



# Employee Involvement

# Today Omaha Works

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## Team draft is a success!

AT&T "Coaches" congregated recently to participate in an NFL-style draft to select teams they'll be coaching during the next 12 months.

The draft was a major step in setting up the coach/team system of the Continuous Quality Improvement Program (CQIP) scheduled to begin March 5.

Over 350 self-formed and created teams are being encouraged to come up with ideas that, when implemented, will result in substantial savings for the Omaha Works.

The CQIP coaches--Omaha Works supervisors--drew lottery numbers establishing in which round each coach could make her/his team pick.

GARY O'CONNOR, IBU 559-3, drew number one, giving him the first choice, while KEITH OSTRAND of Customer Service drew the last number. Keith says "Even being last, I've got the best teams there are."

Area Coordinator PAT MEIMAN says "We have a good start on this team concept and it's going to go a long way to help Omaha stay competitive."

The draft continued for three rounds. Following the draft, coaches were allowed to trade teams with other coaches. All such trades were completed by the end of February.

Team leader training was completed on March 2 and team meetings on company time begin March 5.

### left

MERLE DINSLAGE dressed the part for the NFL-based team drafting process.

### right

BETTY ANN BROWN waits for the paperwork on her team selections.



IBU 572 coaches keep a close eye on the team selection process, (l. to r.) JOE AVERY, TOM SCHULTE, GORDON VINER, RICH CROUCH, CAROLYN YATES, STEVE SCHAFFER and MIKE WENNINGHOFF.



The cable shop gang...MAC CURBEAM, DICK McGAUGHEY and MIKE PARIZEK...were on hand to help with the draft.



John LUCHT  
~~John~~ Rich + Passage

## Engineers host teens

During the annual engineering observance, Omaha's E-Week committee hosted 32 Millard South and Gretna High students interested in college studies in engineering and computer science. The kids were given an opportunity to tour the plant and visit with employees about career opportunities.

Gretna High Senior SEAN DYKE, son of AT&T employees THERESA DYKE and GARY DYKE, thought the plant was "awesome" and plans to study engineering and drafting at Metro Tech this fall.



Design Engineer KURT VANDERGRIEND helps Millard South students make the correlation between product concept, layout and design and a telecommunications piece part... (l. to r.) TATE ANDERSON, AT&T'S KURT VANDERGRIEND, SCOTT WATERMAN and TROY SCHABEN.

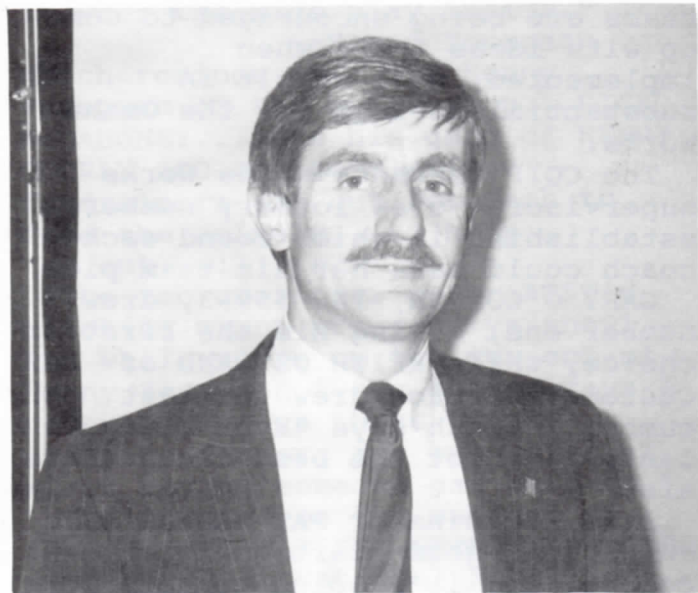
TROY SCHABEN is the son of AT&T's JOYCE and RICH SCHABEN and has recently been awarded a Regents Scholarship to attend UNO this fall. Troy says he'll major in engineering.

Mama Joyce says "We're real proud of him," and when asked what he had to say, Papa Rich said (tongue-in-cheek, of course) "It sounds like she's given you all the information." Congrats to the Schaben family!!!

Four AT&T engineers were awarded patents at recent Omaha Works E-Week activities: LARRY BLEICH, JOHN MOTTINE and STEVE ZERBS (2 patents) of Omaha and JONI ROBERTS of Atlanta. CONGRATULATIONS!!!

During recent E-Week activities, GREG HUGHES, President, AT&T Network Cable Systems shared some visions of AT&T technology in the 1990s--years "full of intelligence":

- Voice recognition translators with a 100 word vocabulary. These translators would recognize an individual's voice
- "Smart houses" integrating video, wiring and phone capabilities
- "Wonderful appliances" which would plug into a network of information services
- On-demand, interactive services in the car, and at home and work
- Increased personal control over the power of the information network



GREG HUGHES, President, AT&T Network Cable Systems

## Denver, Here we come

Eleven Omaha employees from the cable shop (IBU 552) are headed to the DENVER WORKS on March 7-9...The group's been invited to work with Denver employees to solve manufacturing problems in products using Omaha's 810-A sheath cable.

Making the trip will be TERRY LATIMER, LARRY SCHLAUTMAN, MAX REED, CARLA DIXON, BARB ROBERTSON, DICK SUVERKRUBBE, STEVE PREROST, DELLA TYLER, BEN BASS, PAUL PEREZ and CHUCK LEYENDECKER.

Nine members of Denver's "Amph-Pull Quality" QWL/EI team visited the Omaha Works in early November 1989.

LET'S HEAR IT FOR THE SECOND AREA IN BLDG. 30 TO BECOME CERTIFIED!!! Dept. 572 (Central Office Connectors) on Friday, Feb. 16.

Congratulations to the 25 folks on first and second shift who formed one great, big team and turned their area first into one of the first JIT success stories here at Omaha and secondly, became certified in such a short time.

Everyone points to Operator VIRGINIA DONAHOE as a major force in the certification process. In fact, certification team member DEB PALMA says "Virginia did a lot more than required. We think Virginia is our fearless leader!" Other certification team members include FRANCIS "SCOTTIE" SCOTT, JOE AVERY, BARB MOORE, WES GRUNKE and JAHAN ZEB.

BOB WUSTRACK will be buying blue AT&T jackets for everyone to celebrate the achievement.

The road to certification began in November 1989.

The process meant getting rid of unused material, training everyone in how to read a layout, and streamlining communication with the accountants and engineers.

Layout Operator DENNIS McCAULEY says "Certification helped our area as far as organization goes. Now remember--we were already organized because of our JIT cell, but certification helped us even more."



DEB PALMA (r.) and WES GRUNKE (l.) tease VIRGINIA DONAHOE at a recent certification celebration. Virginia says she's "not even German!".

#### QUOTE OF THE MONTH CLUB

When choosing between three evils, I always like to try the one I've never tried before.--Mae West

HAVE YOU HEARD? Each department manager is going to spring for an AT&T jacket for each employee in areas which become certified. Remember that BUTCH OTT's area in Bldg. 50 (IBU 551-4) were the first to model the blue shiny jackets? Fashion plates of the die lab in the cable shop are folks like BOB BELIK, MARTY HOLMES, RON SEAMAN, JANE PHILLIPS and AL DROZDA. We're hoping to see many more of these jackets throughout the factory very soon!

HERE'S A NEWS FLASH!!!! Just as we're about to take this copy to the nice folks in the print shop...we're told the Artos wiring area has become certified--the third in Bldg. 30 and the fourth in the plant.

The six employees in the area do wire cutting and stripping and feed their work to many other areas of the shop. GOOD JOB, FOLKS!!! More on the story in the next issue...

Mfg. V.P. JACK MCKINNON, Engineering Director JR NEWLAND and Purchasing Manager STAN MASON have recently returned from a trip to the Far East where the two invited officials of HANJIN ELECTRONIC COMPANY of SEOUL, KOREA to visit the Omaha Works.

HANJIN is in partnership with AT&T and sells Omaha's 710 connectors in the Korean market.

Since the partnership was formed 2 years ago, Hanjin has captured 60 percent of the Korean market in 710 connectors and 890 tools--a market which previously belonged almost exclusively to 3M.

Six Hanjin officials took up the McKinnon/Newland/Mason offer and visited with technical and sales support people at the Omaha Works on Feb. 22-24. Hanjin is interested in AT&T's COSMIC main distribution frame (MDF).

Remember--

Brilliant people talk about ideas.

Mediocre people talk about things, like clothing, jewelry, cards, investments.

And small-minded people talk about other people.

--Ann Landers

## The 90-type takes off

You might remember the 90-type cabinet we talked about several weeks ago--the one that's like an 80-type but for inside use?

Well, the 90-type cabinet is ready to manufacture (RTM) on Mar. 15. Pictured are employees in the metal fab shop in the cable building, where the sheet metal work on the 90-types is being done. Pictured (left to right) are: GERRY DINVILLE, ED SNAWERDT, LINDA FUKSA, RON DYE, DEL WILKE, DICK SKROK, DARWIN ROBBINS, JIM OROSCO and TIM GILLAM. (photo by Steve Miller)



AT&T marketing types are looking into selling the cabinets in Asia--places like Singapore and Hong Kong--where population density is high and space is limited.

## May I Help You?

The way we answer the phone can be a major factor in how customers perceive the service provided by an organization. Phone-answering styles can be an asset or a liability.

Phone calls should be treated as the reason for our work, not an interruption of it.

Here are some suggestions to improve our telephone techniques:

- Make sure everyone understands the importance of their role in answering and handling calls
- Set ring limits and stick to them
- Urge everyone to be courteous and helpful
- Above all, provide excellent service to the customer

Why do companies lose customers?

- The company's prices are too high
- Product quality is low
- The service is bad
- Products aren't delivered on time or they're damaged or defective when they arrive
- The products don't meet the customer needs

Our apologies to SUSAN DELLINGER and BILL WITTE...who were in our last issue misidentified, names misspelled, and otherwise erroneously named. Sorry for the errors...

## Henny says:

Two kangaroos were talking to each other, and one said, "Gee, I hope it doesn't rain today. I just hate it when the kids play inside."

--Henny Youngman

Which reminds us...The Henny Youngman of the cable shop...DICK MCGAUGHEY...says his gang of HENRY DOORLY ZOO critter-loving fundraisers are out for cash to feed the animals...so help 'em out, will ya?

The zoo qualifies under AT&T's matching grant program, ya know! And while we're on the subject of Henny Youngman..."My doctor says I have to give up those little intimate dinners for two unless I start having someone eat with me."

While we're on the subject of food, TLC's MARLENE PETRATIS SIGLER says March is National Nutrition Month and she "has this real neat thing for fat calculation" that helps you figure out how much fat is in the food you're about to chow down.

Did you hear the one about the guy who learned how to fly a helicopter? It's up 800 feet. All of a sudden, it falls to the ground. The cop says "What happened?!"

The guy says "It got chilly up there. I turned off the fan."