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to paperless . . . page 3**



**Valley Voice**

January/February 1992



January/February 1992  
**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

**Part of the Transmission Business Unit — Winner of the Bonnie B. Small 1989 and 1990 Quality Awards**

**1991 — AT&T's first entrant to the Malcolm Baldrige National Quality Award**

**1991 — Chairman's Quality Award — Bronze Improvement**

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# What's ahead for 1992?

**O**n everyone's mind as we begin 1992 is "where will we go from here?"

*Legislation* — Bob Allen is quoted in the Boston newspapers saying that Merrimack Valley will be hurt by the pending legislation allowing the RBOCs to manufacture. What are we doing about it?

Jack McKinnon is busy getting the message out to political leaders that a bill that hurts Merrimack Valley will hurt them, too. He joined Bob Allen on a panel at the State House, and he hosted a meeting of political, business and education leaders who gathered at MV to discuss strategies to lead a coordinated campaign against this legislation. Several other talks are scheduled.

And thousands of *your* letters to congressmen *do* make a difference. We can help by keeping those letters coming. Don't forget to ask neighbors and friends to help, too.

*Baldrige Award* — We came *very* close in 1991. But, remember, the

award is not about winning. The award is about continuous improvement toward set goals.

The Transmission Business Unit's Business Improvement Team is already working on the 1992 Baldrige application, rewriting sections of the written portion to meet the ever expanding criteria.

They are still waiting for the official word to proceed (that must come from Bob Allen), but are continuing on the premise that, whether we officially enter or not, we *will* continue to improve the way we do business.

*Emphasis on people* — 1992 will bring continued improvement in working relationships, teamwork and understanding of diversity in the workplace.

Community programs geared to preparing future generations of Merrimack Valley workers are expanding. The emphasis is on helping school children in the local area get the most out of their learning experiences. Tutoring and mentoring programs are expanding to meet growing needs, and the Engineering Excellence Society is expanding its involvement with the Academic Olympics, just as U.S. businesses continue to involve themselves in the needs of the communities in which they prosper.

And *all* of us at Merrimack Valley will spend 1992 listening to our customers, wherever they are, and doing what it takes as a team to earn their continued business.

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**On the cover** — John Coppola, a Merrimack Valley tradesman, was one of 21 MV hockey players on the Pioneer team that played in a charity exhibition game against the Boston Bruin alumni. Here John skates against the former Bruin great Terry O'Reilly. (Story on page 16) Photo by Roger Culliford.



# MV takes giant step towards 'paperless' workplace



*Lisa Breen of Personnel gets some last minute pointers from Jan Penta as she enters an order for stationery through the new SOS (Streamlined Ordering System). The system is the result of a team effort to reduce the need for storing stationery supplies on site.*

**T**he team needed one more member to make it work. The team needed the outside supplier before it could solve its storeroom stationery problem.

Workers in the Material Provisioning Center knew that denomination codes caused ordering problems for their stationery supplies customers. Material stagnated in the storeroom and then became obsolete. To help customers, a team led by Don Wilkes, receiving storeroom engineer, tackled the problem.

"We welcomed the challenge to find a cost effective, customer oriented procedure for ordering stationery supplies," says Don. "We had to think outside the traditional role of solving problems to find a solution."

A year of effort paid off last October when Merrimack Valley introduced the Streamlined Ordering System (SOS). This computerized

system enables orderers at Merrimack Valley to access directly the storeroom of stationery supplier L. E. Muran Company.

"The supplier *becomes* the storeroom in this case," says Ray Strauss, Purchasing manager.

"With the advent of SOS we are able to realize better accounting control of stationery supplies, eliminate the need for warehouse space and labor, reduce the numbers of purchase orders for supplies, and get faster delivery of supplies."

Ray estimates that close to 75 purchase orders a week were processed just for stationery supplies alone under the old system.

Fran Winters, a key purchasing organization member of the team, praises the representative from Muran for his participation on the team.

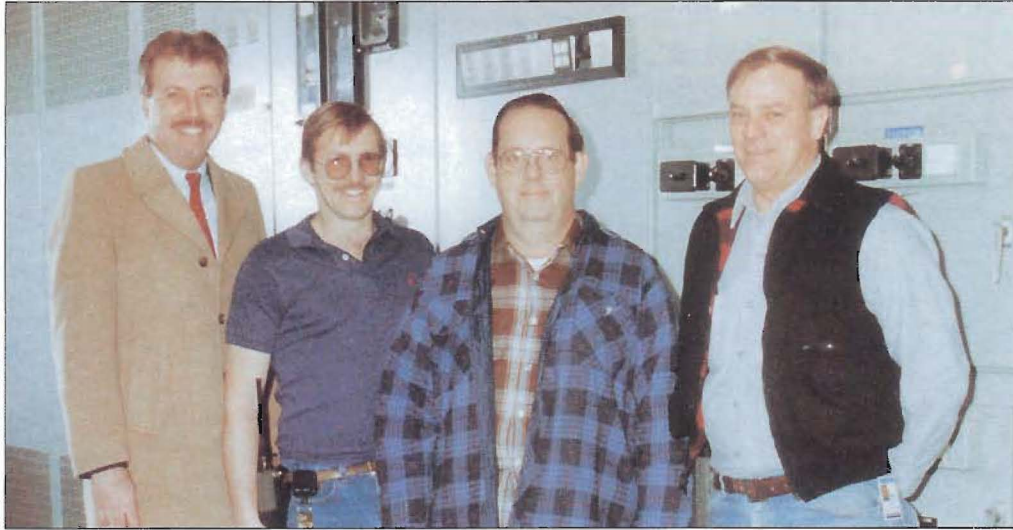
"The supplier was most helpful in changing to the new procedure," says

Fran. They were extremely active members of the team. All the stationery supplies available through the system had to be entered onto a computer tape for downloading into MV's computers, and the supplier prepared the custom SOS catalog."

The success of this trial project leads the team to believe that other applications of the SOS will bring Merrimack Valley even closer to the vision of a universally paperless ordering process.

Team members include Shirley Mitchell, Fran Sullivan, Fran Winters from Purchasing; Ed Dimmock, Pete Rampulla from Accounting; Marge Anderson, Jim Fyrer, Don Wilkes from Material Provisioning; Jan Penta from Training; Paula Falocco as PQMI representative, and Don Heath representing L. E. Muran.

# Employee Suggestions



*John Ostrowski, Manager, Factory Engineering & Works Service, stopped by one of our electrical substations to congratulate high-voltage electricians (from left) Kevin Lekarcyk, Rodney Ratcliffe and Bill Lee on their recent award. Their suggestion to shut down certain transformers on a rotational basis will allow MV to use electricity more efficiently and substantially lower our electric bill.*

## November winners

\$3710.14  
Jeannette C. Gagne  
\$2483  
James F. Cloherty  
\$2115.95  
Wayne A. Shields  
\$2000  
Richard K. Chang  
\$1369.30  
Reynaldo Perez  
Mark R. Rivet  
\$582.28  
Edward A. McCusker  
\$498  
Jeannine I. Gaudet  
\$478.65  
William E. Plummer  
Robert J. Zannini  
\$355.13  
James J. Yokley  
Dennis R. Gilfus  
\$325  
George A. Herman  
\$305.40  
Diana C. Neubert  
\$265.61  
Sandra E. Girard  
Ruth A. Hagen  
Margaret A. Hurley  
Dorothy S. DiPietro

\$225  
David P. Naylor  
\$208.03  
John P. Robershefski  
\$200  
Gregory A. Head  
Evan C. Keene  
\$177.71  
Thomas G. Crowley  
\$175.42  
Christina C. Marquis  
\$175  
Roger W. Garneau  
Alfia S. Spampinato  
\$170.55  
Patricia E. Murphy  
\$150  
Thomas A. Servello  
Therese M. Perry  
Laurie A. King  
Joseph K. Nordengren  
John A. Gage  
Elaine F. MacDonald  
Christine B. Wilkinson  
\$147  
Carl A. Perry  
\$134.93  
Michael N. Labelle  
Carl D. Kirsch  
\$125  
William D. Dow  
William A. Booth

\$112.50  
Peter A. Beauregard  
Linda T. Short  
\$112.50  
Kathleen F. Hill

## December winners

\$2707.08  
Debra J. Cutrona  
Beverly A. Anderson  
Ann R. Owen  
\$1751.81  
Frederick S. Crosby Jr.  
\$1730.37  
Donna M. Ketchen  
\$1600.26  
Rodney L. Ratcliffe  
Kevin J. Lekarcyk  
Bill W. Lee  
\$998.61  
Scott E. Quinney  
Barry J. Rembis  
\$986.75  
Paul M. Giroux  
\$372.34  
Evan C. Keene  
\$339.45  
Paul E. Dort  
\$252  
Shirley R. Routhier

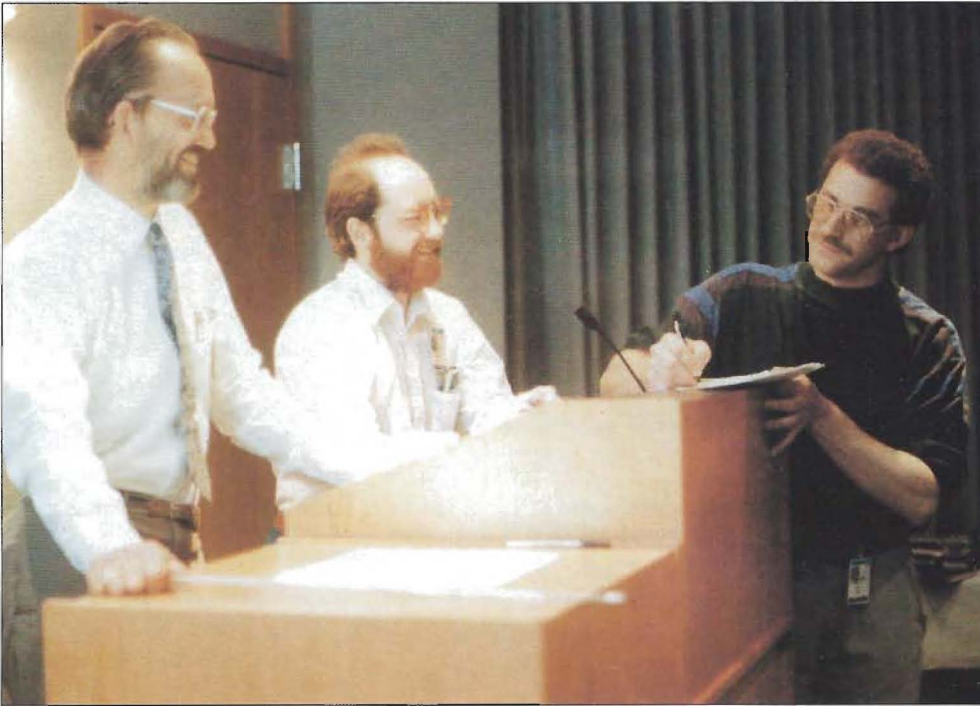
\$225  
Michael J. Bailey  
\$206.91  
Sandra E. Girard  
\$183.33  
Claire R. Wentworth  
\$175  
Jeanne T. Titus  
Charlene R. Fox  
\$150  
Theodore E. Meyer Jr.  
Stephen G. Wrobel  
Richard Hefner  
Michael J. Greene  
Michael H. Crowley  
M. Lucille Normand  
John B. Burke  
Bernarda N. Bisono  
\$141.67  
Paul J. Fici  
\$137.50  
Richard F. Warner Jr.  
Linda L. Guide  
\$125  
William A. Booth  
Stephen J. Pascucci  
Robert M. Segel  
Peter A. Beauregard  
Mark A. Giroux  
David Y. Sheltra  
Craig W. Catton

**List of ESP winners of \$100 and under available from the suggestion office**



# Team readies for big presentation

Team members practice hard before presenting first QI story



*Andy Lucas, Bob O'Brien and Jim Kordis go over the vugraphs for their QI story presentation. The team is preparing for a meeting in New Jersey where 14 AT&T teams will present stories during a Network Systems Quality Team Excellence Recognition program.*

*Team members include Andy Lucas, leader; Nancy Hopper, facilitator; Bob Hanagan, Mike Blanchard, Paul Chory, Al Costa, Walt Dorr, Sam Gulezian, Jim Kordis, Bob O'Brien, Pat Imbriglio, Jerry Seward, Hung Tran, and Dick Hohmann. Dave Auger, an early team member, has retired.*

**H**ow big is the room? How many people will be there? Will the microphones work?

These were some of the details the team members wanted to know, that they *needed* to know before they could feel comfortable about how they would do when they were in the spotlight.

From the back of the room a voice is heard. "The vugraphs are really tough to read. . . Do you have to stay with that format?"

The discussion goes back to the microphones. Someone remembers a time when they didn't work. "Be prepared now to avoid panic later."

The meeting goes on. The participants obviously are at ease with each other. No one is afraid to voice their concerns. The voices heard are coming from production associates, from engineers, from directors — no particular order — whoever has something to say just says it.

This is 1992, and this is the way people work at Merrimack Valley — on teams.

This particular team happens to be called the Specialty Hybrid Integrated Circuits Test Team, and they are practicing to present their very first QI story.

They are one of fourteen teams from AT&T, and the *only* team representing the Transmission Business Unit, to be part of a Network Systems Quality Team Excellence Recognition Program.

Team leader Andy Lucas starts telling the story as Elaine Webb checks her watch. They must get down to exactly 15 minutes this time through. How do you explain a 9-month project and tell about all the cooperation you received in just 15 minutes?

Andy finishes his portion of the story and turns to Bob O'Brien. Bob goes through his set of vugraphs and then turns the microphone over to

Jim Kordis. All three are engrossed in their topic as they tell how they used PQMI and QI Story techniques to develop a way to analyze and repair the 1632A HIC. The team was able to reduce inventory and exceed customer expectations.

Charts go up and down, arrows here and there, indicators, countermeasures, histograms, scatter diagrams — all sorts of good stuff.

But the best stuff was not on the vugraphs. It was in the faces of the presenters and the team members and others in the room making sure every detail was perfect.

This was teamwork in action at Merrimack Valley.



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# AT&T people are talking about . . . that cross an editor's desk

Some news and notes

## **PRACTICE RANDOM KINDNESS AND SENSELESS ACTS OF BEAUTY**

— This is the message of a letter received from an MV employee. It goes on, "You can't smile without cheering yourself up a little — likewise, you can't commit a random act of kindness without feeling as if your own troubles have been lightened. . . You can't be a recipient without feeling a shock, a pleasant jolt. . . Like all revolutions, guerrilla goodness begins slowly, with a single act. Let it be yours."

**BOB ALLEN ON THE 'NEW' AT&T** — Excerpted from Chairman Bob Allen's telecast to all employees on January 23: "It's been 10 years since we signed the famous Consent Decree to break up the old Bell System. The transition we had to make as a result of the break-up is long over. We're no longer reacting to conditions imposed upon us by the federal government. We are now a company of our own making. We've made conscious decisions about what kind of a business we want to be. It's been a 10-year process. And those ten years weren't easy for anybody."

. . . **MORE FROM BOB'S STATEMENT** — "Looking ahead, growth in the business is the only meaningful guarantee of job security and career opportunities. And our ability to grow depends on our ability to satisfy customers — and to do it better than the competition. While we've come a long way in putting quality principles to work, we still have a long way to go — and that, ladies and gentlemen, is an urgent task for all of us."

## **AT&T'S CAREER DEVELOPMENT FOR BLACKS A STANDOUT**

— According to a *Black Enterprise* magazine report, AT&T is one of six outstanding corporations for black workers. When AT&T cut employees in the 1980s, it paid special attention to promising minority employees. Spokesman Burke Stinson is quoted as saying, "So many were late getting into the game, and we didn't want to ask them to stop playing so soon."

**VIDEO PHONES AVAILABLE IN MAY** — A boon to grandparents with distant families: AT&T introduced in January the world's first full-color, motion videophone that works in any home in the United States. The AT&T VideoPhone 2500 sends and receives video calls over existing telephone lines, for the same price as voice calls. It will be available in May at AT&T Phone Centers nationwide for \$1,499. The Phone Centers also will offer lease-to-buy plans and will rent the easily connected VideoPhone for under \$30 per day. A *very nice* alternative to rising air travel costs!

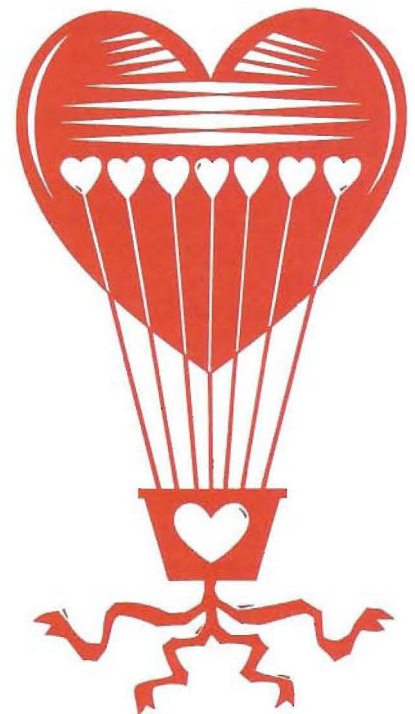
**FASTER THAN FAST** — A postdoctoral fellow at Bell Laboratories in Holmdel, N.J., invented a super-speedy light-detecting microchip. The chip breaks all previous speed records, says inventor/student Yi Chen. She believes it will have immediate use in fiber-optics communication networks as well as other future technologies.

**AND THIS FROM THE UNITED WAY** — Reporting on their busy Meals on Wheels program, the United Way tells of people like Mr. and Mrs. M., in their late 70s. On their own with no children or relatives, they depend on the Meals on Wheels program. And tiny, ladylike Miss K, in her 90s and in the same house for as long as anyone can remember. Neighbors recently convinced her to replace the hand pump in her kitchen with running water. Gifts to the United Way help ensure at least one balanced meal a day for these and many other elderly residents in the Valley.

"Quality is caring enough to do our very best by continually improving as a manufacturing team, ensuring that the process is in place to build exceptional products, on time, with the highest value, making the DIF-ference REPEATER'dly for our DIVERSIFIED customers!"

. . . submitted to the 1991 Quality is Caring contest by the Diversified Products Process and Project Engineering team, whose members include Jerry Astell, Al Bardash, Mario Benedetto, Jim Connors, Tim Connors, Vince Corsaro, Al Davis, Bill Erickson, Mark Ferri, Maria Green, Harvey Miller, Rick Ryan and Cal Yeaton.

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# Around the Valley

## DAVE EDWARDS TALKS ABOUT KENYA EXPERIENCE



**D**ave Edwards retired after 34 years only to return a year later, in 1990, to serve as a Technology Transfer Project manager for an AT&T International plant startup in Nairobi, Kenya.

With just a few months left on his contract, Dave returned briefly to the States and Merrimack Valley to tell his former coworkers what it is like to start a factory quality program "from the ground up."

The factory in Kenya is wholly owned by the Kenyan government. Through a technology transfer agreement with the government, AT&T sold Kenya a design and facilities. AT&T trains the local workforce and provides technical assistance and material.

Dave commutes 65 miles from Nairobi to Gilgil, where the 25,000 square foot factory is located. Slides shown between vignettes about the quality program gave the entranced audience a glimpse into everyday life in rural Africa — slides of women mixing concrete by hand for the factory floor (when poured, also by hand, the floor was level!) — slides of simple things like a curious giraffe watching Dave change a flat tire.

Dave also talked about the frustrations of ordering material from their AT&T supplier in Ireland, having it take up to four months to clear through customs, only to have the cables arrive damaged and unusable.

But the frustrations paled in comparison to the experiences shared with 1,000 African friends as they worked together to start a new factory that is part of the Kenyan plan for a mini "Bell" system.

## DOCK-TO-SHOP IS THE WAY TO GO

**T**he latest in software development allows manufacturing shops to bypass some traditional activities related to receiving and storing shop materials.

According to Judi Albanese, storeroom software support, the Dock-to-Shop (DTS) procedure is part of her group's ongoing effort to reduce costs.

"The benefits to the user shops are considerable," says Judi. "Parts that

are unique to a specific shop can be delivered and monitored directly by those most interested in their whereabouts."

A second phase of the program, planned for later this year, uses software that will allow multiple shops to receive identical comcodes simultaneously.

Judi says it requires some team effort to initiate the DTS procedure. "Team members from Product engineering, Operating, Purchasing, Material Planning, Receiving and the Storeroom are necessary to get the ball rolling. Roles of each team member are outlined clearly, however, as the system has been thoroughly tested with several codes."

"All we need now," adds Judi, "are more product engineers and operating managers deciding that 1992 is their year to cut costs."

For more information, contact:  
Judi Albanese x3017  
Cathy Back x4425  
John Ziady x2090



*Dave Wilder delivers material under the new Dock-to-Shop procedure — right to the shop floor.*



# WEValley Club



1992 WEValley Club officers and directors. Front row, from left, Larry Farrell, Richard Latores, Linda Parker, Bob Murphy, Maria Scascitelli. Center row, from left, Barbara Arnold, Rose Young, Sue Porro, Elaine Kelly, Noreen Cormier, Elaine Collins, Lena Bistany-Nye. Back row, from left, Tom McCartney, Lynne West, Steve Fairbrother, Mason Todd, Linda Rice, Sue Walker, Ron Blanchette, Leslie Daggett, Roger Rochon. Missing from photo are Chet Erler, Walter Mazurenko, Juana Deschamps and Arthur Lazazzera.

The purpose of the WEValley Club is to promote social, recreational and educational activities within Merrimack Valley. The club sells tickets for a wide variety of activities — cruises, shopping trips, shows, sporting events, skiing, camping trips and much more. Most of the tickets are sold at a discount price, providing savings as well as convenience. Stamps and bus tickets are among other items sold at the club office which is open Monday - Friday from 1:30 - 4 p.m.

Perhaps the most important function of the club is the distribution of company related information to MV employees. The club is responsible for distributing memos from management, benefits bulletins, the *Valley Voice*, the *Other Side of the Window* and many other valuable sources of information.

“It is our responsibility to make this information available to every MV employee,” says Elaine Collins, WEValley Club president. “So, if you are not receiving your distributions, please let us know by calling Larry Farrell on x2312.”

## 1992 WEValley Club Officers & Directors

President	Elaine Collins
1st Vice President	Bob Murphy
2nd Vice President	Leslie Daggett
Secretary	Lynne West
Treasurer	Chester Erler
Assistant Treasurer	
Director Men's Activities	Tom McCartney
Director Women's Activities	Linda Rice
Director 2nd Shift	Walter Mazurenko
Director 3rd Shift	Maria Scascitelli
Director Bldg. 20 North	Susan Walker
Director Bldg. 20 South	Susan Porro
Director Bldg. 30-1 North	Noreen Cormier
Director Bldg. 30-1 South	Rose Young
Director Bldg. 30-2 North	Mason Todd
Director Bldg. 30-2 South	Elaine Kelly
Director Bldg. 30-2 West	Steve Fairbrother
Director Bldg. 34	Arthur Lazazzera
Director Mezzanine	Juana Deschamps
Director Bell Labs	Ron Blanchette
Director Andover Plant	Lena Bistany-Nye
Director-at-Large	Barbara Arnold
Director-at-Large	Sue Greenlaw
Director-at-Large	Linda Parker
Director-at-Large	Richard Latores
Advisor (Past President)	Roger Rochon
WEValley Club office	Larry Farrell, Administrator



# Retirees

Years of  
Service

## December

28 Nancy A. Adams  
 30 Paul A. Amato  
 20 Lillian D. Auffery  
 32 David Auger  
 30 Marie L. Ayotte  
 34 Fay A. Baillargeon  
 29 Elmer E. Batcheller  
 29 Jules R. Bauters  
 25 Lidwine A. Beevers  
 31 Joseph A. Belanger  
 21 Violet H. Berberian  
 25 Shirley T. Berry  
 21 Mary M. Bettencourt  
 30 Armand R. Bisson  
 21 Claire A. Blackwell  
 26 Paul W. Biosselle  
 35 Joe Bolla  
 28 Janet E. Bonacorsi  
 29 Philip Bonvino  
 30 Dorothy P. Boragine  
 34 George J. Boucher  
 22 Marjorie T. Boudreau  
 29 Helen F. Bourdelais  
 35 Russel C. Bowman  
 26 Richard A. Brooks  
 24 Marion K. Brown  
 20 Helen J. Busa  
 31 Sumner G. Butler  
 28 Juanita H. Buxton  
 29 Helen B. Cahill  
 34 Jeanne Y. Calder  
 26 Walter R. Campbell  
 20 Antoinette M. Capodelupo  
 22 Armand R. Carignan  
 30 Elfriede N. Chase  
 27 Lorraine R. Ciardello  
 29 Jean H. Comeau  
 32 Ernest J. Courcy  
 29 Eva B. Crawford  
 31 Brenda J. Creeden  
 34 Paul A. Croteau  
 29 Phyllis W. Crowell  
 27 Assunta B. Curcio  
 31 Loretta J. Cyr  
 34 Shirley M. Cyr  
 32 Grace M. Dean  
 24 Phyllis P. Dearin  
 29 Richard W. Demaine  
 22 Raymond J. DeRoche

30 Phyllis E. Desmet  
 27 Anthony J. DiFloures  
 29 Charles R. Dorr  
 29 Henry J. Dube  
 31 Chester R. Dzioba  
 33 Theresa P. Dzioba  
 32 Helen M. Fornea  
 24 Kathleen T. Gallagher  
 30 Florence H. Gamble  
 31 Isabelle Gonsalves  
 29 Robert J. Gravel  
 21 Simone B. Greenwood  
 21 Irene L. Guilmette  
 32 Carolyn B. Hall  
 29 Jennie L. Herbert  
 33 Jeannette Higgins  
 35 Lorraine P. Higton  
 31 Lucille D. Jacques  
 32 Anita M. Jaskot  
 20 Robert B. Jones  
 28 Vasilios Kassos  
 20 Virginia K. Kassos  
 35 June F. Kennedy  
 30 James L. Kent  
 36 Richard M. Kilcoyne  
 29 Joan G. Koebrick  
 33 Lorraine R. Lanseigne  
 25 Rita P. LaPlante  
 21 Karin J. Laury  
 31 Blandine M. Lawson  
 32 Norman A. LeBlanc  
 30 Theresa M. LeBlanc  
 27 Irene J. Logan  
 29 Joan C. MacDonald  
 31 John E. Mancini  
 30 Jeannine L. Marchand  
 29 Ronald J. Marchand  
 29 James C. McKenna  
 34 James R. McLellen  
 31 Patricia M. Mellonakos  
 25 Ernestine P. Mills  
 30 Richard A. Mitchell  
 31 Norma J. Morse  
 34 Delphine M. Nichypor  
 22 Mary J. Novak  
 31 Cecile P. Ouellet  
 30 Edmond C. Ouellet  
 29 Lucille Y. Page  
 34 Walter K. Pienta  
 26 Kenneth H. Pinkham  
 28 Dorothy S. Plourde

24 Aline L. Poirier  
 33 Mildred R. Potter  
 29 Jack E. Prince  
 29 Jimmie F. Pritts  
 32 Germaine I. Proulx  
 29 Patsy G. Quiglietta  
 35 Richard A. Rapazza  
 31 Irving D. Reval  
 21 Donald Richardson  
 31 Varnum B. Richardson  
 34 Claire A. Rivard  
 24 Bernadette Q. Roberge  
 20 Jane Z. Robershefski  
 32 John C. Roberts  
 32 Donald R. Rodger  
 20 George E. Saghbini  
 34 Donald V. Sauvan  
 31 Claire G. Scalia  
 30 Glenn T. Schena  
 29 Ruth R. Schena  
 31 Robert C. Shea  
 29 Robert F. Soucie  
 27 Alfia S. Spampinato  
 22 Ida D. Spaulding  
 30 Jacqueline C. Stanley  
 29 Susan W. Stinchcomb  
 31 Ana B. Stylianopoulos  
 31 Patricia A. Tait  
 31 Lucille B. Tallini  
 35 Thomas A. Tarness  
 28 Doris B. Theberge  
 31 Shirley D. Tracy  
 35 Leonard A. Trahan  
 28 Laura M. Urso  
 29 Barbara H. Vitale  
 25 Rosemary P. Waitt  
 20 Francis D. Welsch  
 26 Robert B. White  
 34 Edna L. Wilson

## January

12 Florence M. Chiknas  
 11 Marie A. LaPlante



Merrimack Valley Works People



Cox



Fletcher



Hines



James

### FOUR MV MANAGERS NAMED YWCA BLACK ACHIEVERS

**A**T&T managers **Pamalia B. Cox**, supervisor, manufacturing; **E. J. Fletcher**, senior product planner; **Dorothy E. Hines**, UNIX™ training administrator; and **Avonelle C. James**, member of technical staff, were among a group of black men and women from area corporations and businesses saluted by the Greater Boston YMCA for their outstanding contributions at work and to the community.

Upon accepting the award, the Black Achievers commit themselves to at least 40 hours of volunteer work with minority or disadvantaged youth. They serve as role models and mentors to inner-city youth who aspire to high academic and/or professional achievement.

Pamalia Cox is responsible for production plans and leads a team of 36 in the MV wired equipment production area. She is on the Executive Board of the Merrimack Valley Branch NAACP, the Scholarship Committee Alliance, and is the Calvary Baptist Church Women's Day chairperson. She is a graduate of the University of Lowell and is pursuing an MBA at New Hampshire College.

E. J. Fletcher is responsible for marketing research used to develop sales strategies for Digital Loop Carrier Systems. His office is located in the Andover marketing complex. He is a tutor at Lawrence High School and serves as a community mentor for the AT&T Summer Program. He holds a Bachelor's degree in chemistry and a Master's degree in industrial engineering and engineering management from Northeastern University.

Dorothy Hines has been influential in evolving the UNIX and PC training direction for employees at MV. She is a tutor at the Fox School in Haverhill and is a long time coordinator for the March of Dimes. She is currently pursuing a computer science degree.

Avonelle James does software design and development for network analysis systems. She is responsible for development process improvement and is a quality team leader. She is involved with minority recruiting and is advisor to the University of Lowell National Society of Black Engineers. Avonelle holds a Bachelor's degree in math from the University of Lowell and a Master's degree in computer science from Northeastern University.

### SERVICE ANNIVERSARIES

During the months of December, 1991, and January, 1992 the following employees celebrated service anniversaries of 25 or more years (in increments of five years)

#### DECEMBER

- Norman E. West (25)
- Dennis J. Shute (25)
- Donald J. Melanson (25)
- Joseph G. Malone (25)
- Neil P. MacLean (25)
- Willard W. Coe (25)
- John W. Swanton (30)
- Lawrence R. Rizzotti (30)
- Edmond C. Ouellet (30)
- Lionel D. Lemelin (30)
- Joseph A. Lariviere (30)
- Rene A. Lambert (30)
- James L. Kent (30)
- Dennis A. Josephson (30)
- Horace A. DesRochers (30)
- Gary A. Chariter (30)
- David R. Champagne (30)
- Francis J. Walsh (35)
- Joseph E. Ravgiala (35)
- Richard A. Rapazza (30)
- Ian H. Fraser (35)
- Thomas J. Frank (35)
- William G. Carney (40)





**Heslin**



**Lobdell**



**Nelson**



**Tuminowski**



**Comei**



**Green**



**Ricci**



**Stafford**



**Dyer**



**Beech**



**Cyker**



**Falocco**



**Jackson**



**Morelli**

## JANUARY

Peter T. Abcunas (25)  
 Manuel J. Alves (25)  
 Elizabeth D. Apodemi (25)  
 Sharon C. Brown (25)  
 Roger M. Buskey (25)  
 Douglas A. Calderwood (25)  
 Shirley Easter (25)  
 Kathleen L. Fionte (25)  
 Gregory F. Gogan (25)  
 Richard K. Hohman (25)  
 Richard A. Jaskunas (25)  
 Edward J. Karen (25)  
 James R. Prucha (25)  
 Joseph F. Sweeney (25)  
 Ronald G. Blanchet (30)  
 William L. Briggs (30)  
 William R. Brown (30)  
 Leonard C. Buswell (30)  
 Thomas J. Carifio (30)  
 Joseph F. Casey (30)  
 Charles W. Darling (30)  
 Dorothy B. Galinsky (30)  
 David W. Grant (30)  
 Robert A. Hendrickson (30)  
 Richard H. Houle (30)  
 Salvatore C. Linzetto (30)  
 Joseph C. Lisbon (30)  
 Kathleen A. Lucier (30)  
 Richard F. Mazzaglia (30)  
 Paul J. Ouellette (30)  
 Andrew K. Raimondi (30)  
 Louise A. Richer (30)  
 Emil M. Scholar (30)  
 Harry W. Simmons (30)  
 William L. Soucy (30)  
 John W. St. Onge (30)  
 John P. Surpitski (30)  
 John D. Wormald (30)

Gerald A. Desautels (35)  
 Domenic P. Mazzocco (35)  
 Philip R. Sirois (35)  
 Raymond W. Strauss (35)  
 Marie L. Aumais (40)

## PROMOTIONS

The following appointments were effective in October, 1991:

### MTS-1 to MTS

**Brenda M. Heslin**, Information Automation Development engineering.

**Kenneth A. Lobdell**, Echo Cancellor Product engineering

**Deborah J. Nelson**, Technical Support Organization

**Walter J. Tuminowski**, Manufacturing Systems Development engineering

The following appointments and promotions were effective in November, 1991:

### MTS-1 to MTS

**Daniel A. Comei**, Quality engineering

**Maria S. Green**, Patriot Shop Process engineering

**Annette M. Ricci**, Quality engineering

**Christopher H. Stafford**, Quality engineering

### STA to MTS-1

**James B. Cox**, Component engineering

**William W. Dyer**, Vision Test engineering

The following appointments were effective in December, 1991:

### MTS-1 to MTS

**Duncan C. Beech**, AIM Process engineering

**David P. Ciasulli**, Systems Specifications engineering

**Howard A. Cyker**, Vision Process engineering

**Paula Falocco**, Network Computer Systems engineering

**Michael A. Jackson**, Lightwave & Network Multiplex Systems Technical Support engineering

**William F. Morelli**, Information Automation Development engineering





**Cook**



**Danglemayer**



**Dunn**



**Ferland**



**Foley**



**Gingras**



**Hoffman**



**Koerckel**



**Kovach**



**Lansing**



**Litwinovich**



**Miller**



**Miller**



**Wydra**

## FOURTEEN APPOINTED TO DMTS POSITIONS

**F**ourteen Merrimack Valley Network Systems technical employees have been appointed to the position of Distinguished Member of Technical Staff.

The appointments were based on technical achievements within the MTS population. These employees have demonstrated exceptional capabilities, provided technical leadership and have shown a high level of initiative. They are:

**Schuble Cook** — Schuble is highly regarded for his talents and abilities in test strategy design and development.

**Ted Danglemayer** — Ted is the internationally recognized authority on Electrostatic Discharge. He has been instrumental in AT&T becoming recognized as an industry leader in this field.

**Roger Dunn** — Roger is a key contributor in the development of FT Series G standard service units and the associated engineering guides. He also has an outstanding record for achieving customer satisfaction.

**Richard Ferland** — Dick's work in the area of Integrated Pull Manufacturing has been a critical component in our manufacturing interval reduction and on-time delivery initiatives.

**Joseph Foley** — Joe's work in manufacturing technology has resulted in significant improvements in quality and cost effectiveness of production systems in the Components business.

**Gerald Gingras** — From installing new facilities in our factories to the construction of new buildings, Gerry has been a key contributor in making MV a world class facility.

**Edward Hoffman** — Ed's role in product and process analyses has had major impact on the quality objectives and continued success of Quality Assurance.

**Gerard Koerckel** — Gerry's continued dedication to improving cost, quality and service performance of Film Integrated Products have enabled us to maintain a strong competitive position.

**Michael Kovach** — Mike has been a leader in the design, development and support of complex, software based Transmission systems and Operations Support systems.

**Robert Lansing** — Bob's efforts in the areas of manufacturing, testing and problem solving in Lightwave products have resulted in quality, technical and cost improvements.

**Robert Litwinovich** — Bob's diplomacy and individual detailed attention to our DACS III-2000 customers have earned credibility for the AT&T technical support team.

**John Miller** — John has been a key contributor in the design, development and manufacturing phases of our DACS III/IV-2000 Systems and is one of the main reasons for the successful DACS product introduction.

**Susan Miller** — Sue has done an exceptional job coordinating the introduction, prove-in of redesigns, manufacture and customer focused activities for transmission HIC products.

**William Wydra** — With his exceptional technical and leadership skills, Bill played a key role in coordinating the move of the Hawthorne works HIC product line and the introduction of the Ceramic Oscillator product line to MV.





Hecken



Siller



Jackson

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## RUDOLF HECKEN RETIRES

**R**udolf Hecken, Director Radio Systems and Terminals Laboratory, will retire on February 29, 1992.

Rudolf joined AT&T Bell Labs in 1968 and has been a key figure in microwave development activities. His efforts have helped to bring substantial technical innovations to our high capacity Digital Radio product line.

Rudolf has been instrumental in introducing new ways to accelerate product developments, including high-performance Focus Teams. As leader of our Digital Radio business, he played an important role in our penetration of new markets, particularly in Eastern Europe and developing countries.

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## SILLER ELECTED IEEE FELLOW

**C**urtis A. Siller, Jr., AT&T Bell Laboratories DMTS, was recently elected a Fellow of the Institute of Electrical and Electronics Engineers (IEEE), in recognition of outstanding contributions to interference reduction systems for microwave communications. This is the highest grade of membership in the IEEE,

an association representing the professional interests of over 300,000 engineers throughout the world.

Curtis joined AT&T Bell Labs in 1969. He is currently involved in cross-product planning for AT&T Network Systems 2000 family of SONET transmission products.

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## PAM JACKSON HONORED

**P**amela B. Jackson, Manager, Film Integrated Circuit Process Engineering, Development & Manufacturing, is to be honored by *US Black Engineer* magazine as winner of a 1992 Black Engineer of the Year Award.

Pam will walk away with the Dean's Award during a three-day conference in Baltimore, highlighted by a televised award special on February 29 with Ossie Davis as master of ceremonies.

Pam will join three other professionals selected from a field of more than 175 nominees for the prestigious award. The program is in its sixth year. Award recipients are selected by representatives of the magazine, Mobil Corporation and the Council of Engineering Deans of the Historically Black Colleges and Universities.

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## RETIREE RECEIVES SCOUTING AWARD

**C**harles Victor, retired senior drafting analyst from MV, was recently honored with a Silver Beaver Award by the Lone Tree Council, BSA, for distinguished service to youth. The Silver Beaver Award is the highest honor bestowed by the council, which serves 19 communities in the Merrimack Valley and southern New Hampshire.

Charlie, a Haverhill resident, has a long history of involvement in scouting. He has been an active member of Troop 12, Riverside Memorial Church, for over 20 years. He has been vital to many District and Council projects such as the Hike-A-Thon and the Ice Fishing Tournament. Over the years he has spent thousands of hours on the Bottle & Can Drive.

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## IN MEMORIAM

W. C. (Clare) Brooks, general manager of Merrimack Valley from 1957 through 1964, passed away on January 25, 1991.

James D. Brown, retired senior wage practices specialist, September 1, 1991

Robert J. Burch, retired process analyst, November 5, 1991

Harold A. Curette, retired section chief, December 16, 1991

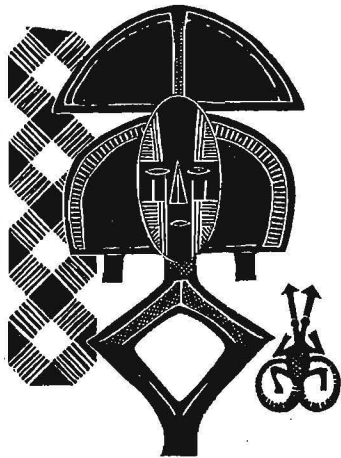
Edward A. Hamel, retired systems technician, November 19, 1991

Thomas O. Harrower, retired layout operator, December 29, 1991

Stanley Kamieneski, retired operator, September 19, 1991

Pasugarosa C. Mancuso, retired tester, November 16, 1991

# For your information



## FEBRUARY IS BLACK HISTORY MONTH

**W**ant to taste food made from recipes originating in West Africa?

How about witnessing African dance to a stirring drumbeat?

This year's Black History month committee is bringing this and more to MV during February.

The month started off with a well attended film, "State of Black America."

Still to come are the following events for Black History month:

*February 14* — Black Art/Book Exhibit and Talk — Guest speaker: Ms. Bea Dozier-Taylor — auditorium — lunch hours  
Topic: "Celebrating the Month of Hearts: The gift of cultural heritage"

*February 12* — West African Cuisine served in the cafeterias.  
West African Chicken Stew, Plantain Chips and more.

*February 28* — Agbekor Dance & Drum Troupe, featuring Abubakari Lunna on drums.

Works of Black artists are displayed in the cafeteria throughout the month of February.

## MV SETS GOAL FOR ISO-9001 STANDARD CERTIFICATION

**L**ittle by little, the ASA rating system (ASA for American Standards Association) is being replaced by the ISO quality standard (International Organization for Standardization).

Diane Luciani, MV Quality engineer, says, "If you haven't *really* looked at a box that photo film comes in, you probably are unaware that ISO is already a part of your life."

As companies expand their markets and become "international" corporations, the standards they compare their products to must be international standards.

"ISO certification of Merrimack Valley's products is essential to compete in the international marketplace," adds Diane. "MV's goal is to be certified by the end of 1992."

The certification process includes a documentation review held in January, a preliminary audit to the ISO 9001 standard in March, and a certification audit during the third quarter of 1992.

According to Diane, all equipment and component product lines manufactured at Merrimack Valley will be included in the registration process.

**ISO 100/21<sup>0</sup>**

**24 EXPOSURES**

**24 X 36 mm**



**Don't be left out in the cold!  
Mark your calendar today!**

**The Engineering Excellence Society  
1992 Fashion Show Extravaganza  
is coming your way . . .**

**Wednesday evening  
April 15, 1992**

**to benefit the EES Scholarship Fund  
open to qualified children of ALL  
Merrimack Valley employees**





## TEAM ENTERS USA TODAY COMPETITION

A quality team from MV's Vision Line learned so much about their customer, the Japanese telecommunications firm NTT (Nippon Telephone and Telegraph), that they decided to use that knowledge to enter an upcoming competition.

The Rochester Institute of Technology and *USA Today* are sponsoring a Quality Cup Award for small teams contributing to quality improvement. The award emphasizes the point that quality begins with individuals and thus recognizes small teams. Five national awards will be made in April in Washington, D.C.

The team's entry is a 750 word essay describing their accomplishments and signed by Pete Fenner, president of Transmission Systems.

NTT selected AT&T as the only non-Japanese vendor for their new SONET all-optical fiber network project. The Vision Line team is responsible for 27 different circuit packs for the NTT-FTM (Fiber Transport Module).

"This was a team that could get things done — period," says team leader Greg McKinley.

"No matter what obstacle came up, someone on the team had the necessary expertise. From design changes to shop processes, we had *all* the right people on the team."

Greg adds that they developed partnerships not only with other AT&T organizations, but also with their customer as well.

"The entire team takes pride in the fact that they are able to make a difference," ends Greg.

(see back cover for team photo)

## PIONEER ALL STARS VS. BRUINS ALUMNI

It was the chance of a lifetime for 21 AT&T hockey players when they took on the former pros in a charity exhibition game against the Boston Bruins Alumni team on December 2, 1991, at the Volpe Arena at Merrimack College.

Close to 2,000 fans turned out to see the AT&T Pioneer All Stars face off against former Bruin greats like John Bucyk, Terry O'Reilly, "Pie" McKenzie, Brad Park and more.

Pioneer team members included Nick DiFruscio, Dave Bourque, Dave Spofford, Jeff Hume, Brian Fallon, Joe Plourde, Brian Martin, Dick DeVincentis, Hal Duffen, Peter Mills, Paul Gagnon, Bill Bayek, Charlie Turner, Ken Caron, Al Paduchowski, Marty DeBlois, Pete Hall, John Coppola, Bernie Moughan, Bill Camasso and Dana Henderson.

The Pioneer players have different backgrounds — represented were several shops, the trades, engineering, management, and even

a few retirees. They all had three things in common: a love of hockey, a longing to play with the pros and a desire to help the local charities.

With just a few short weeks of practice, this group — of whom many had never played together before — became a real team. Led by Joe Plourde, who scored four goals, the All Stars put up a real fight. After a close game all the way, the Bruins scored the final goal, with just four seconds to spare, for a 13 - 12 win.

"The Bruins are real sportsmen," said Pioneer Captain Dick DeVincentis. "They could have blown us away, but instead they made it into a real contest. We all had a great time and have enough memories to last a lifetime, but the best part is that the money raised helped make the holidays more enjoyable for a lot of people."

*Proceeds from the event went to local charities including Lazarus House, Emmaus House, Salvation Army (Lawrence & Haverhill), and the Lawrence Eagle Tribune and Haverhill Gazette Santa Funds.*



# Vision Line team enters *USA Today* competition after working together to satisfy their customer.



Vision Line team members include, back, left to right, Irene Chester, Team Leader Greg McKinley, Virgil Johnson, Patty Remerowski, Roger Harding, Tim Perkins, Eileen MacLean. Center, Lynne Eldredge, Debbie Cutrona, Cecilia Levesque, Laura Magliocchetti, Tena Wolf, Sue Andrukaitis, Bernie Bisono. Front, Sandra Osgood, Bob Waddington, Rita Olesen, Angelo D'Agati. (Story on page 15)



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