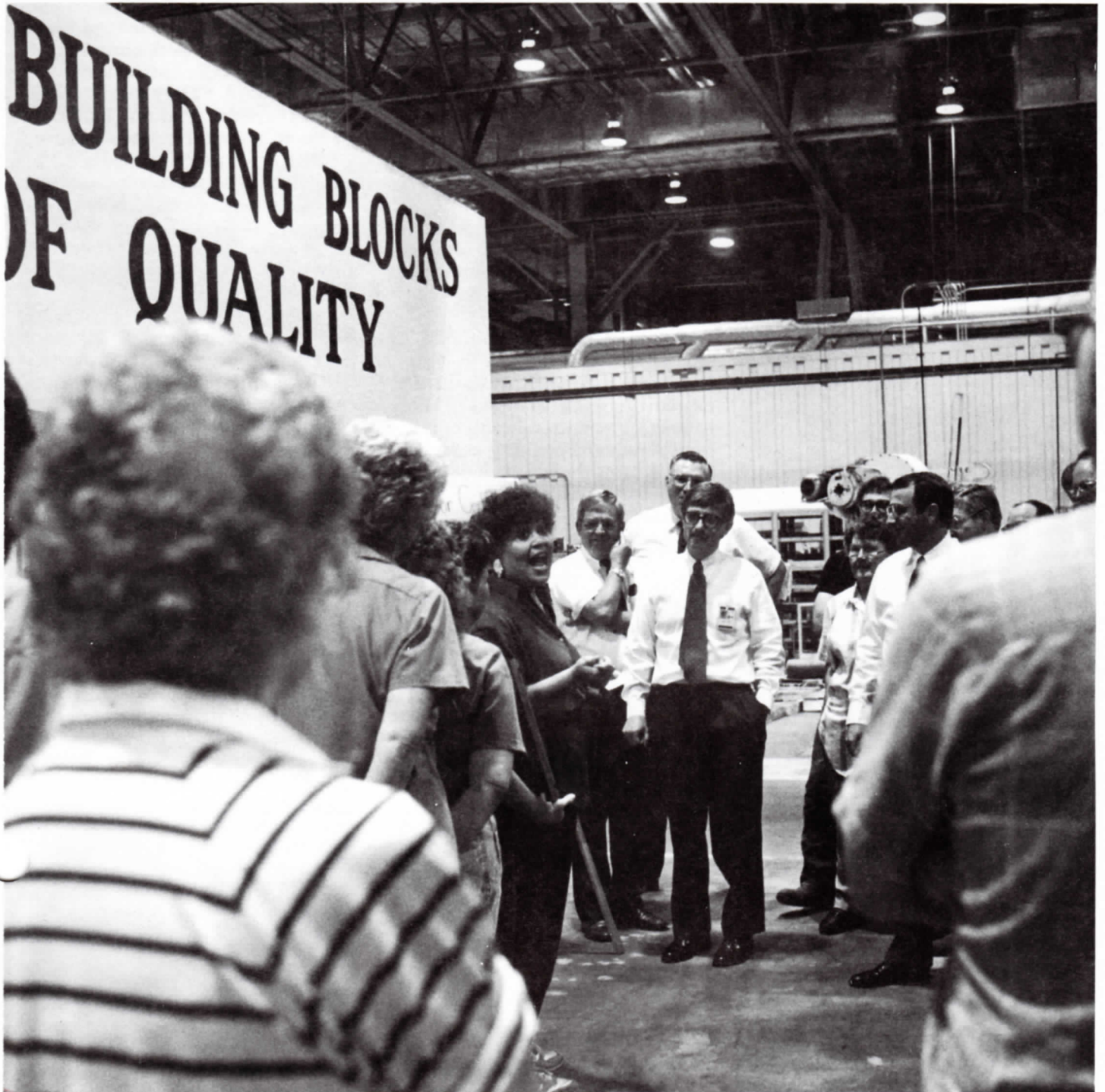


WESTERNER

Omaha Works
September, 1990



Contents

Sept., 1990

Vol. 34, No. 4

2 Choice parking for attendance

4 The world's closer than you think

7 Update on quality

8 Etc., etc., etc.

12 APICS honor bestowed on AT&T

15 Retirements

On the cover

What are the building blocks of quality? Teamwork, of course. It was a proud moment for employees in IBU 583 when they earned quality process certification. Greg Hughes, president of AT&T Network Cable Systems, presented them with a plaque in honor of the occasion. Certification team member Lanette Moore gave a presentation on how the IBU reached its goal. Find out on Page 6.

WESTERNER

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Attendance merits special recognition

Nothing's perfect, people say, but here at the Omaha Works some 800 represented employees have perfect attendance records of one year or more – some with 20 years or more.

Largely through the efforts of a committee consisting of management and union representatives, the Omaha Works has beefed up the ways it gives recognition to represented employees with perfect attendance.

One of the most obvious ways is the preferred parking program that has been established in office and shop lots. Represented employees who have six years or more perfect attendance have been issued year-long permits to park in choice, "blue-line" parking stalls.

Nearly 170 employees have earned the permits which will expire in July 1991. At that time, employees with six years or more of perfect attendance will receive new privileged parking permits good for another year.

"We wanted to get a (recognition) program started that would show employees that the company really does appreciate their perfect attendance," said John Schwenck, who co-chaired the committee with supervisor John Tompkins.

Schwenck, who works in the Employee Resource Center, said the committee was concerned about improving attendance in general at the Works. The consensus was that "one of the biggest problems affecting

attendance is attitude," he noted.

"It seemed that people didn't take attendance seriously," explained committee member Edie Riester of IBU 592. The committee met with numerous employees to get their views about attendance and discovered that "a lot of people were embarrassed by having perfect attendance," Riester said. "They didn't realize that there are so many employees who do have perfect attendance."

The committee also wanted to clarify a misconception among some employees that a person is entitled to so many sick days and had better "use them or lose them," said supervisor and member Charity Smith.

Instead, "sick days" signify an agreement between the company and employees, said Schwenck: "The company agrees that when you are sick it will pay you for the days you are absent" due to illness.

Based on their interviews with employees, the committee presented a proposal to the management staff. As a result, the following recognition program for represented employees has been established:

- Preferred parking for employees with six years or more perfect attendance.

- Continuation of awarding \$25 gift certificates to employees with one or more years of perfect attendance, with the addition of presenting individual recognition certificates on the attendance anniversary day.

- Enlisting the assistance of perfect attendance employees in various community fund drives and during plant tours. During tours, these employees help explain manufacturing operations to visiting guests.

Plans also are being made to hold breakfasts, lunches or dinners according to shift for perfect attendance employees, at which time commemorative gifts will be presented, Schwenck said.

Schwenck said that the committee, which also includes Tom Pallas and Keith Rogers, is optimistic that the recognition program will encourage employees to take greater pride in their attendance.

He noted, however, that its success will rely on continually monitoring and updating the program and "giving recognition commensurate to attendance performance."

* * *

The following employees' perfect attendance records have earned them preferred parking privileges through July 1991. By department/IBU they are:

081 – Glenn Hazard, Frank Finnberg Jr.

082 – Bill Romer, Phyllis Andersen, Richard Sorensen.

084 – Tom Kusek.

511 – Glen Hopkins, Robert McKim, Arthur Dickens, George Chonis, Dean Strehle, Joseph Carl, Bob Gaddie, Robert Voss, Pete Heim, Jack Nigh, James Karros Jr., Chet Sears, Stan Szczepanski, Cecil Ward.

521 – Clara Hendricks

532 – Rich Schaben, Carmen Vacanti.

551 – Larry Vandeman, James Akins, Charles Ferguson, Richard Krambeck, Ken Wright, Jerry Mallory, James Peroutka.

552 – Larry Schlautman, Cal Burns, John Heinzman, Connie Green, Don Stewart.

553 – Steve Marasco, Steve Miller, Hollis Cook, Gerald Scharton, Joyce Cate, Casey Gardner.

557 – Sharon Miller.

559 – Tom Rosencrans.

581 – Larry Carnickle, Dale Wickman, Robert Rush, Dorothy Strika, Gene Baumgart, Robert

dison, Gene McKenna, Ume Hamblin, Alvertus Otte, Gail Wasser, Jan Chafin, Gary Dyke, Sandra Ochampaugh, James Pedersen, Everett Peterson, John Proksel, Jerry Purnell, James Visocky.

582 – Robert McCarty, Elmer Sharples, Walter Moore, Phillip Grubb.

583 – Robert Duley, Charles Berg, William Lorenz, Michael Matthews, Bob Renter, John Wilson.



FEWER STEPS...Terry Comstock of IBU 597, who has "just been lucky" to accumulate 14 years of perfect attendance, holds the special parking permit that lets him walk fewer steps to and from the plant these days.

584 – Jerry Danahy, Rita Saab, Bill Cianciola, Joseph Castro, James Drinnin, Allen Buehler, James Stanfield, Myron Wright, Al Reskervicius, Tom Rudd.

592 – Alice Lugert, Harvey Kriz, Don Palmer, Margaret Abrams, Bonnie Anderson, Dennis Brown, Ann Drebot, Steve Heneger, George Macrander, Jerome McCrearry, Bill Placek.

593 – James McCallum, Joyce Neely, Lula Reed, Richard Peterson.

595 – Joyce Schaben, Jean Kennedy, Ron Yearsley, Roland Fick, Lillian Circo, Alether Jackson.

596 – Nera Milius, David Gorden, Maurice Jensen, Linda Ferraguti, Lorene Johnson, Gerhardt Petereit, Bobbi Bishop, Marjorie Lawrence, Bill Reppert, Valjean Embrey, Richard Foster, Rosemarie Larson, Michael Nelsen, Susie Purnell, Judith West.

597 – Jim Brainard, Catherine Kern, Joe Bonaiuto, Terry Comstock, Flo Sledge, Myra Krahmer, Ed Palensky, Jan Swift, Bob Frisbie, Daphne Harris, Robert Schueth, David Alexander, Paul Clark, Sonny Danielsen, Steven Dormer, Joe Ellis, Fred Harnish, Cindy Jarrett, Jim Kirchhevel, Gwen Kroeger, Don Lair, Jim Norgard, Kathryn Poledna, Al Thacker, Craig Williams.

704 – Robert Coufal, Frank Caruso, John Carter, Delmar Dirks, Ken Deman, Mel Hatcher, Mark White.

747 – Fred Cormaci Jr.

748 – Bill Peters.

770 – Ron Kelly.

771 – Joe Jirka.

781 – Nancy Hume.

784 – Ed Hofmann, Gerald Bogatz, Roger Bahr, Gerald Colton.

1113 – Pete Loth, Henry Sedlacek.

1331 – Herb Shelton.

1934 – Dick Maxwell.

We've got the world in our back yard

What's in your backyard? An old swing set? An alley?

Here at the Omaha Works we've got the world.

No, there's no "black hole" to fall into that mysteriously transports travelers to places far away. It's even better.

We've got a digital, 4ESS™ (electronic switching system) long-distance switching center housed in a \$33 million facility. The new AT&T facility was officially opened in mid-summer in a ribbon-cutting ceremony attended by Works manufacturing vice-president JR Newland, Omaha Mayor P.J. Morgan and other civic leaders.

The 4ESS facility, which is adjacent to the northwest corner of the Works premises (132nd and F streets), is an integral part of the AT&T Worldwide Intelligent Network – considered to be the largest network of computers in the world.

The computer network is used to route voice and data messages for businesses and consumers all over the globe. AT&T's 4ESS switch is one of the world's most technologically advanced digital

switching systems.

Doug Kaspar, a systems consultant/branch office specialist for AT&T Business Sales Division, conducted a tour of the facility for civic leaders and customers invited to attend the ribbon-cutting ceremony.

He showed them a terminal in a small bay just outside of the secured double doors, beyond which is housed sophisticated fiber optics and 4ESS switching equipment.

"It's amazing," he told them. "This is literally where the voice and data come together" from the entire world. It is the point of gaining access to the AT&T Worldwide Intelligent Network, he explained.

Omaha Works equipment

Also contained within the 20,000-square-foot facility is equipment that was manufactured at the Omaha Works. There are distributing frames systems which include our DSX 3/4 series panels, DSX 800 and 900 series panels and single-sided, low-profile frames. Also installed are our 89-type connecting blocks and 310-type connectors.

During a news conference that was held prior to the ribbon cutting, AT&T Network Operations manager Ray Hicks talked about the significance of having the 4ESS facility in Omaha. It is the second such facility in Omaha, he said, with the other center located at 19th and Douglas streets.

"With this additional system, the opportunities for economic growth and development are unbelievable," he said. "This should enable Nebraska to make even greater strides in attracting new industry."

With the addition of this new facility, AT&T will double its capacity for switching long-distance calls both in and out of Omaha. The Downtown facility handles 700,000 calls per hour, so "with a second electronic switch, our switching capacity in Omaha will be enormous," Hicks said.

"Looking at the business growth in Omaha and the demands of telephone-based industries here, Omaha could have reached the capacity of its (Downtown) switch sometime next year."

He mentioned that just 10 other



IT'S OFFICIAL...On hand to cut the ribbon were (from left) JR Newland, Ray Hicks (hidden), Omaha City Councilman Richard Takechi, Bob Bel the Chamber of Commerce, Mayor P.J. Morgan and Steve Hindman.

cities in the United States have multiple 4ESS switching systems, including New York and Los Angeles.

Another advantage to having two separately located switching systems is the diversity it provides in the event of disasters such as a tornado or fire. If something were to happen to one facility, calls could be routed through the other facility, thus assuring customers of uninterrupted long-distance service.

Interest is growing

According to Steve Hindman, AT&T sales director for Nebraska and Iowa, Nebraska is at the crossroads of two AT&T transcontinental fiber-optic routes. The state is emerging as "the No. 1 state in the nation for technology and telecommunications," he said.

AT&T advanced the schedule for the new facility because of growing interest in specialized telecommunications services intended for heavy users of long distance, Hindman said.

Among them is AT&T MultiQuest. This nationwide 900-type telephone service is used by businesses and telemarketing companies to provide callers with information via two-way communications.

Other services include Megacom® WATS service and Megacom® 800 service (for heavy users of outward and inward long distance), and Software Defined Network service (for large businesses with geographically dispersed locations and internal corporate communications requirements).

Hindman said one reason AT&T chose to build the new facility in the Omaha area is because of its proximity to many of the major users of specialized telecommunications services. "This can have a substantial impact on the cost of their long-distance service, enabling them to expand their operations in a more cost-effective manner."

Commenting at the news conference, Mayor Morgan said he expects that the 4ESS facility will help existing businesses and encourage other businesses to consider locating in Omaha.



VERY INTERESTING...Customers were among those who toured the 4ESS facility after the ribbon-cutting ceremony.

The (quality) beat goes on

Although it's been awhile since IBU 583 (sheet metal fabrication, painting and packing) received a plaque officially signifying that the area has earned quality process certification, the spirit of quality improvement continues.

The efforts employees have put into attaining certification are ongoing, noted Sharon Foster, who chairs the IBU's core certification team.

"I think employees all realize it's important," Foster said. Before certification efforts began there was a tendency to take shortcuts in the manufacturing process. "Now we take the time (to take the proper steps) because in the long run it pays off."

Today the IBU's rejection rate is down, scrap is down and "the defect rate is much lower – about one percent – than it was prior to certification efforts," said IBU

supervisor Roy Dohse.

"Our shipping performance is among the best in the plant," he said.

Foster and her quality certification teammates – Evie Winters, Eileen Stock, Janet Beccard, Lanette Moore and Charlie Williams – insist that certification would not have been achieved without teamwork.

"We turned over a lot of rocks and opened a lot of cans of worms," Foster said, before certification was finally granted in May of this year.

Get Organized

Organization became a top priority among all employees from the time statistical quality control (SQC) conducted a baseline audit of the IBU in April 1989. The audit outlined areas that needed improvement to gain certification.

The certification team and co-workers set out together to update drawings and templates – long overdue particularly with regard to silkscreens used in product marking – throwing out those which were obsolete. They focused on calibrating gauges so that they can accurately measure sheet metal and paint thicknesses as prescribed in production layouts.

They developed a routing sheet system whereby employees mark off that process checking has been performed at various manufacturing stages according to layouts.

"Before, we couldn't tell who worked on a part," Foster noted. With the routing sheets "we know who does what and that each step is done by layout."

"We're now aware of what is required," said Eileen Stock.



PROUD MOMENT...Greg Hughes congratulated members of the sheet metal certification team at a plaque presentation ceremony earlier in the summer. Accepting the plaque were (left to right) Janet Beccard, Sharon Foster, Evie Winters and Lanette Moore.

Works reviews its quality quotient

Employees regularly use a computerized lot tracking system on the shop floor as they complete their respective jobs. "With thousands of parts on the floor it's important to know where they are" in the manufacturing process, Stock explained. "It's much easier to find a job now," and set-up times have been reduced.

IBU supervisor Patrick Tyrance praised the teamwork that was successful in "trying to change (for the better) attitudes and habits that have existed for years."

Lanette Moore added, "We're taking more responsibility so that there is "quality at the source. Quality is built into (the product) rather than 'inspected in.'"

When Greg Hughes, president of AT&T Network Cable Systems, presented IBU employees with a certification plaque earlier this summer, Moore was their spokesperson and gave an overview of their accomplishments. Employees gave T-shirts to Hughes and Works manufacturing vice-president JR Newland which proclaimed the IBU's certification status.

Working partners

Now the certification team is taking steps to ensure that employees maintain the momentum of improving the quality process. Each member is acquainting another IBU employee with the formal details of certification. They work as "partners" until, one by one, all employees in the IBU have had a chance to broaden their knowledge of what certification entails.

Foster also said that employee "reps" have been designated in various work areas of the IBU. They are responsible for running "checks" on formalized procedure, and calling attention to instances where updates are needed. When it is time for recertification, the IBU should be ready, she explained.

"We're still going to have problems," said Stock. "Things will keep cropping up" regardless of improvements that have been made.

"The difference is we don't let them slip by anymore without resolving them."

How does Omaha Works quality measure up?

We're getting a clearer picture as the Works undergoes audits and evaluations and reviews scoring feedback on our trial entry in the AT&T Chairman's Quality Award competition.

The Chairman's Award has been revamped to match criteria for the Malcolm Baldrige Award, which was created by the U.S. Congress in August 1987.

The Baldrige Award is now recognized as the national standard for quality improvement in industry. Presented by the president of the United States during October – National Quality Month – up to six awards may be bestowed. In two years just five total have been awarded.

AT&T did not enter Baldrige Award competition this year, but its business units submitted entries in the Chairman's Award competition. Omaha, Phoenix and Atlanta Works locations consolidated separate applications into one trial entry for the Chairman's Award, said Chuck Meyers, quality engineering manager.

"This is how we can assess how we would fare against Baldrige criteria, Meyers said. Ultimately, AT&T wants to seek that award.

"We wrote our applications back in April," Meyers noted, and in mid-June we scored it internally. Department managers and techpros were trained to evaluate how we met criteria.

Although we were not official entrants in the Chairman's competition this year, the entry process itself is invaluable, Meyers said, because it makes us take a hard look at ourselves.

For example, do we adequately communicate quality values and provide ample training opportunities for employees to achieve excellence? Do we have long-term programs with documented, measurable results?

Our internal scoring has given us direction. On the plus side, we get high marks for having "good

systems for controlling product quality internally," Meyers said.

But we need to work on "important metrics" such as improving our measured operating income (MOI) as a percent of sales to reflect world class stature, Meyers said.

This year's trial run for the Chairman's Award prepares us for an official entry next year, he added, when the Works also will join forces with Phoenix and Atlanta to seek the AT&T Network Systems Bonnie Small Award. Criteria for that award also have been rewritten along Baldrige Award standards.

Meyers pointed out that there is more to measuring up to quality standards than just to win prestigious awards. In a word, the customer.

Customers expect quality products and services and, in fact, "we're subject at any time to an audit by the customer," he said. In late August, Belden Wire and Cable Co. conducted an audit of all of our EW&C (electronic wire and cable) operations. Next year, Bellcore will conduct an audit throughout the plant in behalf of the regional Bell operating companies.

In preparation for Bellcore's audit, quality program evaluation (QPE) training has been conducted among supervisors and shop layout personnel. This is in addition to continued training of personnel who will serve as internal examiners of future entries in various awards competition.

Meanwhile, quality process certification efforts in the shop are picking up speed, Meyers said.

Whether we are seeking an award or customer approval, certification is still the key to "establishing a good foundation for quality improvement."

etc.

Peak interest climbs

What began as an informal mountain "hike" among a handful of employees back in 1978 has become a tradition at the Omaha Works.

Each year notice of the annual "Longs Peak Adventure" is made in the in-plant WEOMA News publication, inviting employees, families and friends to tackle the famous Colorado mountain together on a given mid-summer day.

Today, 12 years later, an estimated 70 employees and numerous family members and friends have taken that challenge, according to Darwin Fager of Dept. 704.

This year a contingent of 16

people – including Greg Hughes (Network Cable Systems president who read about the climb in the WEOMA News) and JR Newland (Works manufacturing vice-president) – made the climb. Nearly all of them made it to the 14,256-foot-high summit.

Fager has unofficially become the organizer of the annual trek, ever since he read the story about the 1978 climb in the *Westerner*. The next year he and brother Mike (Dept. 748) set out to conquer the mountain.

In their slightly arrogant optimism, the Fagers were sure they could better the 15-hour climbing time of their predecessors (Jerry Gau, Larry Fisher, Clay Higginson,

Bob and Bill Alf). But sometime after daybreak, serious fatigue and doubts set in. They did reach the summit but not without leg cramps and blisters.

Still, they were hooked and resolved to be better prepared to climb Longs Peak the next summer. By now word had gotten out to fellow employees about the Fagers' trip – they wanted to know if they could go on the next climb, too.

So Darwin Fager began setting up an annual date when people interested in tackling Longs Peak were to meet in Colorado and make the ascent together. So much interest was generated that some began making the trip at their own convenience, sometimes several times in a season, Fager said.

Besides Fager, Hughes and Newland, other employees who made the climb on Aug. 4 were Bill Huckins, Jeff Nielson, Tracy Voegeli, Don Roach, Ken Deman, Dan Kuiper and Arnie Kelson. For some, this was a repeat adventure – Fager himself hasn't missed one of the treks since 1979.

Generally climbers have been blessed with reasonably good weather in past years, but this year they encountered turbulent conditions, including a hailstorm.

"What you do is you crouch down wherever you can and pray that you don't get hit by lightning," Fager said. Longs Peak isn't the tallest mountain in Colorado, but due to "a long, tortuous hike and some pretty tricky stuff" at the higher elevations, "it's truly one of the toughest in the country."



MOUNTAIN MEN...Those who made it to the top in this year's Longs Peak Adventure included (clockwise from center) Greg Hughes, Bill Huckins, Jeff Nielson, Don Roach and Darwin Fager.

The reasons why people make the climb vary, from the chance to test one's physical fitness to the "thrill of danger," he added.

But as to why employees have chosen to climb as a group, Fager said, "there's definitely an AT&T camaraderie there. We're even thinking about extending invitations to Phoenix and Atlanta Works employees for next year's climb."

If they accept, they'll meet the Omaha group at the Longs Peak ranger station starting point in the wee hours of the morning, ready to start their climb.

Fager will be there too. "I go to see if I can still climb it, and I mean to keep going until I'm 60."



Tune in the news

Television monitors were being installed in the main and satellite cafeterias of the Works at Westerner deadline time, part of a new video communications system.

The system taps into the Works' fiber optics backbone, which was installed several years ago, making it possible to disseminate news and information to employees on a 'mely basis.

Works manufacturing vice-president JR Newland sees the system as an opportunity to improve communications within the plant while greatly reducing paper copy distribution and lag time between preparing and receiving information

News generally will appear silently on the 27-inch monitors

in text form (not unlike weather information that is presented on some cable TV stations). However, the system has the capability to make audiovisual presentations as well.

The public relations department is responsible for preparing and entering data into the system daily, but all employees are invited to submit news items by using forms available through department secretaries.

The video communications system is scheduled to be fully operational by early fall.

Made an impression

Add this to the file of Omaha Works success stories.

AT&T has won a \$6.2 million contract with Offutt Air Force Base, thanks to a teamwork effort that involved Works employees.

About a year ago the AT&T Account Management team for the air base arranged for the use of the Works' Product Display Center and a plant tour for base representatives. Offutt was in the market for cable products, and its selecting board was interested in what AT&T had to offer.

AT&T recently was awarded the contract based on the fine product presentations and cooperation shown to the customer throughout the visit, said senior account executive Paul Wilson. The contract encompasses many AT&T products, including copper, fiber, house cable, 89 hardware and fuse protectors.

Wilson added, "The Air Force people here at Offutt are very pleased that AT&T was the winner."



TEE FOR ONE...Judy Stroy displays a T-shirt like the ones AT&T employees wore in the 10th annual Corporate Cup Run.

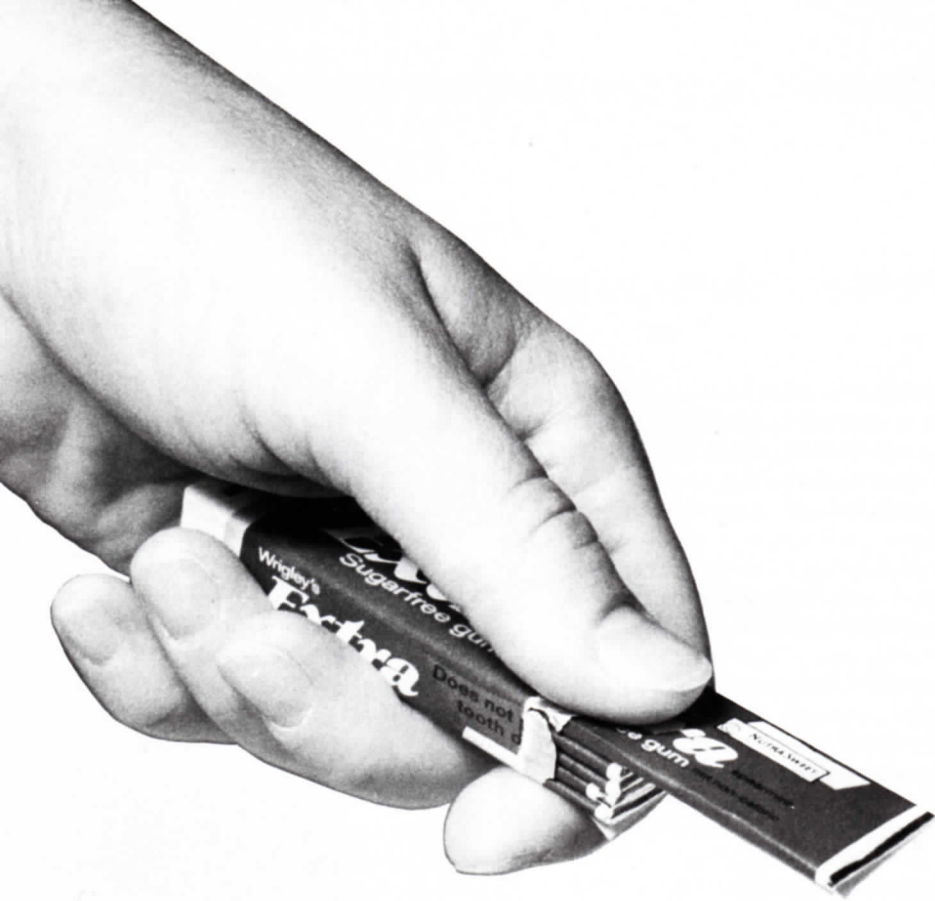
Run with the rest

AT&T employees from the Omaha Works and other locations throughout the metro area participated in the 10th annual Corporate Cup Run on Sept. 16.

At Westerner deadline time, more than 300 employees were signed up to walk or run with an expected 15,000 participants (weather permitting). The run traditionally covers a 6.2-mile course that starts in Downtown Omaha.

Enthusiasm for the event grows each year, said AT&T's coordinator for the event, Judy Stroy. Proceeds from entry fees benefit the American Lung Association, whose programs assist more than 100,000 Nebraskans yearly.

(Continued on next page)



etc. continued

Clearing the air

The Omaha Works has joined a growing number of businesses that have opted for a smoke-free working environment.

As of early September, smoking no longer is allowed within any of the Works buildings. However, three smoking "huts" have been provided in the courtyard for employees who feel the need to smoke during break and lunch times.

"We want to make the Works a healthier place to work," said medical director Dr. Richard Barry. We should be well aware of the health hazards to the smoker, he said, and studies have indicated that second-hand smoke can be harmful to non-smokers as well. "We're all going to benefit from the policy."

A change in smoking habits will not be easy for employees, Dr. Barry noted. The medical department is overseeing a number of programs designed to help smokers overcome their habit – such as The Stop Smoking Plan – and has several informational leaflets that may be helpful. Employees who

want more information should call the department at Ext. 3333.

Dr. Barry urges employees to be patient with and supportive of co-workers who smoke and who may be trying to quit the habit. An offer of a stick of gum, some hard candy and encouragement could go a long way.

Save those cans

Can recycling has resumed at the Omaha Works.

The successful can-recycling program, Cans for Kids, was discontinued earlier in the year. Employees of IBU 597 had voluntarily conducted the program for two years on their own time and raised some \$15,000 that was used primarily to help children at a local shelter for homeless families.

Now the Cornhusker Chapter of the Telephone Pioneers has begun its can recycling project called We Can Give. Darwin Fager of Dept. 704 submitted the winning name for the project in a contest held earlier.

Life member coordinator for the Pioneers, Tom Baye, is overseeing

the operation of the project. About 20 drums for can collecting have been placed throughout the plant, he said. In addition, Buildings 30 and 50 parking lots each have a large dumpster for people to drop off their cans.

"Response has been very good," Baye commented. "We're pleased with it. Comments I've heard throughout the plant indicate that people are happy we're starting up the program again." Collection proceeds go to the Pioneer charitable fund.

As before, the operation is a voluntary effort during off-work hours. Future, active and life member Pioneers have worked out a system whereby cans are picked up from the collection drums and deposited into the dumpsters. An outside collecting firm has agreed to pick up the cans on a regular basis and pay the going rate for aluminum cans.

Pioneer administrator Bob Miller said, "We're really glad to see the cans being collected instead of just thrown away. Anymore, it hurts to throw away a can."

The earlier Cans for Kids recycling project, by the way, went beyond helping the community's unfortunate youngsters. Along the way it managed to gain some national attention, the most recent being mention on Paul Harvey's syndicated radio program.

Alcoa aluminum company placed an ad on Harvey's show. The text for the ad, which Harvey delivers, generously mentioned Omaha Works employees' voluntary project and how it has benefitted the community.

(Continued on next page)

Activities mark Hispanic heritage

September has been a busy month for members of the Omaha Chapter of the Hispanic Association of AT&T Employees (Hispa) as will October.

Hispa has been planning and participating in several events in conjunction with the observance of National Hispanic Heritage Month in September, said Hispa president, Richard Carmona of IBU 584.

Omaha Works employees shared in one of the events in late September when a local Hispanic folk-dancing group performed in the main cafeteria during the daytime lunch period.

Hispa sponsored the performance by El Gruppo Guadalajara because, "we wanted to share some of our culture with our fellow employees," said Hispa member Dorothy Armendariz of IBU 596.

Ranging from grade school to high school age, the young dancers performed traditional

Mexican dances representative of Mexico's various states. Their garb also was representative of that country's different locales.

The dance troupe was organized to teach particularly Hispanic children the dancing traditions of their heritage, Armendariz said. However, non-Hispanic youths are welcome to join the group as well.

Earlier in September, the local Hispa chapter participated in the citywide National Hispanic Heritage Month Banquet, sponsored annually by the city of Omaha. Several Hispa members served on the event's planning committee, Carmona said.

The chapter also took part in the Hispanic Employment Council of Nebraska (HEP) seminar. The organization's purpose is the enlighten the community about educational and career opportunities that are available for or that are still needed by Hispanics.

On Oct. 28, the AT&T Hispa chapter will jointly sponsor the

United Latino Scholarship Banquet at the Red Lion with the US West SOMOS organization and local G.I. Forum chapters.

Originally, each of these groups held their own scholarship banquets until the decision was made to consolidate their efforts for the first time this year.

They pooled their resources, Armendariz explained, to attract more attention within the community and thus gain greater support for their individual scholarship programs.

The Hispa chapter will present a \$500 scholarship to each of the following:

– Marguerite Toledo, daughter of Vince and Teresa Toledo. She is a 1990 graduate of Cathedral High and will attend the University of Nebraska at Lincoln to study international business. Her father works in IBU 597.

– Matt Huerta, son of Mike and Diane Huerta. A graduate of Burke High, he is a two-time Hispa scholar. He is a senior at the University of Nebraska at Omaha where he is studying banking. His father works in IBU 581.

– Michael Gomez, son of Larry and Lucy Gomez. He graduated from Central High and begins marketing and advertising studies at Rockhurst College this fall.

etc. continued

Promotions announced

The promotions of two Works engineers have been announced. Their promotions were effective Aug. 1, 1990.

Dick Sudyka has been promoted from occupational engineer to senior engineer in Dept. 743.

Also in Dept. 743, Jay Dempsey has been promoted to senior engineer from occupational engineer.



Jay Dempsey



Dick Sudyka

New ETOP courses

School's back in session, and the Enhanced Training Opportunities Program (ETOP) is providing several courses for represented

employees. Most courses last 10 to 12 weeks.

Hourly employees have enrolled in two new courses taught at Metro Tech College: refrigeration, air conditioning and heating, and construction technologies (framing carpentry).

"We're trying to offer employees the kinds of vocational training they're interested in but not necessarily work related," said John Schwenck of the Employee Resource Center.

Salary-graded employees are taking courses that are being offered at Millard North and South high schools. One course, bookkeeping and accounting, is new while the other, shop math, is being offered for the second time.

Meanwhile, other courses are available on premises in the ETOP classroom: materials management (for salary-graded employees), introduction to computers, Autocad, Lotus 1-3 and Harvard Graphics.



Marguerite Toledo



Matt Huerta



Michael Gomez

AT&T's support rates APICS award

AT&T has become the first company to receive a special recognition award from the 20-year-old Midlands Chapter of the American Production and Inventory Control Society (APICS).

The Company Recognition Award, which was presented at a chapter dinner meeting Sept. 19, acknowledges the contributions AT&T has made to APICS and particularly to the Midlands Chapter, said Dan Kraemer.

Kraemer, who is a master scheduler in Dept. 532, was president of the chapter for 1989-1990, the year for which the award was given. Two other Works employees, department managers Wayne Andersen and Dick McGaughey, also have served terms as chapter presidents in past years.

That kind of support of APICS, Kraemer noted, is one of the reasons why AT&T was selected for the award.

APICS is a professional organization whose goal is to "promote the education and general knowledge of people in the materials management field," Kraemer

explained, with regard to current production and inventory control practices.

The Midlands Chapter's board of directors chose AT&T for the award last May, citing the following Omaha Works contributions:

- The company sponsors two corporate memberships at the Works.
- McGaughey was sponsored as a charter member when the chapter was formed in 1969.
- Other Works employees in the chapter have been supportive by holding numerous chapter board of directors positions over the years.
- The Works has printed and mailed the chapter's monthly newsletter for several years.
- The company supports regional APICS activities, with Wayne Andersen currently a member of the Midwest Region directing staff.
- The Works sponsors employee attendance at chapter seminars and conferences, frequently holding review courses on premises.
- The company encourages

Works employees to seek APICS certification. Currently 47 employees have earned a CPIM (certified in production and inventory management) designation.

Certification is earned by passing five of six tests that the organization has developed on inventory and production management. Those tests cover materials resource planning, Just-in-Time management, inventory control, shop floor control, master planning and capacity planning.

Certification is encouraged, said Kraemer, because "we believe that by preparing for and passing a series of rigid APICS examinations, individuals will achieve a higher degree of professionalism that is so necessary to compete in today's ever changing business world."

Wayne Andersen said the award signifies AT&T's commitment to "innovative materials management concepts.

"AT&T's support of APICS assures me that we're headed toward world-class manufacturing status."

The Works' association with APICS is apparent in our materials management policies and procedures which "reflect the body of knowledge promoted" by the organization, he said. For example, it can be seen in the way we have reduced storeroom and shop floor inventories, and how we handle distribution of our products.

He added that many AT&T competitors, such as IBM and Northern Telecom, also strongly support APICS.

The market is becoming so competitive, Kraemer and Andersen mentioned, that APICS has developed yet another certification/examination program called CIRM (certified in integrated resource management).

One of its main purposes is to develop individuals who can work effectively in teams across functional areas – from human resources to marketing – as a result of understanding the complete manufacturing enterprise.

Kraemer and Andersen agree that the new program will be an important aid in understanding the changing business environment and the integrated business disciplines necessary for success.



Drive mixes fun, sharing

A turn-of-the-century, Old West style gathering of Omaha Works employees will go a long way to help our "pardners" who rely on United Way/CHAD services.

Pardners like young Mike Taylor. Mike is 11 years old and is a student in Bancroft Elementary School's special education program. Like many youngsters his age, he's active in soccer, Little League baseball and the Boy Scouts.

But Mike faces one more challenge than most kids his age. He has Down Syndrome, a chromosomal abnormality that changes the orderly development of the body and brain.

Children with Down Syndrome vary in mental ability, behavior and development, but still must be helped to learn everyday tasks that youngsters without disabilities learn incidentally.

Growing up can sometimes be difficult for a Down Syndrome child. Fortunately, United Way/CHAD agencies such as the Greater Omaha Association for Retarded Citizens (GOARC) and the Easter Seal Society help kids like Mike to adapt to the world around them.

For instance, Mike is learning to expand his horizons and develop his social skills by attending Easter Seal Camp. His parents are active in GOARC's Pilot Parents, a support group for parents whose children have developmental disabilities.

"Omaha Works people make the difference" was an appropriate theme for this year's internal United Way/CHAD campaign, said campaign chairperson Mike Fuller. Through our efforts and those of others in the community, families like the Taylors do not have to face alone a lifelong challenge of raising a retarded child.

"The 3,100 employees we have at the Omaha Works can make a considerable impact in this community by participating in the annual campaign," Fuller stated. "We have an opportunity to help solve growing problems and make a difference in the lives of those who need our help."

This year's campaign rallies for Works employees were held in



HAPPY TRAILS, PARDNER...Employee support of United Way/CHAD agencies will help people like young Mike Taylor.

latter September on all three shifts. As with last year's internal campaign, the gatherings were informal and afforded an opportunity for employees to acquaint themselves with United Way/CHAD services.

Fuller and his committee planned a "chautaugua" theme for the rallies, reminiscent of the turn-of-the-century institution that mixed popular education with entertainment.

There were snacks and liquid

refreshments, and representatives from various United Way/CHAD agencies spoke about their programs.

The day was complete with a good, old-fashioned melodrama — "Love Rides the Rails" — written and performed by employees. Employees also were encouraged to help set the mood by coming to work that day dressed in late 19th Century/Old (and not so old) West garb.

The relaxed festivities were planned to "give something back to employees — let them know that the contributions they make are appreciated," Fuller said.

Working with him on the campaign planning committee were Kathy Fink, Jerry Berger, Marilyn Kobjerowski, Rog Howard, Rich Schmitz, Judy Mallory, Petricia Nicholson, Joyce Osler, Chuck Mann, Kathy West and Ron Johnson.



United Way
CHAD

It brings out the best in all of us.™

Service anniversaries

40 years

Richard Gazda 8/21

35 years

Robert Ackley 9/16
 Richard Edgman 9/6
 Thomas Lutzi 9/14
 Robert Miller 9/6
 Daniel Schrader 9/13
 Leo Sis 9/22
 Roger Swanson 9/6
 Norbert Totosz 9/13

30 years

Phyllis Andersen 8/8
 Larry Baker 8/9
 Melvin Bentzen 8/17
 Ronald Bush 8/29
 Fred Byers 8/12
 Ronald Carnegie 8/12
 Arthur Claussen 8/3
 Georgia Daily 8/25
 Phillip Grubb 8/31
 James Hospodka Jr. 8/8
 Arlyn Kastrop 8/11
 Otis Knutson 8/15
 Charles Lecrone 8/16
 Richard Maxwell 8/29
 Sondra Meadows 8/1
 Raymond Moore 8/19
 Roland Peters 8/10
 Larry Poffenbarger 8/3
 Max Reed 8/22
 Gerald Rue 8/2
 Ronald Siwa 8/29
 John Stodolka 8/1
 Gary Stott 8/8
 Leo Thietje 8/29
 Gary Todd 8/18
 Ecker Vino 8/25
 Gerald Volcheck 8/8
 Gerald Zenio 8/16
 Ronald Beckman 9/29
 Fredrick Cappello 9/15
 Byron Chard 9/14
 Ronald Coleman 9/6
 Jerry Fitzgerald 9/6
 Carl Joseph 9/20
 Dean Mongar 9/15
 Arlo Olsen 9/21
 Beverly Schuerman 9/12
 Norman Schuttler 9/16
 Leon Tyler Sr. 9/21
 Lanny Weaklend 9/9

Charlotte Wiebelhaus 9/30
 Bonnie Zeleny 9/28

25 years

Walt Armstrong 8/16
 James Brainard 8/24
 Donavan Burress 8/5
 Harold Davis 8/17
 James Ellinger 8/17
 Warren Ford 8/12
 Arthur Galloway 8/14
 Timothy Gillham 8/23
 William Goodwin 8/12
 Lloyd Gray 8/5
 Sheryl Hansen 8/24
 Beatrice Honaker 8/26
 William Jones 8/7
 Donnie Lee 8/23
 Rolland Leib 8/23
 Jerry Lukehart 8/23
 Walter Moore 8/30
 Delmer Neemann 8/11
 Alvertus Ott 8/20
 Lanie Reynolds 8/8
 Ivan Rueschhoff 8/24
 James Rush 8/18
 Thomas Vierk 8/25
 Danny Walters 8/16
 Charles Williams 8/16
 James Andry 9/1
 Charles Bailey Jr. 9/15
 Allen Buehler 9/20
 Donna Cunningham 9/9
 George Gage 9/17
 Ryland Giles 9/2
 James Hardick 9/21
 Ronald Hassler 9/27
 Anthony Johnson 9/27
 William Kirkley 9/30
 Jean Kohrt 9/13
 Barbara Kruse 9/1
 James Kvetensky 9/14
 James McDonald 9/13
 Dennis McNulty 9/16
 William Morgan 9/7
 Margaret Patterson 9/16
 Edmund Rodriguez 9/13
 Elizabeth Rowland 9/22
 Howard Rush 9/8
 Kazumi Russell 9/13
 Kenneth Schmidt 9/28
 Russell Sellin 9/15
 Harry Spangler 9/22
 Sterling Stuart 9/20
 John Sutej 9/27
 Gary Updegraff 9/27
 Donald Walraven 9/20
 Louis Wilson 9/9

20 years

David Bonacci 8/31
 Timothy Demont 8/31
 Gregory Kleve 8/31
 Jeanine Krogmann 8/31
 Pearlie McKeever 8/17
 John Mottine 8/10
 Larry Nelsen 8/30
 Betty Orley 8/30
 Ricky Palmer 8/3
 Jose Alvarado 9/14
 Douglas Arnburg 9/21
 Bernice Bekaert 9/15
 Betty Clanton 9/17
 Edith Coker 9/8
 Marilyn Davis 9/16
 Callie Drake 9/6
 Lee Fischer 9/4
 Gerald Giesing 9/14
 Daniel Glaessmann 9/28
 Luella Hendrix 9/4
 Lovetta Hoffman 9/27
 Michael Mainelli 9/5
 Linda Meyer 9/17
 Roosevelt Morgan 9/14
 Judith Mueller 9/14
 Delbert O'Neal 9/21
 John Phallen III 9/14
 Wilma Psota 9/14
 Thomas Risinger 9/14
 Rita Schimonitz 9/21
 Charles Schultz 9/21
 Donald Stewart 9/4

15 years

Sandra Viner 8/23
 Maxine Altic 9/24
 Thomas Diblasi 9/24

10 years

Judy Carper 9/20
 Ann Carter 9/6

5 years

Mark Jensen 8/26
 Marilee Mullin 8/21
 Bernadette Armbrust 9/24
 Shirley Dwyer 9/1
 Rose Ellis 9/1
 Dwain Elsasser 9/24
 Susan Gantt 9/1
 Gary Jackson 9/1
 Joan Jacobsen 9/1
 Perry Krom 9/1
 Rutha Lee 9/2
 Mark Liekhus 9/1
 Rosemary McCormick 9/24
 Mary Nichelson 9/24
 Edward Powell 9/1
 Sandra Ries 9/24
 Claudia Spencer 9/25
 Donna Sumner 9/1
 Karen Wilde 9/1

Retirements



Geraldine
Moskal
24 years



Ronald
Carnegie
30 years



Werner Levy
22 years



Rosemary
Grego
27 years



James
Hospodka Jr.
30 years



Joyce Lively
18 years



Monica Clark
23 years



Don Cox
32 years



Marie Cook
32 years



Norma Landon
30 years



Ramute
Mitchell
25 years



Gary Beutler
30 years

Not pictured:

Laverne Adams--28 years
Glenda Allen--24 years
Phyllis Belter--25 years
Nancy Blanchard--29 years
Jonathan Boothe--24 years
Vaughn Carlson--33 years
Donald Carstens--33 years
Mary Cornell--33 years
Connie Dolleck--22 years
Roberta Endorf--23 years
Frank Finnberg Jr.--29 years
Donald Haluza--26 years
Freda Hernandez--20 years
Judith Jansen--29 years
Bill Jones--25 years
Dorothy Kot--20 years
Eleanor Krutina--20 years
Donald Landon--30 years
George McMorrان--34 years
Joyce Murph--20 years
Billy Murphy--33 years
Sonny Oltman--28 years
Jack Philby--31 years
Margaret Povondra--12 years
Lanie Reynolds--25 years
Barbara Rimington--21 years
Marsha Seals--28 years
Charles Stewart--38 years
Robert Tjarks--31 years
Carol Tramp--29 years
Gordon Wheeler--24 years
Marlene Wortman--22 years

Correction: The last issue of the Westerner incorrectly listed Donna Roth as a retiree. Roth remains on roll in IBU 595.



Ellen Lynch
19 years



Louise Thomas
14 years



Bill Montalbano
33 years



Loree Post
19 years



Robert Goodwin
21 years



Photo by Chris Kotszewa

Last frame

The shrieks of people's voices as they ride the roller coaster. The smiles on children's faces as they compete in gunnysack races. The sweet smell of cotton candy.

These are the sounds, sights and smells of summer, especially if you attended the annual AT&T employee picnic at Peony Park earlier this month.

Works employees and their families joined those from other local AT&T entities – nearly 8,000 people total – for the traditional last celebration of the summer.

They competed in games, played bingo, and danced to a tune or two. The Corny Clowns made them laugh and if they didn't, kids in their newly painted faces or artistic caricatures of picnickers provoked smiles. This year – for the first time – people had use of the park's beach for swimming, thanks to the prolonged summer heat.

And they rode rides...lots and lots of rides until the day was over

at 6 p.m. The picnic planning committee of Hank Wnuk, Miyeko Kotszewa, Jim Williams, Jerry Zenio, Dee Kelly and Denny Karloff had helped to create yet another fond memory of a summer gone by.

There will be another tribute to summer next year, but until then there is the grind of a car that won't start in subzero temperatures. The grimacing faces of people as they are pelted by freezing rain. The stench of car exhaust fumes in a typical snowstorm traffic jam.

These are the sounds, sights and smells of winter.



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