



***Engineering
Excellence***



Valley Voice

March / April 1988

A publication for active and retired AT&T Network Systems and AT&T Bell Laboratories employees of the Merrimack Valley Works
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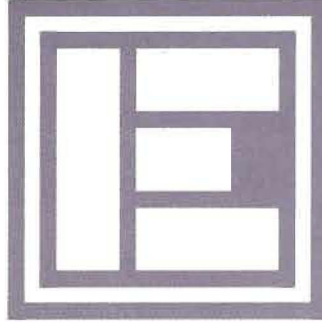
On the cover ...

Engineering Excellence Award recipients Ed Hoffman, Ed Lawler and Dan McAvoy. See page 3 for a look at MVW's recognition program and page 4 for individual achievements of these newest Engineering Excellence Society members. Cover photograph by Roger Culliford.

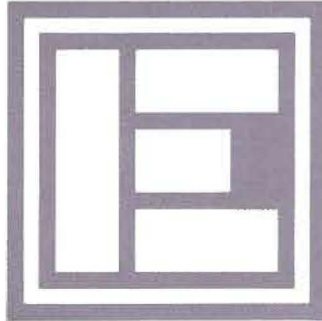
Valley Voice is published for people like **Donald Hurrell**, order editor, who received a \$2775 suggestion award for proposed Bill of Material changes.



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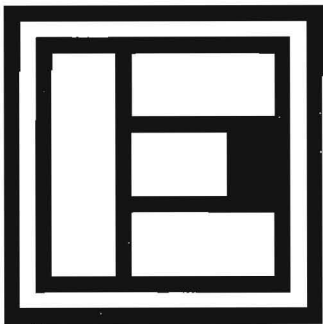
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Engineering Excellence

‘**O**utstanding...’ Few honors give a professional greater pride than having his or her work proclaimed as outstanding by fellow professionals.

Each year during National Engineers Week, several Merrimack Valley engineers receive that honor and feel that pride. Induction into the Engineering Excellence Society occurs at a program held at the Collins Center in Andover, MA. Before a crowd of more than 1000 engineers, the individuals deemed outstanding by their peers are introduced.

HISTORY

The Engineering Excellence program at Merrimack Valley began in 1969 and has served as a model for other locations and other companies in the 19 years since its inception.

The objectives of the program are to enhance the engineer’s stature among other engineers and engineering management at Merrimack Valley and the community at large, to foster pride in a job well done, and to recognize those individual accomplishments that reflect superior ability and effort.

The program is carried out through two separate organizations — the Engineering Excellence Recognition Committee (EERC) and the Engineering Excellence Society (EES).

ENGINEERING EXCELLENCE RECOGNITION COMMITTEE — (EERC)

This committee consists of twenty engineers and is chartered to call for nominations from the engineering universe and to select from those the special few who have distinguished themselves by their technical performance over a five year interval. The longer interval is called for, rather than a single outstanding accomplishment, to ensure that the people selected can be expected to continue performing in an outstanding manner.

ENGINEERING EXCELLENCE SOCIETY — (EES)

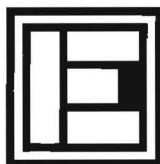
The EES is made up of all recipients of the Engineering Excellence Award. It is chartered to conduct activities designed to enhance the professional environment at Merrimack Valley. Current activities of the society include a lecture series which focuses primarily on emerging technology, a plant tour for area high school students considering engineering careers, and a scholarship program funded by donations from society members.

COLLINS CENTER PROGRAM

The highlight of Engineers Week activities is the Collins Center program, which brings together all Merrimack Valley engineers to discuss their achievements and recognize outstanding contributions.

This year’s keynote speaker, Al Basey, vice president, manufacturing — Network Systems Equipment, told the gathered engineers, “We are on the brink of doing something. The definition of a world class manufacturer is one with a capability equal to or better than anyone else in the world. And that capability means people — those of you who work very hard at getting the right kinds of designs and the right kinds of processes and the right kinds of tools...”

Jack Heck, MVW manufacturing vice president, spoke about the profession. “We have known about manufacturing in this enterprise for over 100 years, and some will say we are rediscovering it. I want to tell you that you and I are part of one of the most honorable and important professions in the world today — manufacturing technology. And whether you are a product engineer, a product designer, a process engineer, or a part of the team of other disciplines, you are part of an organization that turns ‘ideas into realities.’”

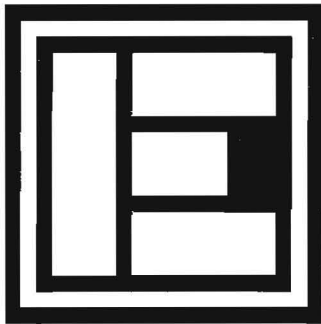


1988 Engineering Excellence Society scholarship

APPLICATION DEADLINE APRIL 30, 1988

- *Eligible: Son or daughter of active or retired AT&T Network Systems employee. High school senior who will be attending college in the fall in a technical or scientific field.*
- *Award based strictly on merit.*
- *For information and applications contact:*

J. Grieco, x2948 B. Zingali, x3629 L. Fisher, x3677

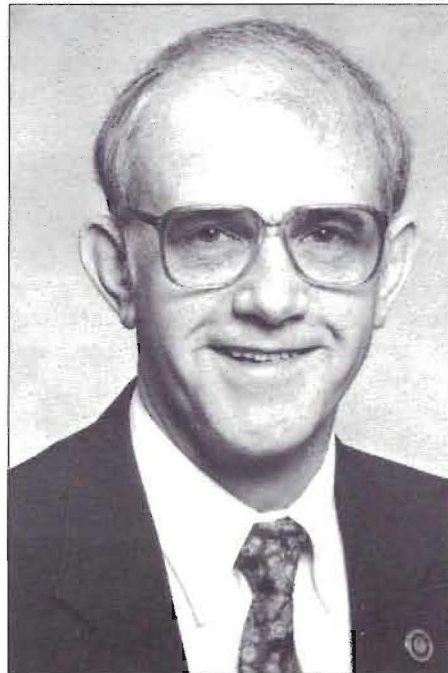


Engineering Excellence Award recipients

Linda Decelle, chairman of the Engineering Excellence Recognition Committee (EERC), introduced the newest members of the Engineering Excellence Society (EES) during the Collins Center program.

Linda stressed that the three inductees were selected from a particularly large group of nominees. "The three were outstanding," said Linda, "because their achievements crossed organizational lines and affected the larger corporate community."

Recipients of the 1987 Engineering Excellence Award and inductees into the Engineering Excellence Society are **Ed Hoffman**, senior engineer, quality assurance; **Ed Lawler**, information systems staff senior member, information automation engineering; and **Dan McAvoy**, engineering associate, standards engineering.



ED HOFFMAN

Ed is a senior engineer in the quality assurance organization resident at Merrimack Valley. He received a Bachelor of Science degree in Electrical Engineering from the University of Maine and a Master of Science degree in Engineering Management from Northeastern University.

Ed has been involved in a multitude of important tasks: developing system and operational life test facilities, defining audit procedures and providing technical support to the Electro-Mechanical

Connection Committee (EMCC) and PLM. He was a prime contributor to Corporate Quality's effort to define the production quality function within the Corporate Integrated Quality System (IQS). Critical elements of this extensive effort are included today in the "new" quality architecture.

As a member of the EMCC, Ed helped identify and resolve specific connectorization problems and develop connector design standards. He has been a driving force in defining the system reliability test objectives and strategies for Quality Assurance. This effort has lead MV quality assurance engineering to the forefront of computer controlled testing of today's advanced electronic transmission systems. Frequently, QA test set designs and test methods have been adopted as essential ingredients in the production of high quality products.

Ed's expertise, involvement, drive and excellence have significantly contributed to the quality of all products manufactured at the Merrimack Valley Works.



ED LAWLER

Ed Lawler has the distinction of having pioneered the introduction of the first UNIX based 3B computers for general purpose use at MVW.

Ed received a Bachelor of Arts degree in mathematics from University of Maine and a Master of Science degree in engineering management from Northeastern University. He is an information systems staff senior member in the information automation engineering organization.

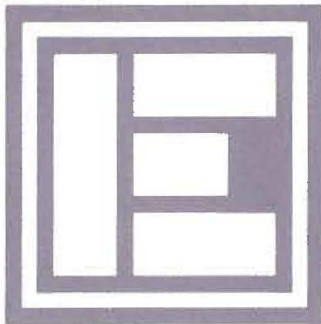
Ed has inspired widespread use of these computer systems by providing training classes in UNIX fundamentals and by introducing UNIX facilities tailored for use by upper management (OTS). As the number of these computers has increased to twenty 3B15/3B20 systems and seventeen 3B2s, Ed continues to provide administrative and technical support to the other members of the UNIX support group.

He has recently developed plans

for Merrimack Valley's future computer needs resulting in MVW's involvement in the controlled introduction program of the AT&T 3B4000 computing system.

Ed has also served as the team leader for the MVW general purpose UNIX support group, and the MVW MVS support group. He is an active member of three VISION task groups.

As a member of the AT&T Corporate UNIX standards committee, Ed has helped define corporate standards for the administration and use of computers running the AT&T UNIX operating system.



Dan McAvoy has been selected for his outstanding achievements in design for manufacture and cost reduction on T-Carrier Line and Office Repeaters.

As an engineering associate he is a key member of an engineering team that kept a high volume, cost sensitive TI Carrier product successful for many years. This work included re-layout of printed wiring boards, selection of components to best utilize automated assembly equipment, and elimination of surface wiring, resulting in improved solder quality and reduced assembly time.

Dan's work with AT&T component suppliers to repackage components

to facilitate automated assembly has impacted on circuit pack assembly shops throughout AT&T. In addition, Dan's prototype work in the redesign of T1D repeaters using surface mount technology was one of the first to demonstrate the advantages of designing with surface mount components. The design was instrumental in illustrating the need for a surface mount laboratory, which has since been established.

Dan has earned a reputation for excellent work and thorough knowledge of design-for-manufacture concepts. He serves as a valuable resource to his fellow engineers and Bell Laboratories product designers.



DAN MC AVOY

A DOWN-TO-EARTH JOB: SAVING THE SKY

Facing curbs on compounds that ravage the earth's protective ozone layer, chemical makers are scrambling to find substitutes. The search isn't easy, and time is running out. ■ by Stuart Gannett

OZONE, A VARIETY of the ozone we breathe in the lower atmosphere, is being destroyed by a mysterious force, whose cause is a mysterious force. The ozone layer, a protective shield that filters out most of the sun's harmful ultraviolet radiation, is being destroyed by a mysterious force. The ozone layer, a protective shield that filters out most of the sun's harmful ultraviolet radiation, is being destroyed by a mysterious force.

...the ozone layer is so thin, only a few molecules thick, that it is being destroyed by a mysterious force. The ozone layer, a protective shield that filters out most of the sun's harmful ultraviolet radiation, is being destroyed by a mysterious force. The ozone layer, a protective shield that filters out most of the sun's harmful ultraviolet radiation, is being destroyed by a mysterious force.



'One picture is worth

The real story, however, is not in what you see in *Fortune*. The real story is about the Merrimack Valley team of employees who were called upon to make this photo possible.

Paula Fines, circuit pack process engineering manager at Merrimack Valley, received a call from the public relations group headquartered in New Jersey on a Friday that the prominent national magazine would like a photo of one of the machines using the new chemical. At the time, the particular machine selected as most photogenic was in the factory engineering cycle. Approximately six weeks normally would be required to complete this cycle and for the machine to be fully installed and functional. Paula called in Tony Lazzaretti, manager, new facilities engineering & works service, to ask if it could be installed over the weekend.

How do you do six weeks' work in a weekend? With extraordinary teamwork and cooperation. Walter Schultz, factory engineer; Sandra Rozsypal, process engineer; 14 construction workers reporting to Clyde Earle, construction supervisor; and Bob Zannini and Brian Martin, manufacturing systems technicians in the maintenance department, were called in to do the impossible — and they did it!

Paula was pleased with the response of the MVW team and told the *Valley Voice* staff that "the spirit of cooperation shown by all involved was fantastic and is indicative of the enormous capabilities of our factory."

This team of dedicated employees is one more fine example of the world class people which make Merrimack Valley a world class factory.

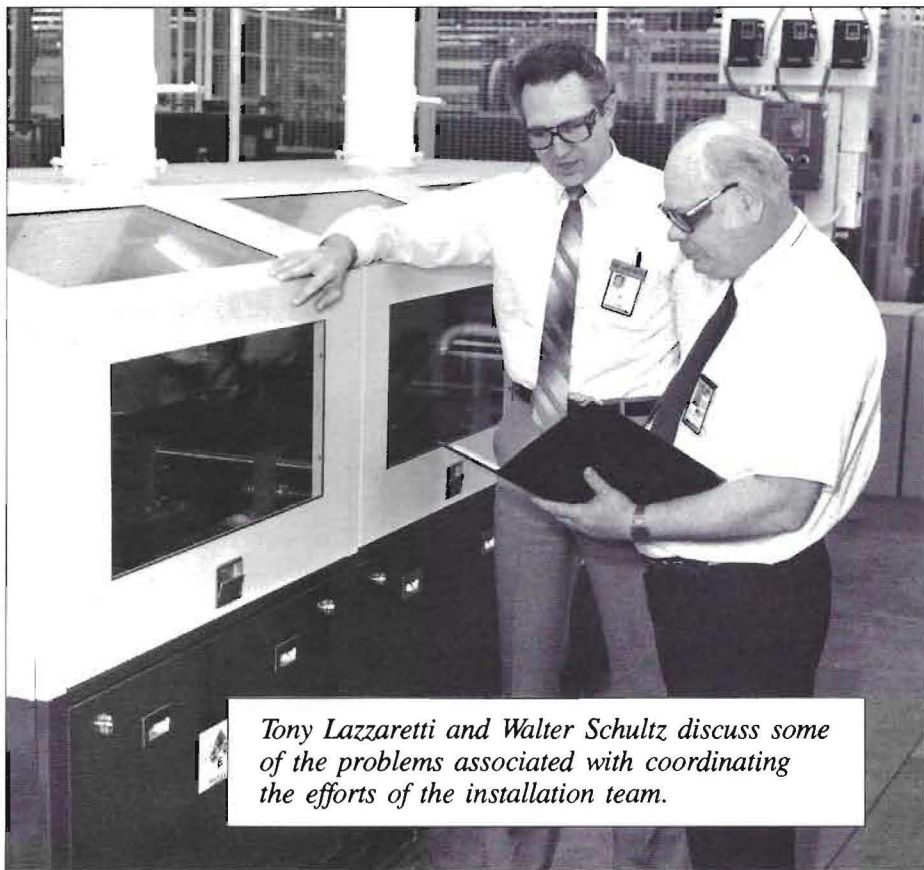
reaching the earth, where it can cause skin cancer, eye cataracts and crop damage.

AT&T's Merrimack Valley Works, along with other AT&T locations, is pioneering the use of a new solvent developed by a Florida company, Petroferm, to clean printed circuitboards. The compound, Bioact EC-7, is made of terpenes extracted from citrus fruit rinds and is believed to pose no danger to the environment.

In February, a camera crew from *Fortune* magazine arrived to photograph the new chemical in use. The employee shown in the *Fortune* photograph is Dick Hanscom, a mass solder operator.

The photo in question (above) is a photo of Merrimack Valley's underbrush cleaner installation. This photo was included in a March 14, 1988, *Fortune* magazine story entitled "A down-to-earth job: saving the sky."

The article describes damage occurring in the stratosphere to a layer of naturally occurring ozone which prevents the sun's radiation from



Tony Lazzaretti and Walter Schultz discuss some of the problems associated with coordinating the efforts of the installation team.

Roger Culliford

a thousand words'

“Not so,” says a group of Merrimack Valley Works employees. “How does teamwork get into the picture?”



Pausing for a brief moment by the underbrush cleaner installation are, front left to right, Supervisor Clyde Earle and Analyst John George with the proud construction team members, back, left to right, Walter Andrewchuk, Tom Carifio, Frank Azzarito and Bill Camasso. Middle row, Paul Toufar, Richard Hinton, Ron Laurent, Mike Surprenant, Joe Cavallaro, Richard McCarthy, Al Paduchowski and Bob Boulter. Missing from the photo are key team members Millwright Lester Page and MSTs Bob Zannini and Brian Martin.

Around the Works

Hats off to Partners in Quality at MVW



AL BASEY SIGNS PARTNERS IN QUALITY PLEDGE

All MVW employees had an opportunity at the most recent Quality Fair to sign posters pledging their support as 'Partners in Quality.' These posters are permanently displayed in the shop building's center aisle. On a recent visit to MVW, Al Basey, vice president, manufacturing — Network Systems Equipment, left, added his name to those employees committed to quality.

VENDORS PARTNERS TOO!

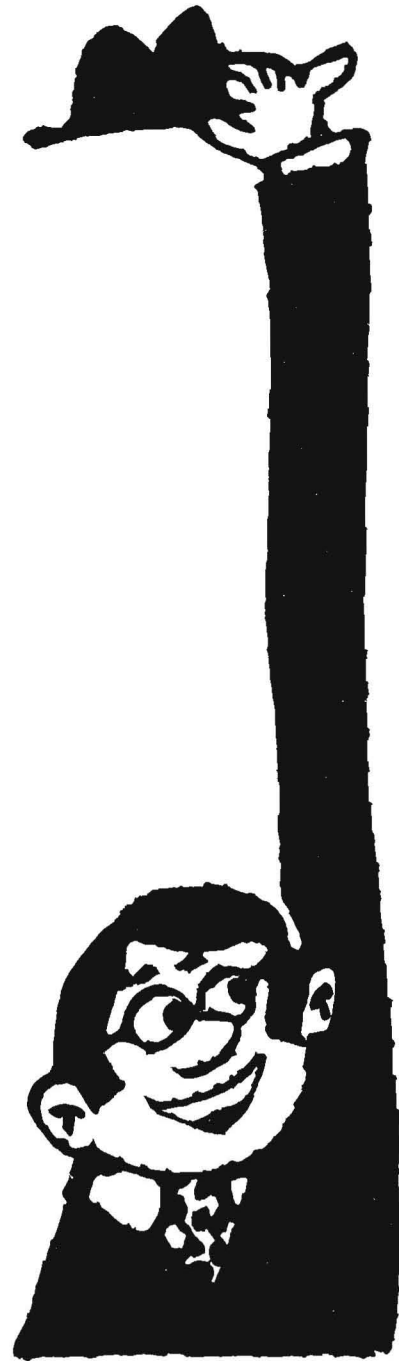
Merrimack Valley asks a lot more of its vendors these days. Instead of seeing suppliers as simply places to get bits and pieces that go into MVW products, Jack Heck, MVW manufacturing vice president, has asked its suppliers to be partners.

Jack invited those vendors who answered that call to partnership to a recognition luncheon and ceremony on March 31.

Jack reminded those present that it will be through the effort of all those present that MVW will continue to be a world class factory. MVW can succeed only with quality vendors.



- 1987 PARTNERS IN QUALITY**
- | | | |
|--|--|---|
| Accurate Fabricators, Inc.
Plymouth, MA
A/S Corporation
Raleigh, NC
Burtch, Mackin & Mc. Co.
Southfield, MI
Buss-John, Inc.
Jersey City, NJ
Bradford Electronics, Inc.
Southfield, MI
Carlisle, Division of HVAC
Marlton, MA
Computer Circuit
Longmeadow, CT
Coastal Microwave Co.
Maryland Heights, MO
F. H. Hoffman Materials Processing
Lincoln, RI
Fine Star Supplier Recognition
Award Recipients
Allen Aviation, Inc.
Milford, VT
AMP, Inc., Information Systems Division
Macersburg, PA
A/S Corporation
Conway, SC
CTO Knight
Southfield, MI
Dan J. Johnson, Inc.
Canton, NH
Metropolitan Machine
Dale Electronics, Inc.
North, NJ
The Jackson | Electronic Corporation of America
Cambridge, MA
Bruce Hoffman Division
Hallowell, ME
Kaiser Optical, Inc.
Lowell, MA
ETEC, Inc.
New Bedford, MA
Radiant Supply Corp.
Reading, MA
Federal Products, Inc.
Lowell, MA
F. H. Hoffman Materials Processing
Lincoln, RI
Farn Corporation
Warren, MI
Merrimack & Commercial Controls Div.
Essex, Boston, Inc.
West Haven, CT
M&K, Inc.
Burlington, MA
Thomas Ultrasonics Corp.
Framingham, MA
Melann Engineering
Princeton, NJ
Multi-Core, Inc.
Andover, MA | M. A. Miller Co., Inc.
Danvers, MA
North American Operators Corp.
Danbury, CT
Northrup, Inc., Co., Inc.
Northampton, MA
Quilley Supply, Inc.
New Britain, CT
The Raven Spring Co., Inc.
Berlin, CT
S.A.H. Precision Mfg. Co., Inc.
Danvers, MA
Sander, Inc. Co., Inc.
Lowell, MA
Shaw-Walsh Corp.
Union, MA
Specialty Mfg. Co. of America, Inc.
Andover, MA
TDK Controls Co.
Danbury, CT
Tupperware
Concord, VT
Small Castings, Inc.
Northampton, MA
Diversal Products Manufacturing Co.
Philadelphia, PA
CTE Microwave, Inc.
Union Park, NJ
Water Identification Corp.
Englewood, NJ
YSI
Yellow Springs, OH |
|--|--|---|



AT&T's Merrimack Valley Works manufacturing facility in North Andover, MA, asks for more than parts and services from its suppliers — Merrimack production of world class telecommunication equipment and components. Each year Jack Heck, manufacturing vice president of Merrimack Valley Works, salutes those suppliers who have answered the call to the commitment class suppliers listed above.

Reprint of March 31, 1988, Eagle Tribune and Haverhill Gazette advertisement naming recipients of 1987 Supplier Recognition Awards.

RAY DEMATTEO NEW MVW DIRECTOR OF RESOURCE PLANNING AND MANUFACTURING

Effective February 15, 1988, Raymond E. (Ray) DeMatteo returned to Merrimack Valley Works as Director of Resource Planning and Manufacturing.

Ray is no stranger to MVW, however, as he began his AT&T career in 1956 at Merrimack Valley as a draftsman. Ray's most recent position was as director of Transmission Product Line Management, where he was effective as MVW's head salesman.

Ray is an optimist and believes MVW is still within range of being competitive with Japan ...and anyone else.

In his new position Ray says he will work toward giving new meaning to the words 'made, delivered and supported by AT&T-MV.' How? "By emphasizing communication — not just up and down line management — but communication among peers — coworkers sharing ideas and problems and suggestions. Open communication — that positively affects manufacturing performance — can and should lead to pioneering America's 'revitalization' and to re-establishing 'made in USA' as a symbol of quality and technological leadership."

Ray usually ends his meetings with employees by answering the question, "How do I see our future? Very bright!" But he then adds "...so long as we are!"



CLARK SHOP ACTIVITIES

Engineers Week activities

AT&T engineers at the Clark, NJ, location recently held their annual Engineers Week festivities. Three engineers, **Bob Westrich**, **Jim Bayer** and **Arnie Arnold**, were distinguished by receiving Engineering Excellence Awards, recognizing technical accomplishments that reflect superior ability and effort throughout the year.



NEWSBRIEFS

Just a few of the many things other people are reporting about AT&T:

FACSIMILE — Many businesses have been getting around the mail by using facsimile machines which transmit documents over phone lines. It's hard to believe facsimile was developed over 140 years ago. In 1924, AT&T was the first to use it commercially in a communication between New York and London. But

it has taken another 60 years for the business to catch on to where industry specialists are calling it a sleeping giant. . . *PBS-TV, 3/22, "Nightly Business Report."*

AWARD — This year, Nancy Reagan was honorary chairman of the Metropolitan Museum of Art's "Onstage at the Met," and the Metropolitan Opera Medal's recipient was James E. Olson, the chairman of AT&T, for corporate philanthropy and leadership in the arts. . . *New York Post, 3/23, Suzy's Column, p.8.*

GLASNOST — "We are very interested in collaborating with the Soviet Union. The warming of relations between our countries will create a good foundation for this," suggested Daniel Rosen, the Director of the European, African, Indian and Central Asian Divisions of AT&T. Mr. Rosen spoke at the opening of the seminar, "Telecommunications and Networking," which took place on the 16th of March at the Park of Economic Achievement in Uzbekistan, USSR. . . *Pravda, 3/18.*

Quality Architecture — 'We are committed' ...Jack Heck

Everyone's talking about Quality Architecture.

"Quality Architecture is a simple process . . . break up the work into a cell you can control, and put a control on that cell so no bad work can go downstream." (*Al Basey, vice president, manufacturing — Network Systems Equipment, speaking to MVW engineers during National Engineers Week.*)

Inherent in the Quality Architecture is the underlying concept that each and every one of us is both a customer and a supplier. As customers we must become more and more demanding . . . accepting nothing less than perfection from those who supply us. As suppliers we must use the quality cell concept to follow the famous W. Edwards Deming's advice and "improve constantly and forever the system of production and service."

Quality Architecture does not begin and end on the factory floor. It includes product and process designers in Bell Labs; Medical, Personnel, Accounting and Engineering in the office; Construction, Maintenance and other service organizations — everyone — because we're all customers and suppliers alike.

Len Winn, MVW quality manager, says, "Quality Architecture is the way everyone can get a voice in the business."

Roger Culliford, MVW photographer, recently caught a few of the quality teams in action.

. . . the equipment factory is committed, as is this group with Eric Miller, leader of the D5 Controller Cell Team, addressing the Factory Equipment Team as part of an overall AIM Line review.



. . . the purchased products group is committed, as is this core group made up of piece part engineers, quality engineers and purchasing members, meeting weekly to develop new methods to ensure continuous improvement with suppliers.



- ✓ Quality Architecture has Corporate management commitment. . .
- ✓ Quality Architecture has MVW management commitment. . .
- ✓ Quality Architecture needs *your* commitment!

. . . the Design Engineering Staff (DES)

is committed to fostering cooperation, as is this group which includes members of both Network Systems Quality and Bell Labs DES organizations. Bell Labs Quality Manager Charlie Espinola says that cooperation between the two organizations is at an all time high. Using statistical process control techniques and weekly reports to supervisors, problem areas have been identified and eliminated. "People are seeing results because of a positive approach to quality. They feel part of what they are doing," says Charlie. "Our job is never done — once quality is achieved we work to keep it!"



. . . the components factory is committed,

as are these members of the C43 Pattern Generation Quality Cell. This meeting was attended by all levels of MVW employees, including Alan Moline, director of engineering & manufacture — components; Mel Fulp, engineering director, components; several engineers, shop supervisors, and operating personnel.



Employee Suggestion Program January/February awards

(More than one award indicated in parentheses)

JANUARY AWARDS

\$415
William J. Lahey (2)

\$400
Ralph J. Reed III

\$350
Judith G. Arnold (6)

\$335
Lionel F. Dichard

\$275
Frank B. Keefe

\$220
Richard A. Wildes

\$175
Weldon S. Almon (2)

\$135
Nhut V. Tran

\$130
James M. Krawec

\$125
Alice F. Abate (2)

\$100
Maria H. Mateja
John M. Ryan (2)
Cheryl L. Willard

\$75
Diane C. Erchull
Daniel S. Guidinas

Maureen M. Moschetto
Richard A. Nyberg
Yvonne Recio
Steven P. Smith Sr.
Claire F. Surprenant

\$40
Brian E. Dispensa

\$50
Lorene M. Anderson
Brian F. Bogle
Michael M. Brown
J. Robert Croteau
Paul Giroux
Dorothy M. Levesque
Pauline Marshall
Rebekkah A. Riley
Brian K. Schena
Eric P. Schimming
Paul A. Shea
Glenn S. Smith
Michael H. Thompson
Eufemio Valentin

\$37.50
Thomas C. Marshall
Michael K. Levinger

\$25
William E. Plummer
Robert J. Zannini
Priscilla K. Becotte
Phyllis L. Desmet
Oliver J. Sicard
Karl Reidl
Glenn H. Gehly

Dennis F. Hemenway
David M. Morse
Daniel J. Burke
Bernadette A. Shea
Annette M. Beaudoin
Anita M. Owen

\$15
Joseph W. Buck

\$12.50
Marielle M. Bouchard
Carmen M. McNeil

FEBRUARY AWARDS

\$2,775
Donald C. Hurrell

\$2,350
Donald K. Goldthwaite
Scott A. Hill

\$1,215
Robert F. O'Brien

\$1,130
Robert M. Blomgren

\$525
Barbara M. Donovan

\$415
James M. McDonald (2)

\$367.50
Gregg E. Cote
Carol A. Vincent

\$315
Glenn S. Smith (2)

\$255
Victor E. Perreault (2)
Tong W. So

\$200
Judith G. Arnold (3)

\$190
Sheila K. Mansfield

\$110
Allen J. Fairfield
Donald G. Farley

\$105
Steven J. Gage

\$100
Armand Bourassa, Jr. (2)
Dennis G. Cargill
Isabelle Gonsalves
Nancy A. Horton (2)
Erika P. Pinkham
Keven A. Robichard

\$75
Paul A. DeBlois
Phyllis L. Desmet
Sylvia A. Esmel (2)

Glenn H. Gehly
Theodore E. Meyer
Jeffrey Page
Ralph J. Reed III
Robert J. Robinson
Shirley D. Sweeney
John J. Zappala

\$62.50
Nancy A. Beal (2)

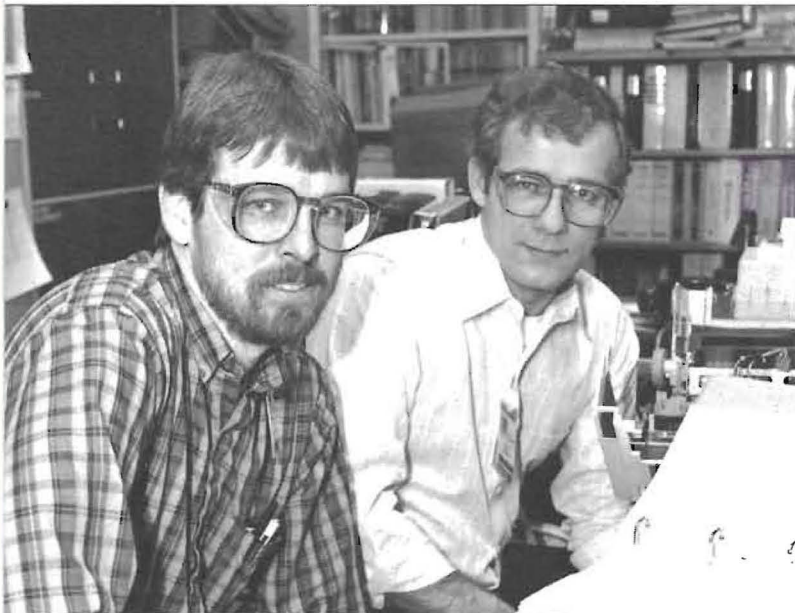
\$50
Howard E. Anderson, Jr.
Brien M. Dunne
Theresa D. Girouard
Wendy E. Langmaid
Ronald A. Macnair
Joseph C. Therriault
Daniel A. White
Theresa A. Yau

\$37.50
Mary S. Bole
Christina A. Delaney
Charles Hajec
Peter J. Holroyd
Ioannis Papageorgiou
Michael R. Raymond
Brenda H. Turnbull

\$25
Ann Apkarian
Annette Beaudoin
Ruth L. Bouchard
Ronald J. Brosseau
Daniel G. Burke
Ann C. Dean
Lawrence F. Dussault
Donald J. Green
Debra A. Hamel
David M. Kidder
Joseph C. Kozdra
Gordon C. Ladd
Wayne R. Lira
Richard L. Marsolais
Daniel G. Menard
Claude J. Morin
David M. Morse
William J. Newman
Robin H. Orr
Oliver J. Sicard
Nancy S. Stanley
Helene D. Yacubacci

\$16.67
Roger Giard
Andrew P. Morse
David R. Varg

\$12.50
Pietra Sinacori
Dorothy L. Vitale



Scott Hill, left, and Ron Goldthwaite, technicians in Test Set Maintenance, shared a \$4,700 award for a joint suggestion for refilling and reusing toner cartridges in laser printers.

Don & Claire Garland join long list of new Merrimack Valley retirees



Roger Cullford

Don & Claire Garland bid a fond farewell to their many friends and co-workers after combined careers spanning 68 years. Don spent most of his 36 years in the shipping department. Claire, who says she intended to work for "just a few years," will always remember the DACs, DIFF & DIFF E shops.

Years of Service **FEBRUARY**

- 20 Lillian H. Abdo
- 35 George W. Ainscow
- 27 Monica M. Allen
- 31 Edward L. Anteblian
- 35 Theresa O. Antolewicz
- 28 Yvonne C. Arsenault
- 34 Margaret H. Aspeslagh
- 35 Gilbert M. Aspeslagh
- 27 Margaret M. Baran
- 32 Edmond G. Barbin
- 30 Hazel S. Belanger
- 27 Claire D. Benedix
- 27 Lorraine F. Blasi
- 26 Carole Bocsi
- 34 Irene M. Bonacorsi
- 34 Philip A. Bryant
- 26 Rita R. Buckley
- 34 Thelma W. Bunker
- 27 Myrtle E. Campbell
- 25 Francis J. Carey
- 30 Charles Cheas
- 25 James V. Clarke
- 35 Isabelle M. Clay
- 23 Theresa S. Clermont

- 32 Dell Corthell
- 40 Paul E. Cunningham
- 34 Raymond H. DeJonker
- 32 William J. Degan
- 31 Warren M. Delaware
- 23 Marian R. DiNoto
- 32 Thomas J. Donovan
- 36 Charles Dutton
- 35 John Eosefow
- 31 Vernon W. Evans
- 36 Paul A. Fournier
- 25 Dorothy K. Frost
- 35 John F. Gearin
- 30 Priscilla J. Georgian
- 35 Agnes P. Gerry
- 32 John C. Gibbons
- 20 Francis P. Gigliotti
- 27 Anna M. Gilbert
- 27 Raymond E. Goodwin
- 32 Richard C. Gray
- 27 Irene M. Griffin
- 36 John J. Gurka
- 25 Philip L. Hirst
- 28 Viola M. Hughes
- 23 Stanley A. Jancewicz
- 27 Theresa S. Jones
- 28 Paul W. Jordan
- 32 John Kahigian

- 26 Stanley Kamieneski
- 30 Phyllis D. Kennedy
- 34 William P. Kenney
- 33 Richard A. LaPierre
- 30 Bertrand E. Lacerte
- 34 Wilbert Lambert
- 29 Mary B. Lavigne
- 33 Albert E. LeBlanc
- 20 Louis S. Lipomi
- 35 Mildred F. Liversidge
- 30 Harold E. Lloyd
- 30 Mildred S. Longo
- 27 Donna Loszewski
- 35 Vincent J. Lumenello
- 16 Barbara J. Malo
- 28 Edward L. Marston
- 30 Sara J. Marston
- 35 Alfred C. Marzioli, Jr.
- 28 Claire K. Melhorn
- 25 Florence Mignault
- 35 Frances C. Mosher
- 28 John H. Noury
- 35 Alphonse J. Ouellet
- 31 Robert A. Pacholski
- 30 Doris M. Panebianco
- 26 Francis E. Pierce
- 22 Margaret M. Prescott
- 25 James V. Raia
- 30 Dorothy J. Richardson
- 30 Beatrice M. Rogers
- 31 Arline M. Roy
- 18 George E. Sanborn
- 21 Norma E. Sargent
- 34 George A. Scott
- 29 Norma F. Seaman
- 19 Donna D. Smith
- 27 Rita M. Stanton
- 32 John E. Stewart
- 29 Martin S. Takessian
- 34 Eveline L. Therrien
- 35 Omar E. Tilton
- 26 Mildred H. Verville
- 31 John T. Ward

- 25 Patricia A. White
- 24 Theresa R. Wilkinson
- 28 Margaret R. Wood
- 25 Kathleen K. Wright
- 29 William J. Young
- 24 Alfred J. Zampelli
- 21 Aniela Zmuda

MARCH

- 13 Shirley H. Allen
- 14 Joseph L. Arel
- 35 Cecile C. Cote
- 35 Robert T. DeMarco
- 32 Richard Donovan
- 25 Paul A. Dumas
- 26 Helen Dumas
- 30 Janet L. Dumas
- 27 Margaret H. Edwards
- 26 Jane A. Gardella
- 31 Elizabeth A. Girouard
- 15 Edward A. Hamel
- 22 Jean C. Miller
- 26 Helen A. Ouellette
- 30 Mary A. Ripley
- 30 Mary J. Sawyer
- 10 Catherine E. Surpicki
- 27 Raymond L. Titus, Jr.
- 30 Herbert Walker

APRIL

- 34 Bernard J. Arsenault
- 20 Carmela A. Baker
- 16 Angelina Costanzo
- 32 Claire B. Garland
- 36 Donald A. Garland
- 22 Joseph J. Jaglowski
- 12 June B. Lazos
- 21 Marguerite G. LaCroix
- 33 Shirley G. Plourde
- 26 Raymond A. Sevigny

For your information



GENE RIVARD NAMED AT&T FELLOW

Gene Rivard has been named a 1988 AT&T Engineering and Science Fellow. Gene, a development engineer in the product software engineering group, will pursue a Master of Science degree in Computer Information Systems from Boston University.

The Engineering and Science Fellowship program provides selected AT&T employees with an opportunity for full or part-time study leading to a Master's degree in a technical discipline. Candidates selected for this program must have a documented record of a high degree of initiative, technical leadership and creativity.

Gene has been with AT&T for 7 years, is married and has two children. Congratulations, Gene.

APICS CERTIFICATION CONTINUES

Continuing to keep Merrimack Valley at the head of the class are the following employees who received APICS certification as of November, 1987.

Beth Rogers — report clerk
Anne Danis — hourly employee
Sandy Cook — engineer
Don Wilkes — engineer
Dave Batson — department chief
Raj Krishnan — engineer
Leslie Picard — engineer
Jim Ingram — engineer
John Howell — hourly employee
Brian Dyson — engineer

Congratulations to all who have successfully met the difficult qualifications for APICS certification.

AWARDS ARE FOR EVERY EMPLOYEE

Awards — we all love to receive them. The Merrimack Valley Works main lobby display cases are filled to the brim with awards — many thanking MVW employees for their sacrifices of time and money and more.

Rod Trombly, manager, information automation engineering, is shown selecting a space for one of the latest awards. Most recent additions include two awards citing accomplishments of the 1987 United Way campaign, a patriotic service award from the United States Department of the Treasury for MVW efforts in the U.S. Savings Bond payroll savings plan, and a certificate of appreciation from the

Greater Haverhill Chapter of the American Red Cross, thanking the "blood donor heroes" for their invaluable help.

Next time you're in the vicinity of the main lobby, stop by to see *your* awards.

UP AND COMING. . .

Heard through the grapevine that the Components Factory is up to something new. Their Safety and Quality Awareness Program will begin in early April. Watch for more on this Component Factory 'Battle of the Superstars.'

THANK YOU! THANK YOU!

QWL SAYS THANKS

A Quality of Work Life Steering Committee award for "straight talk leadership participation" was presented to Tom Doyle, equipment manufacturing director, and to Donald Tremblay, past president of CWA Local 1366.

Both men were singled out by the QWL steering committee for their efforts to strengthen employee trust and promote respect and justice for all employees.

CONGRATULATIONS, AND THANK YOU!

That was the greeting on a recent letter to Jack Heck from E. W. Weeks, Jr., president of AT&T Network Systems. Wayne wrote to Jack telling him of the results of the 1987 Customer Satisfaction surveys — good results.

Wayne remarked, "I know you'll agree that it has been a tough job to reach our current customer satisfaction levels. It will be far more challenging to improve — and to continue to differentiate Network Systems in the marketplace. Constant improvement in the quality of everything we do is the key to improving customer satisfaction."



TWO MVW DIRECTORS RETIRE

Directors Jack Driscoll and Charlie Higginson retired in March after long careers with AT&T.



Jack Driscoll began his AT&T career in 1957 as an engineering assistant at the former Kearny, NJ, Works. His 30-year career included assignments at Corporate Headquarters and the Baltimore and Atlanta Works, in addition to Merrimack Valley.

Jack assumed his present position as director of manufacturing resource planning in July of 1986. He is a past president of the Merrimack Valley Works Chapter of the Telephone Pioneers of America.

Charles L. (Charlie) Higginson, a relative newcomer to Merrimack Valley, began his AT&T career in 1951 as a central office engineer at the former Kearny, NJ, Works. Charlie spent time at Corporate Headquarters, at several locations in California, and in Chicago, Omaha, and Morristown, NJ.

Charlie retired as Merrimack Valley's director of manufacturing — equipment.

Good luck to both!





Roger Cullford

ENGINEERING EXCELLENCE SOCIETY members able to attend a recent photo session are, front row, left to right, Ed Lawler, Don Hatfield, Vin Corsaro, Dennis Krause; 2nd row, Dan Yetter, EES Management Advisor Herb Dietrich, EES President Al Pepin, Jim Russo, Dick Siney, Steve LeFoley, Tony Cappabianca; 3rd row, Bob Vanasse, Clay Goodhue, Pete Filocamo, Jerry Quereux, Ed Hoffman, Dick Munroe, Dick Dumont; 4th row, Pete Tokanel, EES Vice President Ernie Fusi, Bob Zingali, Ed Biron, Ted Chase, EES Secretary/Treasurer Mike Kovach; back row, David Rudd, Dick Tracy, Al Killam, Dave Knight, Clay Button.

Society members not in photo are John Barry, Steve Brown, Joe Chiasson, Ted Dangelmeyer, Tom Demers, Ken Deming, Kathy DiTroia, Dave Dixon, Anne Earnshaw, Larry Fisher, Carl Furlong, Dick Gordon, James Grieco, Jack Kelsey, Tom King Sr., Dick Kirsch, Gerard Koerckel, Steve Kuzmitski, Emile Langlois, Bob Lansing, Dick LaPlante, Richard Lesiczka, Burrell Lowery, Al Marzioli, Dave McDonald, Joseph Messina, Charles Metzger, Hank Moylan, Ted Nusbaum, Don Raymond, Frank Rose, Earle Simpson, Andy Wheelwright, Herb Witherell, John Wormald, and Tom Young.



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