



April 1989

## VALLEY VOICE

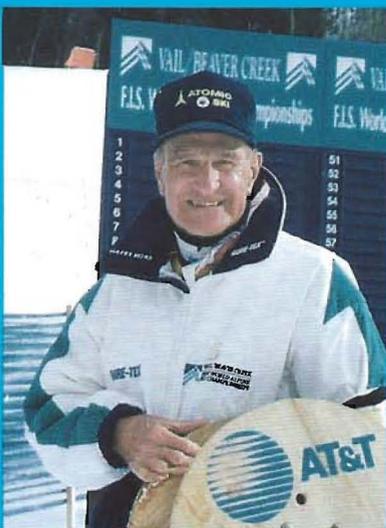
A publication for active and retired AT&T Network Systems and AT&T Bell Laboratories employees of Merrimack Valley Works  
1600 Osgood Street  
North Andover, MA 01845

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Valley Voice is published for employees like Jack Young. Read about Jack's winter-time hobby on page 13.

## On the cover...

The assignment — create a cover design that symbolizes the MVW engineering universe — went to Merrimack Valley graphic artist Ron Quinn. As with many creative inspirations, Ron's first ideas came in the middle of the night, a time usually allotted for sleep. The path from original creative inspiration to the finished cover required many turns and twists. Photographs, airbrushing, cutting and pasting special papers, computer simulations — all part of the artistic process.

In case you have difficulty "seeing" the meaning of the cover, the sideways figure at the bottom represents the thinking engineer. Building blocks of creative thought flow freely, finally forming the rectangle containing a completed transmission bay. If put together, at the end of the two rectangles would appear the Engineers Week logo, the boxed 'E.'

## Digital Radio Success Story



Dave Decker and Leo Labbe, of AT&T NOG, congratulate Lucy Tallini, Radio team member, for the great job done by the Digital Radio team. AT&T NOG guests toured the Radio shop and joined nearly 750 team members in celebrating achieving 99.9 per cent reliability in their Iowa/Illinois route. For more on the Radio team's latest success, see page 8.

# Adapting jobs to fit people



*LINDA DELPOZZO and ROB DUNTON discuss the new assembly job modified to meet Rob's special abilities.*

As part of Merrimack Valley's Affirmative Action commitment to the handicapped, reasonable accommodations to employees with special needs are provided. One of Linda Delpozzo's functions as Equal Opportunity associate is providing suitable jobs for these employees.

Each handicapped person has different limitations, so each job must meet the individual's needs. "The first thing we have to do is find a job," says Linda. She and a human factors engineer look through the shops for tasks that can be adapted to the handicapped employee.

One employee who recently went through this process is Robert Dunton. Rob had worked in Thin Film before being laid off in 1987. In the time Rob was out, he developed a condition that caused him to lose most of his sight. When he was called back, he couldn't return to his former position because of his new limitations, so Equal Opportunity and Human Factors Engineering set out to place him in a new job.

Andy Abrahamson, wired equipment & cable manager, had an assembly job he thought could be modified for a visually impaired employee.

"Visually impaired employees cannot work with heavy machinery or in chemical areas. They have difficulty handling small parts,

sharp edges or other safety hazards," said Linda, "So this sounded like a good possibility."

The next step was to see if the task could be tailored to Rob. Roberta

Carson, MV human factors engineer, evaluated the process saying "We had to minimize the risk of injury on the job."

Before Rob started his new assignment, the Massachusetts Commission for the Blind came in and did their own job evaluation, with one of their instructors providing him with special training.

The assembly process had to be modified to meet his specific needs, and this involved efforts of several engineers. Dave Balentine, process engineer for the DQA recovery shop, and Bill Mooney, Vision material handling engineer, developed a fixture which made the assembly task easier for Robert. The fixture holds a backplane onto which he assembles retainers.

"We're in the process of designing another fixture for a more complicated backplane that will present more of a challenge to Rob," said Dave.

"This is important," says Linda. "We like to make the job interesting and motivating, and we try to prepare them for future jobs."

In the T1 Repeater shop, Arnie Ziemian, MGLM & T Carrier engineering manager; Rick Ryan, process engineer; and Roberta have been working with an engineer from Hewlett Packard. They have modified a HP 3065 test set so that it can be operated by Donald Marr, a visually

impaired employee.

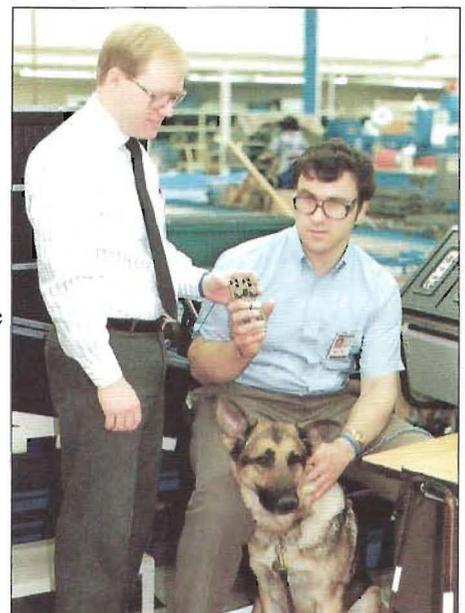
The test set, used to test circuit boards, was originally designed to print out pass or fail after each test. The modified test set makes two different sounds to signal pass or fail.

"We'd eventually like to add a voice synthesizer so that the test set can be programmed to speak, allowing Don to do more complex testing," says Linda. "We're always trying to plan for the future."

In addition to providing new jobs, the Merrimack Valley Works is making its buildings more accessible for handicapped employees. A new wheelchair ramp has been added near the main lobby, and handicapped restrooms are being installed.

The company is committed to providing fulfilling positions for all employees, including the handicapped.

*RICK RYAN and DON MARR discuss Don's new testing job in the T1 Repeater shop while Don's dog Wayco sits at attention.*



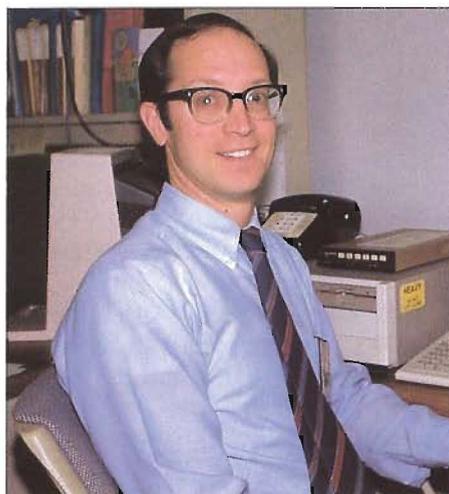
# 1988 Engineering

**S**ix Merrimack Valley Works engineers have been named recipients of Engineering Excellence Awards for 1988.



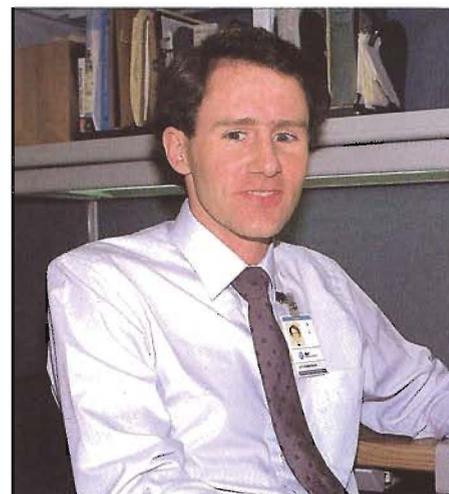
**Howard A. Cyker**, an occupational engineer whose assignments include serving as a member of the AT&T Corporate Surface Mount Assembly and Vision Inspection Task Force. He was cited for his “most significant achievement in development and implementation of the surface mount assembly process at Merrimack Valley.” In addition, Howard was credited with delivering numerous presentations on Surface Mount Technology to both AT&T and the outside community, and having conducted two Beta-site projects with the Engineering Research Center, both of which have resulted in products that are available to other AT&T manufacturing locations through the Manufacturing Development Center.

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**Stephen Kimball**, a senior engineer in D5 generic software development who is currently on loan to Bell Labs, working on a project with New York Telephone. The committee said that software which Stephen developed has the potential to improve customer acceptance of the D5 and increase sales. The committee added, “Realizing the need for D5 System test and heat test software, he worked to write tests for almost 35 circuit packs in D5 and interface to the MPCS data collection system.” He also was credited with what the committee called “one of his more innovative accomplishments” in writing a French/English translation software for D5, without having any knowledge of French. The committee noted, “This creativity resulted in increased D5 sales to Canada.”

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**John T. Corcoran**, a planning engineer whose responsibilities include providing facilities, test procedures and technical support to the Digital Radio Systems Test Area. He was cited for his “enthusiastic and cooperative spirit, coupled with his manufacturing engineering knowledge and expertise, in making possible development of the ‘system string’ test approach now being used to verify performance quality of MVW’s Digital Radio Systems.” John was credited with leading a team of Bell Labs and Product Management people in designing and building a radio line terminal bay demonstration model that has been used around the country in various shows and presentations.

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# Excellence Awards

The Engineering Excellence Recognition Committee used the following standards to define engineering excellence in its selection of candidates for the 1988 Engineering Excellence Awards:

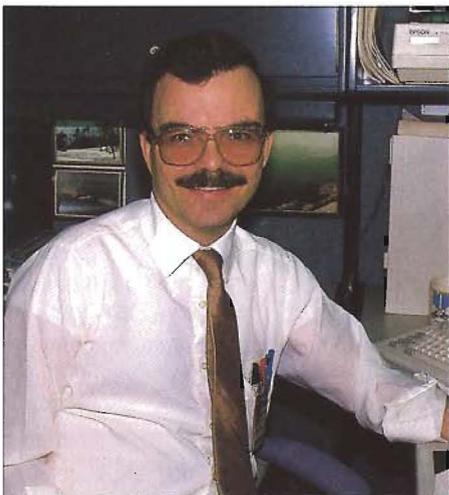
\* Candidates must have attained a degree of knowledge and possess an

attitude to constantly perform engineering functions at a level above his or her title.

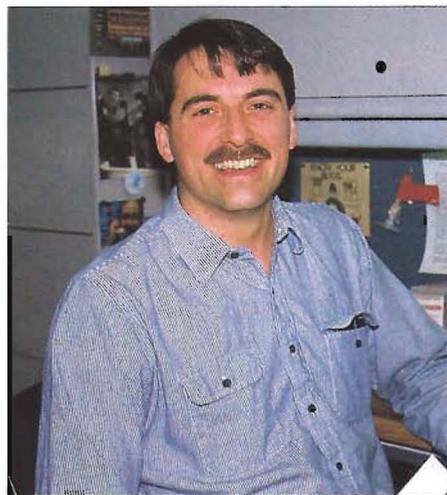
\* Candidates must show dedication, be hard workers and relate well to customers and peers. An added element is going beyond just his or her job and having

creative solutions.

The committee chairman was Ron Searcy, thin film engineering department associate engineer. His co-chairman was Karen Ruest. They were assisted by Mary Anderson, who served as secretary, and Herb Dietrich, the group's advisor.



**James A. Prucha**, a senior engineer with responsibility for testing integrated service line unit (ISLU) and GDX HICS, which are an integral part of the 5ESS™ switching system. The committee said Jim's "high regard for a quality product led him to not only improve yields at MVW but also to work closely with both our supplier at Allentown and our customer, Oklahoma City, in improving their yields...His other accomplishments include development of the Automatic Gelzer equipment that resulted in dramatic reduction in costs and improved product quality and yield." Jim's career cost reduction totals over \$40 million.



**William W. Dyer**, an associate engineer whose expertise is in the area of in-circuit testing on the Hewlet Packard 3065. He was cited for significant achievement in development of Slim Line in-circuit test fixturing for automation of the HP 3065 on the Vision Line. He was also described as being a recognized Surface Mount Technology test consultant for MVW. His procedure for semi-automatic creation and loading of circuit packs with description data to the HP 3065 in-circuit tester is being used by other AT&T and Bell Labs locations.



**Melvin H. Bowie**, a senior engineer in RTV encapsulation who was picked for his outstanding work in the area of Transmission HIC Encapsulation. The committee cited his "unyielding determination" with leading to the "development and implementation of a substrate, versus circuit, encapsulation process which has dramatically improved the product quality and production yields." He was further cited as the "source many other RTV engineers turn to in times of trouble." According to the committee, cost reduction cases in which he has participated give Mel a career total of \$12.7 million in cost reduction cases.

# 1988 Bell Labs

*This year's recipients of the Distinguished Technical Staff Awards, which are presented annually to Bell Labs employees, have been announced by Bob Sanferrare, Division 542 executive director of Bell Labs, Merrimack Valley.*

*The awards went to three employees from Merrimack Valley and two from Holmdel, NJ, all of whom are part of Division 542.*

*They are Doowhan Choi, Mingyu Hwang, and Barbara E. Kramer, of Merrimack Valley; and David B. Kahn and W. Earl Woodzell, of Holmdel.*

**B**y virtue of their selection for the awards, each now has the title of Distinguished Member of the Technical Staff.

Selection of the recipients was announced at a gathering of Merrimack Valley engineers on Tuesday, Feb. 21, at the Collins Center in Andover, during a program in observance of National Engineers Week.

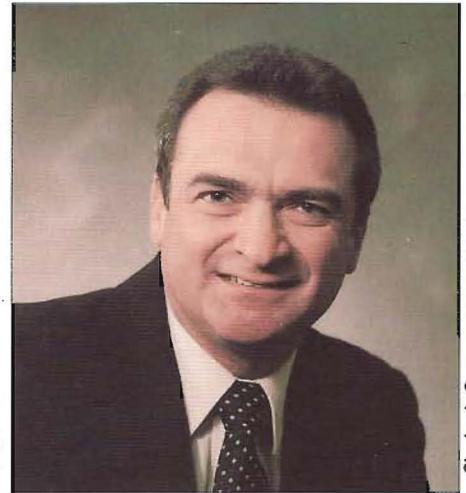
The Bell Labs candidates were selected on the basis of having demonstrated "exceptional capabilities" and providing sustained technical leadership in research and development.

The recipients:



Bob Newton

**Mingyu Hwang**, who worked in integrated circuit processing at Wang Laboratories for three years before joining Bell Labs in 1985. Since that time, she has concentrated on processing issues related to piezoelectric components. Her award was based on outstanding contributions made in developing a broad range of crucial technologies which made possible the manufacture of high frequency surface acoustic wave (SAW) filters. She received her BS degree in physics in Taiwan and her Ph.D. in materials science from Carnegie-Mellon University.



Charles LaGreca

**Earl Woodzell**, who is involved in hardware and document inspections and quality management for DACS II, III, and IV hardware inspections. In the last two years, he has concentrated on development methodologies and hardware and documentation inspections.

# DMTS Awards



Bob Newton

**Doowhan Choi**, who came to Bell Labs in 1984 and spent several years designing devices for synchronous fiber-optic transmission systems. Recently, he has been involved in System Engineering of the transmission aspects of the Next Generation Loop Multiplexer. He received his BS and MS degrees in electrical engineering from Seoul National University in Korea and his Ph.D. in electrical engineering from the University of Texas.

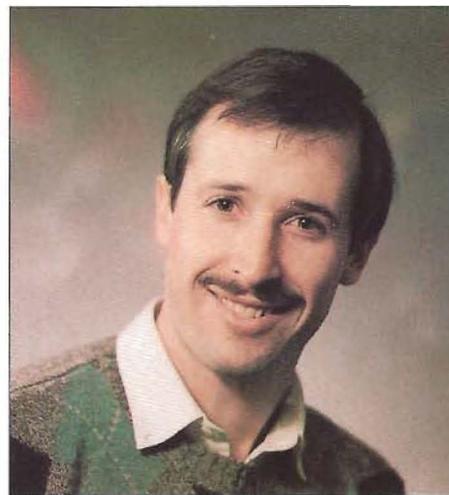
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Bob Newton

**Barbara Kramer**, who joined Bell Laboratories in 1981 after receiving her masters degree in electrical engineering at Cornell University. She has been a key contributor in both Radio and Digital Channel Banks and has demonstrated expertise in analog circuit design, digital circuit design, microprocessor board design and SW/FW design.

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Charles LaGreca

**David B. Kahn**, a graduate of Union College (BSEE 1978) and Stanford University (MSEE 1979). Since joining AT&T in 1978, he has designed and developed digital circuits and firmware, including numerous very large scale integration (VLSI) devices, for a number of Digital Access and Cross-Connect Systems (DACS). He was cited for his expertise, sustained technical leadership, innovation, productivity and personal commitment to development of complex switching structures, high speed interfaces and VLSI devices.

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# Around the Works



*MEMBERS of the count, pack and ship quality cell team, rear, left to right, Peter Ruby, Russ Bowman, Adele Tragiou, Elizabeth Pagnottaro, Nancy Beal, Jim DiTroia, Tony Forte. Front, Eileen Fitzwater, Jean Shine (holding a refurbished box), and Roger Tremblay.*

## TEAMWORK SUCCEEDS AGAIN

“As a result of a project initiated in the ‘count, pack and ship’ quality architecture cell meeting, the appearance of packaging for GDX HICs being shipped to Oklahoma City has been dramatically improved.”

This statement could be found among a long list of Merrimack Valley accomplishments reported to AT&T’s top executives, seems simple enough. However, a lot of behind the scenes teamwork was necessary to make this simple statement about improved customer satisfaction possible.

In this case the customer was the Oklahoma City Works, and the

process for refurbishing recycled boxes for HICs going to OKC was greatly improved. The team did a lot of detective work to pinpoint areas where improvement would bring results.

Roger Tremblay, GDX supervisor, said that on his last visit to Oklahoma City it was “good to see that the improved appearance of our boxes demonstrated our overall commitment to quality for our customer. These improvements were made possible through the efforts of the count, pack and ship quality cell team.”

## DIGITAL RADIO TEAM CELEBRATES LATEST ACHIEVEMENT

It was standing room only when the Digital Radio team got together to celebrate reaching 99.9 per cent reliability in its Iowa/Illinois route.

Ron Smith, digital radio manager, congratulated everyone involved, from product design to installation.

“By focusing on getting the quality of radio to meet the expectations of our customers,” Ron said, “we were able to make our product 99.9 per cent reliable.”

Leo Labbe, on behalf of AT&T Network Operations Group, presented Bob Wysocki, equipment product engineering director, with a plaque saying they were very pleased with the team’s performance and that it was “something to be very proud of.”

Bob thanked all team members, saying “Digital Radio has a reliability thrust no other product at MV can lay claim to. Your outstanding commitment is cause for a celebration.”





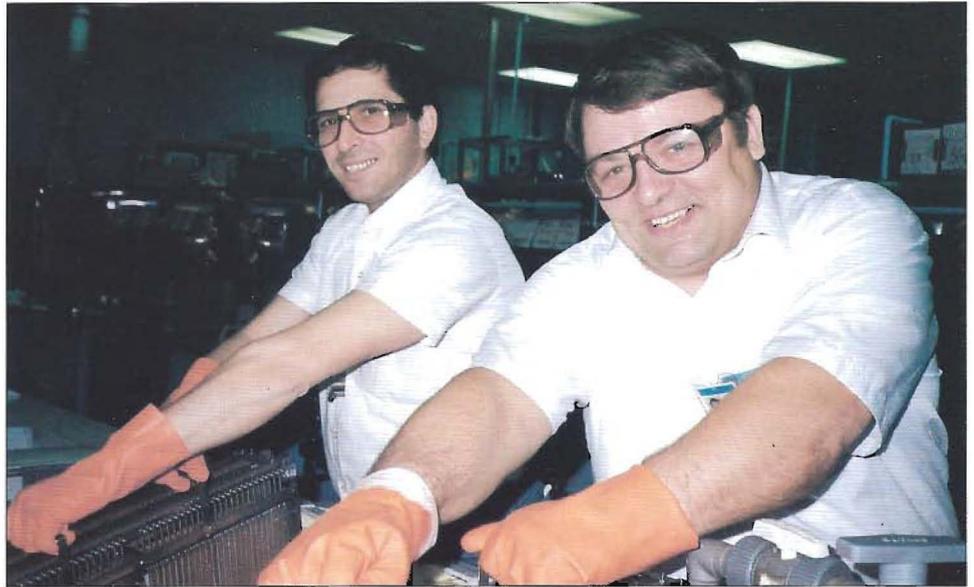
## **III PRODUCTION ASSOCIATES DON'T STOP AT PERFECTION**

**100** percent on time. Zero defects. Room for improvement?

Ask any member of the Merrimack Valley Duroids/Ferrites/MW FICs department and the answer will be a resounding "yes."

Supervisors Ed Fleming, Mike Sevastano, Bob Faust, Rita Braley and Diane Mahalati, under the direction of Roger Harding, lead the III production associates who have created the teamwork necessary to post this substantial achievement.

Weekly communications meetings, shared goals, and just plain good communication have enabled this group to consistently improve their working processes. Production associates take turns sitting on



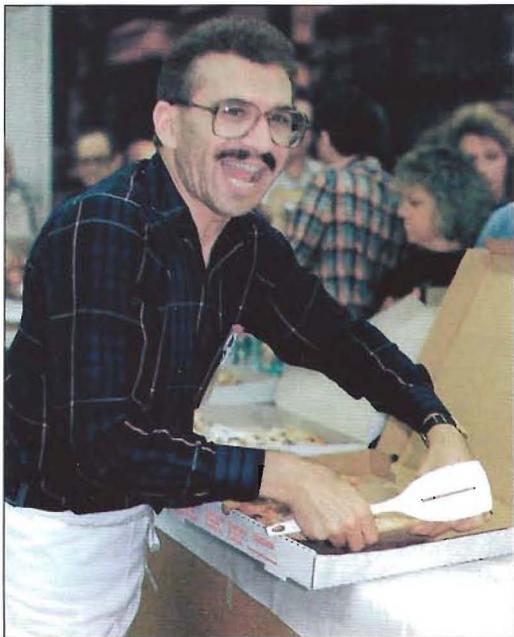
*CHARLIE KOUTZAKIOZIS and RON HAYDEN are part of the Duroids/Ferrites/ MW FICs team that doesn't stop at zero defects.*

quality architecture cell teams. They attend weekly meetings, not to discuss existing problems, but to discuss ways of keeping improvements happening and problems from occurring.

The result—100 percent on time.

Zero defects.

The desired improvement—even better customer service in the form of shorter intervals, continued perfect quality.



*MICHAEL HAGGART joins in the storeroom & receiving celebration and lends a hand serving pizza to over 350 team members.*

## **STOREROOM & RECEIVING DEPARTMENT CELEBRATES LOW ERROR RATE**

**T**eam members of Merrimack Valley's Storeroom and Receiving department were served pizza and soft drinks at an April 6 celebration marking a low error rate for six straight months.

A total of 160 large boxes of pizzas and 30 cases of tonic were served to the 350 employees and their guests in the department's receiving area.

All three shifts took part in

the celebration, which honored the employees for having attained a quality index within expected guidelines for two straight quarters, or six months. A similar pizza party was held last fall at the end of the first three months.

Pat Grelle, storeroom and receiving manager, commended the workers who included department employees, engineering and support personnel, Purchase Material Inspection (PMI) people and the storeroom auditing group.

He explained that the department, in the last six months, compiled an error rate of under 1 per cent. The department's acceptable error rate is 2 per cent.

Pat also distributed 31 award certificates for perfect attendance during 1988. These went to 21 first-shift, 5 second-shift and 5 management employees.



**R. E. Allen**  
Chairman and Chief Executive Officer

Western Electric® products  
550 Madison Avenue  
New York, N. Y. 10022

March 1989

### **AT&T's Equal Opportunity Policy Statement**

I believe that Equal Opportunity is the lifeline of our business. It has been AT&T's long standing tradition as well as our corporate policy to treat each individual with dignity and respect. Furthermore, it is critical that our workforce reflect the marketplace to ensure our leadership position. To guarantee this, we will effectively utilize all of our human resource talent and continue to pursue this effort.

AT&T's policy is to:

- Comply with both the letter and the spirit of all applicable laws and regulations governing employment;
- Provide Equal Opportunity to all employees and to all applicants of employment;
- Prohibit unlawful discrimination or harassment because of race, color, religion, national origin, sex, age, physical or mental disability, or because of one's status as a special disabled veteran or veteran of the Vietnam era, in any employment decision or in the administration of any personnel policy;
- Make reasonable accommodations to the physical and/or mental limitations of otherwise qualified employees or applicants with disabilities;
- Prohibit the use of a person's sexual preference or orientation, or marital status, as a criterion in personnel decisions;
- Ensure that maximum opportunity is afforded to all minority and women-owned businesses to participate as suppliers, contractors, and subcontractors of goods and services to AT&T; comply with regulatory agency requirements and with federal, state, and local procurement regulations and programs;
- Advise employees of their rights to refer violations of this policy to their supervision, or to the appropriate AT&T organization charged with administration of the Equal Opportunity/Affirmative Action policy, without intimidation or retaliation of any form for exercising such rights.

I want to reaffirm AT&T's commitment of providing Equal Opportunity to all employees and applicants for employment in accordance with all applicable laws, directives and regulations of federal, state, and local governing bodies and agencies thereof.

I expect all managers throughout AT&T to comply fully with all aspects of this policy and to conduct themselves in accordance with the principles of Equal Opportunity.

Demonstrated commitment to Equal Opportunity is an investment in our people and future growth. Consequently, a company that attracts, selects, develops and retains the best will remain the industry leader. AT&T's ongoing efforts in this direction will provide us with a critical, competitive advantage in the marketplace.

A handwritten signature in black ink, appearing to read "R. E. Allen".

R. E. Allen  
Chairman and Chief Executive Officer



**A. E. Dugan**  
Manufacturing Vice President  
Merrimack Valley Works

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North Andover, MA 01845  
508 960-3311

**Re: Statement of AT&T-Network Systems-Merrimack Valley Works Policy of Equal Opportunity and Affirmative Action 1989**

As the Manufacturing Vice President of Merrimack Valley Works, I would like to reaffirm my full commitment to Equal Opportunity and Affirmative Action as stated by Mr. R. E. Allen in the AT&T's Equal Opportunity Policy statement. In addition, I also pledge the complete support and assistance of all my supervisors for implementing an effective Affirmative Action program that will ensure Equal Opportunity for all employees.

To further the policy of ensuring that all employees and applicants for employment are provided Equal Opportunity, we will:

Recruit, hire, train and promote persons in all job classifications without discrimination because of race, color, religion, sex, age or national origin, except where sex is a bona fide occupational qualification; base decisions on employment to further the principle of Equal Opportunity; ensure that promotion decisions are in accord with principles of Equal Opportunity by imposing only valid requirements for promotional opportunities; ensure that all other personnel actions such as: compensation, benefits, transfers, return from layoff, company sponsored training, education, tuition assistance, social and recreational programs will be administered without discrimination because of race, color, religion, sex, age or national origin.

Equal Opportunity is the responsibility of the entire work force. Therefore, each supervisor is required to become familiar with the contents of our Affirmative Action Program and take an active role in implementing its policies and practices. Furthermore, supervisors will discuss Equal Opportunity-related items of special interest with interested employees.

Our level of success in achieving our Affirmative Action objectives is a challenge to our supervisory skills. Consequently, the effectiveness of supervisors in furthering our Affirmative Action programs will be a factor by which supervisor assessments and appraisals will be made. The EO Coordinator at this facility is:

**J. Carlos Ruiz, Supervisor, Employment, Placement, and Equal Opportunity**

who will monitor all EO activities and will be responsible for reporting the effectiveness of the Affirmative Action Program to me on a quarterly basis, including recommendations for necessary action to ensure attainment of our EO objectives.

A handwritten signature in black ink, appearing to read "A. E. Dugan".

A. E. Dugan  
Manufacturing Vice President  
Merrimack Valley Works





Photo collage by Bob Gablosky



**A. E. Dugan**  
Manufacturing Vice President  
Merrimack Valley Works

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508 960-3311

March, 1989

**Re: Policy on the employment of handicapped individuals,  
special disabled veterans and veterans of the Vietnam era**

In a continuing effort to treat Handicapped Individuals, Special Veterans and Veterans of the Vietnam Era without discrimination in employment, training, job placement and advancement, AT&T Network Systems, Merrimack Valley Works, reaffirms its policy of Equal Opportunity for all of its employees and applicants for employment. We will foster a general understanding of the sensitivity to the problems of handicapped persons and veterans. We will also assure that as openings become available for which they are qualified, we will be better prepared to provide meaningful employment and advancement opportunities. All employment and advancement decisions will be consistent with the efficient operation of the business, applicable labor agreements and the safe performance of the job.

The Affirmative Action Program for Handicapped Individuals, Special Disabled Veterans and Veterans of the Vietnam Era, developed and revised annually in compliance with Section 503 of the Rehabilitation Act of 1973, as amended, is aimed at ensuring equality of employment and providing reasonable accommodations to the physical and mental limitations of employees and job applicants. No qualified individual will be discriminated against because of a physical or mental handicap or veteran status.

Any person who believes the Company has failed to meet its obligations under the Acts should bring the matter to the attention of the EO Coordinator, J. Carlos Ruiz, on 960-2327. An investigation will be undertaken and where appropriate, prompt, corrective action will be taken. The Company will take appropriate action to ensure that the rights of individuals to file complaints, furnish information or participate in investigations, compliance reviews or other activities relating to the administration of the implementing regulations, will be respected and not interfered with in any manner.

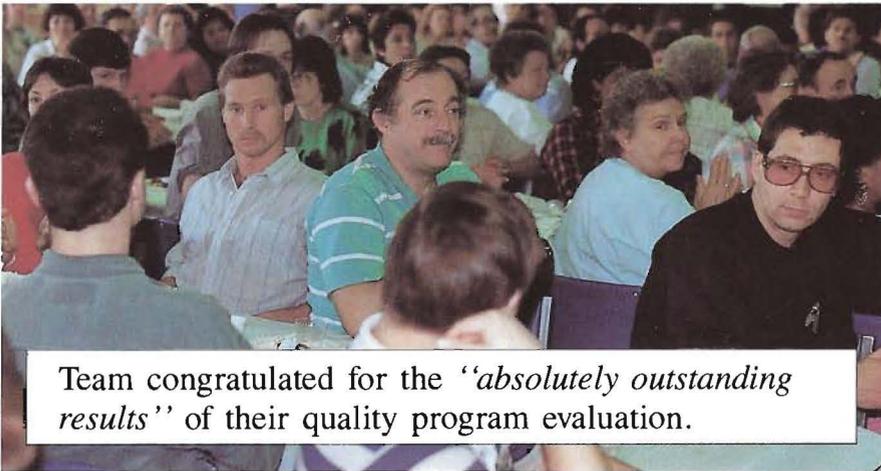
All supervisors are required to become familiar with the Affirmative Action Programs at this location and take an active role in supporting their policies and practices. The effectiveness of supervisors in furthering these policies and practices is one of the factors by which supervisor assessments and appraisals are made. The management of this location is fully committed to this endeavor and will be personally reviewing the progress in all organizations reporting to them.

A handwritten signature in dark ink, appearing to be "A. E. Dugan".

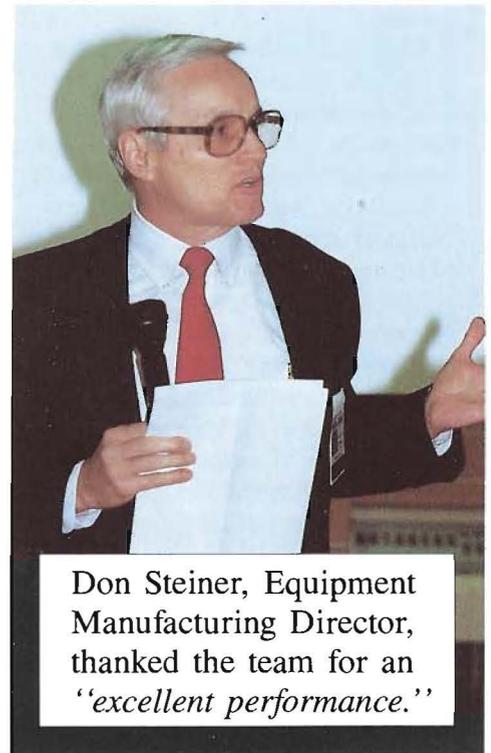
A. E. Dugan  
Manufacturing Vice President  
Merrimack Valley Works

# Wired Equipment, Local Cables, Submarine Lightwave & Systems Test

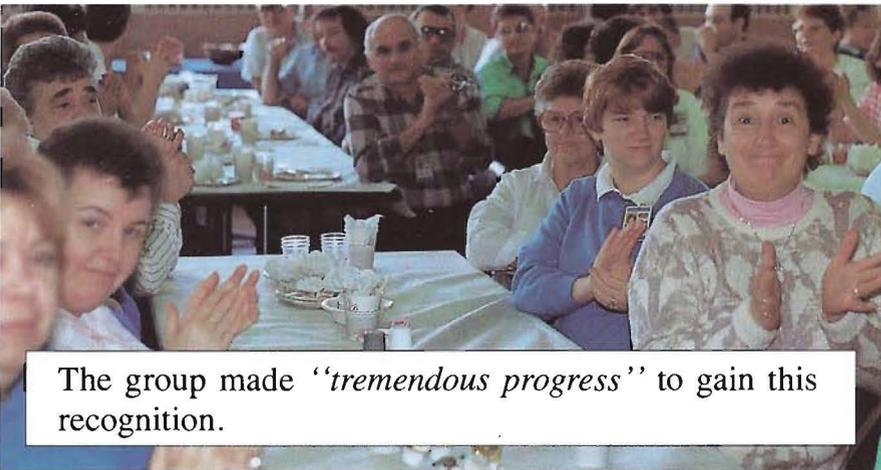
given high ratings in recent Quality Program Evaluation by Submarine Lightwave Customer Representatives



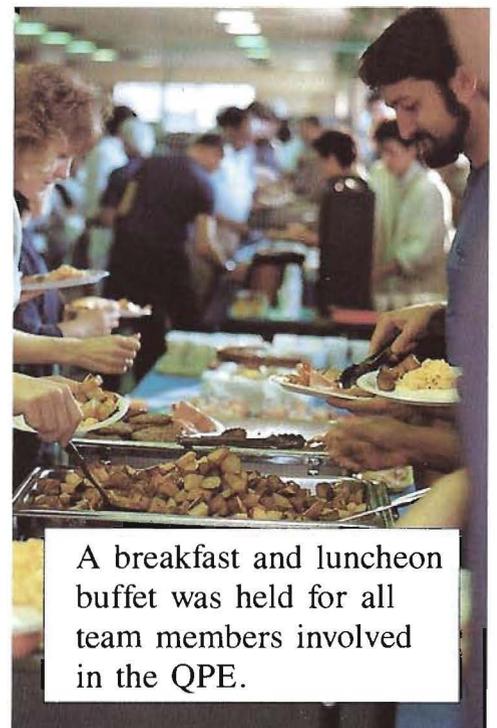
Team congratulated for the *"absolutely outstanding results"* of their quality program evaluation.



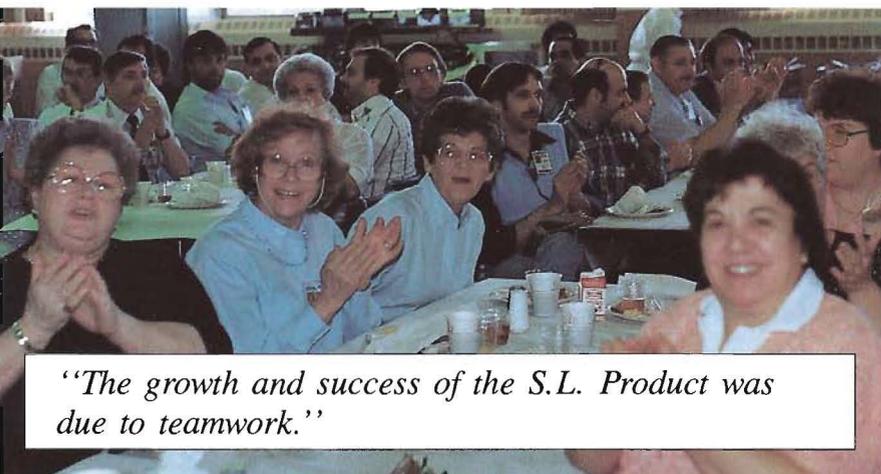
Don Steiner, Equipment Manufacturing Director, thanked the team for an *"excellent performance."*



The group made *"tremendous progress"* to gain this recognition.



A breakfast and luncheon buffet was held for all team members involved in the QPE.



*"The growth and success of the S.L. Product was due to teamwork."*



Merrimack Valley Works People



Schaefer



Boucher

## PROMOTIONS

**E**ffective February 15, **John C. Schaefer**, manager of customer engineering, Operations Systems Technical Center, located in Warren, New Jersey, was promoted to transmission products technical support director, at Merrimack Valley Works.

Mr. Schaefer and the technical support organization will report to Engineering Vice President Dave Carney, Lisle, Illinois, but will remain resident at Merrimack Valley and continue to support transmission systems customers.

Effective March 2, **Kathy Boucher** was promoted to supervisor in the Quality Appraisal & Control department. She will report to W. R. Spick.

Effective February 13, **Donald B. Culbert** was promoted to supervisor in the Purchasing department. Donald will be replacing Mark Riley, who was transferred.

## RAY DEMATTEO HAS NEW ASSIGNMENT

**R**ay DeMatteo, director resource planning and manufacturing, has become director, project management - Italy, and will be located in Morristown, New Jersey.

In his 32 year career with AT&T Ray has held a number of supervisory, engineering and technical positions in various locations in the country and has spent 22 of those years at MV.

## JIM STYRING ATTENDS MIT PROGRAM

**J**im Styring, director of Engineering at MVW, is attending the Spring 1989 MIT Program for Senior Executives.

When Jim returns in May, he will become director of Engineering and Manufacturing — Transmission Equipment and will assume his former responsibilities as well as those of Resource Planning and Manufacturing — Transmission Equipment.

## SUPERVISORY INTERNSHIP PROGRAM

**T**he Supervisory Internship Program allows occupational level engineers and information systems professionals the opportunity to experience supervision as well as learn the operating side of our business first hand. The first quarter entrants into the program are:

**Bob Beaulieu**, information systems staff member, becoming supervisor, lightwave circuit pack assembly, reporting to Al Kruschwitz.

**Chris Niven**, occupational engineer, becoming supervisor, lightwave regenerator assembly and wire, reporting to Carlo Bracci.

**Raj Krishnan**, occupational engineer, becoming supervisor, DIF/DACS hand and machine insertion, reporting to Forrest Smith.

## RETIREES

Years of Service

### February

33	William E. Aboud
28	Fotula P. DeJonker
33	Clifford R. Hart
33	James V. Mundy
30	David C. Starkweather

### March

45	Ernest D. Ciardello
34	Charles P. Demeris
29	Martha R. Desjardins
45	Charles Q. Gilmore
32	John W. Holbrook
29	David W. Hughes
23	Leo A. Kane
16	Anne R. Lambert
26	Donald T. Mellor
36	Joseph R. Millette
37	William F. Murphy
27	Roy W. Richard
23	Anna L. Smith
27	Zofia S. Staniek
14	Angelo A. Tudisco
35	Catherine B. Wildes
36	Kenneth P. Witham
27	Phyllis J. Zappala

## NEW MEMBER IN TRAINING DEPARTMENT

**E**ffective March 1, **Ken L. Eisenberger**, curriculum manager, Marketing Education, in Somerset, New Jersey, transferred to Merrimack Valley as training manager. He reports to J. J. Giampa, manager, training.





Culbert



DeMatteo



Styring



Beaulieu



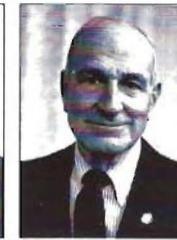
Niven



Krishnan



Eisenberger



Young

## SERVICE ANNIVERSARIES

During February and March the following individuals celebrated service anniversaries of 25 or more years.

### FEBRUARY

Theresa Watson (25)  
Stanley Lapham (30)  
Ernest Courcy (30)  
William Simes (30)  
Walter Lawrence (30)  
Robert Manning (30)  
Frank Damiano (30)  
Paul Kolodny (30)  
Richard Smith (35)  
Mary Lewis (35)  
Joseph Gogas (35)  
John Wylie (40)  
Ernest Ciardello (45)

### MARCH

Nancy Giordano (25)  
Louise Howland (25)  
Calvin Spurr (25)  
Alfia Spampinato (25)  
James Coombs (30)  
Alan Kryzynski (30)  
Irving Richardson (45)

## JACK YOUNG TAKES SKIING SERIOUSLY

**T**his year, for the first time in nearly 40 years, the World Ski Championships came to America. For nearly three weeks in January and February, more than 600 of the world's best athletes from over 43 countries were in Vail/Beaver Creek, Colorado, to compete in "America's Alpine Olympics."

Among the officials who made sure everything ran smoothly was **Jack Young**, employee suggestion and business planning manager at Merrimack Valley. Jack is one of 350 licensed international officials of the International Ski Federation (FIS).

As a technical delegate in the FIS, Jack assists the organizers of international ski races to have a fair, equal and safe competition, interpreting the rules and representing the FIS.

As a rule, technical delegates don't officiate at major events in their own country, so at the Championships, Jack's role was that of finish controller. His duties included overseeing a crew of eight and coordinating the backup hand timing, not a position to be taken lightly considering that the difference in time between winning and losing is measured in 1/100ths of a second.

Jack has been actively involved in ski racing for 22 years.

"No two ski races are exactly alike," he explains. "Olympic and World Championship events differ radically in that the Championships are 'one shot' races, truly 'do or die' situations."

Besides working at the Championships in Colorado, Jack has had several assignments in the USA and Canada and in late March he served as technical delegate at the Norwegian National Championships in Stranda, Norway.

Jack likes to compare being part of the US Ski Team to being part of AT&T's team. "For the USA to achieve success the motivation to out-prepare our competition has never been greater—just like AT&T."

## IN MEMORIAM

Ruth Beaney, retired machine operator, Dec. 10, 1988

Ruth H. Bickford, retired coil winder, Feb. 26, 1989

Mary A. Boris, retired inspector, Feb. 1, 1989

Peter P. Ciapinsky, retired pipe fitter, Jan. 15, 1989

Melvin Correia, retired layout operator, Dec. 21, 1988

Arthur P. Gincherau, retired layout operator, Feb. 5, 1989

Walter J. Greene, retired plant inspector, Feb. 15, 1989

William T. Harter, retired purchasing and transportation manager, Jan. 8, 1989

George S. Hudson, retired sheet metal worker, Feb. 14, 1989

Paul P. Janavicus, retired machine operator, Feb. 25, 1989

Richard R. Landry, retired draftsman, Feb. 7, 1989

Peter W. Lange, retired toolmaker, Jan. 28, 1989

James R. Murphy, retired engineering associate, Dec. 19, 1988

Lenora S. Ouellette, retired report clerk, Feb. 8, 1989

Arthur G. Raymond, retired associate planning engineer, Dec. 17, 1988

Agnes M. Reilly, retired wireman, Jan. 28, 1989

Daniel J. Ring, retired asst. toolkeeper, Dec. 18, 1988

Bernard J. Skladany, retired planning engineer, Dec. 16, 1988

Hector C. Thompson, retired millwright, Jan. 3, 1989

Elwood M. Thornton, retired section chief, Dec. 25, 1988

Dorothy A. Woodman, retired layout operator, Jan. 4, 1989

# HAPPENINGS

## 11th ANNUAL SPECIAL FIELD GAMES

The 11th annual Special Field Games will be conducted at Northern Essex Community College in Haverhill, MA, on Sunday, May 7.

Many volunteers will be needed because of an anticipated 175 to 200 contestants, each of whom will need at least a one-on-one helper.

Volunteers will also be needed as general helpers.

The event is staged each year for Merrimack Valley handicapped children and adults, all of whom are given opportunities of competing in special games and winning trophies and other awards and prizes. Free refreshments will also be part of the celebration.

Committee members invite volunteers to "come on down and join in the fun. We need all the help we can get."

For more information, persons may call Kathy Madigan, x5944, general co-chairman. Dana Woodbury, x2766, is general chairman of the event. Mel Clevesy, x3747, is in charge of referees.

## PIONEERS RECEIVE THANKS FOR DONATING EXERCYCLE

Telephone Pioneer Chapter 78 has been thanked for its gift of an exercycle following the publication of an advertisement in the chapter-sponsored Trading Post.

Wilfredo Torres, of the Department of Mental Retardation, Merrimack Valley Center, of Merrimack, MA, wrote:

"I want to publicly recognize the Telephone Pioneers Chapter 78 of North Andover.

"Recently, we needed an exercycle for a mentally retarded citizen of the Merrimack Valley and the Pioneers came through with one.

"Although it may seem insignificant, for the person involved it goes a long way to normalizing her life and managing what has become a serious medical concern.

"Organizations like this deserve our public recognition."

## PIONEERS PRESENT ARTICLES

On Thursday, March 23, Bill Wedge, president of Telephone Pioneer Chapter 78, presented articles for the Handicapped Awareness Program at the Anne Sullivan Center in Tewksbury, MA.

The articles included a life-size puppet named Mandy that will be used in the center's program for hearing-impaired people. The puppet represents a "deaf" person.

Also donated was an audio "beep" ball and an audio horse shoe game for use by sight-impaired people.

Sally Fiore, director of the center, accepted the gifts from the chapter.

Those attending the presentation included Larry Farrell, Pioneer Chapter administrator; Pioneer Happenings Editor Bob Gablosky and Laura Urso, Pioneer Chapter volunteer.

## VOLUNTEERS SERVE HOMELESS

Volunteers from Telephone Pioneer Chapter 78 served a traditional corned beef and cabbage dinner to street people at the Lawrence Daybreak Shelter on Monday evening, March 113.

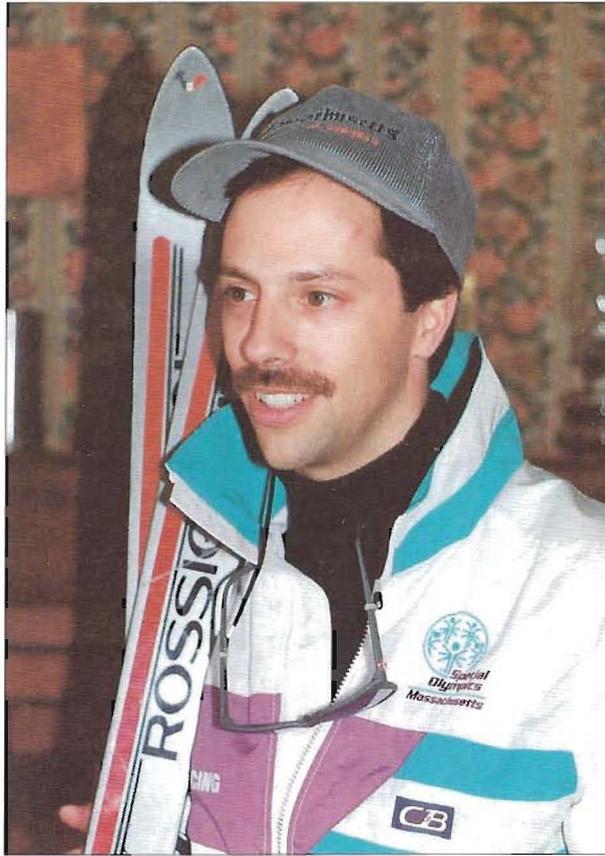
Members of the chapter's Clown Troupe entertained.

*LARRY FARRELL, administrator of Telephone Pioneer Chapter 78, shows members of the Newburyport Rotary Club how an audio "beep" ball works. Larry spoke at the club's meeting in March, explaining the benefits of being a Pioneer member and the chapter's work with people in need of help, including blind children for whom the "beep" ball is produced at AT&T Merrimack Valley Works, by Pioneer Life Member volunteers.*



# Michael Jackson, a special ski instructor

*MICHAEL JACKSON, one of three ski coaches to a team of special athletes, shortly before leaving for the Special Olympics International Winter Games in Squaw Valley and Lake Tahoe, Nevada.*



very good," explaining they qualified for the international event by winning Special Olympics' competitions across Massachusetts.

Mike's team is relatively young. It is made up of four men and one woman, whose ages range from 16 to 30. To prepare for the Nevada competitions, the team has been "warming up" against teams in the Massachusetts and Maine Special Olympics.

According to Mike, two members of his team are excellent skiers and should do well in Nevada.

Mike, who is single, has been downhill skiing about 17 years all over the world, but he skis in New Hampshire most of the time. His favorite skiing area in New England is Saddleback Mountain in Maine.

Mike spends much of his time working with retarded people when he isn't working at AT&T Merrimack Valley Works, where he is an Information Systems Staff Member in the Special Design and Development Engineering Department. In the off-season, he does sports clinics for the Greater Lowell Association for Retarded Citizens, teaching many of them to play basketball.

Besides these activities, Mike has been teaching another skiing team of retarded skiers for three years. They represent the retarded citizens' group in Lowell and compete regularly in the Massachusetts State Special Olympics.

**B**y the time you read this, MVW software engineer Michael Jackson will have met one of his greatest challenges: testing his skill as a coach of a five-member retarded ski team in international competition.

The Alpine team will represent Massachusetts at the Special Olympics' International Winter Games at Squaw Valley and Lake Tahoe in Nevada.

Mike is one of three coaches for what he calls his "traveling team" of retarded athletes as they participate in the Nevada event on March 31 and April 3 through 7.

He has been coaching the team since last September.

The thirty-year-old experienced

downhill skier who moved from Massachusetts to Atkinson, N.H., four years ago, says he enjoys the teaching job. "I like the reward I get showing a person how to do something he has never done before. I work with them, and work with them, and they finally understand. The look in their eyes is just incredible."

An estimated 1,400 athletes from every state and 20 foreign countries will compete in the Alpine and Nordic skiing, hockey, speed skating and other winter sports in Nevada. Mike's team will compete in the downhill, slalom and giant slalom races.

He says his team members' skiing abilities on the state level are "really

# Kevin Major: Brings back history

The school children listen with great interest as MVW engineer Kevin Major brings them back in history by more than 200 years in a re-enactment of the life of a Revolutionary War soldier.

Kevin takes his "traveling one-man show" to various area schools to help the children relive a part of American history in a special way. His presentations leave quite an impression in the minds of the children after they see him in a Revolutionary War soldier's uniform and hear him fire a genuine musket.

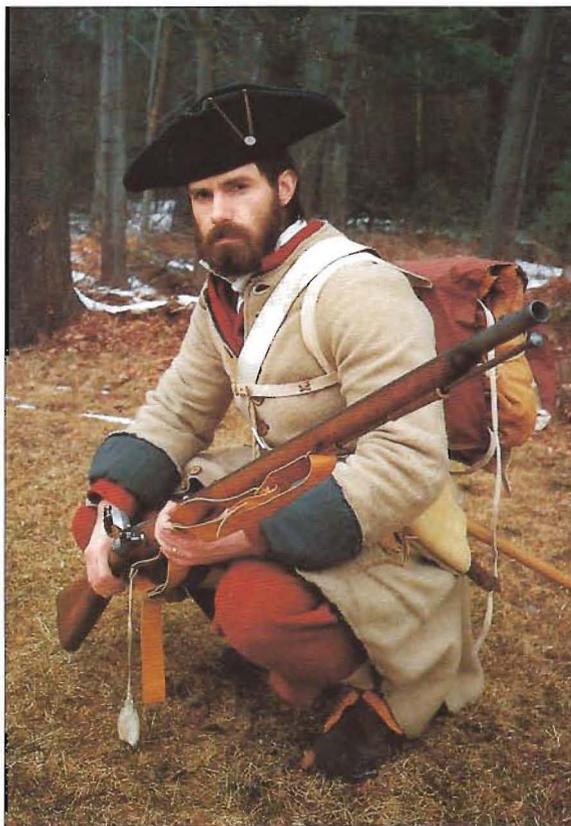
Kevin has been putting on these demonstrations for several years, explaining that the children find them not only educational but an enjoyable way to study a different time in history.

He goes to schools as part of the children's history classes, describing various Revolutionary War battles and staging re-enactments. During most of the demonstrations, Kevin confines his conversation to the Revolutionary War period.

To strike a note of realism, Kevin carries a haversack that contains food, a spare pair of moccasins, a blanket cape, pistol and sundry items, all of which reflect the Revolutionary War period. His musket, cartridge case, cartridges and bayonet are all recreations of period equipment, as exact as they can be.

Kevin is a true history buff. So much so, in fact, that he makes a hobby of re-enacting 18th Century history — with complete authenticity.

During summers, he re-enacts the role of the American Revolutionary soldier, but in the late fall and winter he goes back another 20



*KEVIN MAJOR goes back in time over 200 years when he re-enacts the part of a French Marine.*

years and portrays a French Marine during the French and Indian Wars.

As a French Marine, Kevin becomes part of an organization of people who re-enact a serviceman's life in North America during the French and Indian War (circa 1750). He dresses in clothing of a French Marine as he attempts to recreate events that may have occurred during that period.

In the outdoor re-enactments, Kevin and his associates use no tents, and their sleeping gear consists mostly of blankets. He explains: "No one brings anything with them that was not used back then."

Recent events in which Kevin's group has participated include a week-long war game against another re-enactment group, the "Roger's Rangers," at Lake George, N.Y.,

last October; "attacking" a British garrison during a January snowstorm at "Old Ford No. 4" in Charleston, N.H.; and a recent weekend campout in Freyburg, Maine, along the banks of the Saco River.

Why does he get involved in this type of activity? Kevin says, "I do these things because I enjoy history and want to know more than books can provide. Re-living history also allows us to experience the hardships of the time and to perfect the skills that a man needed back then to survive."

Kevin has been involved with re-enactments of the Revolutionary Army soldier since 1974 when he joined the Plaistow, N.H., militia, one of many groups that formed in preparation for America's Bicentennial

celebration.

He and about a dozen others, all previously in other units, recently formed the Light Infantry Company of the Second New Hampshire Regiment and are seeking new members. Anyone interested should get in touch with him.

Kevin, a 27-year-old test engineer in the Lightwave department, has been a MVW employee just over four years. His mother, Brenda, is a technical clerk at Bell Labs; his father, Norman, is a function manager in Digital Radio, and his younger brother, Brian, is an industrial engineer at Merrimack Valley Works.

Kevin makes his home in Sandown, N.H., with his wife Kim. He recently was promoted to the rank of captain in the U.S. Army Reserves.

# Employee Suggestion Program



*CHARLES GILMORE'S suggestion saves time when ordering small tools, stationery, safety and office supplies, by using detailed listings which he compiled. Ray DeMatteo, left, director of resource planning & manufacturing, Charles, Dick Wilson, manager, stores operations, and Earl Welch, storeroom supervisor.*

## January Awards

\$1,475  
Charles Q. Gilmore

\$980  
Robert J. Zannini (2)

\$967.50  
Brian H. Martin

\$690  
Charles E. Murray

\$295  
Paul G. Lambert

\$175  
David D. Despirito (2)

\$150  
Marie-Jeanne L. Martin (2)

\$112.50  
Mark D. Bean (2)

\$100  
James J. DeMarco  
Shirley A. Gagnon  
Paul D. Hudson  
John J. Howell  
Scott F. McAdam  
Albert St. John

\$87.50  
Paula J. Andrukaitis (2)

\$75  
John J. Abdo  
Judith G. Arnold  
Albina A. Beauregard  
Wendy A. Belair  
Claire A. Blackwell

Mary A. Blaisdell  
Denise J. Blanchet  
Michele S. Dugdale  
Diane Y. Forte  
Ida R. McCarthy  
Rita E. Olesen  
Michelle T. Plante  
Mark A. Schiavoni  
Theresa M. Shaw  
Paul A. Shea  
Garry R. Snook  
Daniel R. Woelfel

\$62.50  
Byron E. Kitsos (2)

\$50  
Donna M. Arisi-Gudinas  
Elizabeth D. Borrelli (2)  
Rita D. Cavallaro  
Lorraine D. Couture  
Michael T. Diresta  
Judith C. Dufour  
Jeffrey E. Gill  
William T. Harrington  
Nancy A. Horton  
Bernice I. Kaiser  
Robert D. Rennie (2)  
David A. Riopelle  
Diane L. Stefanilo  
Richard E. Wansker  
James J. Yokley

\$45  
James S. Luciano

\$37.50  
Peter A. Beauregard

Bruce R. Belair  
Eileen C. Fitzwater  
William R. Hartung  
Daniel M. Kissel  
Donald H. Maurier  
Mark J. Patuto  
Adele I. Tragiou  
Robert B. White

\$25  
Gary J. Barnes  
David P. Bourque  
Angelo D'Agati  
Robert J. Gage  
John C. Green  
Frederick C. Guile  
Laurie A. King  
Timothy L. Kornegay  
Joseph P. Rowe  
John M. Ryan  
Sharon M. Uhl  
John G. Wilkins  
Stephen F. Yannalfo

## February Awards

\$1,475  
Kenneth F. Paradis

\$1,455  
Garry R. Snook

\$1,030  
David C. Auger (2)

\$720  
Aline E. Menasian

\$370  
Mary A. Prenaveau

\$227.50  
Paul A. Bouchard  
Gerald M. Weiderhold

\$150  
Michael T. Diresta (4)

\$100  
Aime Gingras  
William T. Harrington  
Frances P. Lynch

\$97.50  
David D. DesPirito  
Paul D. Hudson

\$75  
Cynthia A. Barlow  
Thomas F. Carney  
Luann P. DesRochers  
Marcel J. Devoe  
Gerald G. Dow  
Judith C. Dufour  
Timothy J. Gagni  
Lynn C. Maynard  
Gerald W. Seward  
Doris P. Temple  
Lynn J. Ternet

\$50  
Mary J. Brown  
Paul Coutsonikas  
Gerald J. Daniel  
Paul A. Deblois  
Mark A. Giroux  
Bernice I. Kaiser  
Douglas J. Lynch  
Scott F. McAdam  
Michael R. Patuto  
Robert L. Vincent  
Theodore M. Zabek

\$37.50  
Frank M. Battistone  
Mike K. Levinger  
Thomas C. Marshall  
Stephen F. Yannalfo

\$25  
Paul Giroux  
John W. Gordon  
Theodore E. Meyer  
Winford T. Nowell  
Alan D. Passler  
Robert A. Pearson  
Daniel R. Pinette  
Richard J. Rurak  
Alex F. Vannett

# For your information

## HEALTH AWARENESS PROGRAMS

**Y**our Healthy Heart, the first in a series of monthly health awareness programs sponsored by QWL team #3 (Unity Seekers), was held on March 3 in the auditorium. Nearly 200 employees attended three lunchtime sessions presented by MVW Medical Director Dr. Waugh.

"There are several major risk factors associated with heart disease," says Dr. Waugh. "Some of these like heredity, gender, and age can't be changed, but by working on the ones we have some control over, we can lower our risk of developing heart disease."

Controlling weight, exercising, checking blood pressure regularly, and not smoking were just a few of the topics discussed. Handouts were distributed for determining risk



*UNITY SEEKERS team members, back row from left, Kathy Collins, Carol Tattan, Ruth Halpin (QWL facilitator), Joanne Payson and Maureen Cadorette. Front from left, Lois Brooks, guest speaker Dr. Waugh, and Hazel Klein.*

factor and the steps that could reduce it.

Heart disease is the number one killer in American society today, but by modifying our lifestyles to reduce the risks, we can increase our chances for a healthier, happier life.

*Videotapes of this session may be obtained by calling the QWL office x2373.*

## AT&T EMPLOYEES VIPS AT EPCOT CENTER

**O**n your next visit to the EPCOT Center in Orlando, Fla., remember to stop by the Guest Relations desk at the Earth Station, AT&T's major exhibit. You will need your AT&T security badge. Refreshments and a backstage escort await you and your guests from 8:30 a.m. to 5 p.m. Mondays thru Fridays.



## 1989 Engineering Excellence Society Scholarship

APPLICATION DEADLINE APRIL 30, 1989

- 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, x3687*

**QUINTAL TEAM  
OVERTAKES LEAD IN  
COMPONENT FACTORY  
SAFETY & QUALITY  
AWARENESS  
COMPETITION**

**R**oger Harding's SAW Filter/Transmission FIC team has been passed by the hard working team of Len Quintal and the Transmission HIC workers. Diligence to detail paid off, and the Transmission HIC team celebrated their victory with a first shift breakfast meeting and second and third shift supper buffets.

Quintal's team, who came in last of seven teams last month, was one of the program's early winners last June. Now that they are in the top spot once again, the team members are determined to repeat next month.

Monthly quality and safety statistics are used to determine each month's winning team. Quality ratings of all seven teams remain extremely close. Safety marks ranged from a high of three tallied by three of the teams to a perfect zero recorded by the Transmission HIC team, giving them the winning edge and showing once again that safety pays.

**DON'T FORGET!!!**

**E**ntries to the 1989 MVW Photo Contest are being accepted now!

All entries must be taken by an MVW employee and be within a 100 mile radius of the Merrimack Valley.

Please submit all entries to Public Relations with your name, department number, and a description of where the picture was taken.

Photos may be color or black and white slides or prints (slides preferred). All winning photos will become property of the Public Relations department for use in various projects including the 1990 MVW calendar.

Deadline is October 31, 1989.

All photos selected for use will earn a \$50 award.

*TRANSMISSION HIC team members Claire Labbe and Sonja Comei toast their victory in the Component Factory Quality & Safety Competition.*



**QUALITY MAKES  
GOOD BUSINESS**

In the November 1988 *Valley Voice* a story appeared reporting on Len Quintal's Transmission HIC department contest for quality slogans. At that time supervisor Art Boisselle promised some surprise uses of the winning slogans.

On March 8, Art made good on his promise, unveiling banners that had been prepared incorporating the five top slogans. The three impressive banners will hang throughout the Transmission HIC shop as reminders of the importance of quality.

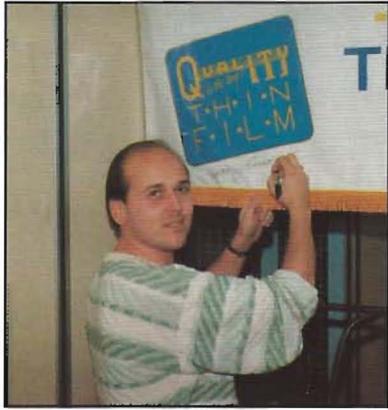
Team members whose slogans are represented on the banners are Pastora Cruz, Dave Friedrich, Jo-Ann VanAmburg, Sharon Reynolds and Vickie Hayden. The winners were available for an informal "signing" ceremony officially introducing the banners. Back cover photos show Dave, Sharon, Vickie and Pastora signing their names while Jo-Anne stands besides her winning entry. Len Quintal and Art Boisselle join three of the winners in displaying the number one slogan, "Quality Makes Good Business," submitted by Pastora.



**REMINDER**

To reach an AT&T operator from some pay phones you may need to dial **10-ATT-0** to hear that familiar "thank you for using AT&T."





*Transmission HIC Quality Slogan Contest Winners*  
(Story on page 23)



1600 Osgood Street  
North Andover, MA 01845