from poor-quality parts from a vendor.

"We've also cut down on the data base of vendors, too," Burdett said. Fewer vendors to oversee results in better control by the Works.

Vendor certification also seems to have improved our working relationship with the certified vendors. "They tend to understand us better and to respond quicker," he said.

This special supplier relationship serves to address "our common objectives of 'customer satisfaction' which makes us more

competitive," said Nate Shaw, PM (purchased materials inspection) and vendor certification manager.

Understanding and cooperation likewise play a key role in process certification efforts, Chuck Meyers noted. When employees have a greater understanding of the quality system and the responsibilities involved, "you start to see communication lines open up - between shop to shop and engineering to operating," he said.

Joe Avery, who has worked with three of the teams to be process certified, agrees. "I see people pulling together - talking together more. They're asking a lot of questions and not assuming as much as before," he said, describing the teamwork that has ensued in his certified areas. "They are becoming more aware of the process...coming up with ideas. They're more willing to instigate change instead of waiting to be told."

That's not to say that everything connected with achieving process certification has been a "piece of cake," however. Meyers mentioned that documentation, one criterion to be met for certification, has been a cog in the effort.

## Making headway

A couple of teams of technical-professionals have been assigned the task of "standardizing the methods we use in documentation." Some headway has been made in documenting manufacturing layouts, but further work is needed to improve documentation on manufacturing drawings. Many drawings are not retained on Works premises (Bell Labs draw-



**CERTIFIED...** Eric Petersen (from left), Marvin Anderson, Betty Vanderlinden and Donnie Leitner (not pictured) made up the team that worked on process certification for the Artos or central wire cutting and stripping area in Building 30. The area was one of three under Joe Avery's supervision to become process certified.



ing, etc.) and access for updating purposes are limited, Meyers reported.

Similarly, an effective preventive maintenance program is being pursued to help areas meet certification requirements. A cooperative effort is under way between union and management at the Works to introduce "total productive maintenance" (TPM) concepts here, said George Schabloske, maintenance manager.

"Among them are operator-performed maintenance and scheduled machine down time to perform pre-emptive maintenance activities," Schabloske said. "A computerized maintenance management system is being installed that will provide historical data on each machine. In time the data

will allow the Works to advance to a preventive/predictive maintenance environment."

Avery pointed out that the success of process certification to date is largely due to the interest and enthusiasm of the certification teams themselves.

"As a facilitator in the effort, my job is to support them, guide them when they are faltering," he said. "But it's up to the certification teams to get the rest of the employees to buy into it - to get their involvement."

If the teams can do that, they will get valuable input from employees on improvements to be made as well as cooperation in making needed changes.

Bob Faust, a member of the 11-type stub team in Avery's area, would concur. Faust was so

impressed with the improvements made in his work area that he applied the principles behind the 18-point list of quality standards for certification at home in organizing his garage. He got rid of surplus "junk," organized floor space and put tools and supplies in their proper places.

"Certification equals quality," Faust said. He's noticed an attitude shift among co-workers: "People are coming up with more ideas, doing things 'in-process' - looking for accuracy and detail as they work."

Work flows much smoother by taking a few extra seconds to do the job correctly the first time, he said. "You can go home and know nobody's going to tell you the next day that what you made wasn't acceptable."

# The INNERworks continued

applied here.”

Like Christensen, she said “the rejections are really hard to take.” She suspects that employees and program planners alike have been “overly optimistic” about the percentage of ideas that would be accepted readily. But she conceded that employees may have been too eager “to go after the high dollar” with ideas in areas for which they have little familiarity and difficulty in documentation.

Taking a second look at a problem from a different perspective is nothing new to **Cid Stinson**. The approach, which is “second nature” to Stinson in his work as a training specialist, is a valuable tool in the new program, he said.

Stinson said his team has a good mix of employees, including the shop, engineering, accounting and customer service. Each member has been assigned responsibilities “according to his or her resource potential.” After a slow start, “enthusiasm is building – there’s a real effort to explore cost-effective ways of doing business.”

“We work really well together,” commented **Renee Garcia** about her teammates who represent a cross-section of the plant.

Having a mix of employees promotes “a fresh approach” to an idea a member might have. Although the team has had its share of rejected ideas, “we feel we have learned from the rejections,” she said.

**Mike Jaeger**, however, isn’t too sure whether his team has learned enough from its rejections to be of any benefit. Jaeger’s team also is a good mix of employees. Still, he wonders if teammates’ individual job skills make it more difficult to “grasp the particulars” of a member’s job-related idea.

The team was taking a “wait and see” attitude in mid-April before deciding its future, he said.

## Which way to go?

Brainstorming techniques have resulted in “a ton of ideas” for leader **Donna Nielsen’s** team, which consists of medical, personnel and safety department employees. “Our problem isn’t a lack of ideas, but which direction to pursue,” she said.

Shift rotation of some members is just a minor inconvenience. “We try to share information with those absent from meetings,” she said. Proving cost savings, however, is difficult and is probably going to

require more diligent research, Nielsen added.

**Doug Sieburg** also thinks research is a key to his team’s success. Sieburg and his teammates have found that “some ideas seem good, but they aren’t really cost-saving.” So now the team is re-thinking its priorities, he said.

“Personally, I think I have more opportunity to benefit” from a team approach to suggesting ideas, he said. Working together as a team seems to generate more ideas collectively than on an individual basis, he said, which means “more chances for a winning suggestion.”

Team members motivate each other to come up with ideas, noted **Bonnie Stuto**, an element missing from the former suggestion program that focused on individual participation. “I’m pretty excited about it.”

Stuto and her teammates each have earned at least 15,000 shares prior to idea implementation. “We look at ideas that save time, then set out to prove cost savings,” she said.

“The most important thing is to be excited about the program. Turn in those ideas. Don’t second-guess yourselves. You never know what might be accepted.”

---

## MFCS continued

bar code to record the pick-up. The system then directs and records a place for storage. If raw material inspection is required, the system tells inspectors where to find the material.

With each step of material movement that follows – a shop request for sheet metal, for example, or request for storage of doors made from the metal – use of the unique bar code number in entering each step assures accurate control and tracking of the material.

What this means, Warren pointed out, is we can track down the origin of an end product shipped to a customer who may be having some problems. If the customer supplies a bar code number, “we can determine where the error was in manufacturing and whether a problem exists in

other material to be shipped.”

And it means much more, too: More accurate and up-to-date inventory records. Reduced inventories (because we know exactly what we need and have on hand to meet schedules, and no more). Better use of space. Faster movement of material (less paperwork). Reduced material handling and other time-saving results.

If a visiting customer stops to talk to Tom Abbott, he will tell them about how much time the system saves him now. The sheet metal storeroom worker recalled how he used to “spend a lot of time tracking lost material – material that was supposed to be somewhere and wasn’t.”

MFCS has “really helped a lot to cut down errors and save time,” Abbott said, and he’s impressed

with its versatility for customized operation that even allows one to override the system.

Abbott is scheduled to go to Atlanta, Ga., where he will familiarize himself with the operations of a warehousing firm that recently bought the system. Then, he will help train workers to use MFCS, all part of the marketing package.

Meanwhile, Warren and Sipe are doing some traveling of their own helping to establish a customer base. They had a booth at the Material Handling Institute trade show in Los Angeles in late April, and will attend another show in Atlanta in May.

“I think it’s exciting,” said Sipe about the marketing venture. Once he and Warren and Account Management reps get the word out about MFCS, “we’re going to be very busy people.”

# Service anniversaries

## 35 years

Robert Eggert 4/18  
Theodore Bulling 5/23

## 30 years

James Aken 4/29  
Gary Beutler 4/25  
Arthur Clausen 4/25  
Robert Engel 4/27  
Richard Kubie 4/25  
Donald Landon 4/27  
John Pleskac, Jr. 4/18  
William Pokorny 4/27  
Sally Stancavage 4/1  
Dean Anderson 5/23  
Vera Brantz 5/17  
Asterio Carbonnel 5/13  
Ronald Feierman 5/24  
Rocco Ferrucci 5/16  
Marilyn Goodell 5/2  
Orlan Jurgenson 5/13  
Phillip Kempkes 5/27  
Richard Knudtson 5/23  
Norma Landon 5/11  
Donald Luben 5/4  
Bonnie McCall 5/14

Dwight Morris 5/16  
Richard Plante 5/10  
Kenneth Saar 5/24  
Donald Schaaf 5/31  
Amelia Schreiber 5/11  
Donald Schreiber 5/2  
Leonard Shandera 5/6  
Maurice Sponsel 5/2  
Lawrence Tietz, Jr. 5/16  
Donald Wiczorek 5/23

## 25 years

Thomas Borlie 4/19  
Frances Gill 4/6  
William Iske 4/22  
Maggie Johnson 4/19  
Richard McKeever 4/30  
Lyle Nicholson 4/12  
Gerald Peterson 4/7  
Martha Ross 4/8  
Richard Suverkubbe 4/5  
Gary Babel 5/11  
Helen Baratta 5/24  
Phyllis Belter 5/19  
John Bernady 5/27  
Dixie Curry 5/20

Lucy Klusaw 5/9  
John Limpp 5/3  
Roger Nelson 5/3  
Norman Pope 5/25  
Ronald Schmidt 5/4  
Thomas Sisson 5/3  
Amos Starks 5/3  
Danny Street 5/10  
Jo Ann Torson 5/18  
Stanley Vachal 5/27  
Geraldine Wilson 5/18  
Ruth Young 5/12

## 20 years

George Balkus 4/27  
Howard Flichman 4/20  
Robert Kaczmarek 4/16  
Mondo Marcuzzo 4/13  
Robert Slothower 4/27  
Nancy Beusse 5/19  
Jane Bohline 5/11  
John Bonaventura 5/25  
Robert Koch 5/11

## 15 years

Richard Brickell 4/28  
Bonnie Feierman 4/17  
Linda Globe 5/23

## 10 years

Gerald Bogatz 4/14  
Rita Gourlay 4/6  
Patricia Sudduth 4/7  
Philip Gardner 5/30

## 5 years

Craig Alberhasky 4/1  
Quentin Moore 5/13  
Kevin Pauba 5/28  
Rhett Zeplin 5/20

# Retirements



Ann DeBolt  
20 years



William Jones  
20 years



Robert Wemhoff  
20 years



Jack Williams  
31 years

Not pictured:

William Dineen—31 years  
Thomas Korpela—23 years  
Leon (Jim) Parker—30 years  
Doreen Phalen—20 years  
Bonnie Sengpiehl—41 years  
Donald Smith—22 years

## The future is yours

New education features for U.S. Savings Bonds can benefit adults as well as children. If you have plans for future education for yourself or your spouse, ask about possible tax benefits on U.S. Savings Bonds purchased after Jan. 1, 1990.





## Last frame

**T**he Omaha Works Employee Resource Center is open and ready for business in the lower level of Building 20, west end.

It is staffed full time by two union representatives and two management employees (pictured above, from left): Barb Gray (IBEW Local 1614), Chere Hunt, John Schwenck (IBEW Local 1974), and Judy Tyler.

The Works is the first of several AT&T locations to establish such a center for its represented

employees, the result of the 1989 bargaining agreement.

Its purpose is to provide assistance to represented employees so that they may make decisions about their future training and career plans, said Gene Saab, personnel and labor relations manager.

Toward that end, the center provides a number of services. They include career and personal counseling, education and training, and resource data for local area jobs and skills. Its staff assists and makes referrals concerning benefit programs, and provides other services and/or counseling deemed appropriate by the local labor/management Oversight Committee.

Nationally, all resource centers also will be the point of interface with the AT&T Transfer System and the Facility Closing Program should the need arise.

The center "is yet another initiative whereby the company and union are working together," Saab noted. Such a cooperative endeavor has proven successful in the Enhanced Training Opportunities Program (ETOP) and "we hope the center will be equally successful."

The center is open from 7 a.m. to 4:30 p.m. daily to accommodate all three shifts. The staff may be reached at these numbers: Gray, Ext. 3607; Hunt, Ext. 3601; Schwenck, Ext. 3523; and Tyler, Ext. 3509.



**AT&T**

Network Systems

Omaha Works

P.O. Box 37000

Omaha, Ne. 68137