

MERRIMACK VALLEY WORKS NEWSLETTER



Vol. 3 No. 1

A Western Electric Publication

January, 1970

Mr. Mehlhouse's Annual Address



H. G. Mehlhouse

My Fellow Employees—
As Western Electric begins its second hundred years, it is fitting to reflect on the company's greatest year, 1969, and to take a look at what the future will hold.

Headlining the company's banner year was \$4.5 billion in sales, which solidly exceeded all previous figures. From all indications, Bell System demands for our products and services will increase even more in the future. 1970 should be an even more productive year than 1969 and the next decade should offer continued growth as our company pioneers new advances in communications technology. Never before in our entire history have greater requirements been placed on all our people.

Western Electric's commitment to service for the Bell System is now 100 years old and that tradition, as always, must be constantly maintained by our people. Today we have more than 200,000 employees, an increase of 24,000 in a year. Throughout our history, our company has established its superb record because of our people who continue to be the source of our greatest strength.

The unparalleled needs of the Bell System required reshaping our building plans too. So, we began by stretching the walls of our existing facilities, leasing additional space, and planning construction of new manufacturing plants in Atlanta, Dallas, and Denver as well as a new supply center in Richmond, Virginia, and a service center in New York.

However, while we were feeding dollars into new facilities, we also maintained constant efforts to reduce costs. Our engineers once again came through in fine style with cost reductions totaling more than \$4.1 million. The efforts of our people in the purchasing

Continued Page 7

\$2050.00 Suggestion Award



Carroll O. Smith, center, an electrician in Machine Maintenance, Department 534-3, received a suggestion award of \$2,050.00 for his proposal to modify electric counters for machine control power supply and a setup change on the semi-automatic resistor winder. He is shown here explaining the change to General Manager Dave Hilder as John Skandier, Section Chief, looks on.

THIN FILM PROCESS CAPABILITY LABORATORY



Even the charm of our WEVALLEY Girl Carol Leavitt, is not a passport into the Thin Film Capability Lab. This Clean Room near the North Cafeteria, has a bank of ten handsets on the outside wall, for communications with people inside. Description at right is posted for visitor information.

This clean room, which has less than 10 particles per cubic foot of particulate matter of size 1/30th of a human hair's diameter or larger, changes its air 8 times per minute. This cleanliness is required to prevent contamination of the surface of our films.

The thin film uses ceramic (Al_2O_3) as a substrate or carrier for the thin film. For resistors, tantalum metal is put on the substrate plus other conducting metal systems such as gold to make contact with the resistors.

Silicon integrated circuits (sic's) are mounted on the substrate and provide the active device for gain or amplification of signals.

These substrates take the place of portions of printed wiring boards and their individual resistors and transistors. A limited range of capacitors can also be placed on these thin films, thus allowing greater miniaturization than ever before.

Retirements



W. C. Watson

William C. Watson, Department Chief, 543, retired from Western Electric on January 21, 1970. Mr. Watson, who has more than forty-one years of service with the company, resides at 17 Strawberry Hill Road, Andover.



Daniel C. Bogannan, a toolmaker in department 544-2, graduated from the Western Electric toolmaking apprenticeship program on December 5, 1969. Mr. Hilder, general manager, presented the certificate of apprenticeship. Fred Bume, Training School Section Chief, observed the presentation.

Anniversaries

Name	Dept.	Jan.
THIRTY YEARS		
Rabuczewski, Stanley J.	974	27
TWENTY-FIVE YEARS		
Holt, Vivian C.	425	7
Rydecki, Helen	960	20
Sampson, Anna C.	960	20
Hershon, Paul	365	22
Martin, Lorraine M.	961	29
Russell, Doris D.	973	30
Bonin, Edith M.	561	31
TWENTY YEARS		
Philip, Frank	541	14
FIFTEEN YEARS		
Uhl, Margaret M.	1158	1
Desjardins, Virginia A.	1161	8
Machado, Marie H.	562	8
DeRoche, Elsa P.	1169	9
Cook, Pauline A.	974	10
Peabody, Barbara D.	925	12
Blinn, Denis J.	973	13
Cartier, Arlene P.	923	17
Parent, Delmar J.	6332	17
Dore, Doris M.	369	19
Ward, Lawrence R.	1165	19
Wilson, Kenneth J.	158	27
Gurney, Elsie M.	373	31

Promotions



F. A. Wormald



J. L. Marcotte

Francis A. Wormald, formerly Department Chief, Customer Service, Newark, was promoted to Assistant Manager, Manufacturing Apparatus, 906, replacing G. M. Fannon on January 1.

Joseph L. Marcotte was promoted from Department Chief, 561, 564 and 566, to Assistant Manager, 907, replacing R. L. Lindquist, effective January 1.



A \$960 Suggestion Award was presented to Michael J. Begley, 548-7, for his suggestion proposing a change in the stamping operation of Printed Wiring Boards. Begley is shown explaining the new method to Mr. Hilder, general manager.

Merrimack Valley Section To Run Q.C. Management Course

Principles of Quality Control Management will be the subject of a course offered by the Merrimack Valley Section of the American Society for Quality Control. The course will be conducted on six consecutive Wednesday evenings beginning February 4th, 1970 at Merrimack College, North Andover, Mass.

The areas to be covered will include: Definitions of quality, the role of the quality manager in planning, directing and controlling the quality activities.

The functions of reliability engineering, organization of the reliability function and the relationship between reliability and quality engineering.

Analysis of quality costs, use of quality cost analysis to establish budgets, establish goals, and measure progress.

Maintaining quality, the role of statistical techniques in quality maintenance.

Improving quality, improving quality mindedness and motivating employees to improve quality.

Reporting on quality, case studies in quality management.

The course instructor, Bill Grady, is a well known authority in the field of quality. Further information can be obtained by contacting the Merrimack Valley Section's Education Chairman, Charles Priest, 15 Hoover Road, Tewksbury, Mass. 01876.



SHOCKPROOF—new flexible doors, on the first floor of building 30, are proving popular. Constructed of vinyl on rubber framing with windows of polycarbonate, the doors need not be held open while a truck is driven through. Shown driving the fire apparatus is Lawrence J. Daigle, 1167-5, accompanied by Harold Duffen, 1167-6.

NOTEWORTHY

Northern Essex Community College was recently accredited by and accepted for membership in the New England Association of Secondary Schools and Colleges. Courses taken there may now qualify under the company's Tuition Refund Plan.

Represented here and on the following three pages are departments that have maintained exceptionally high quality for six months or more. We've included a few attempts at defining quality, but one look at the photos shows that, after all, quality is people.

Department 562

MANUFACTURING
CLASS 70 CRYSTAL UNITS



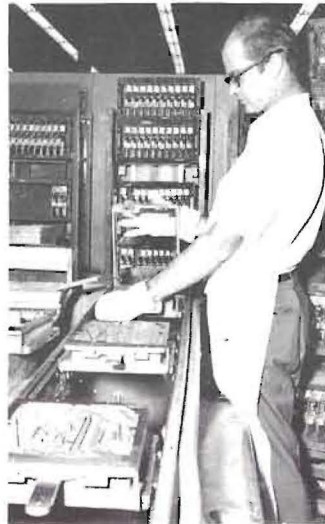
Quality Is Pride



Quality Is Teamwork



Department 1151 *Quality Is Caring*
CLASS 28 PLUG-INS





**Department
1140
T1 REPEATERS**



*Quality Is
Accuracy*

Department 974 CLASS 70 TRANSFORMERS



*Quality Is
Craftsmanship*



**Department
961**
CLASS 70
TRANSFORMERS and REPEATERS



*Quality
Is
People*

MR. MEHLHOUSE'S ANNUAL ADDRESS

(Continued from page 1)

and transportation division rang up equal cost-cutting innovations.

Let me add that our goals for the future are clearly defined and are the same as we've always had—provide the telephone companies the equipment and services they need, when and where they need them.

And we as Bell System people wouldn't have it any other way. For this same service commitment that has provided us with a sense of achievement and personal satisfaction during our first 100 years undoubtedly will continue to thrive and prove even more meaningful in the years ahead.

May you and your families enjoy a happy new year.

— Harvey G. Mehlhouse
President, WE

In Memoriam

Laurence J. Frizzell, Department 566-1. December 11, 1969.

William J. Mullen, Department 421, retired. December 18, 1969.

Arthur A. Altott, Department 1154-4. December 18, 1969.

John O. Bagdoian, Department 961-6N. December 28, 1969.

TAKE IT ALL OFF—
Carolyn DiPinto, 1140-10 (left) and Pamela Czerepak, 159-2, remind us that windshields, rear windows and headlights should be thoroughly cleared of snow and frost before driving.



M.V.W. Employees in Drama Group

Four Merrimack Valley Works employees are members of the "Garrett Players." This group has produced many successful plays in the area during the past nine years. They have been rehearsing Edward Albee's "Everything in the Garden" since the early part of November, and are now ready to present the play at the Turn Hall, Lawrence, on January 30, 31 and February 1.

Frank Leone, who is well known for his work with the former Merrimack Valley Theatre Guild, is directing the play. Marie Salvo and Larry Farrell have



Merrimack Valley Works employees who are members of the Garrett Players are Frank Leone, seated, left; Marie Salvo, third from right; Judy Janowski, second right; and Larry Farrell, right.

speaking roles, and Judy Janowski is the prompter.

The play, a two act satire on modern society, promises to be a smash hit, according to some visitors attending rehearsals.

MERRIMACK VALLEY WORKS NEWSLETTER
Published By
 Western Electric
For the information of employees of the
MERRIMACK VALLEY WORKS
North Andover, Massachusetts
Dept. 240 Area Code 617-686-0600 Ext. 2594
BILL COLLINS, Jr. Editor
Photographers
JAMES P. CHASSE
DANIEL R. BALSLEY

DON'T BE CONFUSED BY INTERSTATE ROUTE SIGNS— THEY'RE TRYING TO TELL YOU SOMETHING

One- and two-digit signs: (through routes)

- Even numbers are East-West routes
- Odd numbers are North-South routes

Three-digit signs:

- First digit even: route through or around a city
- First digit odd: route into a city

Kaleidoscope

WE Signature Gets Facelifting

Familiar “electric effect” lettering, WE signature since 1910, replaced by modernized trademark (see Newsletter Publication symbol) . . . new bell became official company trademark January 1, 1970 . . .

New Elements in Phones

Standard models of Bell System phones now contain 42 of the 104 known chemical elements . . . WE reports 7 additional elements since 1967 survey when 35 were listed . . .

First Picturephone Offering

Picturephone Service will be available to some downtown Manhattan and Pittsburgh customers in July . . . systems are similar to those used to send TV pictures back to earth from moon and Mars . . .

New Device Allows Deaf to “Hear” Phone Call

New Bell Labs Sensi-Ring lets a deaf person, or deaf and blind person, know of incoming call . . . it signals by either flashing a strobe light, turning on a lamp, or starting an electric fan or other appliances.

Good Business Citizenship Award for WE

WE one of four major corporations cited for good business citizenship by Business Week magazine . . . award for contributions in area of human resources—hiring, training, education and purchasing practices . . .

Jelly Insulates Cables

Starting early this year, jelly-filled cables manufactured at the Omaha Works will be available for underground use . . . the jelly, containing polyethylene and a petroleum compound, preserves cable from water damage . . .

Long-Distance Call Record

The Bell System gained 1,515,000 telephones during last quarter of 69 . . . Company handled a record 1.7 billion long-distance calls during September, October and November . . . an increase of about 12% over corresponding period of 1968 . . .

Coin-Phone Theft Losses Decline

Losses from thefts from pay phones drop from \$638,000 in third quarter of 1968 to \$561,000 in same period of 1969 . . . attributed to single-slot coin phones, stronger cash box locks in other coin phones and other Bell System security measures . . .

Scope-ettes

WE produces 70 million transistors a year . . . More than 13,600 patents have been issued to BTL in 44 years—that’s an average of more than one for every working day . . . New Bell System Dataspeed terminal from WE’s Teletype Corporation can send or receive up to 2,400 words per minute.

Best Deal of Year—Almost

A Michigan Bell customer recently received an erroneous telephone bill that credited him with a payment of \$38,011.20 but said he still owed \$9,000. The customer, who had already paid his regular bill of \$11.20 suggested the company keep the \$11.20 and return the \$30,000. “I promise to invest it in your parent company’s stock as a symbol of my deep gratitude for your abundant generosity,” he said.