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Employee
Involvement

Today

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Omaha
Works

AT&T's Vendor Appreciation Day Salutes 41 Outstanding Companies



B.F. Goodrich Co. is tops in quality and service to AT&T...(l. to r.) **LEN LOUDIN**, B.F. Goodrich account executive, AT&T's Manager of Quality **GRAHAM SEITER** and **BOB KINNAMON**, B.F. Goodrich's manufacturing manager. B.F. Goodrich supplies PVC for Omaha Works wire and cable products.

"Total quality control can't be achieved without the active involvement of both internal and external suppliers," says Purchasing Manager **HANK DAVIDSON**.

With outstanding performance in mind, the Omaha Works recently recognized 41 vendors for their superior performance in 1990 with the second annual Vendor Recognition Day on May 9.

Why a Vendor Recognition Day? Hank says "the celebration is focused on

strengthening the relationship between the IBU managers and our key vendors so we can achieve our shared goal of quality for all our customers."

**Who are the 41 outstanding vendors?
You'll find the list on page 2.**

Cont'd. from pg. 1

AT&T recognizes and thanks these fine vendors as our partners in quality:

ATF, Inc.
AKZO Engineering Plastics
Aljohn Tool, Inc.
Amax Plating, Inc.
Arundale, Inc.
B.F. Goodrich Co.
Belden Wire and Cable
Camcraft, Inc.
Composidie, Inc.
D.R. Anderson Constructors Co.
Diamond Mold Co.
Distefano Tool and Die
E.I. du Pont de Nemours & Co., Inc.
Eaton Corp.
Ensign-Bickford Ind., Inc.
Eyelematic Mfg. Co., Inc.
Fluorglas
Frontier Bag Co., Inc.
GE Plastics
Graybar Electric Co., Inc.
Heartland Express
Hussey Copper, Ltd.
Jayhawk Boxes, Inc.
K-L Spring and Stamping Corp.
Labinal Components/Cinch Connector
Lincoln Plating Co.
Madan Plastics, Inc.
Metal Goods-Div. of Alcan Aluminum Meyer, Inc.
Omaha Box Co.
Optimize Mfg. Co.
Paxton & Vierling Steel Co.
Precision Bearing Co.
Puritan Mfg., Inc.
Shinko Electric Industries Co., Ltd.
Solvay Polymers, Inc.
Teknor Apex Co.
Tekservices
Union Carbide Corp.
Venture Plastics, Inc.
Vista Chemical Co.

Employee Involvement Today is a publication of the Omaha Works public relations organization and is written by **LINDA ENTERLINE** and edited by **GENE SAAB**. We appreciate your input on story ideas and request your suggestions and comments be directed to us on ext. 3714.

Federal Express shares M. Baldrige success with Omaha Works



FRAN SCHON, 592-3 shows FRED McCULLOUGH of Federal Express how to assemble a printed wiring board for DSX 3/4 panels.

"Customer service isn't provided by a company," says Federal Express's **FRED McCULLOUGH**. In fact, this senior sales manager told 160 AT&T employees that "customer service is provided by people like yourself, even though you may not see how what you do affects the end customer. You may not realize it, but each individual's role is critical. Each of us has to think quality all the time."

McCullough spoke at the Omaha Works in the second lecture in the Quality Forum Series sponsored by the quality organization.

Federal Express, the overnight package delivery company, was named one of three 1990 Malcolm Baldrige Quality Award winners—the first service organization to be so recognized.

According to McCullough, Federal Express has learned that quality and value go hand in hand. "That means if your product isn't what the customer wants, what good is it?"

"Quality is a constant process of figuring out what the right things are and then figuring out how to get them done."

New Tracking System Improves Planned Machine Maintenance

by Glen Schwickerath, member,
Information Systems Development

A major project, the implementation of PM-MMS at the Omaha Works, was recently completed after two years of intensive effort. The new system will help the maintenance organization track machinery within the plant. **GEORGE SCHABLOSKE**, maintenance manager, says "We didn't have a good handle on machine reliability at the Omaha Works. We needed a work-order history for preventative maintenance. We're hopeful PM-MMS will allow us to better manage the maintenance organization and control part costs."

"The system is now 100 percent installed. We met our timeline for installation." Schabloske credits teamwork for getting the job done. "I give a lot of credit to the people who worked together on this project."

Some of the hoped-for benefits of this system are already being seen in the 50 Building. **GARY SHAW**, preventive maintenance engineer, says "We want to migrate from break-and-fix maintenance to planned maintenance. We want to strive towards 70 percent planned maintenance and only 30 percent break-and-fix maintenance. This will save downtime, increase yields and reduce scrap."

Shaw says the PM-MMS software will track maintenance history. "We need a database to know how to direct capital expenditures for new machinery. We also need to know where maintenance effort is being directed on current machinery. We are using PM-MMS to do that."

Printer Problems?

Call the trouble hotline number (ext. 3311) if you have any computer-related problems. This number is already attached to most hardware installed in the plant.

When ISD gets a call, Data Center personnel immediately respond to solve your particular problem. We may call in our systems people to get you rolling or fill out a repair order for contracted services to get you back in action.

Let's Hear It for !!!!...

IBU 551! These fine AT&Ters in insulate in Bldg. 50 achieved quality certification in that area in early May. Congratulations on a job well done!

On the Bldg. 30 side, the central office IBU (592) is the first copper-appartus end-product IBU to be totally certified. Previously, components only (not the end product) may have come from a certified area.

What does that mean?

The six processes within the IBU are now quality certified. Three processes were certified in 1990 and recertified this year: 11-type stub assembly, 307-type central office connectors, auto wire wrap. Areas certified in 1991 include: 300-type central office connector, COC block assembly and the DSX product line.

The first IBU to become entirely certified was the custom metal fabrication shop in Bldg. 50.

Omaha Works secretaries:
“You’re the best!”



(L. to r.) Maxine Altic, 521-2; Joni Hinkle, 590; Linda Fuksa, 552.



(L. to r.) Marsha Welniak, 1331; Barb Krzemien, 1330; Sandra Schropp, 720.



Rae Cacioppo, 704.



(L. to r.) Kari Oehme, 4071; Barb Price, 511; Nancy Hume, 4070; Delores Sirian, 502.



(L. to r.) Thelma Cronin, 594; Joy Storjohann, 744.

These special people were honored at a prime rib luncheon in the auditorium on National Secretaries Day on Wednesday, Apr. 24. Ventriloquist Sherri Black and Danny provided the entertainment.