

Crates combine kitting and kanban techniques

A new wooden "kanban crate" has been developed by employees in Bldg. 50's metal fab shop. The crate is a container for the kitting of parts used in the manufacture of the 51A cabinet. The kitting process brings together all the parts needed to assemble a cabinet. The kanban technique involves gathering together only those parts needed to complete the required number of cabinets. The parts are gathered together in the metal fab area (kitting). The crates are then sent to 30 Bldg. for painting and cabinet assembly.



Carpenter DOUG STUDY says he cut all the kanban crate parts at once. Each crate took about three hours to build.

Employee Involvement

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The larger metal piece parts are stored upright in the base while the small piece parts are laid in compartments in the crate top. The required number of parts and the parts outlines are drawn on the plywood.

Use of the crate has eliminated the need for parts to be sent to and selected from the storeroom for 30 Bldg. The kanban kits have also reduced damage and loss of parts.

Members of the metal fab IBU discussed the need for the crate, then worked out the details with the end users in the cabinet assembly area.

The crate was designed by DWIGHT LOCKHART and SUSAN DELLINGER in the metal fab shop. Pre-cabinet Assembler JOHN HERRMANN and Final Cabinet Assembler GENE McKENNA provided their input from the Bldg. 30 cabinet shop about the parts they'd like included in the

Continued on col. 1, pg. 3.



Meet the folks behind the kanban crate...ED SNAWERDT, welder; CHARLIE WILLIAMS, certification/quality; SUSAN DELLINGER, planner and crate designer; DWIGHT LOCKHART, welder and crate designer; JOANN HRABIK, assembler; JUDY DURAND, packer; BILL WITTE, fab; JIM BUNTING, fab and JAN BECCARD, silk screen.

AT&T and Universal Bank have announced that the AT&T Universal Card has set an industry growth record and vaulted into eighth place on the Top 10 list of most popular bank credit cards in the United States.

Some 2.7 million AT&T Universal Card accounts have been opened since the card was introduced March 26. The card became the eighth most popular bank credit card in only 140 days from its introduction. AT&T announced its one millionth account in early June, only 78 days after its introduction.

A new variation of the card—AT&T Universal Card-Gold Mastercard—is now available. Consumers already have a choice between Visa and Mastercard for their account, which serves as a long-distance calling card and a general purpose credit card.

One world. One card.

The AT&T Universal Card is free for life for consumers who sign up in 1990 and use the card at least once a year thereafter. Among other benefits: a 10-percent discount for AT&T calls charged to the card, an unparalleled service guarantee and emergency legal, medical and roadside automobile assistance.

EMPLOYEE OFFER

AT&T employees qualify for a special 15.9 percent variable annual interest rate. That's a nearly three percent employee discount! Call the special employee number 1-800-432-5572. Please follow this schedule: If the first initial of your last name is A-F, call on Tuesdays; G-L on Wednesdays; M-R on Thursdays and S-Z on Fridays.

Remember. Diamonds are only lumps of coal that stuck to their jobs.

—B.C. Forbes

First recertification audit is a success



Certification team members include (front, l. to r.) DENNY GOSCH, BOB KOSTER, BOB HOLZ, BOB BELIK, JERRY GLENN and PAUL PEREZ. (Back, l. to r.) JIM KAJDASZ, AL DROZDA, MARTY HOMES, GARY REESE, CHERYL CINCETTI and CHARLIE GIBBS. Members who were absent when this photo was taken were RICK NOVAK, DOUG BRAKE, AL ELLEFSON, RAY KNIEVEL and CATHY PLACZEK.

The #1 wire draw, compound room, and two die labs in the cable plant are the first to be recertified under the Omaha Works certification program.

An area must undergo a recertification audit one year after certification to assure that standards are being maintained.

Certification team secretary **MARTY HOMES** says "since we're already certified, we have to be better just to be good."

The area first achieved certification in June 1989, and underwent a recertification audit in late July 1990. The area was notified of their successful recertification in early August.

EW&C Engineering Manager **GARY EPP** congratulates the team on its unprecedented success, saying "receiving certification is worthy of praise, but exhibiting the discipline necessary to remain certified after one full year is worthy of the highest praise!"

Kanban crates (continued from pg.1)

crate. John and Gene are the end-users of the crate contents.

Lockhart says there were a number of things considered in the design. "First of all, we wanted to keep the parts from being bent." Sue Dellinger explains that with the new system "the parts are handled less. We put the unpainted parts into the crate. After painting, the cabinets are assembled. They never go to the storeroom. We also sort parts a lot less."

Each of the eight kanban crates holds parts for two cabinets and was built by Carpenter **DOUG STUDY** of Dept. 784. Crate design to completion took only three weeks and Study says the key to getting the job done quickly and correctly was to work together. "When they wanted changes, they brought it to me right away. This crate started out being 8 feet long. They got it down to five. We all worked together to get it done."

After Bldg. 30 paint, the 51A cabinet crates reach John Herrmann in cabinet pre-assembly. John says "these crates are designed to meet the needs for one particular cabinet—the 51A. Damage to the parts has been kept at a minimum and the time savings have been fairly significant."

"They're working out beautifully," according to 51A final cabinet assembler Gene McKenna. "They're very organized and they're very complete. We have no complaints whatsoever."



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Why are manufacturing process controls so important? by Doug Brake, Omaha Works quality engineer

(This is the third in a series of articles dealing with quality issues at the Omaha Works).

Controls in the form of process checks should be in place to make sure all product requirements stay within the design limits. These controls should be specified in the layouts for each area.

Process checks must be recorded if the layout specifications call for documentation. Records must show that the checks were made. Traceability of the information should be maintained throughout the process so defects can be tracked down. To control the process, we need to be able to locate the problem using our data.

All equipment necessary to make and record a process check should be available to the operator.

AT&T OMAHA TEAM WORKS TOTALS

Status report as of Aug. 17, 1990

Ideas submitted	
Tangible	1,178
Intangible	638
Ideas approved	
Tangible (approved)	113
	\$803,565.
Intangible (implemented)	159
	\$1,894,495.
Intangible	268
Ideas not approved	
Tangible	600
Intangible	274
Performance shares issued	
Tangible	56,987,858
Intangible	2,953,000

What do you think?

Training's BEV CAVANAUGH is looking for your suggestions for the OMAHA TEAM WORKS bulletin boards in the main and building 50 cafeterias. What type of information would you like to see? Give Bev a call with your ideas on ext. 3644.



Safety is an attitude

You've got to have the right attitude to be successful and safe:

—Keep your thoughts on the present. Don't be distracted or daydream about last night, your weekend plans or troubles at home. If you do, tell yourself to deal with the distraction later, and forget it until then.

—Make time for safety. Deadlines and work pileups may rush you, so take a minute to examine your time needs, schedule your day and make time to do everything safely.

Come on to our house, our house-a, come on!

FRANK MARKESI in the Product Display Center says representatives from two of our very significant RBOC customers visited the Works in August. From SOUTHWESTERN BELL...product evaluators and contract purchases managers looking at our 40-type and the 80E and 80A cabinets. Reps from PACIFIC BELL were also in town to check out the product lines. AT&T values these fine customers. Upcoming visitors scheduled for September include reps of MEXICO TELCO. Frank reminds everyone to read the article in the latest issue of FOCUS Magazine on manufacturing as part of a winning sales team. It's interesting reading, so please don't miss it!

From the fine folks in purchasing and transportation...

A price reduction was achieved on a sleeve for the building entrance protector totaling \$217,000. O-Sung Industries, a

Korean vendor, was approved at a unit price of \$2.60 each compared to the previous vendor price of \$6.95. That's competition and DICK JENKINS at their best. Savings totalling nearly \$670,000 have been realized through the efforts of DON POOLEY and his great teammates...Don and SCOTT MAUCH negotiated with six janitorial vendors, settling on Servicemaster Co., with a savings of over \$165,000 over two years. When Pooley and his people teamed up with Engineer RON MONROE to buy automated assembly machines for an area cell in the central office IBU, reduced purchase costs totalled over \$490,000. Let's hear it for these fine folks.

Did you know Supervisor DON COX retired on Aug. 14 with 32 years of service and is starting a new family business in southwestern Missouri? He's gone, folks, out the door and on to new things! We wish him the best of luck!

Hello...Operator?.....

AT&T has opened a new long distance operator center in Omaha that will showcase AT&T's Operator Services Position (OSPS), the newest generation of technology for providing operator services. According to AT&T District Manager MIKE COX, "Our new OSPS system will further enhance the service we give our customers and at the same time result in improved efficiency for AT&T. Each operator will handle a greater share of the 33,000 operator-assisted calls which are placed daily on the AT&T long distance network in Nebraska, Iowa, Minnesota, North Dakota and South Dakota."

The operator center, located at 118 S. 19th and Douglas Streets, employs 140 operators.

"What happened to you when you advertised for a husband?"

"I got 16 answers and they were all the same thing."

"What was that?"

"You can have mine."