

Lucent Technologies
Bell Labs Innovations



Valley Voice

March / April 1997



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March/April 1997

A publication for active and retired employees of Lucent Technologies Merrimack Valley

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Our Mission

To provide our customers with the world's best and most innovative communications systems, products, technologies and customer support. Powered by excellent people and technology, we will be a customer-driven, high performance company that delivers superior, sustained shareholder value.

We make the things that make communications work.

Our Values

- An obsession with serving our customers
- A commitment to business excellence—speed, innovation, quality
- A deep respect for the contribution of each person to the success of the team—integrity and candor, mutual respect and teamwork, personal accountability
- A strong sense of social responsibility

Lucent News

Lucent Foundation Matching Gift Program

Beginning on April 16, 1997, Lucent employees and retirees can register gifts by calling 1-888-999-9033. Like AT&T, Lucent will match, one-for-one, employees' gifts to higher education institutions, including two year colleges; and cultural organizations, like performing arts groups, museums of art, history and science, and public radio and television. The minimum amount that will be matched is \$25; the maximum is \$10,000 per employee per year, and \$500 per retiree per year. Health and social service organizations are not eligible to be matched. Please note that the Lucent Foundation will match no more than \$50,000 in gifts to any individual cultural organization in a calendar year.

You may use the toll-free number to register any gifts made since January 1, 1997. Those gifts registered with AT&T prior to January 15 are in the system and do not need to be registered again. When you call to register a gift, be prepared to provide the following information: your social security number, the date and amount of your gift, and the zip code of the organization that received the gift.

Watch for news of an expansion of the matching gift program this summer. In response to strong employee interest, the program will begin to match gifts supporting K-12 education later this year. Details will come in June.

LTINFO: One-stop shopping

Lucent's Customer Information Center has rolled out an information service for employees and customers called LTINFO. Similar to the Find AT&T service, LTINFO provides one phone number to get thousands of contacts within Lucent. If you need a contact number for information about a customer support center, global purchasing, benefits, a new Consumer Products telephone or Lucent's libraries, LTINFO can help. To reach LTINFO, call 1-888-584-6366. Hours of operation are 7:30 a.m. to 6 p.m. EST.

On the cover

After a long winter and a surprise April Fool's Day blizzard that buried the area in nearly 20 inches of snow, Spring has finally sprung! Once the snow was gone, members of the Pioneer Environmental committee got right out and into another local clean up project, this one in the Ward Hill Industrial Park in Bradford, MA. In just two afternoons, committee members, employees, and volunteers from the Northeastern Family Institute in Middleton, properly disposed of hundreds of abandoned truck tires and other items. Shown from left are Peter Theberge, Elbin Cancel, Doug Sanford, Carol Sanford and Wayne Young. The group has many more events planned throughout the year, please call x6474 for more information.

Photo by Ed Eich Photographic

CIPA takes off in Vision

This new process improvement methodology will soon be used throughout MV

CIPA — Continuous Improvement by Process Analysis is a fact-based tool that allows improvements to take place at the workplace, right where the problem exists. “If we wait to set up a meeting, the problem may not receive the attention it needs because other things come up,” says Vision supervisor Glenn Gehly. “It may temporarily disappear or wander if it's not made visible and data is not collected quickly.”

Once a problem is identified, a team is assembled to address it. This CIPA team puts together a board similar to a Cause and Effect diagram. “The board makes CIPA very visual and easy to follow,” says Glenn. “And it moves quickly when everyone gets involved.”

The team selects a target (anything from reducing defects to improving delivery) then determines probable causes. Each of these is written on a yellow Post-it and placed on the CIPA board. After studying and prioritizing the possible causes, team members suggest improvements. These ideas are written on blue Post-its and also placed on the board. Those that go on to be tested and proven become part of the standard procedures.

So far, Vision has set up 7 CIPA boards on the shop floor so everyone, from all shifts, can see them and participate in the problem solving process.



Vision Surface Mount team members gather around a CIPA board they are using to solve the problem of wrong parts.

Once a CIPA board has been completed for a specific effect, the entire group — all three shifts — will have a celebration so that everyone who contributed to the success can share in the rewards and team spirit.

Having seen the positive results Vision is achieving through CIPA, other groups are working to establish the process in their areas. The DACS III & IV Wired Equipment shops are putting teams together now. Before long, you'll be seeing CIPA boards all over MV!

If you would like to sign up for CIPA training, please call Karol Fitton in the Learning & Performance Center on x3524.

Employee Suggestion Program supports CIPA

When a CIPA board is started, the problem statement will be assigned a suggestion number.

Any related individual suggestions received during the CIPA board's “open” period will be routed to the responsible process engineer and included with the associated CIPA board.

Any suggestion(s) adopted on the CIPA board will be paid to the originating individual. A matching award will be shared by employees who posted feasible solutions on that particular CIPA board.

Around the Valley

Employees rewarded for Excellent Attendance



Employees with Excellent Attendance for 1996 were rewarded with a dinner in the new private dining room and recognition certificates. Represented employees also received a new jacket. Shown here are a few members of the DACS team in their new jackets. From left, Linda Sampson, Paul Christophersen, Jackie Lavoie, John Bresnahan, Peggy Hatch, and Michael Dawson.



Congratulations to Team 2, Champions of the 96 -97 Women's Bowling League. This is the third championship in the past four years for team members

Fran Arzoonian, Miriam Herrera, BJ Quimby, Linda Sampson and Pat Trafton. They are one of six Lucent Women's teams that compete on Thursday nights at Academy Lanes in Bradford.

WPOF/SDWT training continues at MV as first office group completes training

The Global Order Fulfillment Team (GOFT) recently became the first office group at MV to complete self directed work team (SDWT) training. Members celebrated their accomplishment with a recognition ceremony in the Customer Conference Center.

The SDWT concept is a big

part of the Workplace of the Future effort at MV. Teams from Lightwave, DACS, Access & Visual Communications, REUSE, and Customer Service are already scheduled to take part in WPOF/SDWT training this year.

The complete process consists of about 40 hours of training. Team members attend an 8-hour orientation on what WPOF is and why it is so important to the success of the company, and additional

indoor classroom training. They also take part in the outdoor "Team Trek" cohesive training sessions which will be scheduled throughout the warmer months.

Members of a SDWT work together towards the common goal of satisfying their customers. If your group is interested in creating the workplace of your future through a SDWT, call the WPOF Implementation team on x4102.

GOFT members seated from left, Don Guerin, Barbara Gaudette, Lois McAvoy, Don Hurrell, Lynne Grady, Jerry Stefanik, Sandy Keefe. **Standing from left,** Mike Savastano, Joann Simes, Carolyn Collins, Nancy Prefontaine, Larry McAdam and WPOF Implementation Team John Abdo, Cathy Dallon-Archambault, Marylou Noonan. **Not present,** Sue Porro, Ed Flynn.



Women's History Month

Women's History Month was celebrated in March with several events planned by Women in Lucent (WIL-MV) and the Women's History Month committee.

Deb Avery (*above*) of the Perini Construction Company was the first guest speaker. Deb is a perfect example of a woman in a nontraditional role,



having worked in construction for about 15 years. She started out as a nuclear construction engineer on Trident subs, and has had a variety of assignments for Perini. She's a familiar face around MV where she served as Chief Field Engineer for our cafeteria remodeling project.

Deb's first position with Perini was as an estimator. Over the years, she has moved through the ranks of engineering taking on assignments as field engineer, chief field engineer and area superintendent. She admits that being a woman has "opened the door for me, but not very wide." Each time she moved on to a new assignment, she had to prove herself to the

new crew. "I just do what I always do; study the drawings, listen, and learn as much as possible about the project. You can't be afraid to work hard and ask a lot of questions if you don't understand something." That's good advice for anybody.

Susan Lenoe returned to MV performing a one-woman show about Harriet Beecher Stowe. Stowe was the author of *Uncle Tom's Cabin*, which focused public opinion on the issue of slavery and was deeply controversial.

Two videos were also shown: *Rocking the Boat*, the inspiring story of the Women's America Cup team, and *The Power Dead Even Rule*, which talked about the cultural differences between men and women.

Dudley Farquhar named Outstanding Citizen Soldier

Dudley Farquhar was one of 16 men and women honored by the Greater Haverhill Chamber of Commerce as Outstanding Citizen Soldiers. These exceptional few were chosen from hundreds nominated by Merrimack Valley residents for service to their country during wartime and for service to their communities today.

Dudley was the youngest honoree and the only Vietnam veteran in the group. His volunteerism started when he got involved in the POW/MIA cause. He is now active in many veteran related issues, and says, "It makes me feel good to do anything I can to help our veterans, because they have given so much."

He is currently in his third term as President of the local Pioneer club and active in many projects. "I get a lot out

of Pioneering because they have such a diversity of events," he says.

Through the Pioneers, he devotes time to another cause he finds rewarding: helping disadvantaged children. Dudley developed a program where troubled boys from the Northeastern Family Institute in Middleton work side by side with Pioneers on some of their charitable projects. Many of these boys have written to him saying that, for the first time, they feel good about themselves for doing something nice for someone else.

There is no doubt that Dudley has made a difference in the lives of many people, but he modestly points out that many veterans do the same. "No facet of American life has gone untouched by the positive contributions of Vietnam



Dudley Farquhar proudly shows his Outstanding Citizen Soldier award.

veterans," he says. "I'm proud to add to that list of contributors by volunteering for my country and community."

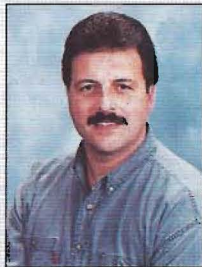
Merrimack Valley People



Lacey



Oliver



Tine



Grady



Jason



Dominijanni

GRADUATES

Doctorate Degree

Jim Lacey, NS Architecture — Ph. D in Economics, the Union Institute

Advanced Degree

Denise Oliver, Technical Support for DACS II, I-2000 — Masters of Science in Telecommunications, Southern Methodist University

Bob Tine, REUSE — MBA, University of Massachusetts at Lowell

Associates Degree

Lynne Grady, Global Order Fulfillment — Associates of Science in Business Management: Material Management Option, Northern Essex Community College

Certificate

Cherry Jason, SONET DDM-2000 — Medical Terminology and Transcribing, Northern Essex Community College

DOMINIJANNI APPOINTED DMTS

Dominic Dominijanni of the ATM Systems Development organization has been appointed to the position of Distinguished Member of the Technical Staff.

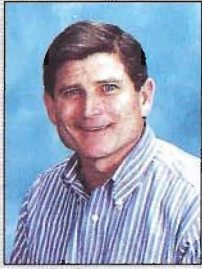
DMTS appointments are based on demonstration of exceptional capabilities, technical leadership, and sustained outstanding performance. Dominic is a systems engineer for Globe View.

SERVICE ANNIVERSARIES

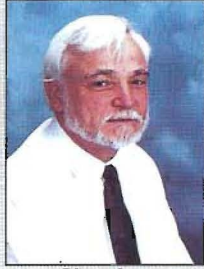
The following employees celebrated service anniversaries of 25 or more years (in increments of five years)

MARCH

Charles G. Bazarian (25)
Warren P. Floyd (25)
Gerald L. Frazer (25)
Carol E. Goebel (25)
Richard A. King (25)
Barbara A. MacGown (25)
Thomas L. Rando (25)
Rolando S. Saldi (25)
Thomas E. Simpson (25)
Glenn S. Smith (25)
Samuel Taveras (25)
Rosaria D. Iacobello (30)
John J. Najarian (30)
Jeanne C. Nintean (30)
Beverly A. Perkins (3)
Erika P. Pinkham (30)
Hallie T. Taplin (30)
Norma L. Tracy (30)
Janet T. Tremblay (30)
Walter C. Turgeon (30)
David P. Van Zant (30)
C. F. Walker (30)
Betty P. Warner (30)
Joan D. Whitehead (30)
Richard L. Willens (30)
Daniel F. Yetter (30)
Robert L. Ackerson (35)
Mark F. Calvi (35)
Leonard M. Connolly (35)
Dorothy A. Cooper (35)
Eugene R. Decheneau (35)
Raymond E. Goodell (35)



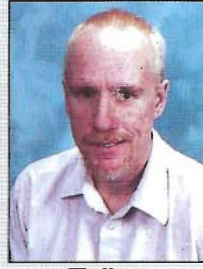
Johnson



Shenker



Shirley



Tulley



Zallas

George W. Hartford (35)
 Joseph A. Jackson (35)
 Augustine S. Longo (35)
 John J. McCarthy (35)
 Michael P. Noonan (35)
 William D. Pratt (35)
 Gloria S. Redman (35)
 Kenneth H. Santarelli (35)

APRIL

Arthur R. Coppeta (25)
 Brian T. Hamilton (25)
 Sandra J. Lough (25)
 Carol T. Paquette (25)
 Sheila N. Spinney (25)
 John B. Chisholm (30)
 Rose S. Coombs (30)
 Helen B. Dwinells (30)
 Giuseppe Faranna (30)
 Fred R. Parker (30)
 Joanne R. Payson (30)
 Lynda M. Scholz (30)
 Jay S. Yule (30)
 Michael S. Bistany (35)
 Armand J. Bourassa (35)
 Sam P. Dantonio (35)
 Michael A. Darezzo (35)
 Richard P. Esposito (35)
 Dianne G. Landry (35)
 James P. Macklin (35)
 Paul N. Manos (35)
 Anthony G. Accardi (40)
 Loretta F. Kallio (40)
 Patricia A. Spina (40)

SIX RECEIVE MASTERS CERTIFICATE IN PROJECT MANAGEMENT

Six employees recently received Masters Certificates in Project Management from the Stephens Institute. They are:

Lee Anne Center — Customer Training and Information Products

Gary Johnson — Project Manager, DACS IV

Ed Shenker — Standards Engineering, Customer Support Organization

Dave Shirley — Program Management Director, NAR

Tom Tulley — Project Manager, Lightwave Engineering

Nick Zallas — Customer Project Services

LET US KNOW

If you (or one of your co-workers) have recently received a college degree, been honored by a civic organization, been recognized by your community, or have some other noteworthy event to report, please call Dianne Coppola on x3553 so we can include it in a future issue of the *Valley Voice*!

IN MEMORIAM

Robert E. Jusko, December 18, 1996

Panagiotis P. Simintis, January 22, 1997



Major



MacEachern



Giacobbe



Gonzalez



Keraghan



Neville

TWO NEW LOCAL POLITICIANS FROM MV

Two MV engineers were recently elected to political positions in their home towns.

Brian Major, Product Change Management engineer, was elected to the Board of Selectmen in Andover, MA in their recent election. "I love this town so it's easy to volunteer," says Brian. "And now I can put my educational and professional background into practice."

Jim MacEachern, Quality engineer, was elected to the position of City Councilman in Derry, NH. "I've got the time and energy," says Jim, "and I believe in giving back to the community. My family and I intend to stay here for a long time so I want to see the town grow and prosper and help to make it a better place for everyone who lives here."

Brian pointed out that there were several similarities between he and Jim. "This was the first time running for office for both of us, we both beat incumbents, are in our 30's and both have engineering backgrounds." And it sounds like both towns are fortunate to have them.

PROMOTIONS & RECLASSIFICATIONS

Daniel Fischer — promoted to GPC Systems Engineering Manager

Kathleen Giacobbe — promoted to Associate Product Planner for DDM-2000 product planning team

Rafael Gonzalez — promoted to STA in DACS In Circuit Test Engineering

Muriel Keraghan — promoted to Project Management Assistant

Lorna Neville — promoted to Sales Operations Specialist GCM-GEM

Sara Vaz — promoted to Director, Release & Operations Management, SDH PRC

RETIREES

Years of Service

January

- 16 Tina M. Klier
- 24 Barbara A. Bowers

February

- 25 Patricia P. Andrews
- 36 Warren P. Andrews
- 20 Beverly B. Beauregard
- 32 Roger J. Becotte
- 16 Irene M. Frazier
- 20 Loraine R. Gelineau
- 20 Patricia B. Gosselin
- 26 William M. Hauser
- 19 Lillian R. Lalonde
- 30 Alfred E. Leveille
- 20 Estelle McCullough
- 20 Jeanne M. McKenzie
- 34 John J. O'Hara
- 23 Mary E. Perreault
- 37 Richard A. Prescott
- 35 Lawrence R. Rizzotti
- 21 Jeanne T. Titus
- 22 Josephine D. Vaccarezza

March

- 31 Linda F. Carroccino
- 16 John J. Janocha
- 17 Panagiotis Kombakis
- 28 Mitchell A. Skinner

April

- 28 Robert J. Robinson

Pioneers

Dick Hamel named to national position for Talking Book project

As Region 15 Talking Book Representative, Life Member Dick Hamel directed the efforts of 13 repair groups in New England. He's done such a great job that he's been named Talking Book Coordinator for Region 18 which covers Lucent repair groups throughout the whole country.

Dick says this new position will mostly involve collecting information, making reports, distributing information "and a lot of time on the phone!"

Talking Book playback machines are a special type of cassette player that allows the

visually impaired to listen to books and magazines. Nationwide, over 11,000 Pioneer volunteers provide repair and maintenance service for nearly 800,000 cassette players. They average 130,000 repairs per year, saving the government millions of dollars in repair costs.

"If it weren't for the Pioneers, the Library of Congress wouldn't be able to keep the Talking Book program going," says Dick, "and we plan to keep 'em talking!"

Dick is involved in many other projects too. He's active in the Pioneer Store, Veterans projects, and the on-going canned food drive. He also coordinates Braille Playing



Dick Hamel shows a Talking Book playback machine in the repair shop while volunteers Emil Tanana and Donald Scatamacchia work on others.

Cards and Checkerboards for the Blind. He adds that "We can always use more volunteers. Just call the office on x2311 for more information on any of our projects!"

For Our Children's Sake thanks Pioneers



The Pioneers were presented with a plaque for outstanding community service for their support of *For Our Children's Sake*, a program that works with Haverhill District Court Services to help at-risk teenagers. The program provides the teens with a tour of the Essex County Correctional Facility in Middleton and sets up interviews with inmates there.

Tom Marshall, DACS III & IV inspector, and his wife Jane are cofounders of the program. Tom says that "some kids have a misconception of what prison life is like. This program gives them a chance to see and hear how it really is. It can keep a kid who's on the fence from going over into a life of crime and prison. The support we get from the Pioneers has helped to keep it going."

Tom Marshall (left) and Patti Gleason, (right) Haverhill District probation officer, presented Dom Mazzocco and Judy Hoelen a plaque thanking the Pioneers for their support of the *For Our Children's Sake* program.

NetDay

The NetDay project is a nationwide effort where volunteers from schools, government, individuals and corporations work together to link students to the internet. Chapter 131 Pioneers are working on a project timeline for installation of internet access at a local school (or schools) still to be determined. Volunteers with specific skills will be needed for wiring computer setups. Anyone with experience in computers, computer science, electrical, or project management skills would be a great asset to one of our project teams. Please call x2311 for more information.

For your Information . . .

Top suppliers honored

MV's Global Purchasing Organization recently honored our top suppliers at the first Strategic Supplier Recognition Program. These companies have established themselves as critical members of our team and helped to elevate us above our competition.

Sixty-two suppliers considered strategic to the success of our business received the Partner in Excellence Award for demonstrating outstanding product quality and delivery performance to MV during the past year. An additional 117 suppliers were recognized as Honorees for their ongoing commitment to improving their quality and delivery performance.

Academic Olympics

For the eighth year, MV's Engineering Excellence Society sponsored the Science Competition of the Lawrence Academic Olympics. Sixteen students from Lawrence High, Greater Lawrence Technical and Central Catholic participated.

This year's event, which is similar to a Science Fair, was held in the Learning & Performance Center. Those who visited had a chance to see some interesting projects on energy sources and conversion, shark dissection, oil spills, AC/DC, using light as a natural medicine and more.

Shown above are Central



Catholic students Jazmin Nunez and Karletty Genao, Gold Medal winners of the Grade 11& 12 Division, with their project on Gravity.

ERC events

One of the functions of the Employee Resource Center is to organize speakers, video presentations and other informational events for employees, and they have been especially busy lately.

Foster Care — Thousands of children across the state are living in foster care, and Foster parents are desperately needed in every city and town. Speakers from the Massachusetts Department of Social Services talked about the joys and challenges of being a foster parent, and what it takes to become one.

Understanding Alzheimer's Disease — An informative seminar for anyone with parents or older relatives. Attorney Tim Barnes was on hand to discuss durable power of attorney, living will, guardianship, special bank accounts, trust funds and other legal tools for Alzheimer's patients and their families.



Family Fun and Recreation Fair — Nearly 30 vendors (*one shown above*) were here to provide information on a wide variety of family oriented activities available in many of our local communities. Whether you were interested in museums, state parks and

forests, recreational programs, or volunteer opportunities, there was something for everyone!

Sessions scheduled in the near future include: Teen Health Issues and the Big Brother/Big Sister Programs. For more information on any of these topics, call the ERC on x4900.



To your health . . .

Working with "that pain in the neck" — medically speaking!

by Sally O'Neill, RN

Most of us have experienced some type of neck pain at one time or another. The causes can vary from osteoarthritis (break down of the bones and cartilage in joints) to the way we perform our daily tasks. The following steps, provided by the Mayo Pain Clinic, can help you to manage neck pain, prevent it, and increase your range of motion.

Managing the pain

Medicine — acetaminophen (Tylenol), ibuprofen (Motrin) or aspirin may relieve pain.

Rest — lying down can help ease neck strain, but avoid prolonged inactivity - it may increase stiffness.

Apply cold pack — helps dull the sensation of pain for the first 48 hrs. Use several times a day but for no more than 20 minutes.

Apply warm pack — after acute pain subsides, this can help to relax muscles. Again, use no longer than 20 minutes at a time.

Do not use cold and warm applications if you have poor circulation, a reduced sensitivity to temperature, or if you have heart problems.

Cervical collar — may help soothe pain and provide support. To avoid stiffness, use no longer than 2-3 weeks.

Preventing the pain

- Keep frequently used items within easy reach.
- If you use the phone a lot, raise the receiver to your neck instead of tilting your neck to the receiver, or use headphones.
- Take several rest breaks when performing tasks that involve repetitive head turning.
- When you sleep, use a pillow or rolled towel that supports the natural curve in your neck. Don't sleep on your stomach.
- Use good posture - sit or stand up straight with chin tucked in.

Range of motion

These exercises can help maintain and improve range of motion in the neck muscles. Start only after acute pain has improved and ease up if pain returns or worsens. Lie on your back, using the floor or a pillow to support your head:

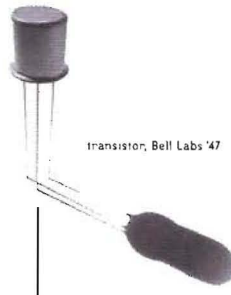
• Gently rotate your neck to one side as far as is comfortable. Hold for 5 seconds. Gradually increase to 10 seconds. Repeat three times on each side.

• Tilt your ear to one shoulder. Hold it for 5 seconds. Gradually increase to 10 seconds. Repeat three times on each shoulder.

• Bring your chin to one shoulder. Hold it for 5 seconds. Gradually increase to 10 seconds. Repeat three times on each shoulder.

Any neck pain that continues or worsens after 3-5 days of self care needs to be evaluated by your doctor. Also, see your doctor immediately if you have any numbness or tingling radiating to your arms or legs, or if you lose bowel or bladder control.

Sally O'Neill is a staff nurse in MV's Medical department. She is a graduate of the Northern Essex Community College RN program and has a BA from North Adams State College. She previously worked at Lucent as a tester. Her nursing background consists of re-hab, psychiatric, utilization review and hospice nursing.



transistor, Bell Labs '47



CHIP off the old block.

(couldn't resist)



56 Kbps modem chip set, Bell Labs '97

Invented transistor fifty years ago. Made modern electronics possible (TVs, radios, computers, cell phones, foot massagers, etc.). New Bell Labs innovation: 56 Kbps modem chip set from our Microelectronics Group. Can make Internet access twice as fast over regular phone lines. (Think jet-powered surfing on Net.) Seven of top ten modem makers already use our chips. (Expect other three to call any moment.) To learn more, check our Web site.



We make the things that make communications work.™

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