

# Valley Voice



Next generation engineering

Spring 1989



Spring 1989

## VALLEY VOICE

A publication for active and retired AT&T Network Systems and AT&T Bell Laboratories employees of Merrimack Valley Works  
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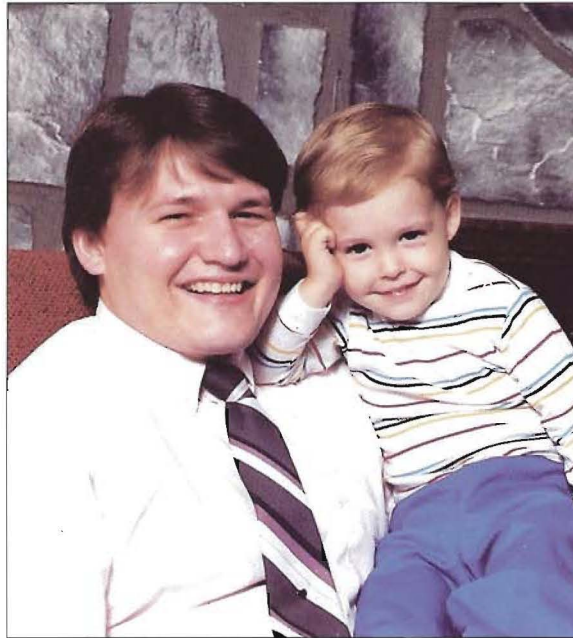
Photography:

Roger Culliford, x2597



*Valley Voice* is published for employees like Joe Massa. Joe served as master of ceremonies at this year's EES scholarship fundraiser. Read more about this first-of-its kind event on page 7.

# Taking safety home



**I**t is important to develop good safety habits. These should become second nature to us, things we do without even thinking — safety on the roads, on vacation, at work, at home.

If you don't think this is true, just ask Dave Turner. Dave, a tester in the Microwave shop, took a course in first aid here at MVW, and it paid off for him in a big way.

Not long ago, Dave was at home watching his two sons, two-and-one-half year-old Daniel and one-year-old Aaron, while his wife

Pauline was at work. The two boys were playing when Daniel fell down. That's nothing unusual, kids do it all the time; but when he got up, he pointed to his mouth. Dave thought he had bitten his tongue, but then he started making choking sounds.

Dave put Daniel over his lap and rapidly slapped his back three times, but nothing came out. He looked into his son's mouth and saw the tip of something just showing from the top of his throat. Knowing the Heimlich Maneuver wouldn't work because the airway wasn't completely blocked, Dave used two fingers and was able to grab the object (a three pronged piece of metal about an inch long) and pull it out.

"This usually isn't the best thing to do when someone is choking," said Dave. "It could have pushed the object in farther, but in this case, it was all I could do. It all happened so fast, the whole thing took less than a minute. I really think God was with me."

Daniel turned out to be just fine. "The only thing he puts in his mouth now is food," said Dave. "My wife and I have always been careful to remove small or loose parts from the children's toys, but we went through everything again and got rid of anything that could break easily. We don't ever want anything like this to happen again."

Good advice to parents—check the toys your children play with. Make your home safe. And take a first aid course if you can—knowledge is the first and best weapon.

## On the cover...

**R**oger Culliford, MVW photographer, used his own grandson, Matthew LaBoeuf, to demonstrate that you needn't travel to exotic places to take winning photos. Don't forget the first MVW Photo Contest. Posters throughout MVW have all the information, or call Public Relations for details.

Roger took this photo at the Sandown Depot Museum in Sandown, N.H.



# 'Know Your Customer' Program

Learning the concerns of customers first hand was one of the principle objectives of a "Know Your Customers" internship program that was attended by two employees of the Product Management organization in Andover.

Regina Plaza and Charlie Spaneas, product planners, spent two weeks of training at different locations, although both were involved in sales transmission.

Regina underwent her training in Denver, Colorado, while Charlie spent his two weeks in Boston.

They were among 2,000 AT&T Network Systems management employees who participated in the hands-on experience in field locations in March. The program, designed to focus on the customer, is continuing through the next 18 to 24 months.

The program placed employees in internships working with internal customers — those who use services provided by other AT&T organizations, such as marketing operations and market planning, or external customers, including the Regional Bell Operating Companies (RBOCs), operating telephone companies and independent telcos, who pay AT&T for service and products.

Regina and Charlie, both residents of Salem, N.H., were asked for their reactions to the internship program upon their return from their two-week training sessions.

Regina said her training in the Western Region helped her become better acquainted with the transmission "sales" process. During that time, she added, she worked with the Customer Service group and was exposed to operations for order entry, order placement and

customer service and billing.

"This experience," she said, "was invaluable as far as seeing the 'behind the scenes' work that actually brings in the dollars for the company."

Regina also worked with the Sales Engineering group, observing detailed tasks of answering bids and proposals. The last week of her internship was spent in Phoenix, Ariz., involved in the Account Management sales process, making joint sales calls with account executives and "taking care of the everyday needs and demands of the customers."

Regina said the training left her with an "overall understanding of the entire sales process."

Charlie spent his internship with the New England Telephone account team, meeting directly with customers and finding out first hand what their networking needs were and how they felt about AT&T's products.

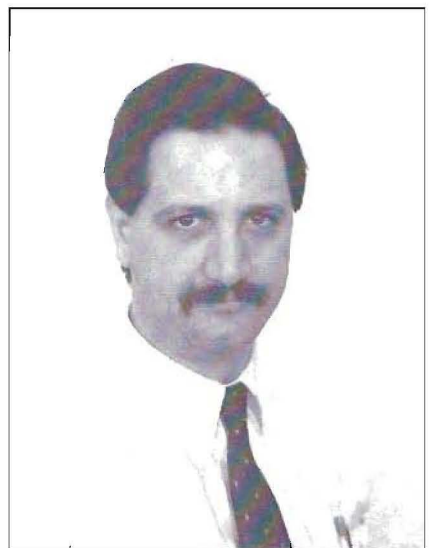
"They were generally pleased with the quality of the products manufactured at MVW and are depending on us for swift action to the current DDM-1000 situation," he said. "The account team also had me work out some price modeling and configuring so we could economically prove-in products we are trying to strategically position."

Charlie said the program left him with a better understanding of his customers' concerns about AT&T's present and future products.

He added that he now appreciates the "difficult yet great job our account reps have been doing considering the extremely competitive environment that presently exists."



*REGINA PLAZA felt that taking part in the program "was invaluable as far as seeing the 'behind the scenes' work that actually brings in the dollars for the company."*



*CHARLIE SPANEAS says that the program left him with a better understanding of his customers' concerns about AT&T's present and future products.*

Bob Gablosky photos



# Outstanding vendors honored

**M**errimack Valley Works held its third annual Vendor Recognition Award program on April 20. Sixty-five suppliers were honored for their outstanding service and quality contributions in 1988.

"The people in this room have found the secret," said Al Dugan, MVW manufacturing vice president. "You start to improve quality, and the price for services and goods follows right in line." Al encouraged the suppliers to take the celebration home with them. He suggested they "get everyone together and let them know what a fine job they've done and how much we appreciate it."

MVW vendors are rated monthly on strict criteria from Purchasing, the Quality Organization and Piece

Part Engineering. Thirty-one of those present have continually met and/or exceeded expectations for three consecutive years, six for two consecutive years, and 28 for one year.

Rick Bangle, manager of Purchasing and Transportation, talked about the things being done now to improve MVW's quality for the future.

Purchasing has developed the Demand Pull Procurement (DPP) system, an ordering and delivery system that benefits both the supplier and AT&T by utilizing existing vendor partnership relationships and just-in-time delivery concepts. Simply put, vendors are supplied with a 12 month forecast, updated weekly, and they make sure we never run out of their product. This system reduces shortages, investment and lead time and increases turn over ratio of material in the storeroom.

By 1990, full implementation of DPP, called Team Ninety, will virtually eliminate shortages of those items covered by DPP. With the cooperation of our vendors, material will always be here.

"At Merrimack Valley, quality always comes first," said Al Dugan. "To build the best quality telecommunication equipment, we demand the best quality parts and services from our suppliers. These vendors have proven that they share our commitment to quality, and we look forward to seeing you, as well as many additional vendors, at next year's celebration."

**O**ne of the suppliers honored at the Vendor Recognition Award program was our own SAW Filter shop for its outstanding quality and service to MVW. The shop produces top quality SAW devices used in the Lightwave and DDM-1000 shops.

Roger Harding, SAW filter manager, followed up on Al Dugan's suggestion and let his people know how much their good work is appreciated. On May 11, thirty-five team members from the SAW shop celebrated with a dinner and words of appreciation from Len Winn, manager of Quality, and Rick Bangle, manager of



Purchasing and Transportation.

"The real value of this program," said Rick, "is that we've set high standards that suppliers must meet, helping us improve the quality of incoming materials. These suppliers

can be external, internal to AT&T or internal to the factory like the SAW shop. You can feel extremely honored to be selected by MVW for this award."



# Employee Suggestion Program

## March awards



*SCOTT HILL suggested repairing defective hard disks in personal computers rather than replacing them with new ones. This idea resulted in big savings for the company and a big award for Scott.*

Angela E. Fantasia  
 Timothy J. Gagnon  
 Joseph A. George  
 Donald R. Hand  
 Diane Kandralyan  
 Allan J. Marcello  
 Lynn C. Maynard  
 Steven Meehan  
 Gerry D. Mekalian  
 Muriel Paradis  
 Angelina R. Primrose  
 David C. Quinney  
 David E. Roman  
 Steven P. Smith  
 Mary B. Strangman  
 Darlene A. Syvinski  
 Ann F. Teoli  
 Gary A. Ward

\$6,915  
 Scott A. Hill  
 \$2,375  
 James R. Malcuit  
 \$1,770  
 Daniel E. Mannion  
 \$1,645  
 Harold W. Seber  
 \$1,415  
 Earle J. Frazier  
 \$600  
 James J. DeMarco  
 \$595  
 Luanne R. Berube (4)  
 \$480  
 Danial P. Chretien  
 \$377.50  
 Tadeusz Kolodziej  
 Jerry G. Kotval  
 \$335  
 Teresa Kamari  
 \$225  
 Mark D. Bean (4)  
 \$207.50  
 Paul D. Hudson (2)

\$200  
 David W. Moriarty (2)  
 \$195  
 Mary L. Kimball  
 \$185  
 Richard J. Marshall  
 \$170  
 Paul A. Deblois (2)  
 \$132.50  
 Dennis M. Sinclair  
 \$112.50  
 Cynthia L. Guilfoyle (2)  
 \$100  
 Stephen E. Clark  
 Maureen L. Francis  
 Arlene M. Gaudette  
 Rufus F. Hasting  
 Paul E. Heinze  
 Daniel M. Kissel  
 Barbara L. Lippold (2)  
 Rochelle M. McManus (2)  
 Rick A. Marston  
 Lawrence Sullivan  
 \$87.50  
 Angelo D'Agati (2)  
 Craig S. Downs (2)

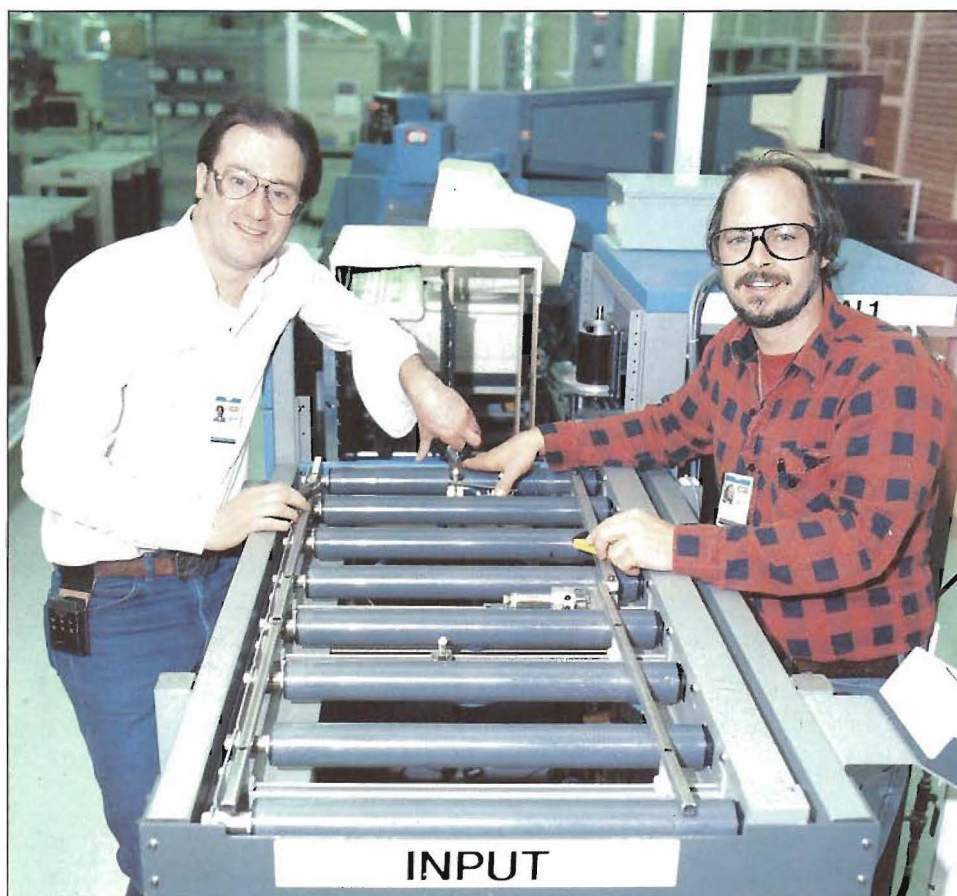
\$75  
 Donna M. Arasi-Gudinas  
 David C. Auger  
 Edward M. Beauvais  
 Brian J. Birchall  
 Dennis G. Cargill  
 Gerald Ciarcia  
 Lawrence P. Dussault  
 Florence H. Gamble  
 Richard F. Garneau  
 Roger A. LaPlume  
 Michael K. Levinger  
 John P. Menihane  
 Karl Reidl  
 Arthur Robichaud  
 Gerald W. Seward  
 Edmund T. Smith  
 Tong W. So  
 Georgette M. Tattan  
 Harold E. Wood (2)  
 Alicia E. Zdanovich  
 \$50  
 Judith G. Arnold  
 George A. Batta  
 Lena R. Bowen  
 Gregg E. Cote  
 Gerald G. Dow  
 Bryan P. Dubois

\$37.50  
 Peter A. Beauregard  
 Luann P. DesRochers  
 Laurie A. King  
 Mark J. Patuto  
 Sharon J. Vezina  
 \$25  
 Thomas J. Donahue  
 James R. Dow  
 John W. Gordon  
 Elaine B. Graciale  
 William R. Hartung  
 Martin E. Kelly  
 Theodore E. Meyer  
 Mark A. Plante  
 Marie T. Pratt  
 Frances M. Soletto  
 \$12.50  
 Gary R. Beauregard  
 Dora D. Bouchard  
 Robert A. Boulter  
 William A. Houde  
 Bryan S. MacLaren  
 Jeffrey Page



# Employee Suggestion Program

## April awards



*IT ALL ADDS UP. BUD WOOD and JAY YOKLEY work in the VISION maintenance area where Bud is a CST and Jay is an MST. They have submitted many suggestions, several of them jointly. In April, each received five suggestion awards.*

\$2,415  
Henry M. Smith  
\$1,037.50  
Joseph W. Buck  
Marie J. Martin  
\$585  
Alan M. Filaseta  
\$425  
Harold E. Wood (5)  
\$310  
Brian F. Thompson  
\$275  
Raymond A. Germain (3)  
\$200  
James J. Yokley (5)

\$135  
Oliva H. David  
\$130  
Lawrence P. Dussault  
\$125  
Lois E. Hubbard (2)  
\$100  
Joanne M. Browning  
David D. Despirito  
Linda L. Fields  
Susan M. Misenti  
Donald L. Olmstead  
Paul A. Shea (2)  
Robert J. Zannini  
\$75  
William P. Arsenault (2)

Brenda J. Creeden (2)  
Robert R. Dewhurst  
Chester R. Dzioba  
Giuseppe Giacoppo  
Richard J. Hale  
Judith B. Hemenway  
Barbara S. Keugel  
Bert N. Langlois  
Mary F. Lynch  
Ida R. McCarthy  
Holly A. Moughan  
Sonja K. Onessimo  
Nilda Pantoja  
Reinaldo Rivera  
Colleen Troutd  
Betty A. Waterhouse

\$50  
Frank Baviello  
Donald J. Descoteaux  
Earl H. Harlow  
Kyle M. Harris  
Nancy A. Horton  
Annette Huges  
Daniel M. Kissel  
Louis J. Krzych  
Roger J. Nassif  
Thomas E. Peterson (2)  
Carol C. Rabeau  
Thomas T. Rohh  
Denise M. Scott  
Diane L. Stefanilo  
Robert B. White  
\$40  
Alfred A. Coco  
\$37.50  
Michael A. Vallant  
Thomas E. Weeks  
\$25  
Frank M. Battistone  
Mark D. Bean  
Paula J. Brown  
James J. Carroll  
Mark F. Clohecy  
Francis A. Cross  
Angelo Dagati  
Laurie A. King  
Warren W. Medley  
Andrew P. Morse



# Engineers work to increase scholarship fund

**E**ach year the Engineering Excellence Society at Merrimack Valley offers a small scholarship grant to an engineering/science major who is a dependent of an MVW employee.

This year a committee of society members pooled their efforts to increase the scholarship fund. Anne Earnshaw, Larry Fisher, Dan Yetter and Ed Lawler launched what is hoped will become an annual attempt at fundraising.

This year's event was a fashion show, held recently at the Sheraton Rolling Green in Andover. Professional models and AT&T employees, including Manufacturing Vice President Al Dugan, presented fashions from bridal gowns and tuxedos to lingerie, casual wear and swimsuits.

Gary Reiss, John Kibildis, Kyle Lynch, Maurice Henderson, Al LaFavors, John Schaeffer, Mary DiMauro, Greg Dulgarian, Nancy Barnes, Cheryl Cooney and Donna Lamontagne bravely joined Al Dugan in parading up and down the runway before undergoing quick changes, including hairdos for the women, to be ready for their next turn in the spotlight.

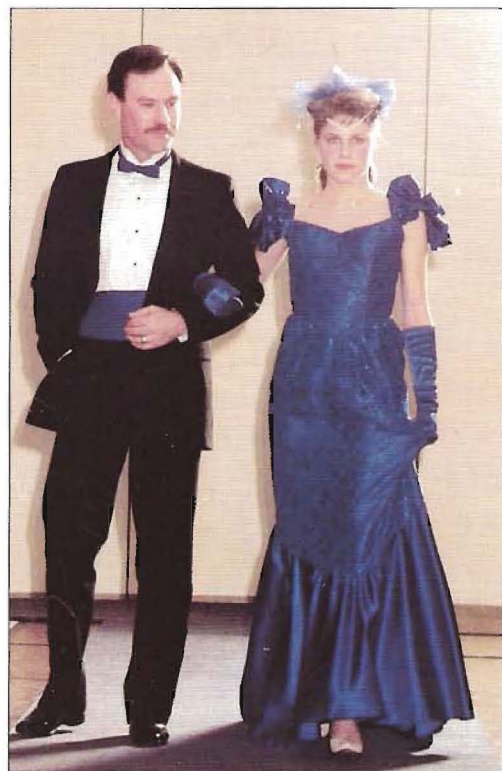
Joe Massa as Master of Ceremonies kept the one-hour-plus show lively with his commentary, and two very talented members of the Merrimack Valley Jazz Ensemble, Gil Bristol on bass and Stu Guttoff on piano, provided the background music.

The finale portrayed a gathering of the complete wedding party, giving Al Dugan a chance to be father of the bride, with Annie Massa, Joe's daughter and a UNH student and model, as the bride.

As a result of this highly successful event, the Society will be awarding a scholarship of \$2500 this year.

Area merchants who contributed to the success of the evening include Lady Hampton Bridal Shoppe of N. Hampton, NH; The Formal Shop at Kaps and Kaps Men's Shop of Lawrence; Elizabeth Rose of Andover; Romantic Intentions of Newburyport.

Also, Sharon and Renee of Sharper Images of Methuen provided the women models with the latest hairstyles; Flowers By Steve of Haverhill; Heirlooms & Bedrooms of N. Hampton, NH; Going Places Travel Agency of Salem, NH; and Creative Image of Nashua, NH, who videotaped the event.





## “Answering the call of those in need”



### POWs HONORED

**P**ast president Bill Wedge, President Roly Dubois and Life Member John Medaglia of Telephone Pioneer Chapter 78 at MVW, attended special ceremonies at Manchester, N.H., VA Medical Center on April 10.

The ceremonies were part of the observance of “National POW Recognition Day.”

The chapter’s “Salute To Hospitalized Veterans” pins and POW/MIA pins were distributed to patients and guests by chapter representatives.

Two large sheet cakes, decorated with replicas of the “Salute To Hospitalized Veterans” pin, were cut and served.

A highlight of the ceremonies was the presentation of POW medals to former POWs. Eighty such medals were given out, including one to Jack Young, a function manager at

*HOLDING* sheet cake for patients at VA Medical Center in Manchester, N.H., are, from left, John Medaglia, former president of Telephone Pioneer Chapter 78; Roly Dubois, president of the chapter, and Bill Wedge, past president.

MVW and a Pioneer Chapter member.

Bill Wedge told the group the chapter considered it a “great honor” to be able to recognize former POWs. He described it as part of the chapter’s commitment to support military veterans.

Others can help support the chapter’s project to help hospitalized veterans by purchasing hospitalized veterans pins, selling for \$3 each at the Pioneer Store and in the chapter office at Merrimack Valley Works.

### DONATION TO SHRINERS

**S**tephen Andrukaitis, below right, helps hold one of two dozen children’s coloring tablecloths that he donated to the Shriner’s Burn Institute, Boston, through the Telephone Pioneer Chapter 78.

Stephen, owner of Imperial Gifts of Amesbury, Mass., works in MVW’s Equipment Stores and is a member of the chapter’s Future Pioneers. Accepting the tablecloth for the Shriners is Steven L. Dubois (center), a Noble of Aleppo Temple of Wilmington, Mass. At left is Steven’s father, Roland J. Dubois, president of Chapter 78.





## **CANNED GOODS BENEFIT NEEDY**

**T**elephone Pioneer Chapter 78 is continuing to collect canned goods in an ongoing commitment to needy people in the Merrimack Valley area.

According to Chapter Past President Bill Wedge, the needs and requests for canned goods have increased considerably while contributions have decreased. "We would like to remind everyone," Bill said, "that canned food is in desperate need and we encourage everyone to donate one can of food per week, if possible."

Canned goods can be dropped off during regular daytime work hours in the Pioneer Chapter office.

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*MITZI SCIANDRA, of Methuen, Mass., is shown with Telephone Pioneer Chapter 78 Administrator Larry Farrell at retirees' luncheon in Haverhill, Mass., April 19. Mitzi, a member of the Hannah Duston Group, won the large stuffed lamb in a drawing conducted at the luncheon. Mitzi retired six years ago as an MVW process checker.*



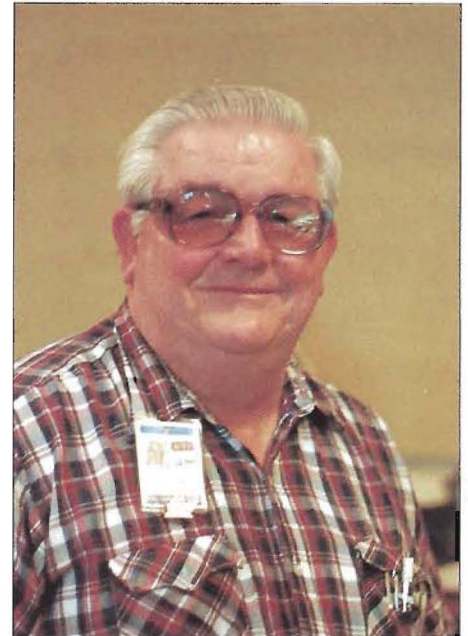
## **TOWN OF MERRIMAC HONORS ROY KEISER**

**R**oy Keiser, MVW employee, is the recipient of the Town of Merrimac's first distinguished public service award for his work in that community.

A resident of Merrimac, Roy has been the town's electrical inspector for more than 20 years and has served on the Merrimac Santa Parade Committee for 15 years. Currently, he is chairman of that committee and has played the role of Santa Claus for many years in the parade.

In addition, Roy is president of the board of directors of the Merrimack Valley Federal Credit Union and a member of the Clown Troupe of the Telephone Pioneer Chapter 78 at MVW. He has been a Pioneer clown since the troupe's formation in 1978.

Roy was honored at a breakfast at the Old Oak Restaurant in Merrimac that was attended by a large crowd. He was presented the award by Ron Jordan, chairman of the town's board of selectmen. Also in attendance were the other board members,



Bob Gablosky photos

Harry Bowen and George Waterhouse. The selectmen hope to make the presentation an annual event.

Roy, whose clown name is "Clem," is a circuit systems technician (CST) in the Machine Maintenance department at Merrimack Valley Works. He has been an AT&T employee for 34 years.

## **TEAM 3 WINS CITY TOURNAMENT**

**C**ongratulations are in order to Team 3 of AT&T's Thursday Night Men's Candlepin League for winning the Haverhill City Team Tournament event with a 2011 pin fall.

Team participants were: Buster Distefano, Fred Coco, Irving Reval, Dick Mitchell and Sam D'Antonio.









Photos & collage by Bob Gablosky



# Around the Works

## **CAREER DEVELOPMENT PROGRAM LAUNCHED**

A rollout meeting for Transmission Product Management was held on April 13 at the MVW auditorium, with 140 Product Management employees attending.

Guest speaker Ms. Kasey Kaufman, of WBZ-TV weekend news fame, spoke on career planning, relating her own experiences in striving for what she called a personal "comfort zone." Kasey is shown receiving a gift of appreciation from Reed Harrison, III, director of Transmission Product Management at Andover.

The Product Management's Human Resources department is responsible for further administration of the career planning program.



Bob Newton

## **THE SEARCH FOR EXCELLENCE...**

Nominations for Merrimack Valley Engineering Excellence will be open between June 26 and July 24, 1989. Nomination forms will be made available from the EERC.

*Let the Search Begin . . .*

## **SECRETARIES WEEK**

National Secretaries Week was observed April 24-28. Be sure to look for your favorite secretary in this month's center collage.

Our apologies to all those super secretaries whom our photographer missed. They were busy doing the numerous things we sometimes take for granted that keep our sections running smoothly.





## ASIAN PACIFIC HERITAGE MONTH

A South Indian music concert was presented in the MVW auditorium on May 18 as part of the special activities for Asian Pacific Heritage Month. Durga Krishnan played the veena, an ancient Indian string instrument, used to play South Indian classical music.

Durga has been playing the veena since the age of ten. She is a disciple of Chitti Babu, a world renowned artiste. Durga lives in Norwell, Mass. where she teaches many aspiring artists.

## RTAC TRAINING

During May, members of the Regional Technical Assistance Center (RTAC) were at Merrimack Valley for training on the Digital Access and Cross-Connect System family of products. Training was provided by Tim Haas and several other members of the DACS Installation and Technical Customer Support Department.

RTAC provides first tier support for our field installation forces and on-going technical support to our customers for transmission products manufactured at Merrimack Valley. The support services are offered to our customers to encourage them to select AT&T and Merrimack Valley as their vendor of choice.

The one week training session included lecture as well as hands-on training on the DACS II equipment in the Customer Advocate System Test Lab (CASTL). Several new DACS II software and hardware features for both domestic and international customers were



*TIM HAAS of the DACS Installation and Technical Support department reviews DACS II operation with RTAC's Eric Puetz, Pat Dulatt, and Jackson Lew.*

reviewed. These features included substrate capability, SLC-96 Interface, CEPT (International Standards), and Gateway (an interface from domestic to

international standards.) The DACS III and DACS IV products were also reviewed to cover changes to the installation training session.





Phaneuf

PROMOTIONS

Effective May 1, George J. Phaneuf became Installation & Technical Customer Support Manager for Transmission Products, in Hilversum, the Netherlands. He will be responsible for installation and support of transmission products deployed in Europe.

George began his career at MVW in 1972 and was a senior engineer with the Engineering Planning & Development DACS Technical Customer Support Group previous to this new assignment.

Effective May 16, Jim Angelone, Jr., became Operational Manager — ESS Material Management & Production Planning with Goldstar Semiconductor (GSS) joint venture. His new work location will be Gumi, Korea.

Jim has been supervisor of process quality control and AMAPS coordinator.

DOUBLE TROUBLE

If you looked at Yvette McKinney's family tree, you might think you're seeing double. But no, all of those doubles are twins. Five consecutive generations of twins to be exact. Yvette is a twin, and so is her mother. And so was her great aunt as well as her great-grandmother. And that's not all, Yvette has twin sons of her own.

Being a fourth generation twin from her mother's side and knowing that twins and triplets had occurred on her father's side, Yvette says she was still surprised when she found

out she was going to have twins. "I just didn't think it would happen to me too."

Yvette, a claims adjuster in accounting, has another sister who works at MV and, yes, she is also a twin. Anna Dubois, of the New & Change department, and her twin sister are six years and one day older than Yvette and her twin. "My mother used to tell us that we were our older sisters' birthday presents," says Yvette.

At one time, both sets of twins worked at MVW. "We really had everyone confused then," says Yvette.

SERVICE ANNIVERSARIES

During April and May the following individuals celebrated service anniversaries of 25 or more years.

APRIL

- Gloria Blake (25)
Alberta Chadwick (25)
Richard Collins (25)
Eileen Finnegan (25)
Victoria Martinez (25)
Donald Minion (25)
Frances Puglisi (25)
Robert Burnell (30)
Daniel Cardillo (30)
Roger Culliford (30)
Thomas Hovan (30)
Frank Kelcourse (30)
Robert Lee (30)
William Marcinkevicius (30)
Marilyn Riley (30)
Richard Scruton (30)
Edward Strondak (30)
Julius Zamierowski (30)
Clement Berthiaume (35)
Gerard Cote (35)
Phillip Goyette (35)
Paula Pelosi (35)

- Douglas Watson (35)
Edward Walsh (35)
Charles Gilmore (45)

MAY

- Joseph Bellefeuille (25)
Sebastian Distefano (25)
Irene Logan (25)
Constance Morrissey (25)
Robert Pinard (25)
Jessie Spivey (25)
Walter Student (25)
Constance Wright (25)
Victor Anderson (30)
Armand Carignan (30)
Sandra Grieco (30)
Virginia Kelley (30)
Charles Lively (30)
Nicholas Mandonas (30)
Bruce Mansell (30)
Robert McCarthy (30)
Joseph Dussault (35)
Rosemarie Lahage (35)
Mary Lesiczka (35)
Richard Haseltine (45)

KATHY JENNE ACHIEVES HONOR

Kathy Jenne, engineering clerk for the customer service organization, has become a member of the President's Honor List at Northern Essex Community College.

The President's Honor List is made up of students who maintain a cumulative point average of 3.75 or higher in their course of studies after taking a minimum of ten consecutive accredited courses.

Kathy, a mother of two, is a Business Management major.





Angelone



McKinney



Jenne



Spencer



Nguyen



Brieland

Bob Gablosky photos

## TOM SPENCER VOLUNTEERS

**T**om Spencer, a senior engineer in the Thin Film Manufacturing Engineering department, is aware of the low percentage of American teenagers adequately prepared for college-level science courses, and he is doing something about it.

Tom, as a member of the American Association for the Advancement of Science, responded to an appeal last year to join a science outreach program at the Boston Museum of Science. The program, Science-By-Mail, was developed for children in Grades 4 through 9 in Boston area schools. Among the participants were many children who were either gifted, had learning disabilities or were disadvantaged.

In the program's first year, about 100 volunteer scientists, including Tom, served more than 2,000 children by responding to science-challenge packages submitted by the children through the mail.

"When it was explained how the scientist represents the role model which a child needs to continue the pursuit in science," said Tom, "I did not hesitate to volunteer for another year."

## RETIREES

Years of Service

### March

- 30 Priscilla M. Flynn
- 28 Arthur J. Howland
- 31 Gail E. Norman

### April

- 27 Martin Aaronian
- 31 Frederick Arakelian
- 21 Juliette M. Belair
- 30 Donald Blais
- 29 John J. Bonanno
- 37 Donald E. Daggett
- 20 Irene H. Derouin
- 25 Margaret B. DiVincenzo
- 41 Arthur Hickson
- 24 Edna M. Krzywicki
- 35 Rosemarie A. Lahage
- 21 Josephine M. Lane
- 28 James R. MacDonald
- 31 Robert Maynard
- 31 Alvin B. McArthur
- 22 Anne T. McComiskie
- 20 Pauline F. Ouellette
- 27 Roger J. Ouellette
- 33 Ernest A. Reynolds
- 30 Marilyn A. Riley
- 33 M. Lucille Rivard
- 26 Freda F. Silver
- 13 Shirly M. Talarico
- 27 Valencia A. Taylor
- 33 Richard Williams

### May

- 31 Irene M. Bauchman
- 20 Theresa D. Boie
- 36 Len Bonagura
- 35 Irene D. Boucher
- 30 Albert E. Boyer
- 15 John D. Carter
- 36 Anthony T. Champy
- 13 Mary T. Coolidge
- 27 Margaret S. Cooper
- 22 Charles E. Cote

- 32 Gloria A. Cottone
- 29 Jeannette C. Daneau
- 21 Alice L. DeGrave
- 30 Nancy H. Durant
- 33 Walter L. Durant
- 37 Rita B. Felteau
- 33 Doris L. Fillion
- 28 Richard J. Fournier
- 18 Boguslaw Frackiewicz
- 33 Donald W. Fritzsche
- 23 Louise H. Gallagher
- 30 Francis Georato
- 30 Eric E. Halbach
- 36 Nilda D. Herrick
- 35 Howard B. Higgins
- 33 Warren J. Hodge
- 33 Margaret E. Krauss
- 35 Mary J. S. Lesiczka
- 20 Alberta B. Machado
- 30 Robert F. McCarthy
- 29 Katherine Z. Paris
- 33 Leo J. Pouliot
- 27 Emily E. Richardson
- 45 Irving E. Richardson
- 29 Leslie E. Robertson
- 15 Blanche V. Towler
- 34 Kenneth Wilson
- 27 Robert L. Yeaton

### June

- 24 Helen P. Carey
- 22 Susan M. Duquette
- 26 Sophie P. Frangules
- 32 Spyros G. Michaels
- 28 Ida L. Rowe
- 32 William R. Scribner
- 22 Helen L. Sevigny
- 40 John R. Wylie
- 28 Rose C. Young

(Cont. next page)



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## TWO RECEIVE TWIN HONORS

**K**im-Oanh T. Nguyen was one of two local AT&T employees to be selected for recognition by the annual YWCA Tribute to Women in Industry (TWIN).

Kim is a planning engineer for AT&T Network Systems, working with the Surface Acoustic Wave and Precision Crystal devices. She works directly with AT&T Bell Laboratories to design new processes and products.

Kim holds Bachelor of Science and Master of Science degrees in Chemical Engineering from Kansas State University and is currently pursuing a Master of Science degree in Electrical Engineering at Boston University. While still in college Kim published technical papers in her field, presented at the SWE National Student Conference in Anaheim, CA, AIChE Midwest Region Student Conference in Kansas, and at Kansas State University.

Kim began her AT&T career at the Kansas City location in 1984 and transferred to Merrimack Valley in 1986. She is active in local scouting and Vietnamese-American community groups.

**W**ilma Breiland, supervisor of software design and development for Bell Laboratories at Merrimack Valley, received the second award.

Wilma graduated magna cum laude, Phi Beta Kappa, from the University of Vermont with a Bachelor of Science degree in mathematics.

She began her AT&T career with

Network Systems in 1969 as a software application designer. In 1977 she worked for Bell Laboratories in North Andover, later transferring to Holmdel, N.J. While in Holmdel, she received a Master of Science degree in computer science from Stevens Institute of Technology. In 1985 she returned to Merrimack Valley and is located at the Bell Labs Ward Hill satellite location.

Wilma serves as a mentor for high school students visiting the Labs and participates in the company-sponsored Summer Employee Program.

Wilma and her husband, John, a Bell Labs system engineer, have two boys active in local sports. Wilma is also superintendent of and teacher at the Sunday Church School at Faith Lutheran Church.

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## AT&T RUNNERS DEFEND TITLE

**A**T&T's National Running Team will defend its United States Corporate Athletics Association (USCAA) Track and Field Championships Title in Des Moines, Iowa on July 15-16. AT&T will vie for its third straight championship and sixth in the past eight years.

Selected to participate from MVW were **Sandy Cannon, Carol Chetson, Cathy Petersen, George Dirago, Al Felenchak, Gary Johnson, George May, and Ernesto Riano** and **Gary Martin** of BL, Andover.

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## IN MEMORIAM

Alice Axtin, retired assembler, March 18, 1989

Vivian F. Bastek, retired machine inspector, March 29, 1989

Herbert M. Bergeron, retired technician, February 25, 1989

Angelina Bevilacqua, retired inspector, May 6, 1989

Mary Callahan, retired bench hand, March 1, 1989

Joseph S. Dombrowski, retired machinist, April 4, 1989

Eduardo Fernandez, senior operator, March 30, 1989

Josephine Girgenti, retired inspector, March 17, 1989

Philomena D. Longo, retired bench hand, May 7, 1989

Anthony S. Maciejewski, retired layout operator, February 25, 1989

Stella B. Moll, retired tester, March 8, 1989

Nicholas R. Mulick, retired department chief, March 7, 1989

Etta M. Nadeau, retired bench hand, February 17, 1989

Walter S. Proctor, retired inspector, March 26, 1989

Adrienne Serwatka, retired coil winder, May 27, 1989

Gertrude F. Smith, retired layout operator, January 30, 1989

Walter I. Thomas, retired technician, March 3, 1989

Arthur C. Welch, retired packer, February 11, 1989

John Yuzskus, retired tester, April 2, 1989



# World's smallest crystal oscillator made at MVW

**M**errimack Valley Works has developed and is manufacturing the world's smallest crystal oscillator, expected to become the next industry standard.

The unit, which measures .300 by .335 inches, is based on a unique silicon-chip design and can be surface-mounted on a circuit board.

The new oscillator replaces one nearly three times its size, and environmental tests on the product indicate it has a low failure-rate and excellent resistance to shock and vibration.

Kevin McPoland, a product planner for Network Systems Components and Apparatus at MVW, says the new S-type oscillator requires less board space, thereby providing designers more flexibility.

He adds that it offers superior reliability due to proven manufacturing methods, a low

component count and improved ceramic packaging.

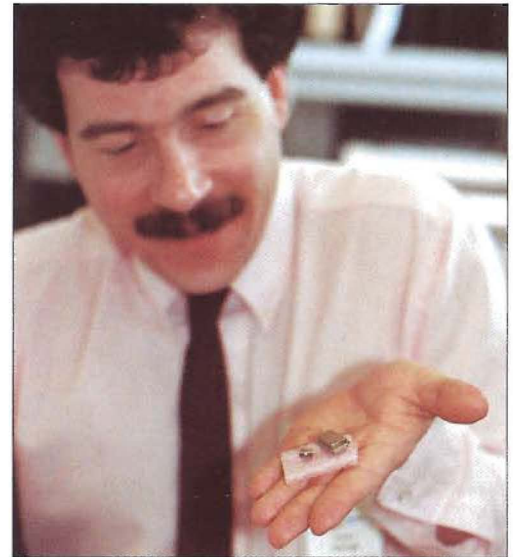
The unit was developed in Bell Labs at Merrimack Valley.

The new product is manufactured in the mini oscillator shop at Merrimack Valley, using silicon integrated circuitry made in AT&T's Allentown, Pa., Works.

Crystal oscillators are active, electronic devices that generate repetitive on-off-on-off signals. They are used in most digital equipment, such as computers, telephone central office switches, transmission equipment and digital instruments.

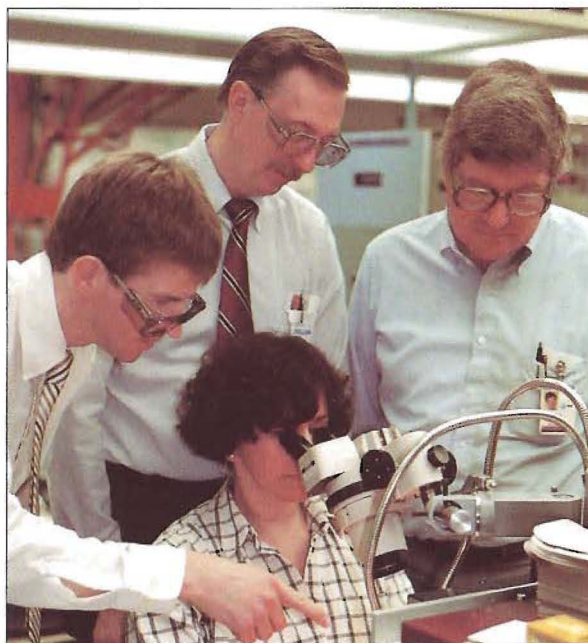
"We do not plan to limit our product offering to this product alone," says Ildiko Gonda, AT&T's oscillator marketing manager. "As the needs of the electronics industry change, we will introduce additional frequency control products over the next two years."

The product is available now from AT&T and from regional distributors.



*KEVIN McPOLAND, product planner for Network Systems Components and Apparatus at MVW, holds in his hand the world's smallest crystal oscillator developed at Bell Labs, MVW. Next to the tiny unit is one of the oscillators it replaces.*

*INVOLVED in the production of the world's smallest crystal oscillator are, standing, from left: Shawn Logan, Bill Wydra and Bob Sheehy. Working on one of the tiny oscillators is Valerie Schiessl, assembler in the mini-oscillator manufacturing dept. Bill is one of the department's senior engineers. Bob and Shawn, who are Bell Labs designers, helped develop the new product.*



Bob Gablosky photos



# For your information

## FIC/SAW TEAM WINS FOR 6th TIME IN 12 MONTHS

Congratulations to the FIC/SAW Filter team for winning the Component Factory Safety and Quality Awareness Competition. This is the sixth time the group, led by Roger Harding, has reached first place since the program began in May, 1988.

The group celebrated with a first shift breakfast and a second shift supper buffet. Team members were eligible for prizes drawn at each.

"A feat like this shouldn't go without recognition," said Al Dugan, manufacturing vice president. "You're focusing on the right thing and achieving spectacular results. If we keep doing things like this, nobody's going to touch us."



Alan Moline, director of engineering and manufacturing - components, presented Roger with the trophy that will be displayed in the winning shop for the month.

"Many visitors tour your shop and they notice this trophy because of what it stands for," he said. "We're very proud of all of you."

## ENGINEERING EXCELLENCE SOCIETY CELEBRATES 20th ANNIVERSARY

1989 marks the 20th anniversary of the Merrimack

Valley Engineering Excellence Society (EES).

At the recent awards dinner, Bob Zingali, one of the first individuals elected to the ESS, discussed a history of the founding of the Society.

"The EES is part of the Engineering Excellence program at MVW and was developed to provide tech pros with recognition for

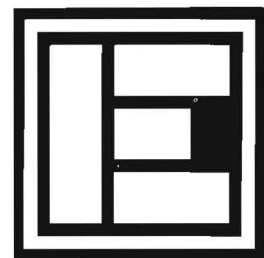
outstanding accomplishments," said Bob. "This recognition, coming from peers, is the highest form of respect that a professional can receive."

The original EES booklet, written in 1969 and describing the new program, said it all then and still does today.

"The stature of Western Electric [AT&T] has been shaped by dedicated engineering people. If we are to maintain and to enhance our image, to forge ahead, to prosper in the complex world of tomorrow we must continue to meet the technological challenges.

There will be among us, certain ones who stand above the crowd; those who perform the unusual, the

difficult, those whose contributions can be truly called the cream of technological triumphs. The main purpose of this program is to focus the spotlight of recognition on such persons and to illuminate the importance of engineering as one of the primary functions at Western Electric [AT&T]."





## HEALTH AWARENESS PROGRAM

“AIDS—the Facts vs. Fiction” was the topic of a Health Awareness Program presented June 8 in the MVW auditorium. Each of the three lunchtime sessions included a 20 minute video tape on “Living and Working with AIDS” followed by a question and answer period and distribution of literature.

Since the first reported cases of AIDS in 1981, much has been learned about its cause and transmission. Although progress has been made in understanding the disease, rumors and misinformation still persist.

This was the fourth in a series of monthly programs sponsored by QWL Team 3, the Unity Seekers, and presented by Dr. Donald Waugh, medical director.

## AT&T HONORED BY MANUFACTURING ENGINEERING MAGAZINE

*Manufacturing Engineering* magazine has chosen AT&T as one of the ten best US companies to work for and as a result will be presenting AT&T with the 1989 ME Award for Manufacturing Excellence.

The selection was based on perceptions of job security and stability, quality of supervision or leadership, and continuing learning opportunities.

*Manufacturing Engineering* magazine is published by the Society of Manufacturing Engineers, one of the world's largest technical societies with 80,000 members in 70 countries.



Bob Gablosky

## HAPPY FIRST VISION BIRTHDAY!

That was the greeting to more than 600 employees of the VISION Line Shop and the supporting organizations as they celebrated the first year anniversary of Merrimack Valley's boldest manufacturing endeavor and the first step towards its "Factory of the Future."

The celebration took place in the main cafeteria on May 16 and 17 for VISION Line employees on both the first and second shifts. Expressing thanks and confidence in the VISION Line future were Don Steiner, equipment manufacturing director, and Wayne Barrett, VISION Line manufacturing manager.

The keynote speaker, Ed March, manager of VISION Line process engineering, paid special tribute to the "People of VISION," identifying them as being from Operating, Engineering, Maintenance and Construction, Quality, MRP, Material Management, Tool and Machine Design, and Information Automation. Ed emphasized their importance to the continued success and predicted that VISION will continue to meet its commitments with the formation of the "VISION Manufacturing Team."

This team, he said, during its first year of operation shipped in excess of 50,000 circuit packs into the VISION Control Point and \$34 million worth of equipment to customers.

The VISION Manufacturing Team was treated to refreshments and musical entertainment. A video, highlighting the department's first year of operation, was shown at both birthday celebrations, and everyone received a coffee mug commemorating the first-year anniversary.

(See photos on back cover)





Bob Gablosky photos

*VISION celebrates first birthday*  
(Story on page 19)



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