



The Staff Circuit

November 1991

Written By and For The Employees of I.E.E.E.

SPECIAL QUALITY ISSUE

A Letter from the General Manager, Eric Herz

This year is an unusually busy one for all of us on staff. Many of us are helping to define the requirements and expected uses of the new Information System that Bill Cook is putting together. At the same time we are also developing and expanding our new "Total Quality Management" effort.

As you have probably seen in media advertisements and articles, the efforts of American industry to improve quality have had some dramatic results for those organizations which have taken quality to heart. To help publicize the need to improve quality in American industry, the Department of Commerce has created the Malcolm Baldrige Award. There are a number of companies, such as Xerox, Motorola, and the Cadillac Division of General Motors, that have been identified as Baldrige winners. These companies decided to embrace quality to be more successful at what they were doing, to stay in business, and to improve their position relative to their competitors.

The feature article in this issue of *The Staff Circuit* is written by Associate General Manager, John Powers, who is leading IEEE's effort to improve the quality of our organization. At the

same time, our volunteer leadership is looking at itself to see how, together with the staff, we can all better serve our members and customers. Today's customer has high expectations, and there isn't any reason we cannot meet those expectations — if we, the staff and the volunteers, work together.

In addition you recently received an announcement about extending the work hours beginning in 1992. Not surprisingly, this has caused a number of reactions. The principal questions were "how will this affect me?" and, "how will this be implemented?". These concerns are natural. Management is committed to try to understand your concerns, and then create solutions that hopefully will minimize any problems. To accomplish this, Human Resources Director, Don Curtis, has been meeting with every department to become acquainted with specific hardships or problems that need to be addressed, and then establish appropriate solutions. It is likely that we will arrive at more than one way to implement the schedule changes come next January.

By working together we shall achieve our goals.



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HOW IEEE-USA'S REGISTERED LOBBYISTS INFLUENCE LEGISLATION AND REGULATION

by Leo Fanning, reprinted from June 1991 IMPACT

Many IEEE employees are unaware that IEEE-USA's staff has six registered lobbyists. Further, many people don't really understand what lobbyists do. Just thinking about lobbying conjures up images of smoke-filled rooms and plain brown envelopes stuffed with money.

Read on to see what lobbyists do.

IEEE-USA's lobbyists are responsible for developing expertise on particular issues and providing information to their committees on the best ways to get positions across to Congress and Federal agencies. They work closely with the chairmen and members of the committees, helping to develop positions that will be representative of the concerns of IEEE's U.S. members.

W. Thomas Suttle, IEEE-USA's Associate Staff Director, has been a registered lobbyist for 12 years. He joined IEEE in 1977 as a Program Analyst. He was promoted to Manager and later to Associate Staff Director. Tom has lobbied on intellectual property, pensions, anti-discrimination, and U.S. competitiveness issues for IEEE-USA.



Staff Lobbyists - Standing (l-r): J.H. Ferguson, W.T. Suttle, D.K. Rudolph, C.J. Brantley, S.D. Grayson, Sitting: V. O'Neill

IEEE-USA has 21 committees encompassing professional and technical issues. The committees are staffed by registered lobbyists, who deal with such issues as pensions, manpower, intellectual property, U.S. competitiveness, government affairs, and technology policy.

Who are IEEE-USA's lobbyists?

Senior Legislative Specialist James H. Ferguson joined IEEE in 1989, bringing nearly 40 years of lobbying experience and a vast network of contacts on Capitol Hill. He has focused on such issues as human resource management, pensions, health care, labor law, and occupational safety.

Deborah K. Rudolph, IEEE-USA's Manager of Technology Policy Activities, joined the staff in 1989, after a number of years of working in public affairs and government relations. Currently, Debbie is in charge of IEEE-USA's Committee on Communications & Information Policy and the Health Care Engineering Policy Committee. She lobbies on telecommunications,

health care, electronic medical devices, and standards issues.

Vin O'Neill, Administrator of Professional Programs, began working at IEEE-USA in 1986. He focuses his lobbying efforts on pensions and manpower. Most of his Congressional interaction is with the Senate and House Committees on Labor, Commerce, and Judiciary. Vin is also involved with tax-writing committees, such as the House Ways and Means and the Senate Finance Committees.

Chris J. Brantley joined IEEE-USA in 1989 as Administrator of Professional Programs and is responsible for IEEE-USA's Committee on Energy Policy, its Aerospace, Engineering, and Defense R&D Policy Committees, and its Committee on Man and Radiation. Chris lobbies the House and Senate budget authorization and appropriation com-

mittees responsible for energy policy, science and technology.

Scott D. Grayson joined IEEE-USA in 1990 as Administrator of Professional Programs. The majority of his IEEE-USA lobbying work is with the Senate and House Judiciary Committees, the House Science, Space and Technology Committee, the House Select Aging Committee, the U.S. Patent Office, and the U.S. Copyright Office.

What Do IEEE-USA's Lobbyists Do?

After a great deal of coordination between IEEE's registered lobbyists and volunteers, IEEE-USA provides testimony at Congressional hearings in support of budget requests for the National Science Foundation, National Aeronautics and Space Administration, the National Institute for Science and Technology, the Department of Energy,

and the Department of Defense. IEEE-USA has also written legislation that would call on private and public sector employers to extend pension coverage to all employees and improve the portability of pension benefits when workers change jobs. Additionally, IEEE-USA's support of the Older Workers Benefit Protection Act led to passage of this legislation in October 1990. The legislation makes virtually all forms of age discrimination in employee benefits unlawful.

From time to time, IEEE-USA hires outside lobbying consultants with knowledge in specific areas. However, IEEE-USA's registered lobbyists' education, experience, and expertise in government relations are usually more than sufficient. IEEE-USA's staff of six well-qualified, registered lobbyists have diverse background experience with associations and in professional and technology policy issues. When IEEE's U.S. members and volunteers set policy, IEEE-USA's lobbyists are amply equipped to carry out their missions.



DON'T BYPASS PRUPASS



If you are enrolled in the Prudential Medical Plan you must call **PRUPASS** in the following instances:

- Before a scheduled surgery
- Before a scheduled hospital stay

Prudential will advise you if you need a second surgical opinion and make arrangements for one if needed.

In case of an emergency hospitalization, PRUPASS must be called within two working days of admission.

You will need to have some important information handy when you speak with the PRUPASS support specialist:

- name, address, home and work telephone numbers
- patient's relationship to employee
- physician's name and address
- name of hospital or place of surgery
- doctor's diagnosis
- anticipated length of hospital stay
- proposed treatment plan

Remember you must use PRUPASS to be eligible for full hospital and surgical benefits.

The **PRUPASS** number is
800 545-2211.

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Quality, Quality, Quality

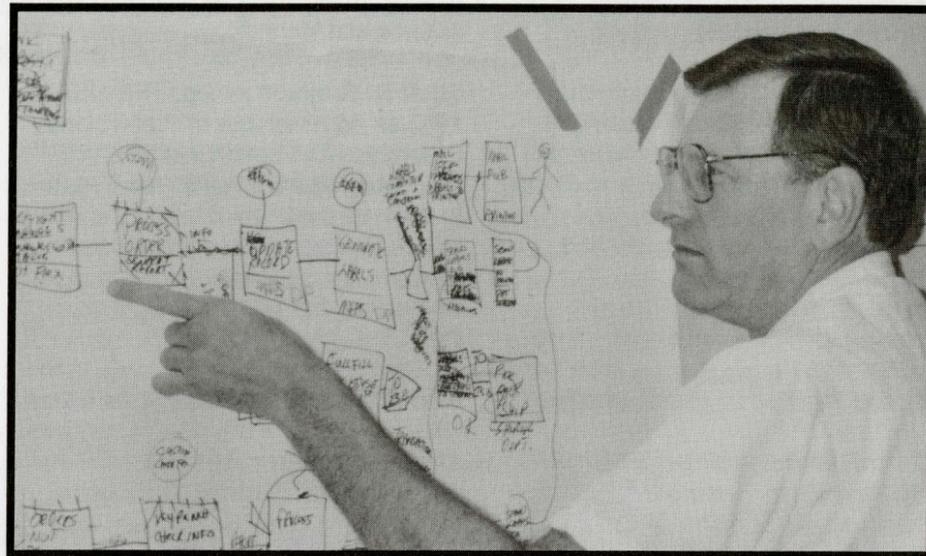
by John Powers

TOTAL QUALITY MANAGEMENT,

or TQM, is getting a lot of attention these days — not just in industry, but also in the IEEE. Earlier this year, an effort was initiated to improve the quality of our operations. More recently, you may have heard about some of the quality training and quality "team" activities. But, what is TQM about and why does the IEEE need it?

The IEEE is obviously not an industrial company with manufacturing operations, so the traditional motives for quality control and defect reduction do not seem to apply. However, as the largest technical professional organization in the world, there are a number of compelling reasons for us to focus on quality:

- ☆ **CUSTOMER SERVICE** is our business.
- ☆ **FINANCIAL CHALLENGES** require us to be more productive.
- ☆ **COMPLEXITY** of our business has many potential sources of error.
- ☆ **COMPETITION** will try to offer better services.
- ☆ **MEMBERSHIP GROWTH** will depend on the quality of our services.
- ☆ **LEADERSHIP** requires high quality performance.



Bob Kahrman making a point to the members of his Quality Committee

The executive management team of the Institute - both staff and volunteer - is committed to making this quality effort a success. This initiative is extremely important to the future of the IEEE.

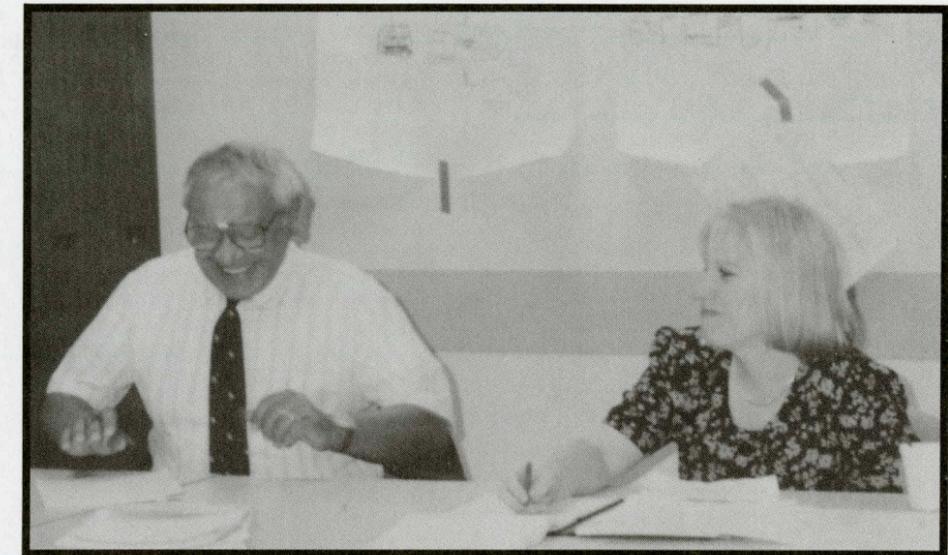
There are many approaches that can be taken for quality improvement. Over the years, the industry has developed a wide variety of programs that go by many different names. Total Quality Management is, perhaps, the most common term used today and implies a broad-based program. The IEEE is very fortunate that it can draw upon a lot of this experience, not just from the management and the staff, but from its volunteers, their employers, and also other associations.

One of the recent quality initiatives that will have a direct effect on the staff operation is a program to improve our key business processes. That is change the way we do things to shorten the time it takes, eliminate errors, and reduce the amount of work involved.

To prepare ourselves for this effort, several months ago, a team of managers was selected representing a cross section of the staff to form the core of our initial "Quality Team". With the volunteer help and extensive experience of the AT&T Quality Process Center, this team was trained in a methodology and technique to analyze and improve processes. They were then split into two "Quality Improvement Teams" and each assigned one of our key processes - Order Fulfillment and Membership Processing. These teams spent their summer in frequent work sessions where they analyzed these processes in detail and identified issues and problems that should be addressed. They are now at the point where they have made a number of recommendations for changes and improvements. These recommendations are being presented to executive management who are establishing "Implementation Teams", as appropriate, to work out the details and implement the necessary changes.

(continued on page 5)

Our plan is to continue this program and expand it to other processes. As we do, more people will get involved - from both the staff and volunteer organizations. Eventually, we hope to analyze and improve all of our business processes which should make the overall operation of the Institute significantly more efficient and effective. This is just the beginning - in fact, quality improvement never ends! It is a continuous process. Quality will always be an important part of all of our jobs.



Tony Morelli and Beverly Knudsen share a lighthearted moment as they work on Quality issues

The New Program In Action

Has all this talk about Quality actually affected a real department? It seems so. Bette Marotto, supervisor of the Customer Service Department, is pleased with the Quality efforts so far. Bette said, "One of the most important things is the teamwork between departments. Supervisors are really working together — It's a good feeling." The new improvements enabling Customer Service to work more easily with other departments are very helpful, from both the customers and the employees standpoint. The customer service reps are better able to research claims and provide faster and more complete answers to problems.

The improvements that have been put into place so far have worked well because of the training the staff has had and the commit-

ment of both upper management and the department itself. The staff was a bit skeptical at first but when they saw actual changes taking place they said, "This is actually working." Bette is very pleased that upper management is really listening to the people who are doing the work every day and taking the things they do to heart. She knows how hard the people in her department work and is encouraged to see upper management recognize and appreciate their efforts.

Quality improvement is really making a difference in the Customer Service department. Hopefully this is just the beginning of many beneficial affects of our Quality Improvement effort.



MARRIAGES

Judy Raposa of the Communications Society was married to **Kenneth Keller** on May 18, 1991. The couple took a honeymoon cruise to the Caribbean and visited several islands.

Dawn Kavanda of the Publishing Department was married to **Timothy Etta** on June 15, 1991. Dawn and Timothy cruised the Caribbean for their honeymoon where they visited the islands of St. Thomas, St. Martin and St. John.

RoseAnn Kulesa was married to **John Carey** on June 15, 1991. The couple honeymooned in Bermuda.

Linda Marchese of the Educational Activities Department was married on September 1, 1991 to **Gary Smith**. Linda and Gary spent their honeymoon in Aruba.

Theresa Bien of the Standards Department was married to **Jim Argiropoulos** on September 29, 1991. The couple took a Disney Cruise to the Bahamas for their honeymoon.

Georgina Perez of the MIS Department was married to **Julio Ayala** on August 29, 1991. Georgina and Julio spent their honeymoon in Virginia.

Gina Messina of the MIS Department was married to **Michael Sacchi** on September 14, 1991. They spent their honeymoon in Aruba.

Johnathon Dahl of the Marketing Department was married on September 7, 1991. He and his new wife, **Jane** spent their honeymoon in Italy.

Nancy Niedzwicki of Field Services was married to **Lloyd Hollabaugh** on October 12, 1991. They spent their honeymoon in Florida.

Laurie Morgan of Customer Service was married on October 5, 1991. She and her husband **Tom** spent their honeymoon in Florida, visiting Fort Lauderdale and Key West.

Maureen Goumas of the Accounting Department was married to **John Chapman** on September 21, 1991. Maureen and John spent two weeks in Hawaii for their honeymoon.



SERVICE AWARDS

MAY 1991 - OCTOBER 1991

We are very proud of our long-term employees whose dedicated efforts have contributed much to IEEE's success. We offer our sincere congratulations and appreciation to the following employees:

30 YEARS

W. Reed Crone
Ronald Jurgen

25 YEARS

Gail Ferenc

20 YEARS

Werner Tuppatsch

15 YEARS

Aurina Owens
Renee Panero
Edward Torrero

10 YEARS

Valerie Cammarata
Robert Carlson
William Hagen
June McCallen
Pender McCarter
Cynthia Poko
Julie Stern
Harry Strickholm



NEW EMPLOYEES

ACCOUNTING

Clare Dempsey

ADMINISTRATIVE SERVICES

Joseph Hale III

FIELD SERVICES

Diana Pladdys
Dawn Reiss

FINANCE

Nancy DiBiase
Natalie Palyvoda

MARKETING

Marybeth Hunter

MIS

Melinda Stortz

PUBLIC RELATIONS

Helen Horowitz

PUBLISHING

Kathleen Ferguson
Ira Polans
Susan Giniger
Janet Romano
Robert Sharp

SPECTRUM

Carmen Cruz
Daniel Mainieri Jr.

STANDARDS

Gassan Salman

USAB

Paul Goodman
Michell Scott



SOMEBODY GET HELP!!!

by Debbie Schreiber, Field Services

Have you ever wondered what those RED phones were doing on a few of the desks in the Service Center? These phones are the link of the EMERGENCY RESPONSE TEAM. The team is made up of ten qualified and caring people from all areas of the building. Our function is to provide Emergency First Aid whenever and wherever it is needed. We have all been trained in Primary First Aid and CPR (Cardio Pulmonary Resuscitation).

Recently, we had a surprise drill which required all ERT members to answer a mock emergency in the cafeteria. The call went out

via our in house emergency number, 5555. In less than three minutes the first team members arrived, First Aid Kits in hand and ready for action. Not a bad response time.

As of September, the whole team has been recertified. We have had a change of members, but there are still ten of us on the team willing to serve.

Remember if you need help dial 5555. We won't give you an aspirin for a headache, but we can do on the spot first aid.



Kathy Gentile practices CPR during a training class



STORK'S CORNER

USAB had an extra special delivery. **Marilyn Sumpter** had twins! Her two baby girls, **Danielle and Mabelle** came into the world on May 10, 1991.

Sandy Langford of the MIS department is a first time mother. Sandy's baby boy, **Christopher Ryan** arrived on June 24, 1991.

Dee Harney of the MIS Department is a happy new mother. Her daughter, **Kate Michelle** was born on June 29, 1991.

Lois Pannella of the Cash Processing Department is a proud new mother. Her son, **Cody James** arrived on July 1, 1991.

Karen Armstrong of the Accounting Department gave birth to her second son, **Nathan Alexander** on July 5, 1991. There was much surprise she actually made it to the hospital and didn't deliver the baby at her desk.

Denise Grant of Accounts Payable is now the proud mother of two boys. Denise's new baby, **Robert Michael** was born on August 22, 1991.

Lisa Rinfret of Purchasing had her baby boy. **Brian Richard** was born on September 26, 1991.

Beth Babeu Murray is the new mother of **Megan**. Megan was born on September 29, 1991.



PROBLEM SOLVING: EASING STRESS ON CHILDREN

If long office hours make it tough for you to be an effective parent, try these tips to ease the stress on you and your children:

- Don't use the phone to scold children or remind them of chores or homework to be done. Phone calls should be used to let children - not you - unload hurt feelings or fears. Use phone time to tell an amusing story about your workday. Or let children tell you about an important happening during their day.
- Get rid of your stress before walking through the door at night. Take a walk before going in. Or stop at the supermarket on your way home. The first few minutes you're home set the tone for the whole evening. Don't begin by barking orders or scolding your children.
- Take your children to work once in a while if possible. If they don't know anything about your work, they may grow to resent it. Tip: To get them involved, find a small project, such as stuffing envelopes or collating a report, that they can help you with.
- Remember that children enjoy consistency - so try to establish at least one ritual they can look forward to. Consider one evening a week where you limit meetings or phone calls and you spend the time playing games or working on a family project.

Source: Communications Briefings,
August 1991



The NJ cafeteria had a contest for the month of September where employees were invited to submit their favorite recipes. The winner of the contest was Joyce Mauer of the Magazines Department. Her "HARVEST SOUP" recipe follows:

HARVEST SOUP

- 1/4 lb. ground turkey
- 1/2 lb. Italian sausage, casings discarded
- 1/2 c. chopped onion
- 6 cups regular strength beef broth
- 1 c. tomato juice
- 1 c. dry red wine (optional)
- 3 large tomatoes, cored and chopped
- 3 large carrots, peeled and chopped
- 2 cups chopped zucchini
- 1 tablespoon Worcestershire sauce
- 2 teaspoons dry oregano
- garlic to taste
- 1 teaspoon liquid hot pepper seasoning

Combine turkey, sausage, and onions. Stir until meat is lightly browned, about 15 minutes. Transfer meat with a slotted spoon to drain on paper towels. Wipe pan clean. Return meat to pan, add broth, tomato juice, wine, tomatoes, carrots, zucchini, worcestershire sauce and herbs. Cover and simmer over medium heat until carrots are tender, 20-30 minutes. Add hot pepper and season to taste.

WHAT DO YOU DO???

As we all know, IEEE is a combination of staff and volunteers working together. Because volunteers are so important not just to IEEE but to all types of organizations we'd like to hear from our employees about their experiences as volunteers. What organization(s) do you volunteer for? What makes your experience worthwhile? How did you pick that organization? Send your brief, written response to Judith McDonald, Human Resources, NJ. We plan on featuring them in future issues.