

SPECIAL ISSUE  
PHOTO CONTEST  
WINNERS



# Valley Voice

December 1989



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## VALLEY VOICE

A publication for active and retired AT&T Network Systems and AT&T Bell Laboratories employees of Merrimack Valley  
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Valley Voice is published for employees like Marie Laplante, who, as Pioneer clown Tiffany, spreads holiday cheer all year long.



*Employees and friends,*

*Lasting traditions, strong feelings for peace and security, renewal of family ties – these time-honored values form the foundation of our annual holiday celebrations.*

*This respite, however brief, allows us to pause from our daily struggles to see the world surrounding us with new and deeper meanings.*

*It is in this spirit of celebration that, on behalf of Pete Fenner and the Transmission Management Board, I wish to each member of the Transmission Systems Merrimack Valley team, and also to your families, the joyous gifts that abound from contributing to a mission well accomplished.*

*Let us strive together in 1990 for peace, prosperity and renewed values.*

*Transmission Systems Vice President*

### **... on the covers**

“Birches” one of the winning photos from the 1989 Public Relations photo contest. This photo, taken by Frank Wu, is one of the many photos gaining recognition in this first contest.

“Covered Bridge,” taken by Lillian Hurn, appears on the back cover.

More winning photos appear on pages 6 through 11 of this issue, with a look at the faces that were behind the cameras on page 13.

# PQMI works for everyone

**PQMI — Process Quality Management and Improvement** — is a methodology offering techniques that prove extremely effective in studying both manufacturing and service related quality issues.

*Even the teachers benefit . . .*

**T**he training organization has the responsibility of teaching PQMI techniques to cell teams throughout Merrimack Valley.

One of the two cell teams making up the training group recently had an occasion to apply their methods first hand. A recurring problem, that of poor class attendance, was successfully solved using the techniques taught by the group. Documentation, customer/supplier meetings, assignment of responsibility, followup procedures — application of these PQMI techniques resulted in a very noticeable increase in classroom attendance.

Cell team member Mickey Bailey said it was “very rewarding to be able to practice with such great success what we teach.” ▼



*PQMI uncovers duplication of effort in storeroom . . .*

**S**ince August a Quality Architecture team in the Material Provisioning Center has been working on the record keeping portion of the storeroom operations.

Using PQMI techniques taught by the training group, they identified internal suppliers and customers and invited members of these groups to participate in their improvement activities. By expanding their inputs,

the group was able to identify areas of duplication of effort and extra work resulting from lack of sufficient information.

Paula Falocco, a spokesperson for the group, said that while “each change will result in some reduction in the labor involved, they will more importantly help meet the organization’s overall objective of providing accurate and timely records of storeroom balance figures.” ▲

*. . . and cuts paper use in Master Production Scheduling.*

**T**he Monday morning stacks of computer reports headed for recycling from mezzanine A are smaller these days, thanks to the efforts of the Quality Architecture cell team from the Equipment Master Production Scheduling organization.

Following completion of their Quality Leadership/PQMI workshop, the group tackled as their first process improvement the huge volume of reports generated for

use by the MPS group.

Using PQMI methodology, the team focused on cataloging reports, conducting user interviews to determine real needs, and moving reports to the RMDS (Reports Distribution Management System) allowing cancellation of paper copies.

Tom Varley, spokesman for the group, reports significant results in elimination of reports. In addition, by arranging for RMDS training for all MPS personnel, the team set the stage for an increased movement of reports to this system, leading to continued reduction of printed reports. ◀

**By applying the techniques of PQMI, these three groups were able to make significant improvements in a variety of areas. How about your team?**

# Around the Works

## TEAM TAKES CHARGE OF CHANGE

Change is inevitable. An AT&T Equipment Design Change Quality Improvement Team helped make the inevitable a lot easier on the customer. This national team was set up as a joint customer/supplier team, similar to the teams Merrimack Valley's purchasing organization sets up to ensure the highest quality from our incoming suppliers.

On this team, however, Merrimack Valley is the supplier, and the customer is another AT&T entity, the Network Services Division (NSD). NSD manages AT&T's Worldwide Intelligent Network in support of long-distance services.

Merrimack Valley members of the team — Paul Kolodny, Dave Denninger, Jake Lovett and John Zappala — worked across organizational lines and conquered the challenge of the "interval" for hard wired changes. A new fourteen-point plan covers the full spectrum of processes involved in changes to a product. This will considerably shorten the time interval from perception of a problem by any customer to delivery of a solution by Merrimack Valley. Other AT&T Network Systems manufacturing locations have indicated that they also will institute use of this new plan.

Customer perception of the quality improvements brought about by the



team was so significant that each team member received individual recognition from AT&T Vice President Craig Gipple of the Network Services Division.

Don't let the AT&T-NSD name fool you — Merrimack Valley's AT&T customers are important customers and demand the best in service and products.

*Merrimack Valley members of the Equipment Design Change Quality Improvement Team seated (left to right) Jake Lovett, Paul Kolodny, John Zappala, and Dave Denninger (standing.)*

## **NEW DEVICE IMPROVES QUALITY**

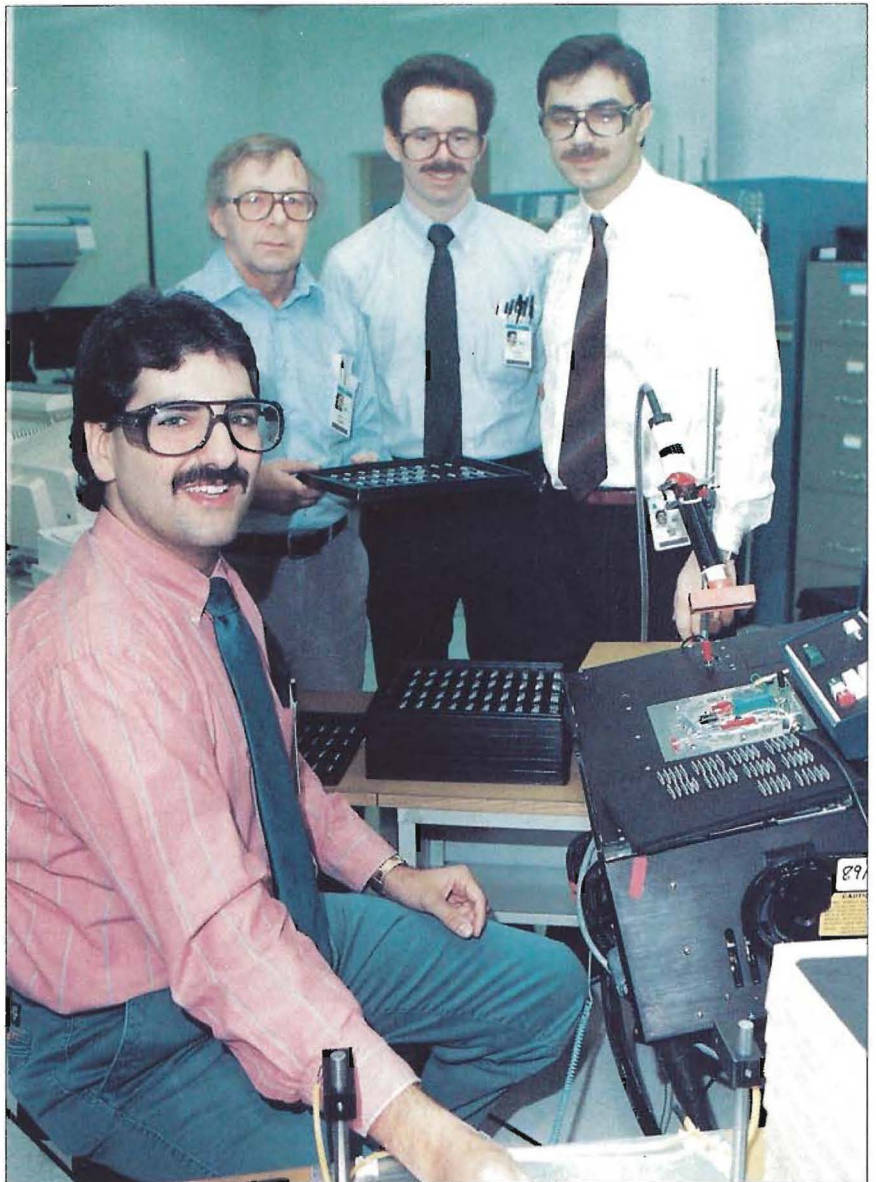
**A**lan Moline, director of engineering and manufacturing of the Merrimack Valley Components Factory, challenged his engineering staff to improve a testing process in the TED HIC area. He wanted a foolproof method of ensuring that devices failing the testing procedure did not end up in bins destined for customer use.

Engineers Jim Hajjar, Don Raymond, Naji Wakim and Rick Merrill accepted the challenge, pooled their various talents, and in two days had a prototype Infrared Positive Binning System operational in the TED test area.

Starting with a feature already in place on robotic lines, the foursome developed a sensing device which detects if a human operator attempts to place a failed device in the wrong bin. The device works something like a TV remote control.

The now failproof testers are pleased with a process improvement that allows them to greatly improve their quality.

The four engineers are pleased that they met the challenge. And the customers will definitely be pleased, making *everyone* at Merrimack Valley happy.



*Engineer Jim Hajjar places his hand through the infrared positive binning system detector, activating a series of electrical and mechanical sensors that monitor the final step in the test process. Don Raymond, Rick Merrill and Naji Wakim look on.*



Left, Documentary  
Revolutionary War  
Re-enactment  
David Long

Below left,  
Special Effect/  
Experimental  
Filtered Trees  
Linda Guide

Right, Documentary  
Wagons at  
Deerfield Fair  
Ed Skillin

Below right,  
Documentary  
Nighttime Lights  
at Deerfield Fair  
Ed Skillin

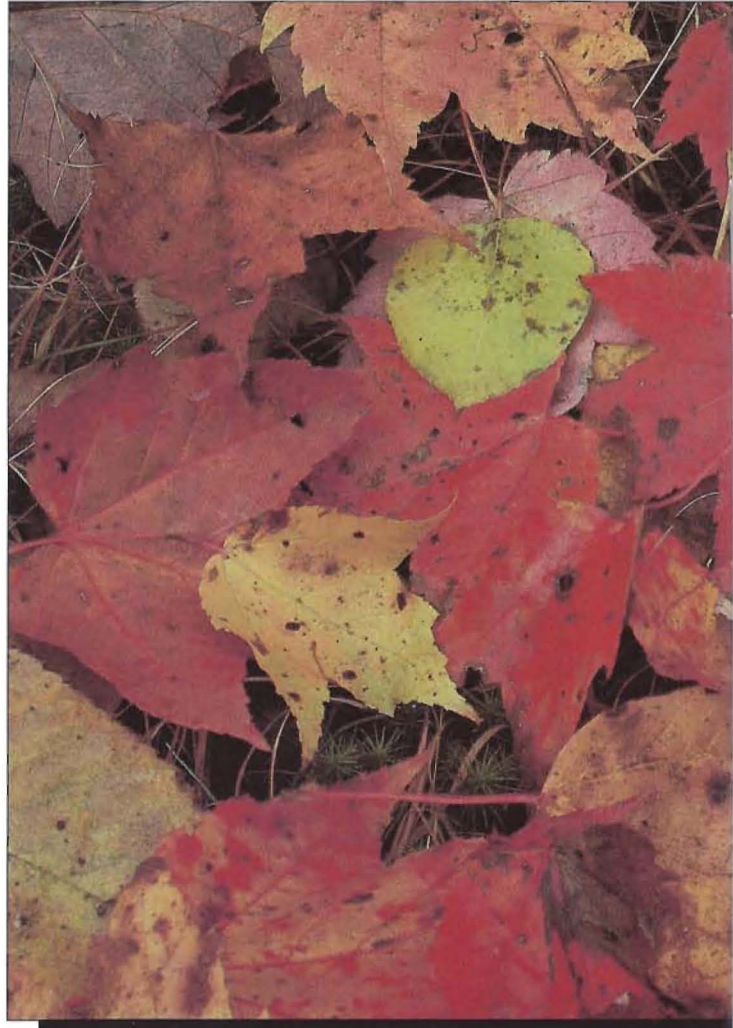




# Nature Studies



Ken Tentarelli



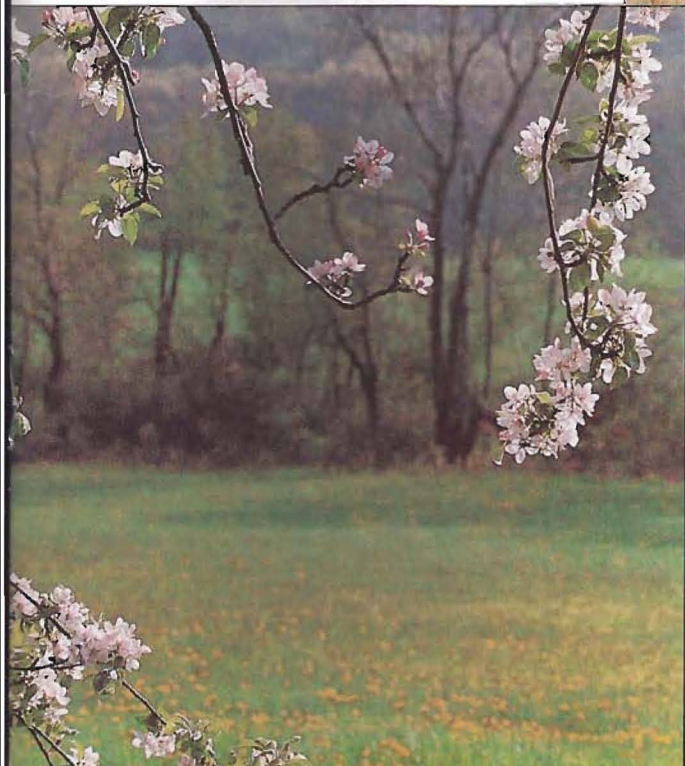
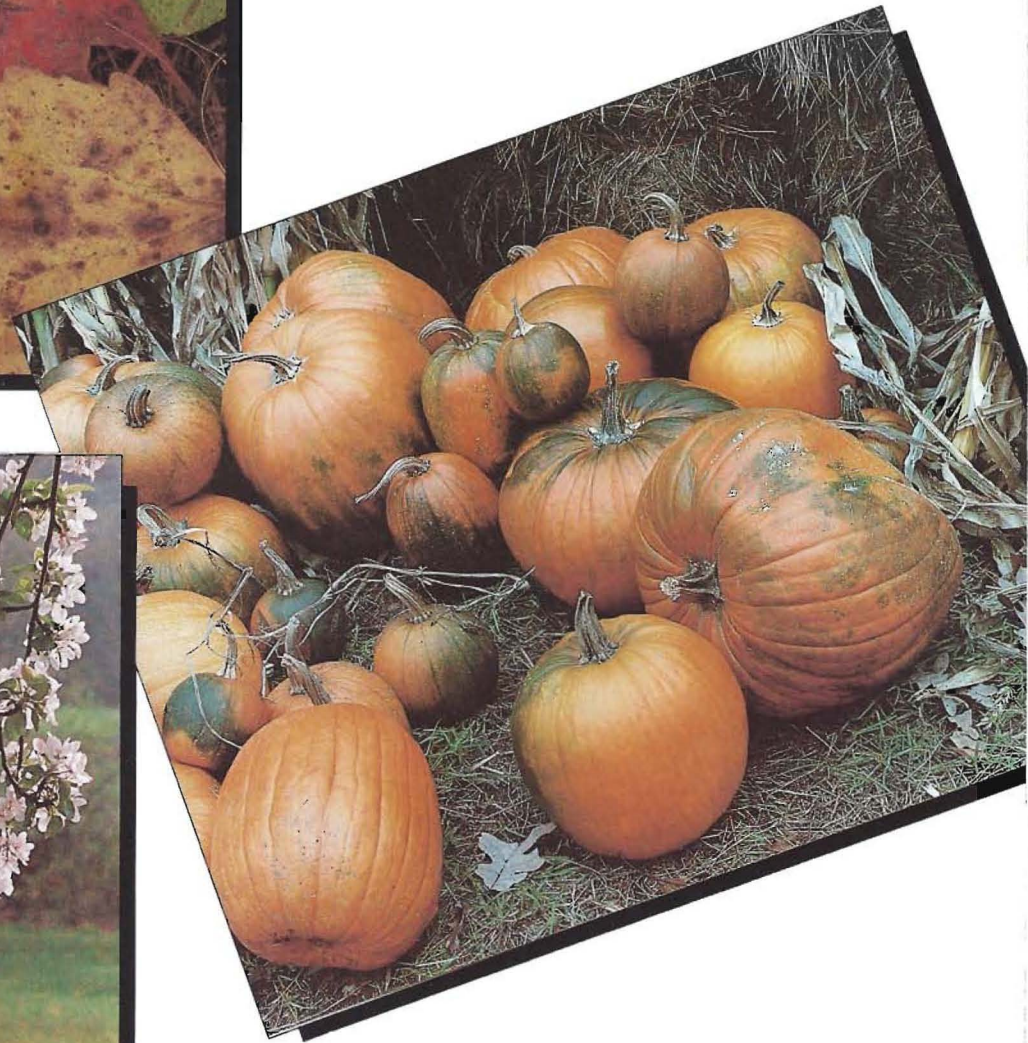
Bob Webber



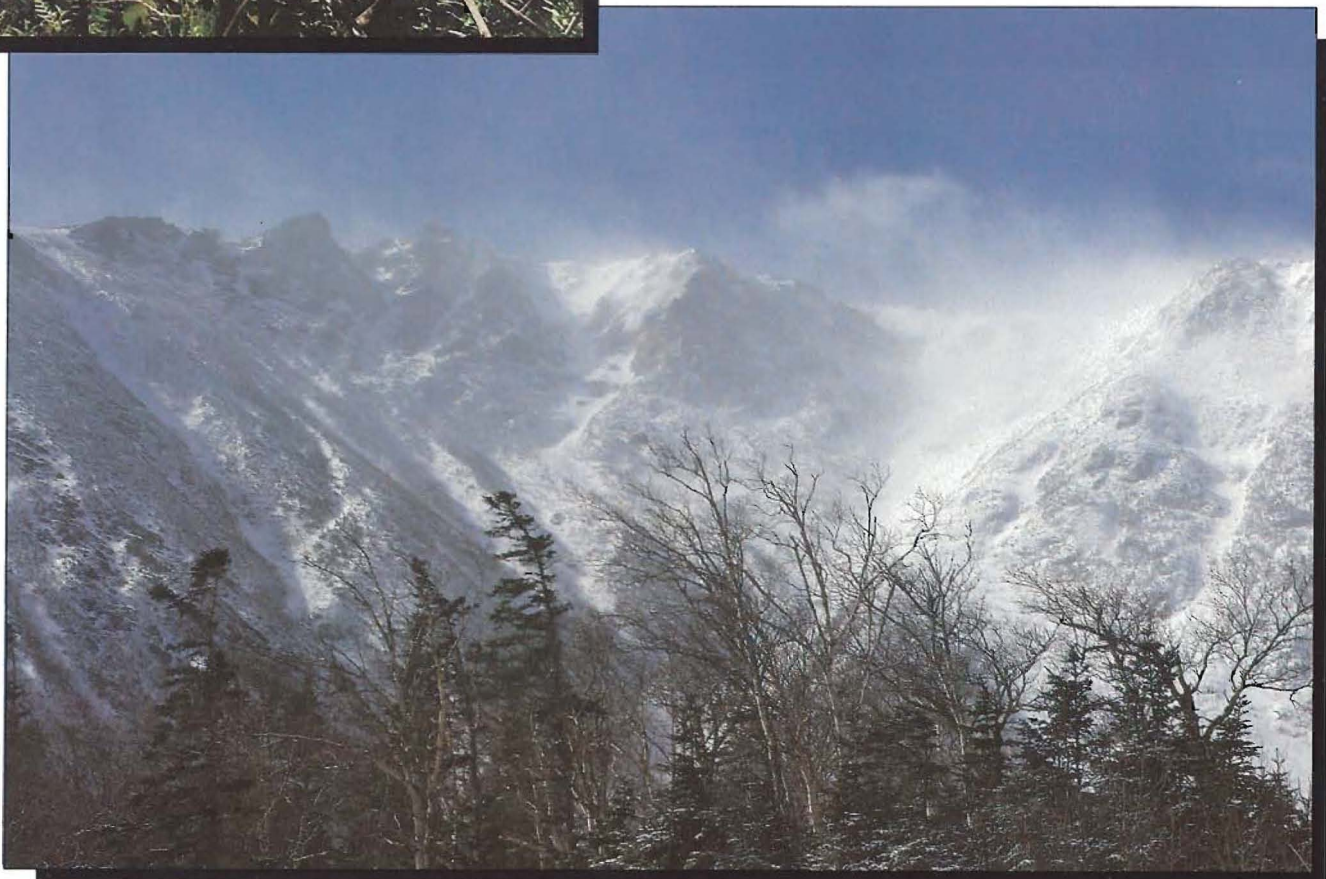


Joseph Skiba

John Fournier



Frank Wu  
Left and Above





Clockwise, from opposite page,  
upper left.

Classic New England Scenery,  
Summer brook, Harold Parker  
Forest, Andover, MA

Bob Solosko

Dramatic Scenery,

Ocean Waves

Beverly Ruel

Special Effects/Experimental  
Composite of two 35mm slides

Richard Neville

Dramatic Scenery

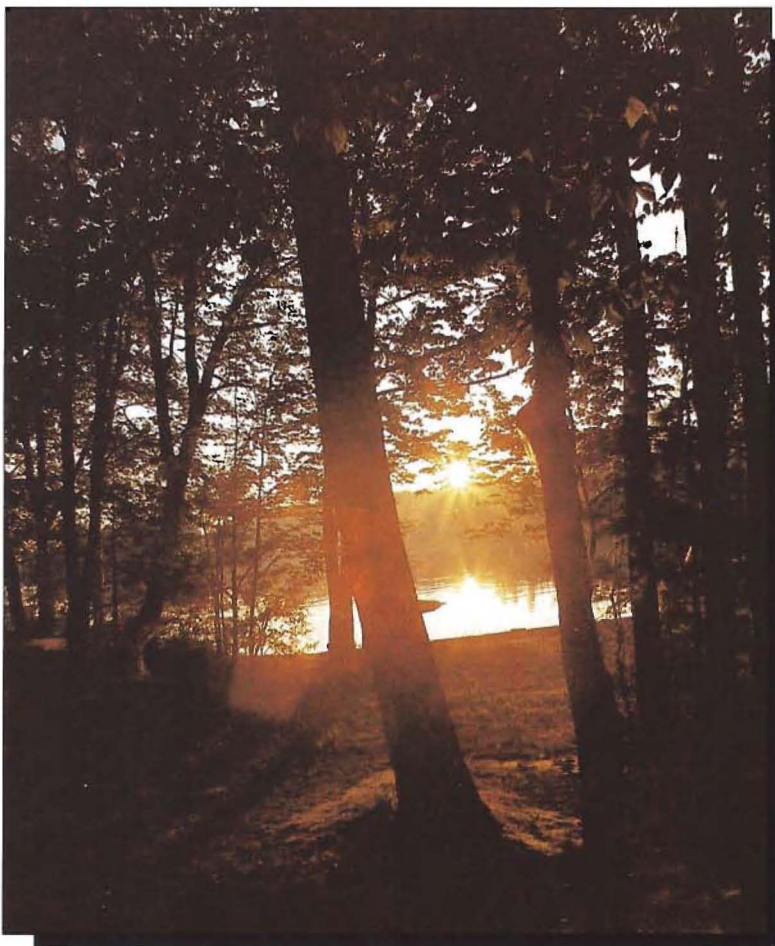
Sunrise

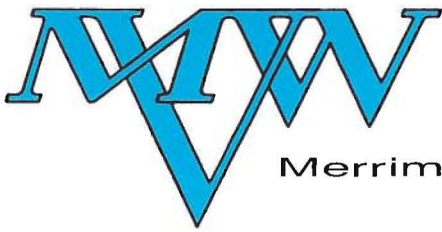
Kathy Dyke

Classic New England Scenery

Winter

John Fournier





Merrimack Valley Works People



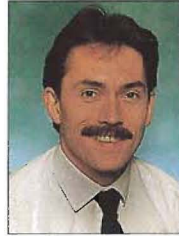
Farquhar



Guide



Hurn



Long



Neville



Ruel



Skiba

### PINS FOR PUBLIC AWARENESS



Dudley Farquhar's interest in a move to make the public aware of the POW/MIA cause has grown to national proportions.

He has completed a project of designing a "three-flag" pin for every state in the country, so individual states can "do some all important fund raising for their local POW chapters..."

Dudley, who is a Vietnam veteran and has been involved in the POW/MIA cause since 1972, says he designed the colorful three-flag pins to help generate a symbol of pride among the states in the men who are still missing in action or being held prisoners of war.

Each pin includes the individual state flag, American flag and the POW/MIA flag under a banner that proclaims "Bring Them Home."

Dudley himself has raised thousands of dollars for The National League of Families, a non-profit organization of family members who still don't know the fate of their loved ones.

Dudley is a level II operator in the Ceramic Preparation department at Merrimack Valley.

### FUTURE PIONEERS

Future Pioneers are employees with not enough years of service to become regular Pioneer members (15 years) but who wish to serve as volunteers — to help the needy, the sick and the handicapped — through the Pioneer organization.

Len Greaney, Future Pioneer chairman, and Donna Martin, co-chairman, hosted a November 7 annual meeting of the Future Pioneers.

At that time, interested employees attending heard several presentations on available activities needing volunteers.

They heard about the work involved in feeding the homeless, knitting layette sets for babies of unwed mothers, taking part in the Pioneer Chapter's annual Special Field Games for handicapped children, attending functions to entertain hospitalized veterans, being a Pioneer clown to help at rest homes or entertain terminally-ill children, and knitting lap robes or shawls for the elderly.

Employees interested in joining the Future Pioneers or wishing to be a volunteer are asked to get in touch with Len Greaney or the Pioneer chapter office (X2311 or X2312).

Len and Donna are both technical support assistants working in Bell Labs.

### IN MEMORIAM

Theopane Bouchard, retired layout operator, November 2, 1989

William H. Dickey, retired layout operator, October 21, 1989

John Eosefow, retired engineer, September 25, 1989

Robert B. Harbey, operator, October 26, 1989

Etta B. Hubley, retired bench hand, October 9, 1989

William J. Kelley, retired guard, August 7, 1989

Margaret L. La Prova, retired coil winder, September 20, 1989

Conrad P. Livernois, retired machine operator, September 11, 1989

Catherine B. Turbide, retired repairwoman, November 12, 1989

### PROMOTIONS

Effective November 1, Elizabeth Coote was promoted from engineer to planning engineer in Quality Control.

Effective November 1, Alan Davis was promoted from engineering associate to occupational engineer in the Process Engineering group.



**Greaney**



**Martin**



**Coote**



**Davis**



**Dyke**



**Fournier**



**Tentarelli**



**Solosko**



**Webber**



**Wu**



**Falocco**



**Felenchak**

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## PHOTO CONTEST WINNERS

**W**inners of the first Merrimack Valley photo contest been announced.

See page 15 for contest story. Winners, in alphabetical order, with categories are:

**Linda Dyke**, lab assistant, Dramatic Scenery.

**John Fournier**, engineering associate, Classic New England Scenery and Nature Studies

**Linda Guide**, machine operator, Special Effects/Experimental

**Lillian Hurn**, VDI inspector, Classic New England Scenery

**David Long**, quality control engineer, Documentary

**Richard Neville**, material handler, Special Effects/Experimental

**Beverly Ruel**, planning engineer, Dramatic Scenery

**Joseph Skiba**, senior engineer, Nature Studies

**Ed Skillin** (no photo available), Documentary

**Robert Solosko**, member of technical staff, Bell Laboratories, Classic New England Scenery

**Ken Tentarelli**, supervisor, Bell Laboratories, Nature Studies

**Bob Webber**, technical professional relations manager, Nature Studies

**Frank Wu**, production associate, Classic New England Scenery and Nature Studies

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## HELP FOR HUGO VICTIMS

**T**wo MV employees were part of a group that traveled to rural South Carolina to help rebuild after hurricane Hugo's devastation.

**Paula Falocco** and **Al Felenchak** were members of a group from the Island Pond Baptist Church in Hampstead, NH, that joined church members from other New England towns in building homes for people who couldn't afford to rebuild.

For five days they worked with the local people. They ate their Thanksgiving meal at a shelter and slept on cots in a local church.

"I watched all that happened and I wished there was something I could do," Paula said. "Just sending money didn't seem good enough."

Paula is an engineer in PQMI engineering.

Al is a senior engineer in the DACS II Software Test department.

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## SERVICE ANNIVERSARIES

The following employees celebrated service anniversaries of 30 or more years (in increments of 5 years) in November

- George E. Bedard (30)
- Hugh W. Boyle (30)
- Leo J. Congo (30)
- Francis A. Devine (30)
- Anna V. Dubois (30)
- Robert L. Escutia (30)
- James M. Fitton (30)
- Caesar Ghilarducci (30)
- Vahan Hagopian (30)
- Carolyn B. Hall (30)
- Thomas A. Hannenian (30)
- John M. Jackson (30)
- John M. Karanas (30)
- Robert A. McDonald (30)
- Ann P. Markos (30)
- Estelle H. O'Donnell (30)
- Lester L. Page (30)
- Donald J. Povilaitais (30)
- John C. Roberts (30)
- Donald R. Rodger (30)
- Donald E. Roy (30)
- J. J. Sable (30)
- Victoria M. Sielicki (30)
- Carl D. Van Kampen (30)
- Edmund Cook (35)
- Elsa P. DeRoche (35)
- Charles Hampstead (35)
- Donald K. Martin (35)

# For your information

## **MV SAFETY & QUALITY AWARENESS PROGRAMS — OCTOBER**

### **EQUIPMENT FACTORY**

1st place — Dave Spofford's team of Cables, DDS, Misc. and Salem II  
2nd place — Alex Oski's Salem I team.

October composite scores for the eleven teams in this division ranged from the winning scores of 3 and 5 to a low of 22.

"We came in second place in September," said Dave. "Each individual worked very hard to improve our position, and it worked. We're very proud of everyone."

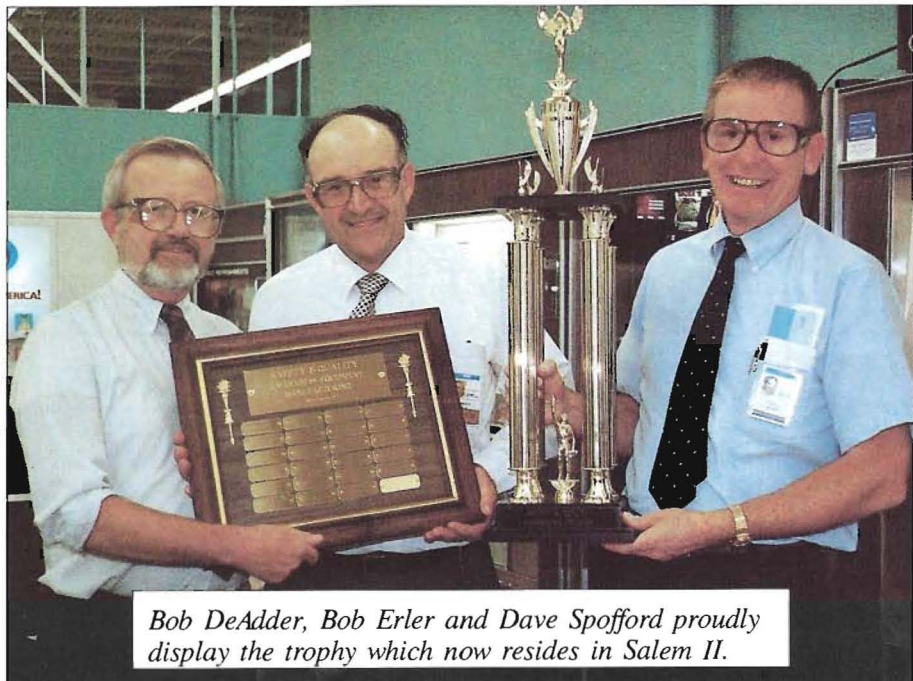
### **COMPONENTS FACTORY**

1st place — Roger Harding's Transmission FIC team.

2nd place — Len Quintal's Transmission HIC team.

Composite scores for the seven teams in this division ranged from a low of 13 to the winning team's best possible score of 2. This score represents a Quality Index Ratio of 0.000 (no defects found) and a Safety Ratio of 0.000 (no safety cases or lost time cases reported).

"We came from last place to being the all time winners in the program with seven wins," said Roger. "Next month the teams will change when we merge with another group. It's nice to go out as winners."



*Bob DeAdder, Bob Erler and Dave Spofford proudly display the trophy which now resides in Salem II.*



*Karen Kemp, Roger Harding, Trudy Newcomb and Leo Beaudoin show the Component Factory trophy.*



## 315 ENTRIES TO FIRST PHOTO CONTEST

Three hundred fifteen entries were submitted to the first photo contest sponsored by the Merrimack Valley Public Relations group, entered by sixty-eight employees.

The colossal task of selecting photos for recognition as winners fell to Jim Sheldon, curator of photography at the Addison Gallery of American Art at Phillips Academy in Andover. Jim brought much talent and experience to the judging phase of the contest. He teaches photography and filmmaking at the Andover campus and exhibits his own work when not judging.

As the public relations organization sponsoring the contest had not specified entrance categories, Jim's first task was to group photos into similar categories.

Once that chore was accomplished and a decision made not to have winners rank ordered, Jim was free to recognize and reward different elements in different photographs, allowing for more individual winners.

Of course it comes as no surprise that so many of MV's "weekend" photographers deserve recognition.

Thanks to all employees who entered this year's contest, hope we can do this again in 1990!

And, yes, please do be patient. All entries will be returned as promised.

## PROCESS CHANGE ELIMINATES TARGETED SUBSTANCE

There are many ways that Merrimack Valley engineers are finding to eliminate use of targeted substances in the manufacturing location.

A recent accomplishment in the mini-oscillator shop involved an engineered change in the manufacturing process which totally eliminated the need for *any* solvent.

Engineer Harry Abozetian reports that a change in the handling methods and the way we use the products resulted in this important accomplishment, bringing Merrimack Valley even closer to its goal of total elimination of certain substances.

Harry worked closely with Bell Labs engineer Ram Arvikar on the project. They ran extensive aging

*Harry Abozetian, second left, joins with mini-oscillator team members Ed Ovitt, Kitty McCarthy and Bob Roy to announce Merrimack Valley's latest step towards a chemical-free work environment.*

and stress tests to ensure the continued high quality of the product with the changed manufacturing process.



“Covered Bridge,” photo by Lillian Hurn, one of the winners in the first Merrimack Valley Public Relations photo contest. More winning photos inside.



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