



Valley Voice



June 1990



June 1990

VALLEY VOICE

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

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Earth Day 1990

Merrimack Valley Works celebrated Earth Day 1990 with a tree planting ceremony reaffirming our commitment, not only to the environment but also to the next generation of area residents who represent MVW's future employees.

Participating in the Earth Day planting ceremony are, left, Tony Syvinski, supervisor of quality control for Salem I and II; Tony Lazzaretti, manager of environmental engineering services and security; Syvinski's daughter Chris Grammatic, a secretary in the engineering organization; and her two sons Normy, age 4, and Alex, age 3, representing the next generation of AT&T employees. The family will be invited back to decorate the tree during the Christmas holidays.



Irene Dumas photo

Valley Voice is published for employees like Leroy Hines, plant security guard. Leroy was one of 92 MV employees who participated in the March of Dimes WalkAmerica. (Story on page 14.)

On the cover — Frank Wu, a native of China and second shift production associate on the Vision Line, is well known locally for his talents as an amateur photographer. His work has been exhibited in prestigious galleries such as the London Salon and in locations as diverse as Yugoslavia and South Africa, Pittsburgh and New York City. A winner in many photography contests, he appeared in the December 1989 *Valley Voice* as one of several winners of Merrimack Valley's first contest. Frank has recently accepted the company's retirement offer for represented employees.

Roger Culliford photographed Frank at the Stevens-Coolidge House in North Andover.

NTT milestone celebrated

More than 200 people representing the Network Systems and Bell Laboratories NTT Module A project team gathered recently to celebrate the successful customer inspection of the first system, or prototype.

This lightwave multiplexer, custom designed for NTT of Japan, is SONET compatible, which assures it a place in tomorrow's worldwide marketplace. SONET is an international standard developed to increase the flexibility of products available in the telecommunications industry.

The customer, Nippon Telegraph and Telephone, represents a major but very demanding customer to Merrimack Valley. They were not disappointed. During the inspection Merrimack Valley's team demonstrated under fire how responsive they are to the needs of the customer.

"This was not the success of a few — it was the success of many," said Paul Penney, Bell Labs supervisor, in leading off the celebration. Two NTT engineers, on loan to AT&T, are part of the team; and, he added, "the combined Network Systems/Bell Laboratories team works."

The NTT inspection helps us look at our processes from a different viewpoint. They look at us as we really are — not as we sometimes do when looking through a mirror, seeing everything backwards.

Bill Schwarz, department head for the development team, explains the magnitude of the project. "In April of 1989, we had an early model power unit built at Whippany, some optical components, and a lot of paper. Nothing more." In April of 1990, we have a factory-built cabinet, more than 20 new circuit packs, 97,000 lines of code monitoring and controlling the

system, and much more. This is the first project to use electronic design transfer through FOCUS and the first through the New Product Introduction Center (NPIC) shop.

Where do we go from here? Bill told those who gathered to celebrate just what they wanted to hear. The customer likes our product, they like the flexible system architecture. The NTT inspectors will return in July, so there is a lot to do. NTT will push Merrimack Valley to new heights in quality. What they find acceptable today they will not tomorrow.

Rudolf Hecken, Bell Laboratories director, closed the celebration with

comments on the risks taken way back in 1988. "A new word was heard, SONET, and not many knew much about it then," he said. "Not a single specification had been written at that time." NTT issued a challenge to have a prototype SONET compatible system ready to ship in April 1990.

AT&T accepted the challenge, and now these Merrimack Valley employees gathered to celebrate meeting that challenge.

The success of the upcoming movement to manufacture of this important product may just be the key to the future at Merrimack Valley.



Bob Newton photo

Tradition and ceremony are important elements of an inspection tour by Merrimack Valley customer NTT. Here Jim Styring, right, exchanges business cards with NTT's representative Mr. Tsuji during the formal greeting ceremony.

(See back cover photo for another Japanese tradition demonstrated during this very successful gathering.)



J. F. McKinnon
Transmission Systems Vice President
Merrimack Valley Works

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May, 1990

**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 and Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974, 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 cursive script, appearing to read "J. F. McKinnon".

J. F. McKinnon
Transmission Systems Vice President
Merrimack Valley Works



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Re: Statement of AT&T-Network Systems-Merrimack Valley Works Policy of Equal Opportunity and Affirmative Action 1990

As the Transmission Systems 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:

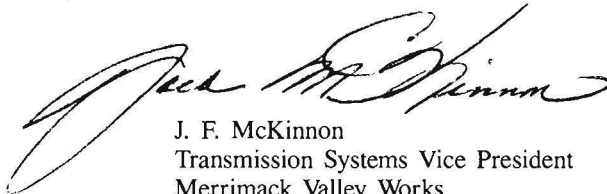
Recruit, hire, train and promote persons in all job classifications without discrimination because of race, color, religion, sex, age or national origin, except where gender is a bona fide occupational qualification; base decisions on employment to further the principle of Equal Opportunity; ensure that 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.



J. F. McKinnon
Transmission Systems Vice President
Merrimack Valley Works

Around the Works

MORE AWARDS GIVEN TO TEAM WITH RESULTS

More
Oriented
Responsive
Excellence

ICA Manager Joe Ponti of the AT&T Product Management group in Andover peppers his talk with lots of acronyms. He starts right off with his title. ICA stands for Initial Customer Application and refers to the controlled process which assures that new AT&T products meet and exceed all customer expectations. An ICA is performed the first time a major new product or feature is deployed to a new customer.

Joe meets often with members of the ICA and FSA (First System Application) teams resident at Merrimack Valley. Although we may not always understand their unique jargon if we happen to overhear them, they are getting results. Many customers demand a trial run before they buy one of our products, so lots of jobs depend on their performance.

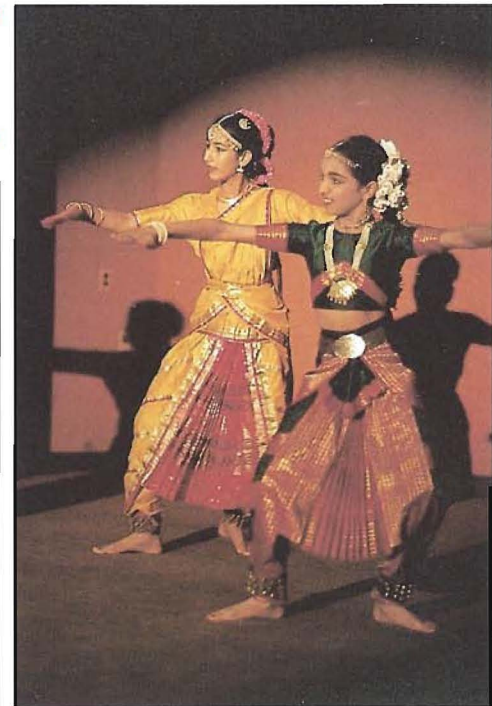
According to Joe, last year we sent one of our systems to Pacific Bell for a rigorous trial. This important customer now uses us as a standard.

"Results like these lead to multiple orders and repeat sales, and that's what we're after."

Joe presided at a recent gathering of MVW team members. After he reminded those present that "we only have one chance to make a good first impression," he distributed the coveted MORE awards to team leaders for their outstanding contributions.



Receiving the award were, from left, Pete Driscoll, Bob Nolan, Pam Oski, Mike DiTroia, Linda Boucher, Herb Dietrich, and Jerry Kusano.



ASIAN PACIFIC HERITAGE MONTH

A demonstration of classical dances of India took place in the auditorium as part of the special activities for Asian Pacific Heritage Month.

Neena Gulati, one of the leading dancers of India, and her students performed the Bharata Natyam and Kuchipudi dances providing an opportunity for all to experience the richness and variety of Indian art and culture.

SECRETARIES WEEK

Secretaries Week 1990 was observed at Merrimack Valley in honor of the nearly 140 women (and one man) who work behind the scenes offering the support needed to keep their organizations running smoothly.

Guest speaker Charlene Shea, president of a national consulting firm, talked to all secretaries about survival in a constantly changing corporate environment.

SPREADING THE WEALTH OF KNOWLEDGE

The Open Architecture Cross-training Forum (OACF) is a program in the Test Set Maintenance (TSM) department that uses MV talent to stay abreast of state of the art technology and maintain cost effective, high quality service. The program, proposed and developed by a group of MV technicians, allows them to share their knowledge and experience with their co-workers.

In the OACF, technicians give very informal sessions on their specialty to other interested technicians. Using "resident" talent to update skills has reduced outside vendor training costs. Merrimack Valley is gifted with many talented technicians, and OACF is a great way to tap into the vast pool of experience in the department.

"The sessions don't take the place of formal training," says Ken Riley, one of the program's founders.

"What they do is provide a relaxed environment for the exchange of information and experience. And it's all voluntary, nobody is forced to teach or attend a class."

"The Test Set Maintenance department is responsible for keeping MV's test sets and office equipment running smoothly," says Ron Hudson, Supervisor, TSM, and OACF facilitator. "Our techs work in small groups, each responsible for their own section of the plant. The OACF is a great way for groups to keep up to date technically."

"The response has been very positive," says Ron Georgia, one tech who helped organize the program. "Since we began in January, we've usually run four sessions a week. So far, we've had classes on UNIX and shell programming, and we're planning to do C-programming next."

"Our customer still comes first," says Ken. "We make time for OACF by rearranging our schedules so that our customers' needs are always met."



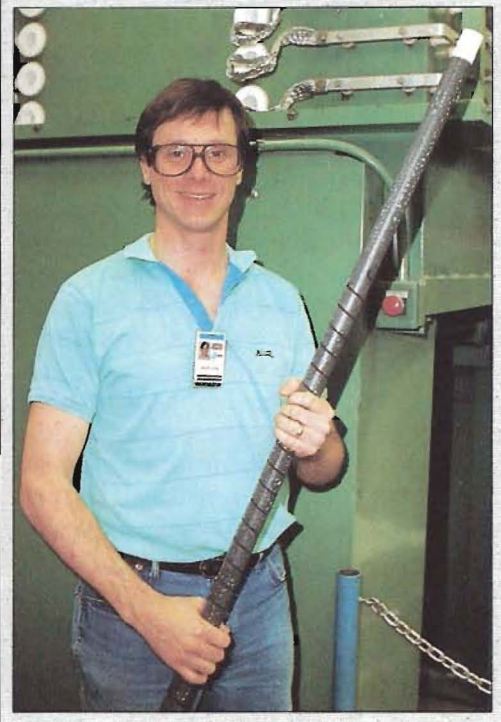
Technicians, from left, Jerry Coy, Ron Georgia, Jack Nason, Leo Dubois, Ken Riley, Jack Clark, Bill Trembley, Frank Laske and Alan Filaseta in an OACF session.

ESP WINNERS

Two recent winners in the Employee Suggestion Program were Peggy St. John and Greg Head.

Peggy, a process checker in the Lightwave shop, suggested using a shorter screw in this heat sink to prevent shorts. Her idea brought her a \$710 award.

Greg Head, a control systems technician in the Machine Maintenance department, suggested using an alternate supplier for the heating elements in the furnaces used in the Ceramic Prep area. His idea netted him a \$1045 award.



Pioneer

HAPPENINGS



“Answering the call of those in need”

SPECIAL FIELD GAMES

Bill Wedge photo



A young contestant accepts her trophy at the Special Field Games.

EASTER DINNER AT DAYBREAK SHELTER

Members of Chapter 78 delivered the food for an Easter Sunday dinner at the Lawrence Daybreak Shelter on Friday, April 13, 1990. A complete ham dinner for the 50 homeless and staff was obtained through the Chapter.

In addition, seven boxes of canned goods were brought to the shelter as part of our continuing canned goods drive.

Marilyn Bouchard, executive director of the Daybreak Shelter, expressed her gratitude on behalf of the homeless and pointed out that Chapter 78 and AT&T were the only organizations to remember those at the shelter at Eastertime.

OPERATION TRIUMPH

At Merrimack Valley, Dudley Farquhar is known as an operator in the ceramic prep area and an executive board member of Pioneer Chapter 78. But to a nationwide network of veteran supporters, Dudley is known as the president of Operation Triumph, a non-profit organization dedicated to a full accounting of all Americans who served their country in Vietnam.

Dudley has been involved in letter writing campaigns, petitions and speaking engagements for Operation Triumph. Through fund raising and public awareness events, organizations like this one keep the issue of our missing men and women in front of the American people.

It rained Saturday. It rained Monday. But on Sunday, May 6, 1990, the sun shone for more than 200 contestants and hundreds of volunteers at the Special Field Games sponsored by the Telephone Pioneers of America.

The 12th annual Special Games had it all. Smiling faces, doughnuts and coffee, clowns, balloons, trophies and medals, video cameras, hamburgers, hotdogs, and most of all, contestants of all ages and sizes, competing to be the first across the finish line in a series of races. Little folks in wheelchairs with big smiles as they flew or crept down the track. Crippled hands and feet bravely throwing a frisbee or kicking a soccer ball. Then, smiling and bowing to the cheers of spectators. Hugs, hugs, and more hugs.

If you were there you know what

a special feeling it is to be a part of it. If you weren't there, make it a point to be there next year.

Thanks and applause to Kathy Cravino, Faith Janvrin, Doreen Hovan, Phil Wendell, Frank George, Ray Lynch, Shirley Cyr, Bob Danus, Sheila Babolian and the rest of the committee for another great day.

MANCHESTER VA OPEN HOUSE

The Manchester, N.H. VA Medical Center will have an Open House with an “Old Fashioned Celebration” on Saturday, June 23, 1990 from 11:00 a.m.—6:00 p.m. The event is scheduled to commemorate the 40th birthday of the center, and all are invited to attend.

Through Operation Triumph, Dudley became involved with the family of SSG Richard Fitts, a Green Beret reported missing in action in 1968. For 22 years, his parents never knew if he was alive or dead, but they never gave up hope. Through their determination and with the help of Operation Triumph, they got an answer, but not the one they had hoped for.

Last March the remains of their son were identified. In recognition for his efforts, the Fitts family invited Dudley to a ceremony performed at the Arlington National Cemetery where Richard and his entire Green Beret team were reunited once again.

This is one person's story. Though unhappy, at least it has an ending. There are still 2303 MIAs in South East Asia, 57 from Massachusetts alone. Dudley's mission is to make sure these people are not forgotten.

POW RECOGNITION DAY

Chapter 78 participated in the National Former POW Recognition Day ceremonies at the Manchester, N.H. VA Medical Center on Monday, April 9, 1990.

Dudley Farquhar, executive board member of Chapter 78 and president of Operation Triumph, the POW-MIA organization in Massachusetts, presented a plaque to Mr. William H. Kelleher, director of the Manchester VA Medical Center.

Refreshments were provided to the 150 guests and patients by Chapter 78 and the American Legion Auxiliary. Those who attended were presented the Region 12 Salute to Hospitalized Veterans pin.

Four beautifully decorated sheetcakes included the American Ex-Prisoners of War emblem with the American flag and the phrase "We exist to help those who cannot help themselves."



Len Greaney photo

A SPECIAL THANK YOU

On behalf of the Special Field Games Committee and the many contestants in the games, I would like to thank you for your continued support and help.

Our 1990 Field Games were a tremendous success.

We send our sincere thanks to each and every individual who gave so willingly of their time, talents and donations to ensure the participants a memorable day.

Our special thanks to the Telephone Pioneers of America, Chapter 78. Without their support these Games could not continue.

Thank you,

Kathleen Cravino

Kathleen Cravino
1990 Special Field Games
Chairman

WANTED . . . FAVORITE RECIPES

The Future Pioneers are collecting recipes for their cookbook. The categories are: Appetizers; Soups & Salads; Entrees; Desserts; Low Cal; Dinner for 1 or 2; All Occasion Meals.

Drop off your recipe with your name, home town, and work extension in the box located outside the Pioneer Lounge, or send it by company mail to: COOKBOOK.

For more information call Goldie Morrow X5166 or Janet Gavin X5860.

EASTER EGG HUNT AT ST. ANN'S HOME

The Future Pioneers held an Easter egg hunt and party for the children of St. Ann's Home in Methuen, Mass. Volunteers hid 1,000 candy-filled eggs in a field at the home for 36 children to find. Three of the eggs entitled the child who found them to claim a special prize.

After the egg hunt, volunteers let blindfolded children try their luck at hitting an audio ball. (The audio balls are made by retired Pioneers. They give blind people a chance to play ball.) Six children won prizes for hitting the ball.

After entertainment by a clown magician, the children received Easter baskets filled with candy and gifts.

In the photo above, one of the children gets a big hug from the Easter Bunny.



Merrimack Valley Works People

ON THE MOVE

Effective May 1, 1990, **Lynn Centariczki** became Hybrid Circuit Product, Test and Design Engineering manager, reporting to Joe Marcotte. Previous to this assignment, Lynn was a senior engineer in the same department.

Lynn began her AT&T career in 1980 as an entry level engineer in thin film. She and her husband Peter, a test engineer in the equipment shop, make their home in Merrimac, Mass. with their two children, Rachel and Michael.



Effective May 1, 1990, **Thomas Low**, planning engineer in the Digital Radio Installation and Technical Support group, became Manager, Technical Support—Advanced Digital Radio, Network Services Division. He now reports to AT&T Network Services Division Headquarters in Bedminster, N.J. He will continue to be located at Merrimack Valley.

Tom began his AT&T career in 1980 as an electrical engineer in the Operations Support Technical Center. In 1985 he transferred to the Digital Radio Installation & Technical Support organization. He holds a Bachelors of Science degree in Electrical Engineering from the University of New Hampshire.



Effective April 16, 1990, **Don Steiner**, Manufacturing Director, Merrimack Valley Works, became Sales Director, Transmission Systems Products. Don will be working with AT&T distributors and value added resellers supporting the New Markets organization. He will be located in Pleasanton, California.

Don came to Merrimack Valley in 1986 as components material resources and manufacturing director. He has been with the company for 32 years.



Effective June 1, 1990, **Jim Styring**, Director of Engineering, Merrimack Valley Works, became Network Operations General Manager, Southern Region.

Jim came to Merrimack Valley in 1987 from Southgate, where he was director of division staff, Network Systems Division. His new assignment will take him back to Atlanta, Georgia, where he began his AT&T career in 1973 as a development engineer.



Effective May 15, 1990, **Fernando (Fred) Vega**, senior product planner, Transmission Product Management in Andover, became Product Manager for Operations Systems. He will be located in Middletown, N.J.

Fred came to the Lawrence area 24 years ago from Guayaquil, Ecuador. He began his AT&T career in 1978 in the Management Training Program at MVW. He became a supervisor in 1979 and moved to Product Management in 1985.

Fred holds a Bachelors of Science degree in Management and an MBA from the University of Lowell. He

and his wife Sharon and their two sons, Fernando Jr. and Xavier, will be relocating to the Middletown area.

Fred's mother, Matilde, works at MV in the GDX shop.



Effective April 9, 1990, **Judy Winkowski**, Methods Specialist for Plant, Expense & Asset Management Accounting, became Supervisor, Plant & Expense Results Accounting.

Judy has had various assignments in her 15 years at AT&T, most of them in accounting. She makes her home in Plaistow, N.H., with her husband Don and their 10-year-old son Darren.



IN MEMORIAM

James R. Carter, guard, May 3, 1990

Minnie B. Dole, tech support analyst, May 4, 1990

Minnie D. Foster, retired layout operator, April 17, 1990

Arthur C. Jenkins, retired engineering associate, March 26, 1990

Peter Myhal, retired machinist, April 24, 1990

Filomena P. Parolisi, retired wireman, April 20, 1990

Angelo P. Psaros, retired order analyst, April 7, 1990

Peter Sakash, MST at Andover Bell Labs, April 16, 1990



Centariczki



Low



Styring



Vega



Winkowski



Davis



Rader

RICH DAVIS, LOCAL RACQUETBALL CHAMP

You may know Rich Davis as a millwright in the plant construction department, but if you read the sports page in the local newspapers, you might recognize him as a racquetball champ.

Rich, a 23-year Merrimack Valley employee, started playing racquetball about 15 years ago. "I used to play basketball, but I had to stop when I began to have trouble with my knees," says Rich. "I still wanted to do something physical, so I decided to try racquetball." That was 15 years ago, and since then Rich has won seven championships in the Haverhill area.

Rich's most recent title came in April when he captured the singles racquetball championship at the Greater Haverhill YMCA after winning eight matches over a three-week round robin session. "In a round robin, you get to play everyone, unlike a regular tournament, where you lose one match and you're out," says Rich. "The competition was tough, in a round robin you run across many different styles of play." This was Rich's second title this season. Last month he and his partner won the doubles tournament for the second year in a row.

Rich has played in tournaments all over New England, but mostly he keeps it local. He recently captured the Senior "C" level title at the Salem, N.H., Racquetball Club and was a runnerup in the "open" category.

A neck injury sidelined Rich for much of last year, but with hard work and determination he returned in the fall. "I had serious reservations about ever playing competitively again," said Rich. "It's good to be back. I hope to continue as long as my health will allow."

Rich never has to look far for a partner when he wants to practice. His wife Margo, a marketing director at the Merrimack Valley Federal Credit Union, is an enthusiastic racquetball player. As a matter of fact, that's how they first met.

EMPLOYEE ASSISTANCE PROGRAM COORDINATOR JOINS MVW MEDICAL STAFF

Effective May 24, 1990, Nancy W. Rader joined the Merrimack Valley Medical staff as coordinator of the Employee Assistance Program (EAP).

Nancy is available to all employees as an important resource in maintaining total mental/physical well being for effective job performance. All records and activities of the EAP are maintained in a confidential manner and do *not* become part of the personnel or medical record.

Problems addressed by Nancy include chemical dependency and other addictions; emotional, marital or family problems; stress and financial management. She will refer employees to outside agencies as the need arises.

Nancy is a graduate of Wellesley College and Harvard Graduate

School of Education. She spent the last ten years at the Massachusetts Medical Society as coordinator of special physician services.

Employees wishing to discuss personal problems with Nancy can contact her on x2341. Her office is located on the second floor of the office building, the last room on the left before entering the Bell Labs area. Her hours are 7:30 to 4:15.

RETIREES

Years of
Service

February

- 53 Fred Herr
- 35 Charles Hempstead
- 47 John Sponsler

April

- 18 Bernice H Barbieri
- 30 David A. Bouvier
- 30 Eugene A. Donnelly
- 21 Roberta G. Roberts

May

- 10 Halina Andrzejewski
- 15 Leo L. Beaudoin
- 29 Carole A. Blinn
- 15 Grace M. Garbaczewski
- 26 Nancy H. Giordano
- 30 Donald M. Kimball
- 34 Gordon C. Ladd
- 17 Angela G. Laverriere
- 10 Aretha G. Mason
- 10 Theresa Partain
- 30 Claire A. Patuto
- 28 Rita B. Rival
- 18 Anneliese M. Weiss

June

- 30 Joseph A. Dion
- 30 Arthur R. Goebel
- 28 Claudette J. Paris
- 10 Frank Wu

happy anniversary!

QWL notes

Seven years later . . .

The Action Team

Seven years ago, when the QWL movement was at its beginning, a group of employees working in the drafting area made up a team which would become the very first team organized for the office/support side of the business.

The team chose the name "The Action Team."

There was a lot to be done in those early days, a lot of learning the ropes, a lot of trial and error. And a lot of successes.

The still very active classes held for CPR and cot crew training got their start as a result of this team's initiative.

Telephone machines specially designed for hearing-impaired employees found their way onto several desks and work stations as a result of this team's efforts.

Stickers with emergency telephone numbers found their way onto telephone handsets throughout the plant and office because of this team's endeavors.

All of these efforts resulted in an improved quality of work life for many employees. Other team efforts looked at problems that arose within the group's own production process.

Bill McCormick was the management representative on the early team. Current team members include Tony Champagne, John Clark, Joe McAllister, Ed Sewasky, Charlie Sielicki, Marcie Vincent, Larry Woitkowski, and management representative Bernie Antanavich.



The Action Team, (l-r) back, Bill McCormick, John Clark; middle, Tony Champagne, Marcie Vincent, Charlie Sielicki; front, Myron Pickard.

The Action Team is currently working on a project to aid in Merrimack Valley's paper reduction efforts.

Team Number One

Appropriately named Team One, this first production area QWL team was organized in 1983 from a group of ten Salem One second shift employees.

Early projects focused mainly on production problems that required that little bit of extra teamwork and effort to resolve.

Current team members include Nancy Adams, Patricia Belanger, Rosemarie Morellii and Pauline Webb.

The QWL process went through many changes since the formation of this first team. Current teams work on projects concerning safety, environmental, medical, training, production and quality issues.

The core of QWL is the participation of employees in decisions that affect their working life.

The QWL center is manned by the following team of facilitators:

Dan Beauregard	x2974
Ruth Halpin	2373
Betty McCusker	4903
Jim Perry	5036
Dick Rapazza	2994
Fred Welch	4785

Merrimack Valley Medical offers on-site physical therapy

Physical therapy is as old as pain itself. Early Chinese and Roman cultures used physical means — therapeutic massage, water and heat — to restore movement, relieve pain, and as preventive health care.

Today the Merrimack Valley medical department has a program in place to help MVW employees whose doctors have prescribed programs of physical therapy for modern-day conditions or injuries, *even if not work related.*

The Northeast Rehabilitation Hospital, of Salem, NH, has a fully equipped facility located right in the MVW Medical area. Therapist Ellen Tortolano explains some of the many advantages of an on-site facility.

“One of the most exciting advantages from a therapist’s point of view,” says Ellen, “is that a patient need not suffer the added trauma of a drive to and from a therapy session, not to mention the time spent arranging an appointment. Immediate treatment of occupational injuries often reduces the severity and duration of disability.”

Not only does the injured employee benefit by immediate treatment, but he/she also benefits through a negotiated reduced fee arrangement with Northeast Rehab.

With this arrangement, once a person’s annual deductible is met, Northeast Rehab accepts the Medical Expense Plan’s reimbursement as full payment for the physical therapy and does not bill the employee for the 20 percent differential.

“And that makes us all winners,” adds Dr. Don Waugh, MVW medical director, “including the company.”

For the company, benefits are numerous: a healthier workforce, much less time lost from the job, plus significant reductions in insurance monies paid.

Average monthly savings to AT&T’s Medical Expense Plan alone amount to \$4000.

More information and physician request forms may be obtained directly from Medical.

The physical therapy program is one more effort by the medical organization towards its goal of total mental/physical well being for MVW employees. [See page 11 for announcement of another effort toward this goal.]

Therapist Ellen Tortolano, right, gets help from Lisa Mansourian to demonstrate a whirlpool device used to administer physical therapy at Merrimack Valley.

Ellen is a Northeast Rehab employee assigned to Merrimack Valley, and Lisa, an RN, is the MV medical department’s latest staff addition.



For your information

Irene Dumas photo



AT&T walkers Lisa Menard, Cindy Stedman, Patti Quereux and Peter Theberge came prepared for the chilly weather.

WALKAMERICA

On April 29, 1990, 92 Merrimack Valley employees braved the elements and walked in the Greater Lawrence WalkAmerica, raising over \$10,000 for the March of Dimes! A total of 865 walkers didn't let the damp, chilly weather stop them from raising more than \$90,000 to help in the fight against birth defects.

The event actually consisted of two walks, the regular 12-mile route and a 6-mile "Buggy Brigade" for parents with children and walkers who preferred a less lengthy course. Both walks started and finished at the Greater Lawrence Technical School in Andover.

MVW sponsored one of six checkpoints for the walk where Pioneers, Future Pioneers and members of the Clown Troupe provided refreshments to the thirsty walkers.

The Mass Chapter of the March of Dimes reported that 8,000 people participated in walks throughout the state raising \$700,000. Nationwide, nearly one million walkers helped to raise \$51 million for this worthy cause.

The AT&T team was captained by Dottie Hines, Barbara Arnold, Susan Gervasi and Larry Farrell.

The MVW checkpoint was manned by Barbara Arnold, Candy Benjamin, Beth Dezan, Cheryl Meisner, Brenda Major, Nancy Stanley and Joe Sweeney.

Special thanks to Clown Troupe members Dot Comeau, Jenny Jancawicz and Bernice Rembis for keeping everyone in good spirits.

HERO STATUS FOR RAY PEREZ

At least one person would cast his vote for Merrimack Valley's **Ray Perez** in a "Name a Hero" contest.

Ray, an operator in the GDX shop, was sitting with co-workers in the cafeteria recently. An unidentified diner was choking on a food particle and knew he needed help. His first reaction was to try to get the attention of someone nearby. Several attempts to attract attention failed, but then Ray saw him and instantly knew his help was needed.

Drawing upon his remembered

PIONEER TEAM WINS CHAMPIONSHIP

The Pioneers Basketball team is the champion of the Haverhill YMCA Basketball League for the 1990 season.

After leading the league during the regular 10-game season, the team won the Championship playoff game by a score of 51-47. The Pioneer team is comprised of AT&T players from Merrimack Valley and Andover locations.

Team captain Bob Sampson said, "This was a very satisfying victory for the team. We were determined to improve upon our second place finish of last year. The sponsorship and help of the Pioneer Chapter is greatly appreciated by all the team members."

Team members: Greg Tashjian, Jeff Mitchell, Paul Daigle, John Keisling, Joe Sylvester, Chuck Cohen, Don Dooley, Ken Wolenski, Al Bridgham, Bob Sampson.

marine training, Ray quickly performed the Heimlich Maneuver on the victim, who by this time was beginning to turn blue from the lack of oxygen.

"I was surprised nobody reacted before I did," said Ray. "You see so much on TV about it, but obviously not everyone knows."

Editor's note: The victim, who asks not to be identified, does wish to remind everyone just how important it is to know the simple techniques that can save another's life. Merrimack Valley offers CPR and Cot Crew courses which cover lifesaving techniques. Ask your supervisor for details. You never know when you will be that one person who can help another.

SAFETY & QUALITY PROGRAM



MARCH

Congratulations to Carmen Milora's Printed Wiring Board team for their great performance in the month of March.

The PWB team had the best quality and safety record out of the six component teams. Tracy Freeman's Transmission & Special HIC team came in second.

Gathered around the trophy, from left, are team members Brenda Conkel, John Karcz, Barbara Lapinskas, Craig Boisselle, Larry Hammer, Eileen Finnegan, Glander Shannon and Maryann Souther.



APRIL

Congratulations to Tracy Freeman's Transmission & Special HIC team. Their hard work moved them from second place in March to first place in April. Roger Harding's FIC team achieved second place.

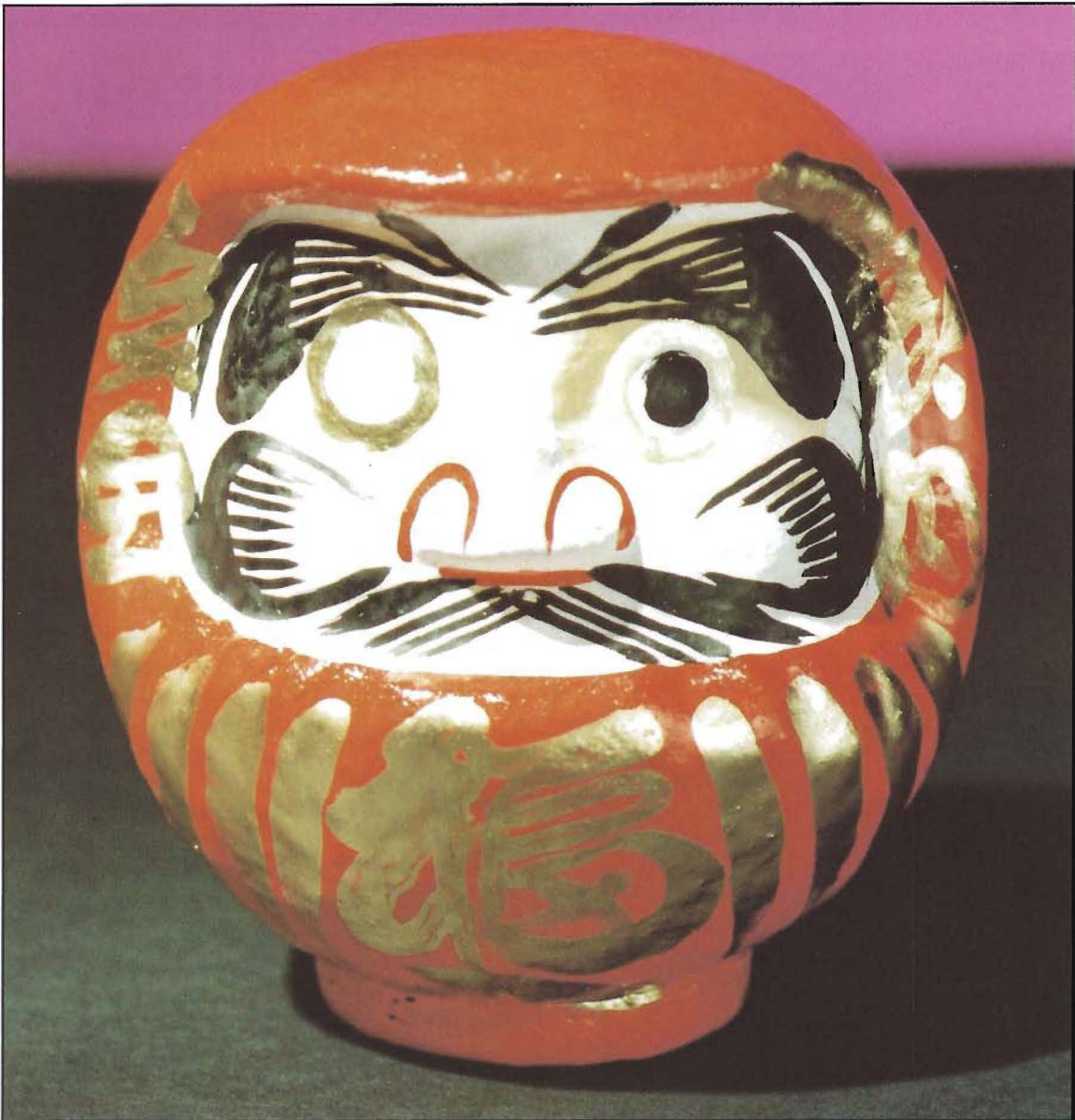
A group of team members display the trophy in the RC Test room. Front, from left, Debbie Thornhill, Tom Doyle, Nancy Defeo, Tracy Freeman, Mike Hagan, Gerry Christian and Sue Giard. Rear, from left, Diane LaPointe, Nancy Horton, Blandine Lawson, Joan Azevedo, Christine Wilkinson, Nicole Vargas and Maria Kritikos.



The search for excellence . . .

Nominations for Merrimack Valley Engineering Excellence will be open between June 25 and July 27, 1990. Nomination forms will be made available from the EERC.

Let the search begin . . .



The Daruma doll — given to Merrimack Valley's NTT team members by visiting members of Japan's Nippon Telegraph & Telephone Company, represents a Buddhist tradition. Features of the face are added as goals are met and set. A weighted bottom assures an upright position at all times. Close cooperation by Merrimack Valley's NTT team, made up of Network Systems, Bell Laboratories and NTT members, is keeping this team on the right track. Story on page 3.



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