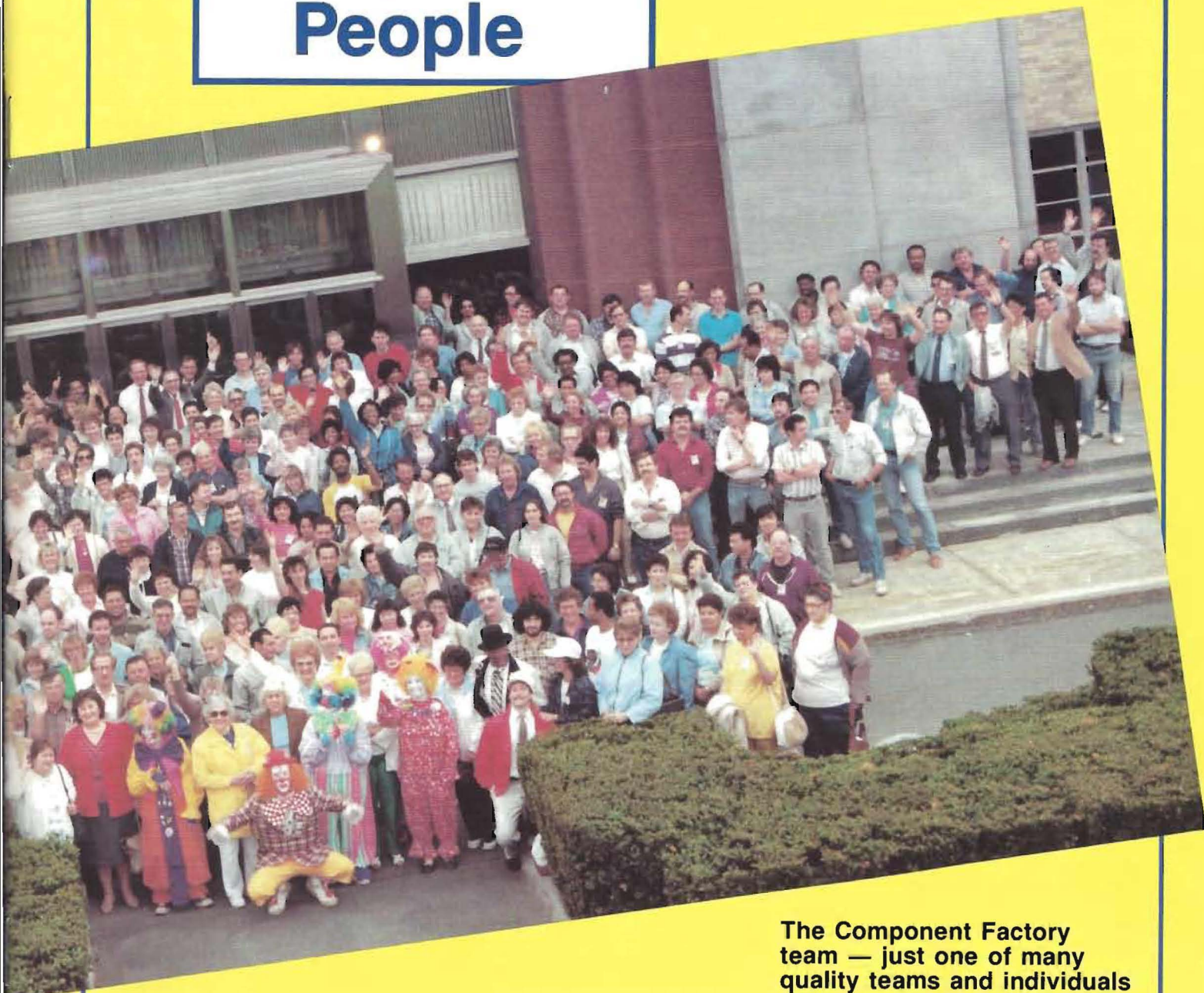


World Class People



The Component Factory team — just one of many quality teams and individuals with reasons to celebrate at Merrimack Valley.



Valley Voice

August 1988



August 1988

VALLEY VOICE

A publication for active and retired AT&T Network Systems and AT&T Bell Laboratories employees of Merrimack Valley
1600 Osgood Street
North Andover, MA 01845

A. E. Dugan
Manufacturing Vice President

Valley Voice office
(508) 681-2302
Editorial staff:
Irene Dumas, x2377
Dianne Coppola, x3553
Photography:
Roger Culliford, x2597

On the cover ...

World Class Components Factory team members gather for a quality celebration. (Story on page 19). Staff photographer Roger Culliford invited everyone for a group photo during the celebration. Roger needed an extra wide angle lens and a high perch to catch this eager group of second shift team members.



Valley Voice is published for employees like Gary Carrington. Do you recognize Gary? Find out what makes Gary outstanding in the next Valley Voice.

What's inside . . .



FIRE! Merrimack Valley responds to an emergency.

Meet the special people of Merrimack Valley who assisted in restoring a suburban Chicago switching station.

4



Poster contest announced.

Merrimack Valley QWL and Safety organizations join forces to spotlight safety in the home and workplace.

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QWL has 5th anniversary

A pictorial glimpse at some of the people who help make Merrimack Valley a better place to work.

10

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Merrimack Valley welcomes Allan E. Dugan as new manufacturing vice president



Allan E. Dugan

Allan E. (Al) Dugan has been named to the position of manufacturing vice president, Merrimack Valley, replacing Jack Heck, who became vice president of product management, AT&T and Philips Telecommunications B.V., located in The Netherlands. Both moves were effective July 1, 1988. Al comes to Merrimack Valley from AT&T headquarters in Southgate, New Jersey, where he was director of division staff for the previous year. Prior to his position at corporate headquarters, he was director of engineering at the Oklahoma City

Works, where he was responsible for the manufacturing engineering of both the 5ESS™ Digital Switching System and the AT&T 3B Computer family of products.

Al is a native of Rochester, New York. He holds a Bachelor of Arts degree in Physics from the University of Toronto and a PhD in Physics from Pennsylvania State University. He also holds an MBA in Finance and Marketing from Rider College.

Al began his AT&T career in 1967 at the Engineering Research Center in Princeton, New Jersey. He was initially involved in electron beam inspection and ion implantation research.

Named a research leader in 1970, he directed the activities of a group involved in the growth of III-V materials and LED device fabrication process development. In 1973 he was named research leader of the millimeter waveguide testing group at the ERC Forsgate Laboratory, where he was involved in developing testing methods and testing of the initial AT&T millimeter waveguide products. In 1974 Al was named department chief of accounting and financial results at ERC. In 1975 he entered the former Western Electric management training program, and upon conclusion became department chief of integrated circuit packaging

at the Reading, Pennsylvania, Works. In 1976 he assumed responsibilities for LED manufacturing engineering and silicon materials engineering.

In 1977 Al became assistant manager, engineering new products at the North Illinois Works, where he was responsible for initial introduction of 5ESS switching and 3B computer products. In 1979 he became assistant manager, material management. He was appointed manager of engineering of the Denver Works in 1980, responsible for the manufacturing engineering of AT&T PBX products. He remained in Denver until being named director of engineering at the Oklahoma City Works.

Al has authored several technical papers in the fields of electron and ion beam physics, semiconductor material growth, photoluminescence and optical properties of materials. He holds a patent in electron beam inspection technology. ■

FIRE! Merrimack Valley responds to an emergency

A Mother's day fire destroys most of an important switching station in suburban Chicago, leaving 35,000 without telephone service and 680,000 with limited service.

Because the damaged equipment is also used to transmit computer data for the entire metropolitan area, thousands of businesses are thrown into chaos.

Airplanes can't land, checks can't be cashed, lottery tickets won't print, automatic bank machines don't function, security systems aren't working, and you can't even call anyone to ask for help.



Bob Nolan, engineering planning and development DACS technical customer support manager, examines fire damaged packs.

Does this sound like the beginning of a science fiction novel? Maybe, but this is all true. It's a real story about a real crisis and how some real people prevented it from becoming a real disaster.

On May 8, a fire caused heavy damage to a central office in Hinsdale, IL. Because the station contained transmission products manufactured at MV, a group from Product Engineering Control Center (PECC) was on-site the following day. After assessing the damage, they organized teams of engineers and support personnel to assist in rebuilding the station.

Lines were quickly rerouted, allowing customers with limited service to return to normal. Special lines were set up for emergency communication centers in the "blackout" area. Cellular phones were able to backup the temporary system (even though some weren't operable because their microwave transmissions went through the damaged switching station.)

Private business lines that carry computer data were the next to be reconnected.

One of the worst problems was at O'Hare International Airport. The computer link between the field's control tower and the FAA center that directs air traffic went dead. Officials said there weren't any unusual safety problems, but the normal distance between landing planes was increased, causing air-traffic backups across the nation. Nearly 20 per cent of O'Hare's daily flights had to be canceled that Monday.

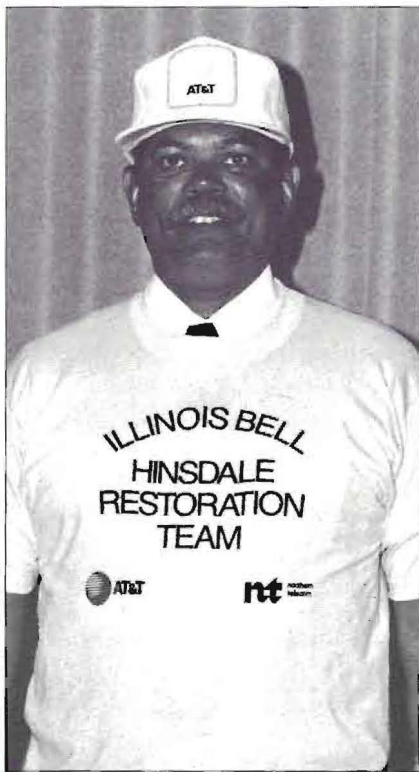
Hinsdale's damaged equipment included D5, DACS/SRDC, TIDM, SLC-96, MIC, TI/TIC, D4, MFT/SMAS, and SMAS. The D5 data bases were removed and returned to MV where a team consisting of PECC, Bell Labs, and manufacturing members were able to repair them. (see inset next page)

Thanks to a phenomenal effort by the customer service RBOC accounts group, nearly \$12 million worth of equipment was shipped within 24 hours of the fire, and it began arriving at the Hinsdale office within 48 hours. By the end of the week, computer data lines were being reconnected, and business was getting back to normal. By June 5, all customers had their service restored.



Tony George, right, senior engineer, and Joe Berger, Hickory Ridge training specialist, discuss installation procedures for one of Hinsdale's damaged D5 systems.

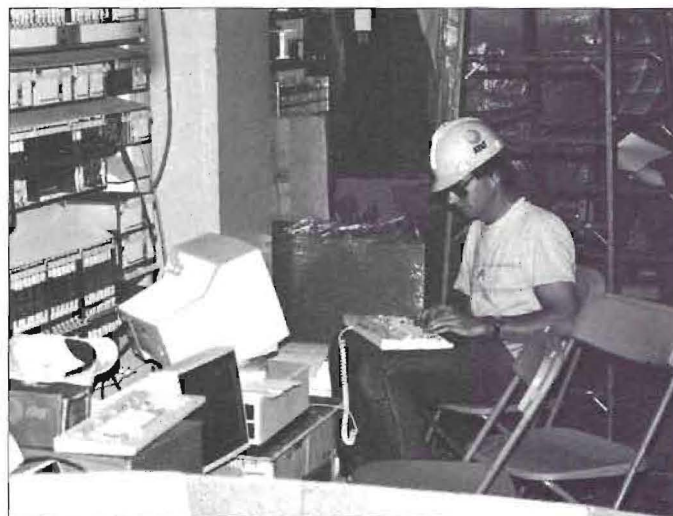
Nearly 15 MV employees working in alternating groups assisted in reconstructing the Hinsdale station. Some repaired, some installed, some monitored, but all worked long shifts around the clock until the rebuilding was complete. These team members accomplished in days what usually takes weeks, and in weeks what could have taken months. ■



Fred Bishop is proud of the part his group, RBOC Accounts, played in rebuilding the Hinsdale station.



Sandy Krause, left, senior engineer, performs installation test on one of the newly installed D5 systems.



George Phaneuf, DACS customer support senior engineer, performs system test on a newly installed DACS bay.

MV team saves D5 memory

In the D5 system, customer information is stored in three places: production tapes, backup tapes, and bubble memory packs. After the fire these parts, from five systems, were flown to MV where an attempt would be made to salvage the information they contained.

The production tapes were too damaged to be read, and to replace them from scratch could have taken weeks. Thanks to a joint effort by engineering, Bell Labs and the D5 manufacturing shop, it didn't turn out that way.

This team was able to remove bubble memory devices from two of the damaged packs and put them on new packs. Tapes containing all information up until the fire were then created from these new packs. Tapes for the other three D5 systems were created from the backup tapes. Production tapes were ready to be loaded in a few days, saving Illinois Bell Telephone several weeks of data entry.

On-site photos by PECC

Around the Works



FIRST PERSON IN CERTIFICATION OJT ▲

What's a die and wire machine setter doing in D5 operating an insertion machine?

That's Frank Chapinski, and it's all part of his certification training. For certification, the manufacturing shops have been divided into three sections called corridors — equipment, component and mechanical.

The courses taught within each corridor are designed to give an overall view of the basic processes used in those shops. Certification training consists of two phases: classroom and on-the-job training.

Frank's job as a machine setter in the die & wire bonding shop puts him in the mechanical corridor. Having worked 32 years in various

shops, Frank is quite familiar with many types of the machines, but operating an insertion machine was something new.

That was before his certification training. Once Frank completed classes taught by Glenn Boucher of the training organization, he was ready for his on-the-job training. After completing this phase with Rich Warner, the shop instructor, Frank was qualified on the insertion machine.

The certification program is not designed to make every worker an expert at every job, but rather to give him/her an overall view of the basic processes that are used in their corridor. Both the employee and the company benefit when the employees are well trained team members.

Shown above from left, Frank Chapinski, Glenn Boucher, Rich Warner, and supervisor René Lambert.

TOOLMAKERS COMPLETE TRAINING ►

Congratulations to John Henly and Bob Cole for recently completing a two year toolmakers training program.

The program consisted of classroom training and practical hands on training utilizing trade associated equipment. Classes in blueprint reading, shop theory, and math were taught by Roy McKinney, section chief in new tool construction.

Pictured from left are instructor Roy McKinney, graduates Bob Cole and Jim Henly, and Tony Lazzaretti, manager of works service.

CLARK SHOP POSTER CONTEST

The Clark Shop recently held a "Teamwork/Working Together" poster contest for all employees.

The posters were judged by a team of co-workers who were asked to focus not on the individual's art work, but rather on the concept of people working together.

The winners were Joe Webber, 1st place; Joe Pellicano, 2nd place; and Frank Williams, 3rd place. Prizes of \$100, \$75, and \$50 were presented to the winners by Ed Cronin, plant manager.

The winning sketches were sent to a professional artist who reproduced and framed them. They are now on display in the main lobby of the Clark Shop as a permanent reminder of the commitment to teamwork.



\$10,000 ESP IDEA

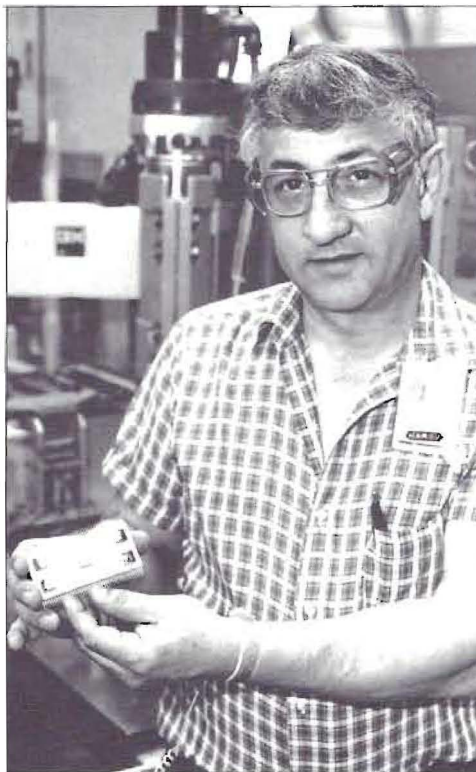
Hats off to Harry Apostolides, the latest \$10,000 recipient in the Employee Suggestion Program.

Harry, a machine setter in the GDX shop, proposed improvements in the process checking instructions for testing solderability of GDX HICs. Explaining this procedure more clearly has led to an increase in the amount of good circuits produced.

Shown at right is Harry handling a HIC made in the GDX shop where he's worked for over four years.

Harry is quite familiar with the different steps in HIC production. He frequently submits his ideas to the suggestion program and has received several awards in the past.

Nice going Harry, keep up the good work!



LEARN HOW TO DEAL WITH A 'DEADLY DEMON'

Two newly-developed quality related courses are available through the Merrimack Valley training organization.

Both courses deal directly with that "deadly demon" in the world of micro-electronics — Electrostatic Discharge (ESD).

"ESD Pre-certification" is a three-hour course primarily intended for everyone who works in an ESD-sensitive area.

Course attendees will learn about ESD and its effects on electronic devices and will prepare for the ESD certification test.

Over 400 employees have participated in this training program since mid-May, and attendee reaction has been positive.

The second course is intended as a form of feedback on the first course and is entitled "ESD for Process Checkers."

This two-hour session is designed to familiarize process checkers with the ESD-related aspects of their job tours. Included is a page-by-page discussion of the latest ESD control process charting layout.

Although the primary intended attendees for this second course are process checkers (and designated backups), it is strongly recommended that area ESD coordinators and involved process and product engineers attend this training session.

Scheduling arrangements for either ESD class can be made by contacting Fred Welch, x4785; John Daley, x3556; or Larry Snow, x3549, between 7:00 a.m. and 4:15 p.m. daily.

Help Merrimack Valley stamp out the deadly demon — learn how to control ESD.

QWL & SAFETY POSTER CONTEST

SAFETY IN THE HOME & WORKPLACE

— **GREAT PRIZES** —

DEADLINE for entry: August 26, 1988

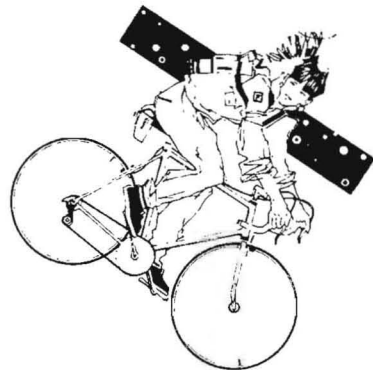
ENTRIES judged on originality of poster — content of message — simplicity — artistic quality

CATEGORIES — *Section Teams* — all AT&T employees. Each section may submit as many posters as desired — Prize winners will be chosen by random drawing from names of entire sections with top three winning posters.

Sponsored — for children with AT&T sponsor (need not be related) — Four age groups in Sponsored category — 4-6, 7-9, 10-12, 13-17 years — Finals winners will be chosen from five finalists in each category and will be selected by sectional category finalists.

WINNERS of Section Teams category will be drawn on September 1 at a luncheon for the three sections whose posters are chosen as finalists. Winners of Sponsored category will be selected by vote at the luncheon.

FOR more information on poster contest call QWL office at X2994 or Safety organization at X3494.



Pam Jackson receives Tribute to Women in Industry (TWIN) recognition

Pam Jackson, MV manager of switching & piezoelectric components manufacturing, recently was named one of several recipients of the prestigious TWIN award. Pam's educational and career accomplishments impressed the nominating committee, as did her commitment to serve as an effective role model in the industrial community.

Pam is highly visible at Merrimack Valley to several thousand female employees. In past years she has participated in the AT&T Campus Recruitment Program, the Bell System Women and Minorities in Engineering Speakers Program, and the Dekalb County (Georgia) High School Career Days. She is currently a member of the Speakers Bureau for the Merrimack Valley Alliance of Black Telecommunications Employees. All of these programs serve to encourage young women and minorities to seek out careers in engineering, science or management.

Pam launched her own engineering career early. She participated in local, state and national science/engineering competitions throughout junior and senior high school. During her senior year she was selected as a member of the Westinghouse Talent Search Honors Group and admitted to the Massachusetts Institute of Technology. At MIT she completed three degrees in five years, receiving Bachelor of Science degrees in Chemistry and Chemical Engineering and a Master of Science degree in Chemical Engineering. Upon graduation she joined AT&T's Engineering Research Center in Princeton, New Jersey. She has been with AT&T for



Roger Culliford

thirteen years and has worked at AT&T locations in New Jersey, Illinois, Georgia and now Merrimack Valley.

Pam is a member of the American Institute of Chemical Engineers, American Chemical Society, Sigma Xi (Honorary), Black Alumni of MIT, and the Alliance of Black Telecommunication Employees. She is financial secretary, a choir member, and chairperson of the

adult supper club at the Windham Presbyterian Church, Windham, NH.

Pam has successfully combined her strong commitment to a career with an equal commitment to family, which includes husband John Bush and daughters Lorri and Judy.

Congratulations, Pam, on this latest achievement. ■

QWL has 5th anniversary



On June 23 the Quality of Work Life (QWL) organization celebrated its 5 year anniversary. QWL began as a contractual agreement between both unions and the company and has developed into an organization that reaches nearly every department at MV.

Just what is QWL? Actually, QWL is a concept based on three things.

First, it's worker participation. Workers are given the opportunity to express their opinions on decisions that affect their daily work lives.

Second, it's union-management cooperation. Working as part of a team, these parties make a joint effort to solve problems.

Third, QWL is a philosophy of trust and respect. This lets all employees know that they are important to the company and that their opinions and ideas really count.

The core of QWL is the participation team. These teams are usually made up of 5 to 10 volunteers from a work group. Currently there are 61 teams (representing all three shifts.)

BRAINSTORM

NO RANK
In this room

Each team has one union and one management representative. There is no rank, so all members are equals.

The purposes of each team are to represent the people in the organization, to identify problems on the job, and to recommend solutions to those problems.

The teams work on issues such as production, safety, the environment, medical and training. Some projects focus on the department and some are plant-wide.

One of the most frequent complaints heard at work used to be "Nobody listens to me." But since the start of QWL, that's changed. One of QWL's biggest accomplishments has been to open the lines of communication between all groups in the company. Workers aren't afraid to speak up when they think something should be changed. QWL has helped to make employees feel more important and respected. Workers know that their opinions count and that they do have a say in what happens at work.

Photo collage by Bob Gablosky



Employee Suggestion Program March, April & May awards



Dick Mazzaglia, center, received two suggestion awards totaling \$2090 for improvements resulting in reduced breakage of crystals. Dick demonstrates his process to Joe Martin and Nick Maselli.

(April, cont.)

\$350

Marie Y. Donahue

\$330

Richard L. Marsolais

\$310

Donald G. Farley

\$300

Howard E. Anderson (5)

\$270

Brian J. Bogle

Michael A. Thompson

\$265

Robert J. Krafton

\$200

Wayne R. Lira (3)

\$197.50

Joan L. Goyette (5)

\$162.50

Lynn C. Maynard (4)

\$130

Harold A. Burke

Lois E. Hubbard

\$125

Nancy A. Horton (3)

Ida R. McCarthy (2)

Paul A. Shea (2)

\$117.50

Craig S. Downs

Michelle S. Dugdale

\$116.67

Christopher P. Obert (3)

\$112.50

Linda M. Bourque

Fannie F. Dandurant

(More than one award indicated in parentheses)

March Awards

\$2,090

Richard F. Mazzaglia (2)

\$1,500

Joseph C. Kozdra

\$1,047.50

Susan L. Gagne

Noele Y. Rizkallah

\$630

Gerald L. Christian

\$562.50

Tadeusz D. Kolodziej

Jerry G. Kotval

\$495

Michael R. Raymond (2)

\$485

Robert J. Lapierre

\$460

Joseph O. Bisson

\$455

Michael L. Owen

Steve G. Perron

\$400

William J. Lahey, Jr.

\$305

Carlos J. Rapaso

\$195

Joan M. Johnson

\$185

Joseph M. Gigliotti

\$140

Nhut V. Tran

\$125

Kyle C. Lynch (3)

\$100

Edward J. Arsenaault (2)

Denise J. Blanchet

Dennis A. Fontaine

Philip E. Ritter (2)

Mary G. Shank

April Awards

\$10,100 (see photo, pg. 7)

Harry Apostolides (2)

\$935

Byron E. Kitsos

\$767.50

David P. Kane

Earl R. Tessimond

\$702.50

Richard A. Prescott

Lynn J. Ternet

\$500

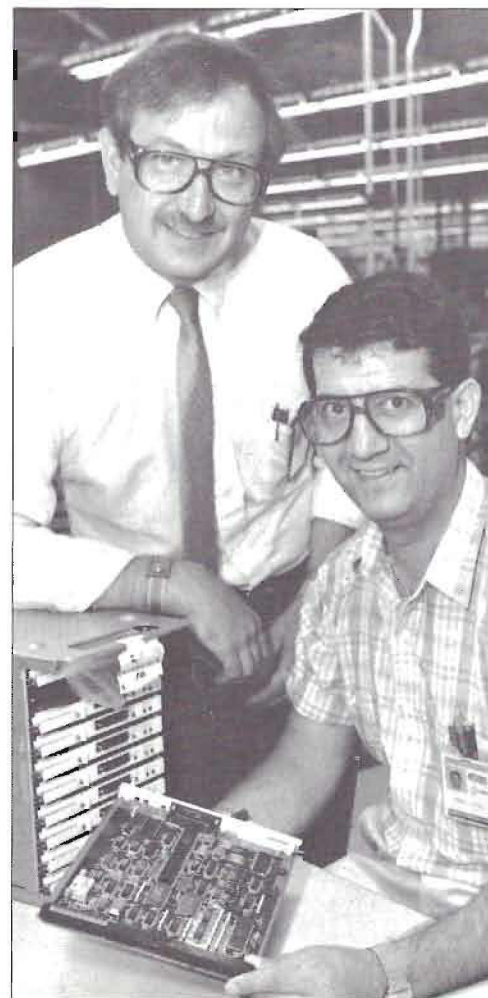
Christine M. Rapazzo (2)

Renee Roumeliotis

\$475

Kyle C. Lynch (2)

Byron Kitsos, center, improved the inspection process in the lightwave area. Team members Ed Coulombe, left, and Jim Salvo lend their support. Byron received \$935 for his suggestion.



\$100

Anne M. Berardi
 William L. Boddy
 Penny L. Brown
 Roger A. Chandonnet
 Dean J. Coco
 Gerald A. David (2)
 Isabelle Gonsalves
 Stella M. Gough
 Richard A. Hawes
 Richard I. Lamprey

May Awards**\$1,165**

Frank A. DiMauro

\$415

Rafael A. Gonzalez

\$410

Angelina R. Primrose

\$260

James J. DeMarco (2)

\$240

Deborah E. Chilingirian

\$225

Daniel J. Carney
 Charles A. Mazza

\$190

Gustavo Siguenza

\$125

Judith G. Arnold (2)
 Claire F. Surprenant (2)



Frank DiMauro, left, of the microwave radio department, designed a fixture that greatly improved the mass soldering process in that department. Frank demonstrates his method to supervisor Bette Rallo. He received a \$1,165 award for this suggestion.

(May, cont.)

\$100

Joseph W. Buck (3)
 Paul D. Hudson (2)
 Dennis M. Sinclair (2)
 Michael H. Smith (2)
 Sharon L. St. Onge

. . . more March awards**\$75**

Harry Apostolides
 Wallace A. Arnott
 Joseph W. Buck
 Dennis G. Cargill (2)
 Gene A. Cassell
 Gerald A. Comeau
 Todd H. Daniels
 James L. Davies
 Dennis E. Frechette
 Mary Grose
 David S. Hill
 John J. Matthews
 Steven P. Smith
 John B. Wilkins

\$70

Nancy A. Beal

\$50

Donald J. Antonucci
 John I. Bourdon
 Richard D. Capone
 Michael Christian
 Robert R. Cruz
 Angelo D'Agati
 Roger A. Daniel
 Leo A. DuBois
 Roland J. DuBois
 Stephen T. Dulgarian
 Isabelle Gonsalves
 John S. Grubb
 Gudelia Gutierrez
 Irene W. Hogan
 John J. Howell
 James A. Jackson
 Nelson Lavalec

John F. McNally
 Deborah A. Medley
 Darcie A. Menard
 David W. Moriarty
 Andrew P. Morsen
 William J. Nicora
 Joseph Patuto, Jr.
 John A. Raymond
 Bruce A. Robinson
 Carol B. Sowick (2)
 Richard F. Sullivan
 Kenneth A. Tuocolo
 Paul M. Vanasse
 Richard A. Wildes

\$45

Howard E. Anderson

\$37.50

Patricia A. Boody
 Pio Frittitta
 Judith B. Gagnon
 Paul M. Giroux
 Pietra Sinacori
 Dorothy L. Vitale

\$25

Michael J. Bailey
 Frank Bauielo
 Aline D. Castonguay
 Robert D. Chase
 Kim A. Datab
 James M. Elliott
 John P. Fowler
 Michael A. Hickey
 Paul D. Hudson
 John W. Judson

Richard A. Prescott
 Dennis M. Sinclair
 Lynn R. Ternet
 Michael S. Williams

\$12.50

Gerald A. Costello
 Arun C. Patel
 Peter J. Persico
 Mark R. Whalen
 James M. Wilson
 Catherine M. Wynne
 \$6.25
 Kenneth M. Knight
 George A. Murphy
 Rock S. Pinault
 Victor Stashevsky

. . . more April awards**\$75**

Joseph W. Buck (2)
 Dagoberto Ajanel
 Judith G. Arnold
 Theresa A. Craig
 Barbara M. Donovan
 Ray J. Fredette
 Jean F. Gates
 Robert T. Gearin
 Davis S. Hill
 Michael K. Levinger (2)
 Richard I. Marshall
 Ida R. McCarthy
 John P. McInhanc

Robyn J. Monette
 James E. Paquin
 Charles J. Paris
 Theresa Perrault
 John M. Ryan
 Robert M. Segel (2)
 Rita M. Vaillancourt
 Richard E. Wanskeir
 Steven J. Willis

\$50

Mark D. Bean
 Kenneth D. Beauregard
 Alfred T. Beneivenga
 Annette M. Boggiatto

Armand Bourassa
 Dennis G. Cargill
 Diane M. Croteau
 Angelo D'Agati
 William B. Donohue
 Roger R. Giard
 Donald R. Hand
 John M. Karanis
 Alfonso I. Mambro
 Barbara M. Mirandette
 Gary W. Nilsson
 Jeffrey Page
 Mark J. Patuto
 Michael F. Riopelle
 Edward S. Rodriguez

Robert K. Sandner
 Gary R. Snook
 Claire F. Surprenant

\$37.50

Richard G. Kane
 Marie Jeanne L. Martin
 \$25
 Alice F. Abate
 Robert D. Chase
 Alan K. King
 Joan G. Koebrick
 Philip E. Kritter
 John J. McCarthy
 Nancy A. Netzer

Mary E. Pina
 Ernie P. Schimming
 Betty J. Thibodeau
 Joan M. Vermculen
 Harold L. Waters

\$16.67

Linnea L. Bibeau
 \$16.66
 Susan M. Marincau

. . . and more May awards**\$90**

Bruce R. Belair

\$75

Wallace A. Arnott
 Albina A. Beauregard
 Rita L., Becotte
 Bruce A. Bloom
 Nancy S. Bodwell
 Roger A. Chandonnet
 Paul T. Chastney
 Paul J. Croak (2)
 Duong X. Dinh
 Sharon P. Duffen
 Raymond A. Germain
 Christine Kasila

Sylvia R. MacAllister
 Alfonso M. Mambro
 Ida R. McCarthy
 Kevin J. McCarthy
 John R. Pinault (2)
 David N. Sharkey
 Doris P. Temple
 Rita M. Vaillancourt

\$62.50

Michael K. Levinger (2)

\$50

Harry Apostolides
 Gary W. Boucher
 Gloria F. Carrier
 Dolores Colon

Diane M. Croteau
 Dianne M. Dennis
 Kenneth G. Dors
 John P. Gauvin
 Patrick J. Holroyd
 Julio W. Joubert
 Richard M. Kilcoyne
 Laurie A. King
 Maria A. LaPlante
 Michael Lanza
 James R. Malcuit
 Raymond A. Marquis
 Marie L. Martin
 Lynn C. Maynard (2)
 Charles J. Paris

David P. Turner
 Mary E. Wrobel

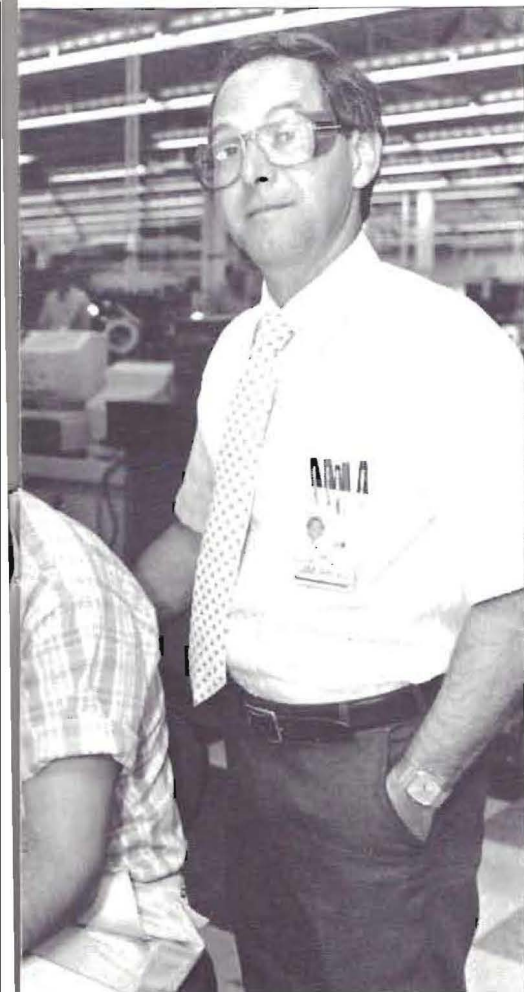
\$40

Gordon D. Parks, Jr.
 \$37.50
 Brian F. Bogle
 Scott DePanfilis
 Emily F. Dizazzo
 Nancy A. Horton
 James A. Jeter
 Rita H. LaCroix
 Gary W. Nilsson
 Jeanette M. Porro
 Robert M. Segel

\$25

Ann Apkarian
 Daniel J. Burke
 Robert D. Chase
 Jeffrey E. Gill
 Joan L. Goyette
 Joan D. Krawec
 Raymond C. LaRosa
 David M. Morse
 Linda H. Sargent
 \$20
 Donna M.
 Arasi-Gudinas
 Kenneth D. Beauregard

Roger Culliford photos



Retirements

YEARS
OF
SERVICE

March

32 Howard L. Kimball

April

31 Mary E. Belanger
27 Lorraine P. Davies
27 M. Marcelle Myers
27 Arthur D. Patnaude

May

28 Maria Rose Aiello
27 Paramarze Asadoorian
18 Joseph A. Caputo
32 James H. Derby
16 Joseph M. Kolano
30 Gilbert E. Lamothe
44 John J. Madden
33 Virginia B. Malloy
20 Francis J. Morency
23 Raymond E. Morin
32 Louis R. Ouellette
16 Helen T. Ruscak
29 Robert L. Silver
20 Ray P. Tarlian

June

38 Robert J. Albanese
21 Priscilla A. Bunshaft
28 Doris B. Busch
24 Charles W. Campbell
28 Mary B. Cavallaro
36 Lawrence G. Godin
17 Patricia K. Hetel
35 Theresa F. Lambert

July

37 Lawrence O. Austin
28 Hugh F. Cawley
31 John A. Coppola
35 Augustine DeParis
32 William E. France
36 Fred A. Grasso
26 Ellen L. Mamalis
31 Ivan R. Oak
33 Mary J. Perrault
20 Barbara T. Remick
10 Thomas A. Saab
36 Walter J. Sakowicz
36 Clarence W. Spencer

In memoriam

David J. Amirault, Jr., retired inspector, Jan. 18, 1988
Raymond J. Bernaiche, retired toolmaker, June 30, 1988
Leo Blinn, retired test equipment operator, Feb. 21, 1988
James B. Broe, retired millwright, June 27, 1988
Elija Casier, retired utility operator, July 17, 1988
Grace T. Censullo, retired bench hand, Jan. 19, 1988
Virginia L. Cerat, retired bench hand, Oct. 17, 1987
Harry E. Charles, retired tester, May 23, 1988
Vincent M. Costello, retired production service clerk, Feb. 4, 1988
John A. Delaney, retired machine operator, Feb. 23, 1988
Freda I. Dennett, retired accounting clerk, March 27, 1988
Edward A. Ellis, retired senior engineer, April 21, 1988
Rose M. Filella, retired machine operator, Jan. 30, 1988
Fred H. Follmer, retired planning engineer, March 6, 1988
Roland J. Gagne, senior operator, March 14, 1988
Robert J. Gaudet, retired millwright, July 1, 1988
Earl J. George, retired junior tradesman, July 21, 1899
Rosalie M. Grelle, retired wireman, Feb. 5, 1988
Richard M. Hayes, process analyst, May 8, 1988
Virginia Holbrook, retired inspector, March 5, 1988
Josephine P. Jamitkowski, retired utility operator, April 7, 1988
John J. Jessel, retired supervisor, July 12, 1988
Ann D. Jojokian, retired stock maintenance clerk, Feb. 9, 1988
Robert D. Kennedy, retired utility operator, March 3, 1988
Rudolph G. Lambert, retired bench hand, June 13, 1988
Elphege Langlois, retired guard, March 29, 1988
Anna F. Lapenas, retired lapping machine operator, June 2, 1988
Dorothy B. Lee, retired tester, April 6, 1988
Jeannette E. Manning, retired inspector, Feb. 23, 1988
Antonios A. Markos, retired assembler, April 6, 1988
Thomas Messano, retired wirer, May 16, 1988
Roland E. Morin, retired utility operator, May 3, 1988
Charles F. Murphy, retired expediter, May 25, 1988
Cecile D. Palermo, retired wireman, June 3, 1988
Pasquale A. Paolino, retired machine operator, July 1, 1988
James R. Paradis, retired machine setter, June 20, 1988
James G. Partain, tester, June 14, 1988
Dorothy H. Patnaude, retired inspector, Feb. 17, 1988
Ruby Patten, retired bench hand, Feb. 28, 1988
Doris D. Perkins, retired bench hand, Feb. 6, 1988
Michelina Z. Piazza, retired production service clerk, May 15, 1988
David F. Regan, retired bench hand, Feb. 14, 1988
Antonetta Sapienza, retired bench hand, March 14, 1988
Katherine D. Savage, retired layout operator, March 13, 1988
Theodore C. Sepho, retired toolmaker, Feb. 2, 1988
Thomas S. Sousa, retired accounting coordinator, May 8, 1988
Charles K. Tashjian, engineer associate, April 21, 1988
Josephine K. Thompson, retired repairman, June 25, 1988
Clark D. True, retired expediter, March 12, 1988
Joseph J. Vandette, retired layout operator, June 6, 1988
Eugenia L. Viens, retired report clerk, April 12, 1988
Alphonse Warchol, retired technical assistant, Jan. 27, 1988
Joan D. Windle, retired wireman, March 11, 1988

Bill Wedge makes a difference



Roger Cullford

The Hospice Unit, opened in September, is used for terminally ill patients and their families. It allows the family to care for the patient and receive support from physicians and nurses. As a result of Bill's efforts, these veterans know their service to their country is appreciated and not forgotten.

Veterans are not the only recipients of Bill's unending energy. As a Pioneer, Bill has worked on many projects that help people in the local communities. One such project is the Lawrence Daybreak Shelter.

The Daybreak Shelter provides meals, first-aid, shelter, and other support and medical services for the homeless. The Pioneers have assisted the shelter in many ways. Last year they donated appliances, linens, and office supplies throughout the year, and over \$1,000 in canned food and gifts at Christmas. People in need of the services that the Daybreak Shelter offer know that someone out there really cares.

The Pioneers are the second largest charitable organization in the world with over 750,000 members in the United States and Canada. According to Larry Farrell, Bill is "probably the best thing to happen (to the Pioneers) since Alexander Graham Bell." That's quite a compliment, but then Bill Wedge is quite a man.



Just how much difference can one person make? If you're talking about Bill Wedge, the answer is a HUGE difference!

Bill, a tool and gauge inspector in the tool construction and maintenance department, has been involved with the Telephone Pioneers since 1977 and is first vice president of Chapter 78. The Pioneers are involved in many projects, and Bill is always right there whenever anyone needs his help. He doesn't wait to be asked, he just sees what needs to be done and then he does it.

In December at a regional conference, Bill proposed that all Pioneer chapters unite in a single project. The project he had in mind was helping hospitalized veterans. The proposal was unanimously accepted, and eventually it will be

adopted by every chapter in the United States and Canada.

To follow up on his proposal, Bill organized the program for Chapter 78. Bill's plan was to have a Pioneer volunteer visit and bring a gift to each veteran once a year. This February during "National Salute to Hospitalized Veterans Week," volunteers visited the Manchester, NH, and Bedford, MA, medical centers and distributed gifts to over 1,100 veterans.

When Bill became aware of the need for a Hospice Unit at the Manchester Medical Center, he discussed the matter with Larry Farrell, Pioneer chapter administrator. The issue was brought up for discussion before the chapter's executive board, who agreed to supply the funds.

For your information



Photo courtesy Lawrence Eagle Tribune

ART BOISSELLE VOTED "BEST BOSS"

How can you let your boss know that you think he's the greatest? The people in TED shipping and inspection found an unusual way to show their supervisor, Art Boisselle, just how much he means to them.

They entered Art in a contest sponsored by the *Lawrence Eagle Tribune*. Workers were asked to write what they liked about their boss. Nearly twenty of Art's workers got together and wrote to the local newspaper explaining why they think he's such a great supervisor.

To sum up their responses, Art's team feels that he is understanding, always fair and treats everyone with respect. At their frequent meetings where they discuss quality improvement and other issues, he not only listens to their concerns, but also responds. Art always encourages them to ask questions and make suggestions, making sure everyone knows they are important to the success of the entire team.

Thanks to the responses submitted by Art's crew, he was chosen as "a boss who makes a difference."

EMPLOYEE SALES PLAN OFFERS BEST PRICES EVER

The new AT&T Employee Discount Program guarantees the lowest prices anywhere. If you find an AT&T product priced

lower, they'll match it.

Other improvements include a larger selection of products, reduced shipping and handling charges, and an easy to follow ordering guide. Now there are three convenient ways to order—by mail, by phone, or by visiting an AT&T Phone Center.

REMINDER — NEW AREA CODE

On July 16, 1988, portions of area code 617, including the Merrimack Valley area, became area code 508. During a short grace period calls will be switched automatically, but do try to remember this important new number.

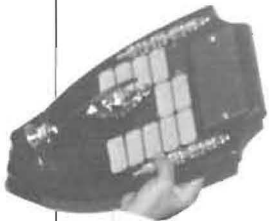
FIRST WINNERS OF NEW SAFETY & QUALITY AWARENESS PROGRAM

The first winner of the Component Factory's new Safety and Quality Awareness program is the R/C and Speciality HIC department.

Dianne Ouellette, below, shows team members the trophy awarded by Don Steiner, components manufacturing director.

Don spearheaded the new program in an effort to keep his team focused on quality and safety issues. A contest is held monthly, with each department reporting quality and safety failures. The department with the best record for the month gets to display the trophy, has a special breakfast and participates in a drawing for other gifts.

Why all the fuss? Because safe work areas and high quality products make everyone winners!



WALKING FOR DOLLARS

Thirty-three AT&T employees participated in the 1988 Greater Lawrence WalkAmerica held on Sunday, April 24. In spite of the rainy weather, they walked a 20 kilometer course through North Andover, Andover, Lawrence and South Lawrence, raising \$5066 in pledges. The AT&T group earned the second place award for total monies collected.

A total of 316 walkers collected over \$40,000 in pledges to support the March of Dimes in its fight against birth defects.

A big thank you is extended to all participants for helping to make the Greater Lawrence WalkAmerica such a huge success.



AL DUGAN STRESSES QUALITY AND SAFETY

Al Dugan, Merrimack Valley's new manufacturing vice president, spent his first weeks at the Valley getting to know people. Many employees already have had the pleasure of greeting Al personally as he makes his rounds of the manufacturing and office buildings.

At the June results meeting Al stressed that he is exceedingly pleased with the way the factory is running at present and emphasized that he has no plans for massive or immediate changes.

Al did emphasize the need for a continuous focus on quality and safety issues and said that all of us must serve as proper examples to each other.

For your information, cont'd



GOODBYE JACK, GOOD LUCK

Jack Heck, Merrimack Valley's manufacturing vice president for the past three years, left July 1 for an international assignment.

Jack is now located in The Netherlands as vice president of product management for AT&T and Philips Telecommunications B.V.

Jack will be remembered by the employees of Merrimack Valley for his friendly style at the many EIEP meetings held with large numbers of randomly selected employees. The question and answer sessions during these meetings provided a lively forum for direct communication.

Congratulations on your promotion, and good luck, Jack, from your friends at Merrimack Valley.

AT&T OPERATORS SAVE YOU \$

If you make a call while traveling, it could cost you more than you think.

Credit card and operator assisted calls are often handled by alternative operator services. You may not know this until you get the bill.

Ask if AT&T is used for operator and AT&T Card calls when you check into your hotel. If the answer is no, ask if the hotel operator can connect you with AT&T.

When you reach an operator, verify that they are with AT&T.

Use AT&T or local-exchange carrier pay phones. You may not be able to reach an AT&T operator from some private pay phones.

If your calls were placed by an alternative operator service, there will be several indications on your bill: The services name is listed as the long distance company; a "dial-0" credit card call may be listed as a bill-to-third-number call; the rates are usually higher than AT&T's; and the location from where you placed the call may be different from the originating city or number.

Calls that use an alternative operator service may not be reimbursed by AT&T, so always verify that your operator is with AT&T.

OUTSTANDING PERFORMANCE! ▶

John Corcoran has been chosen to receive the 1987 Trans-Corporate Management organization's Bronze Award for his outstanding performance in the area of supporting sales to our customers.

As a digital radio planning engineer, John has been involved in many technical presentations that show our customers the capabilities of our digital radio product line.

John, right, accepts the trophy from Jiggs Zamierowski, manager of product management.

QUALITY QUALITY QUALITY

Merrimack Valley never tires of stressing quality — quality in everything we do.

Team members in the echo canceler area are accustomed to greeting visitors from the Nippon Telegraph and Telephone Corporation (NTT) of Japan. During these important customer visits, not only our products but also our employees are on display. Representatives from NTT who recently visited MV once again for a quality check of the echo canceler product were impressed with what they saw at MV.

A company spokesman relayed a thank you message to the people of the echo canceler team, stating his corporation's feeling that quality at Merrimack Valley is quite high and also that they were impressed by the open-minded way we responded to their needs, particularly on the factory tour.

WORLD CLASS CELEBRATION

Alan Moline, director of components engineering and manufacturing at Merrimack Valley, told 2000 component factory team members gathered on the front lawn that, thanks to their efforts, we have set new quality records. "Not only have we been talking about the need for continual improvement in quality, but we have *delivered* continual improvement." He said costs of our components are at a record low, proving once again that quality improvement gives lower cost.

The team is 90 percent toward their goal of defect free production and is busy working on the remaining 10 percent. Alan said it was time to pause and celebrate the progress they have made toward that goal — and celebrate they did! Team members formed a committee to prepare for a celebration — component factory style. And that meant a quality celebration. All three shifts participated in the May celebration — the 1st and 2nd shifts on the front lawn for hot dogs, sandwiches, and cold drinks; the 3rd shift in the auditorium for breakfast.

The spirit of the celebration was one of giving thanks to each other, since without the daily cooperation among individual team members there would be no cause to celebrate.

It was a great party. The AT&T jazz band played while team members gathered in large and small groups to celebrate, eat or just relax. Roger Culliford, Merrimack Valley photographer, convinced everyone to pose for a group picture — not a simple task when the groups numbered over 2000. The cooperative spirit of the component team was demonstrated again as the Merrimack Valley "family" portrait on this issue's cover clearly shows.

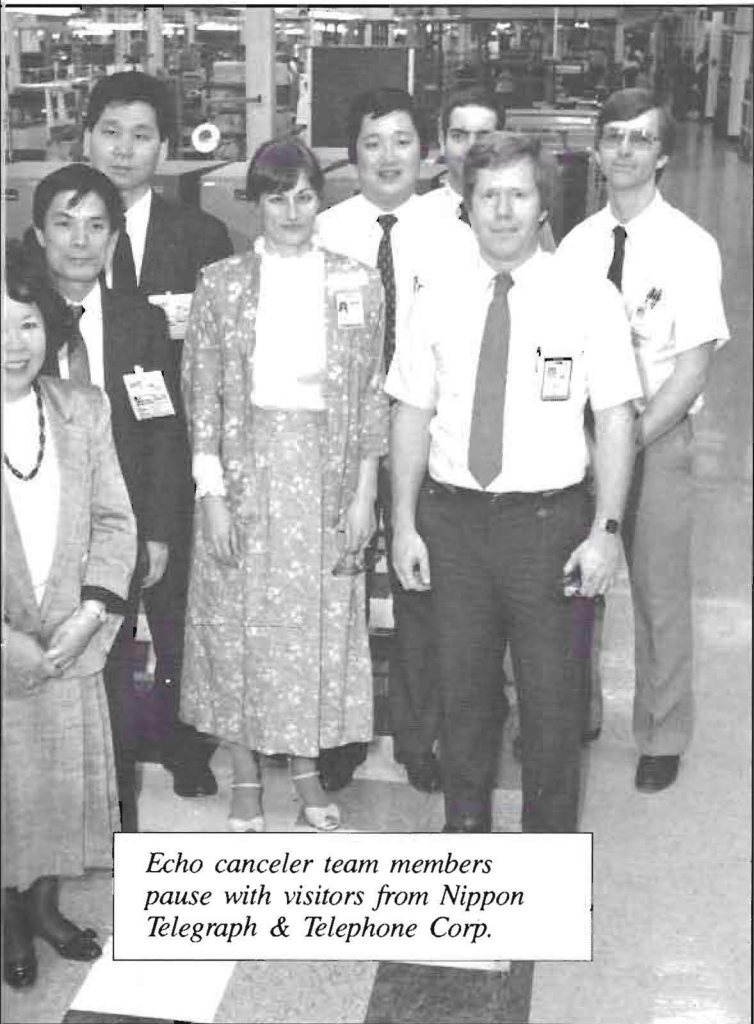
Like all parties, it was over too quickly, but the spirit of cooperation remains with this World Class group of MV employees.



APICS COURSE OPENINGS

Want to take advantage of the latest courses in preparation for the November 12 APICS exam?

Three courses will be offered (Prep for Material Requirements Planning, Prep for Just-in-Time, and Production Activity Control). Contact Dave Chooljian on x4467 by no later than August 19 for registration details.



Echo canceler team members pause with visitors from Nippon Telegraph & Telephone Corp.



1600 Osgood Street
North Andover, MA 01845

