

THE VALLEY VOICE

Merrimack Valley Works
November/December, 1984



Happy Holidays

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by
Dr. Don Waugh
Works Medical Director

Our Cover — Michele Fournier, 02741, subbing for a busy St. Nick, offers wishes for happy holidays on behalf of the editor and staff of The Valley Voice.

THE VALLEY VOICE

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To Your Health

Q — What happens during an asthma attack?

A — During an asthma attack the bronchial tubes that carry fresh, oxygenated air to the lungs are suddenly narrowed by muscle spasms and mucous secretions. Breathing, usually effortless and taken for granted, suddenly requires extra effort. The experience can be frightening.

Children are frequently the victims of asthma, one of the most common chronic diseases of childhood. Many adults also suffer from it as well.

Effective methods for treatment are available to doctors and in hospitals. The key to their use and to successful management of an asthmatic condition is recognition by the sufferer and the family that asthma requires a physician's ongoing care and advice. Allowing an attack to run its course or treating it with herbs or any home remedies simply increases the victim's risk and discomfort.

No one knows exactly why some people develop asthma, but it is agreed that allergies play a major role. The most common irritants are pollen, dust, mold and other air pollutants. Other environmental factors may also contribute: many asthmatics say they suffer attacks more often when the air is humid or the weather changes suddenly.

At the onset of an attack, a person may first feel tightness in the chest severe enough to awaken one at night. Coughing and wheezing may soon follow as the bronchial airways become more constricted.

For a severe attack, call your doctor or get the person to the emergency room. For milder attacks, following doctor's instructions, such as taking prescribed medication, may be sufficient. Asthma sufferers and their families must learn to judge the severity of an attack and to take appropriate action.

Drug therapy is directed principally at relaxing the tightened, smooth muscles of the bronchial airways so that air again passes freely. These muscles usually respond to the hormone *epinephrine* (or *adrenaline*) and to several other preparations. Cough medicine and other drugs may help loosen the mucus. Many doctors suggest increasing fluid intake by drinking several glasses of water each day. Keeping the air moist by using humidifiers or other room dampeners may also help loosen thick mucus.

Infection-related asthma needs rigorous treatment during the course of the infection in an effort to prevent a full-scale attack.

With continuous medical care and help and understanding from their families, most asthma sufferers can live relatively normal lives. For many, the disease eventually fades away as mysteriously as it first appeared.

Signs of an oncoming asthma attack:

- wheezing and trouble breathing
- coughing up thick sputum
- rapid heartbeat
- flushed face
- tight feeling in the chest
- ballooned-out chest
- flared nostrils
- anxiety and fear

In most instances these symptoms indicate the need for emergency care.

Cranium Crackers

The Answer to a Boring Problem

When a set of encyclopedia is arranged on a shelf in order, from volume I through volume XXV, the bindings face outward. If a bookworm were to bore from page one of volume I to the last page of volume II, he would be going through only the front cover of volume I and the back cover of volume II (picture the arrangement in your mind). Given a cover thickness of 1/8 of an inch each, our hungry little friend would travel only 1/4 of an inch.

If you liked that one, try this one: a ship sits in the harbor with a ladder over the side. The rungs of the ladder are one foot apart, and eleven rungs are showing above the water line. The tide is coming in, causing a water rise of 3/4 of a foot per hour. At the end of six hours, how many ladder rungs are showing above the water line?

EMC² = The Electro-Mechanical Connection Committee

The Electro-Mechanical Connection Committee was formed to create an awareness among employees at Merrimack Valley and the Salem Plant of the importance of electrical connections involving screws and nuts. Their aim, like that of all our people, is excellence in quality, which of course is vital to our successful competition in the marketplace.

The members meet every Wednesday morning to discuss training and quality data, how they may best provide assistance to shop personnel by assuring that the proper tools are available, and helping with paper-work problems.

Special bulletins are issued on the correct application and repairing of the different parts used on some of our product lines. These bulletins are distributed to the organizations using these parts most heavily.

Currently the committee is compiling a handbook for shop personnel with instructions for applying the proper torque to screws and nuts, working closely with the training organization.

The following are the current members of the committee: Bob Gerardi, product engineer; Bob Burns, quality engineer; Tom Preston, piece part engineer; Karla Twedt, engineer; John Cosio, AT&T Bell Laboratories; Andy Abrahamson, department chief; Marge Crewe, inspector; Faye Knipe, tester, Alice Belanger, inspector; John Robinton, product quality checker; and Don Nadeau, layout operator.

Radio Club Wins Award



THE MERRIMACK VALLEY AMATEUR RADIO CLUB was the 1983 overall location winner of the CQ-WE amateur radio contest. The plaque is awarded annually to the company location having the most outstanding overall score in the contest. Seated, from left, are Ray Ouellette, Ed Parsons, Bill McNally, Phil Pearson and Bill Droese. Standing, Joe Sullivan, Dana Comeau, Rich Maltzman, Brad Roope, Al Simpson and John Donnell.

Golf Finalists



Plant golf champions Don Nadeau and Stan Zaremba are flanked by runners-up John Connolly and Ed Wunderlich.

A Message from the General Manager

As the end of our first year of divestiture approaches, I want to thank each of you for your hard work and perseverance during a very difficult period. I know I can count on you for your continued cooperation in 1985.

I extend to every one of you and your families my best wishes for all the joys of the holidays.

\$125* to be Awarded in MRP II Contest

Merrimack Valley Works employees are invited to participate in a contest to name the current MRP II project.

Adopting the Manufacturing Resource Planning philosophy and achieving Class A user status will greatly improve customer service, increase manufacturing efficiency, improve profits and lower plant inventories. Traveling to Class A, however, is an evolutionary process — a slow, deliberate journey.

The emphasis of the current MRP II is on the development of a formal system of policies and procedures to use in managing the company. As many of you are aware from attending our MRP course, a formal system must be supported by an integrated software package. The software chosen for this is Advanced Manufacturing Accounting Production System/Quantum (AMAPS/Q).

If you can think of a name that symbolizes the goals of this MRP II project, please submit your entry to *The Valley Voice* by January 13, 1985. All entries must be accompanied by your name, department number and telephone extension. Members of the Manufacturing Resource Planning staff are not eligible.

Questions concerning this contest may be directed to members of the MRP Department on extension 2521.

GOOD LUCK!

*Less appropriate deductions

Bellcore Visit

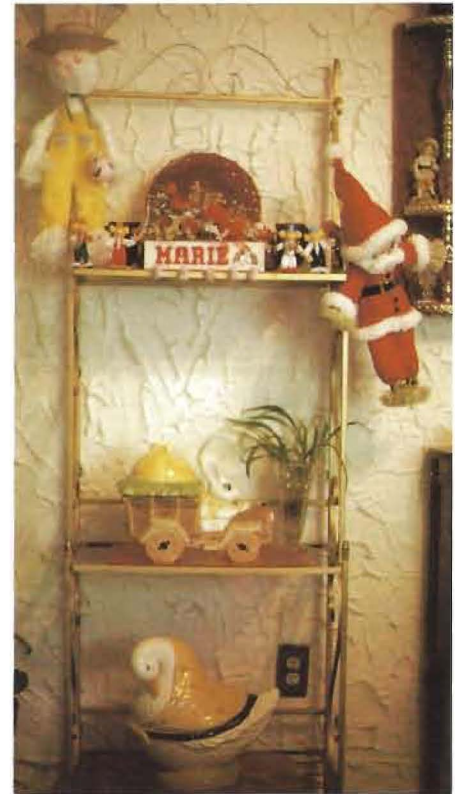


On October 12, R.J. Marano, President of Bellcore, and members of his staff visited the Works to discuss our quality plans and how they mesh with the objectives of Bellcore and our major customers, whom Bellcore represents. In the photo, Department Chief Carlo Bracci, left, explains D5 Shop concepts to H.T. Ruberg, AT&T Technologies Vice President, Mr. Marano (arms folded) and I. Dorros, Bellcore Executive Vice President.

The Crafts of



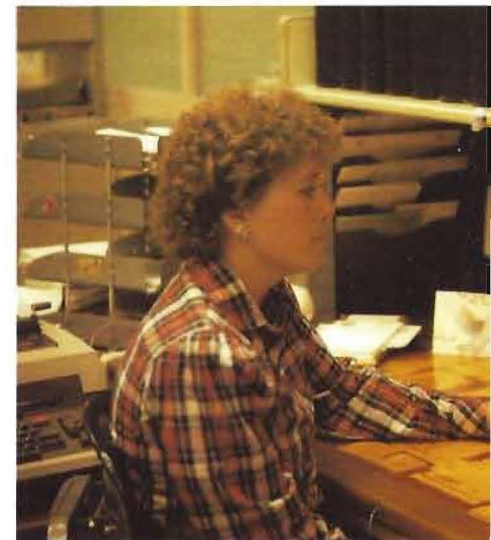
Creche figures are ceramic (hand painted, of course).



All the items on these shelves in her home were handcrafted.



Jean's five-inch dolls were made "from scratch," with styrofoam bodies and gowns of cloth, sequins and beads.

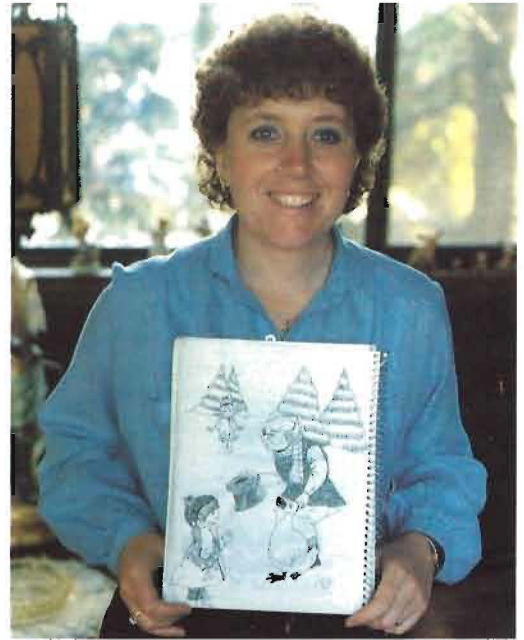


Jean Dawkins, 02727, is currently in a support work position. Jean, whose hobby is drawing, started drawing when she was a child. She has done many other crafts. We first became friends through the greeting cards she made in her spare time, for her fellow workers' birthdays, service anniversaries and retirements.

Jean Dawkins



Figurines beside the ceramic boot in upper photo were made in the same manner as Jean's dolls, as were the Santa Claus and carousel music boxes in lower photo.



Jean holds her drawing book, showing a pen-and-ink Christmas scene.



ounded by her creations at her
nly training is in ceramics,
e eighteen, then branched into
aware of her artistic talents
e creates, usually in cartoon
n occasions such as birthdays,
ments.



One of Jean's color illustrations.



Snow White and her diminutive friends are Jean's favorites among her ceramics.

Quality, Training and a New Concept

by Al Marzioli

"We wrote the book on quality." This statement, featured in one of our television commercials during the 1984 Olympics, spotlights a tradition of which AT&T employees feel justly proud.

The claim of this ad campaign is rooted in an AT&T Statistical Quality Control Handbook that was first published in 1956 and has been reprinted several times over the years. It has been translated into several languages, including Japanese. Edited by Ms. Bonnie B. Small, a retired W.E. engineer, the book has long been a cornerstone of our quality system.



Ms. Bonnie Small

Although the need for quality products at the lowest possible cost has always existed, it has never been as important as it is today.

AT&T Technologies has always been a leader where quality is concerned. This became apparent as the demand for our SQC handbook increased. Companies, uni-

versities, and individuals called to order copies, and to ask if training programs were offered on the topics.

As it happened, the Corporate Education Center, under D.K. Conover, General Manager of Education and Training, and Ms. J.R. Gordon, Project Leader, had a new State of the Art course in preparation, utilizing the SQC handbook. Entitled "Elements of Statistical Quality Control — a Practical Approach," the new course uses a high technology interactive videodisc medium as the educational delivery system. This attractive combination of video and interactive computer instruction is ideal for individual or small-group learning. It can be offered at the workplace without being limited to the availability of an instructor or to class size, permitting students to meet their individual learning needs in segments which minimize disruptions of their work schedules, regardless of their shift.

While most interactive videodisc courses teach skills for craft or sales jobs, the CEC course is designed for quality, product and process engineers in factories, both inside AT&T and in the competitive marketplace. Design engineers and shop supervisors constitute a secondary audience.

The course uses a fictitious company (Biobit, Inc.) and a fictitious product line (Hostile Environment Robots) as a backdrop to provide an exercise in today's real-world manufacturing quality problems and their effect on productivity and cost.

W. Edwards Deming and Joseph M. Juran, two former Western Electric employees, have become famous for their management level programs on quality improvement. Ms. Small's book, however, shows how to apply time-honored SQC principles, such as those concerning process capability studies, at the technical professional level, "where the rubber meets the road" and results are produced.

At a social and dinner in August at the Corporate Education Center, Bonnie Small met with the subject matter experts in statistical quality control who are developing the course. (She has been living in the Princeton area since her retirement from her last assignment at the center.) Quality engineers Bob Hartman, Oklahoma City; Al Reek, Baltimore; Pete Peterson, Kansas City; Al Marzioli, Merrimack Valley; and Don Snyder, Gateway II, discussed with her the ways in which the course updates the SQC Handbook by including additional analysis techniques, awareness of the value of a high-level quality system, and the concept of defects per million rather than percent defective.

Asked why she thought the handbook has been so successful over the years, Ms. Small said, "The handbook was designed with the simple-minded purpose of providing a guide for applying statistical quality control principles to the company's manufacturing operations."

The SQC course is scheduled for a pilot at the end of 1984, and general release in early 1985. Details can be obtained from the 1985 Education and Training Catalog, or by calling J.R. Gordon at (CORNET) 8-258-4340.

Running for Fitness and Fun

Six AT&T employees enjoy camaraderie and companionship as they pursue physical fitness.

Bernie Clohisy, section chief; Ted DeRoche, technician; Bob George, pipefitter; Dr. Gene Grillo, environmental engineer; Bob Ganley, senior product engineer; and Ken Witham, storekeeper, form an active group of fitness buffs who meet faithfully on Mondays, Wednesdays and Fridays at the Haverhill YMCA afternoon running and exercise class.

They're often seen running their favorite course around Kenoza Lake in Haverhill, and have spent many weekends running various North Shore routes, including Newburyport, Salisbury and Rye, Hampton and Seabrook beaches. In addition, they have taken a week-long bicycle trip to Nova Scotia, pedaling more than four hundred miles. Their most recent undertaking was scaling Mount Washington.

The group also took on a major project at the Winnekenni Park Tennis Courts in Haverhill, where they refurbished the recreational facilities.



From left: Ted DeRoche, Bob George, Ken Witham, Dr. Gene Grillo, Bob Ganley and Bernie Clohisy.

Employees Suggestion Program



John O'Hara and Dom Georgio (second and third from left), 73422, shared a \$2,120.00 award for proposing a circuitry change on six aisles of the Automated Storage and Retrieval System, shortening the cycle time and improving efficiency. They are shown discussing the idea with section chief Al Crouse, left, and General Manager Bob Cowley, who presented the award.



Mike Passamonte, 02728, accepts an award of \$1,810.00 from General Manager Cowley as section chief George Higgins looks on. Mike's idea, proposed when he worked in the shop earlier this year, was to change the repair procedure for two crystal unit headers.

Retirements

Years of Service

September

27 Irene K. Creeley
31 Frank J. Miniscalco
28 Irene C. Morrisette
27 Eleanor M. Sanborn

October

25 Wanda H. Connolly
26 Mary E. Fuller
26 Lawrence M. Marshall
27 Mary D. Nolet
27 Giovannina S. Obert
26 Theresa E. Remillard
27 Arthur W. Thompson, Jr.
36 Harry Turner

November

20 Anna K. Dirago
20 Helen F. Gendron
22 Ola B. McMahon
20 Edward A. Ouellette

Interested in Car-pooling? Watch for flyers to be distributed soon.



John Robinton, 12161, discusses with Quality Assurance Manager Harold Crisp, left, his suggestion to replace a terminal, currently used, with two wires in another terminal. His proposal was worth \$1,295.00. At right is Department Chief Bob Weber.

Other awards

\$485	\$50
D.J. Carney	C.J. Butler
\$315	R.J. Guilmette
M.F. Spaneas	C.J. Morin
\$239	D.W. Morse
J.M. Elliott	D.A. Oesterreic (2)
\$220	G.J. Ouellet
C.F. Gannett	\$37.50
\$200	J.E. Brockelbank
C.J. Pouliot	E.M. Costa
\$175	R. Goosens
W.B. Bartlett	G.A. Grady
\$75	\$25
J.D. Carter	D.A. Privitera
R.K. Lang	\$12.50
	E.L. Hayes
	P.W. Williams

In Memoriam

Alice M. Hastings, retired layout operator, August 28.
Myrtle E. Turner, retired bench hand, September 16.
Earl F. "Bud" Smith, retired section chief, September 17.
James A. McGinley, bench hand, October 14.
Nora C. Conley, retired bench hand, October 21.

It Is More Blessed To Give Than To Receive

But not when it comes to proprietary information. Don't leave prints, documents and records lying around where the wrong eyes might see them. More than ever, we need to keep our competitive edge.

Pioneers



Current officers of the Future Pioneers are (seated, from left) Jan Bonacorsi, Adviser; Judy Anderson, 2nd Shift Coordinator; (standing) Claire Turcotte, Secretary; Barbara Pistone, Chairman; Lenny Greaney, Treasurer; Kathleen Madigan, Co-chairman. Not shown is Cynthia Arthur, Publicity Adviser.



Lunch at the Life Member golf outing, September 20.



Funds raised through a Future Pioneers-sponsored Bowl-a-thon were used to purchase a TV set for Tewksbury State Hospital (upper left, Thomas J. Saunders, hospital superintendent, thanks Joe Miele, Bowl-a-thon chairman) and a power chair lift for Kim Nolet, handicapped Lawrence youngster, shown at upper right.



Warming up for the Future Pioneers' Fall Fashion Show at the Haverhill Country Club on October 23 are, from left, Barbara Pistone, Chairman; Gloria Linehan, men's and children's commentator; and Jack Driscoll, President, Chapter 78.



Part of the crowd at the Pioneer flea market, October 7.



Chapter 78 sponsored a softball team made up of employees from all three shifts to enter a one-pitch tournament in Haverhill, the proceeds of which went to the American Cancer Society, scholarships for high school softball players, and the Haverhill Gazette Santa Fund. While the team did not win that tournament, it did win a trophy in a later tournament in North Andover. Pictured are, from left: front row, Jim King, Bob Bourque, Bob Buxton, Gary Prescott, Milt Taylor, Fran Forgit and Al Marcello. Back row, Kevin Lavelle, Kevin Hefferen, Jack Hume, Gerry David, Mike Porro, Ed Silva, Vinnie D'Amico and Norm Bourque.