VOLUME XII, NO. 1

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TOTAL QUALITY MANAGEMENT JOURNAL

As we head into the '90's, we at Loral Data Systems must focus on continuous improvement to maintain our competitive advantage and grow our position in the world markets. Total Quality Management (TQM) describes a common sense approach for doing just that. In addition, TQM will become a directive of the Department of Defense (DoD) for all defense contractors.

WHAT IS TQM? TQM is a continuous improvement process involving everyone in the organization in a total integrated effort to improve performance at every level. TQM stresses courtesy, enthusiasm, and teamwork in dealing with every internal and external customers' needs.

The elements of TQM include:

- 1. Continuous improvement
- 2. Elimination of waste
- 3. Employee involvement
- 4. Communication
- 5. Statistical process control

There are several pilot programs currently underway at LDS to explore and develop TQM philosophies; projects are, 1) CVR PWA progressive line, 2) Aviation control unit workcell, 3) Introduction of Aviation solid state recorder, 4) GenRad functional testing and, 5) Metal fabrication processing. The thrust of these pilot projects focuses on the elimination of waste and establishment of a continuous improvement culture.

HOW DO WE START? Identify your customers. Evaluate your contributions to meeting their needs. Participate in the training sessions being scheduled to begin in April.

REMEMBER:

IF YOU ALWAYS DO WHAT YOU'VE ALWAYS DONE YOU'LL ALWAYS GET WHAT YOU'VE ALWAYS GOT

For a listing of available publications and videos please see Bob Wallace or Rob Ramey. Thanks to a state grant received through the efforts of Phil Luquette and Kathleen Kough of Manatee CC we will have company wide training on TQM. Training will be starting in April and will continue in all phases of our business for all employees throughout the coming year.

BREAKING THE BARRIER

This past November, 1989 several of our Recorder Engineers attended the Annual Airline International Electrical Meeting, representing Fairchild Aviation Recorders in West Berlin, Germany.

No one could possibly have known the world events that would occur during the first weeks of November when our representatives were in Berlin. Their hotel was only a few miles from the famous 100 mile "Wall". Ron McDeed gave us the following story and accompanying pictures.

"We spent our first afternoon in Berlin in a taxi cab with a driver who spoke fluent English. He gave us a history lesson about the wall, how it was built, and detailed information about the use of the wall and its



RonMcDeed at Checkpoint Charlie

As we arrived near "Checkpoint Charlie" there were two very large buildings where the Nazis had their Headquarters during World War II. The wall split the city and the building in half. The buildings were joined underground where interrogations and tortures had been conducted. The wall was also built deep underground to separate the two sides and to keep people from escaping. These buildings were built so strong that the U.S. military could not blow them up. In trying to do so, they destroyed the interior of the building and left the walls standing. Later they were rebuilt and made into offices and professional buildings.

Now that the wall was opened, the driver told us about the excitement in East Berlin. People were so impressed with the availability of fresh fruit in West Berlin, the stores were sold out of stock before the weekend was over. There were some East Berlin people who had never had a banana. They were told that most fresh fruit is very hard to find and bananas were not available in East Berlin at all. We also had the opportunity to see East Berlin families in a West Berlin "supermarket" scraping money together to buy just one piece of chocolate. In surveying the situation, I selected a small box of candy (about \$2.00) and just gave it to them and smiled. (Editor's note: This proves that "The Ugly American" is not so ugly after all!)

The East Berlin people were allowed into West Berlin at a ratio of 10:1 which made it almost impossible for those from the west side to go over to East Berlin.

The closest landmark to our hotel along the Berlin Wall was the Brandenburg Gate. This is where a great deal of the TV and news coverage was taken, showing people standing on the wall in protest. We visited the museum which was inside an old building with winding stairs. This building contained artifacts and stories of people who escaped from the East. This would be worth a visit by any American who has the opportunity to visit Berlin.



Chipping away at the wall

Fred Wheeler and I chipped away at the wall with a pair of pliers when we were stopped by a soldier who told us to leave. However, we noticed that others were also chipping away to bring home some mementos of this occasion.

LORAL ANNOUNCES NEW TELEMETRY PRODUCT

As a direct result of the Boeing IUS System (RTADS) design and development, Loral has integrated subsequent advancements in hardware and software technology development to enhance the realtime distributed processing capabilities of RTADS resulting in an off-the-shelf, highly flexible standard product: the EMR SYSTEM 90.

EMR SYSTEM 90 telemetry system takes advantage of the processing power of the new EMR 8715 pre-processor to multiplex numerous telemetry streams. One or more DEC VAX series host computers can be integrated into an EMR SYSTEM 90 depending on customer requirements. Taking advantage of advancements in fiber optic and ethernet technology, up to 50 VAX workstations can be supported from an individual EMR SYSTEM 90 with no degradation to system performance. Given the above hardware options, versatile design of the EMR SYS-TEM 90 provides all the capabilities desired in a telemetry processing system while retaining a user option for configuring the amount of hardware included in the system. Thus, the EMR SYSTEM 90 can be configured as a single input link routed through a small inexpensive host computer to a single workstation: or multiple simultaneous input streams routed through a large cluster of host computers to a large number of workstations. Whatever hardware configuration is selected, the operators and users will utilize the same interface, and have the same set of capabilities at their disposal.

The capabilities of the EMR SYSTEM 90 are divided throughout four system levels; the telemetry front end (TFE), the preprocessor, the host processor, and the workstation levels. Data acquisition/synchronization are handled in the TFE. This includes frame synchronization, subframe (Rec. and l.D.) synchronization, as well as the processing of sub-subframe and asynchronous formats. The EMR 8715 handles format and engineering unit conversion, algorithm processing, alarm/alert checking on every sample. A higher order language interface is provided for the coding of unique algorithms. The host computer(s) performs TFE set up and control, database manage-

ment, realtime network data distribution which is independent of the number of workstations, data archival and retrieval, global data analysis program processing, data file editing and merging, and time reference manipulation. The workstations provide the operator/user interface, display, create and edit, realtime and archive data displays, local data analysis program processing, and hardcopy format/capture with hardcopy devices located on the host and/or individual workstations.

The basic premise behind the design of the EMR SYSTEM 90 is that a standard telemtry processing system which is configurable by the end user will provide that end user with the most cost effective solution to his telemetry processing problem. The EMR SYSTEM 90 is that system!

SPACE SHUTTLE VIEWING PASSES

A limited number of vehicle passes are issued to allow visitors to view a Space Shuttle Launch from a designated site on Kennedy Space Center. Passes are currently committed through several launches into 1990. It is not possible to reserve a pass for a specific launch. If you would like to have your name and address on a list for a vehicle pass for the first available Space Shuttle launch, please send a postcard with your name and address to:

PUBLIC AFFAIRS OFFICE PA-PASS KENNEDY SPACE CENTER, FL 32899

The scheduled upcoming flights are now scheduled for April 18, DISCOVERY, (no space available); May 9, COLUMBIA; July 9, ATLANTIS (no space available); August 29, COLUMBIA; October 5, DISCOVERY; November 1, ATLANTIS; December 12, COLUMBIA. Please be aware that this is an unofficial Space Shuttle Launch listing from February through December 1990. The KSC Public Information Office at 407-867-2465 is your contact for additional information or 1-(800)-432-2153.

SPS JUDGES LOCAL SCHOOL SCIENCE FAIR

Members of SPS were invited by Mr. Jim VanFleet to serve as judges for a science fair at McIntosh Middle School here in Sarasota on February 9, 1990. At the urging of **Don Opdycke** of SPS, the following ten people from SPS were joined by 8 other engineers and scientists from the Sarasota community to contribute their technical expertise to the judging effort.

Joe Lehmann Tom Taylor Phil Sorrentino Dean Becker Brian Nitz Bob Blazek Thad McCulloch Dick Van Deusen Gene Farnsworth Don Opdycke

There were 450 exhibits from 6th, 7th, and 8th grade students all arranged in the school gymnasium. Exhibits included the usual mold growing, plant growing and popcorn popping experiments. (There was NO consensus on which brand of popcorn was the best!) as well as some unusual experiments. The unusual included swamp water testing, paper towel absorption, and fabric flammability. It took over four hours to score the exhibits and select those worthy of display in the next level of competition. Everyone seemed to enjoy the break from work, the challenge of judging the multitude of exhibits and the view into the scientific mind of the next generation. Three cheers to our students at McIntosh Middle School and our future scientists.

FIFTH ANNUAL SALTWATER FISHING TOURNAMENT

Loral Data Systems held its Fall Fishing Tournament on Saturday, November 4, 1989 at South Lido Park. It was a beautiful day and the contestants were ready. There were 58 entrants, 19 teams. The aggressive contestants were both young and old, and some inbetween. The fish didn't stand a chance with these "professionals".

The prizes were awarded on a point system. First prize of \$200 went to **Brad Jones**, **Troy Frost and Brian Frost**, second prize of \$125 was awarded to **Jack**

(Continued)

Boehner, Tom McCarthy and Bill Kessler. Third prize of \$75 went to Al Marion, Greg Williams, Judd McLean and Jeff Marion. Fifth prize of \$25 went to Billy Fincher, Jack Routsong, and Danny Fincher. The largest point fish for a child under 12 was awarded to Jeff Marion, \$25, for a one pound, 3 ounce Sheephead.

The largest Trout was caught by **Brian Frost**, 2 lbs. 6 oz.; the largest Flounder, 5 lbs.,11 oz. was caught by **Mike Lockwood.** The largest Redfish, 6 lbs,5 oz. was also caught by **Brian Frost**. It would appear from the results of the tournament, that the biggest fish didn't get away on November 3.

Economy Tackle very generously donated almost \$300 worth of merchandise for the drawings. The total tournament purse was the largest ever. Each year the interest in this tournament grow along with the number of participants.

SECOND ANNUAL EMPLOYEE INVOLVEMENT BANQUET

On Friday, January 26, 1990 at the Chez Med restaurant on Siesta Key, 185 employees and guests of Loral Data Systems gathered for a night of team recognition, fine dining, and fun.

All through the year the teams had worked under the direction of **Phil Luquette**, with a problem solving process known as Employee Involvement. This process allows the teams to come together on a regular basis to solve problems within their own areas. Some teams also look at problems that are more global in nature. The analyzation and implementation of new ideas is another function of these teams.

Over 70 problems were solved and solutions implemented by 14 Employee Involvement teams in 1989. The banquet held in their honor was to formally thank each and every team member publicly for their contribution of the total effort.

The Award of Excellence each team received was determined by how the team had developed through the year as measured by the set of team development criteria given to them at the beginning of the year.

WELCOME ABOARD TO OUR NEW EMPLOYEES AT LORAL DATA SYSTEMS

Over 70 employees joined us between May and December of 1989. Many of those hired were originally placed as temporary employees through temporary employment agencies. In July and December, due to the growth in our business, we were able to put many of these temporary employees on board as regular employees of Loral Data Systems. Some were employed in the Operations area and others were placed in varied positions throughout the plant.

Many of our other new hires were brought in to our Software Engineering areas, Technicians, Finance, Customer Support, Clerical and Security areas. We wish them all well in their new endeavors.



Jose F. Alvarez, Jr. Sr. Production Engineer Operations



Anna Lou Arnold Shipping/Receiving Operations



Abby Brewington Material Attnd. Helper Operations



Kris Brown Maintenance Spec. Operations



Lois Brown Technician B Operations



Mark Bruning Assembler Operations



Kevin Burns Assoc. Signal Analyst SPS



JoAnn Burton Assembler Operations



Neil Carlson Assoc. Program Mgr. SPS



Tony Carwile Sr. Prin. S/W Engineer Telemetry



Clara Cliburn Assembler Operations



Herbert Cocks Sheet Metal Mech. B Operations



David Condon Technician B Operations



Annette Conrad Assembler Operations



Anthony Conway Technician B SPS



Donald Corbin Illustrator Graphic Arts



Paul Dean Machine Mech. Hlpr. Operations



Dan DeHanes Sr. Systems Engineer SPS



Craig Della Vedova Assembler Operations



James Duncan Technician B Operations



Ch tine Edwards Mater al Attdt. Helper Operations



Mary Elmore Assembler Operations



Cora Fordham Assembler Operations



Judith Franzone Assembler Operations



Terry Godwin Principal S/W Engineer SPS



Gary Graham Service Rep. Customer Support Lancaster, CA



Susan Hayden Word Proc. Operator B SPS



Tom Hayden Service Rep. Customer Support Merrit Island, FL



Karen Hemmerlein Associate S/W Engineer SPS



Stella Hitsman Assembler Operations



David Hrusecky Assembler Operations



Eric Hudson Technician B SPS



Laura Hughes Lead Systems Eng. SPS



Stacy Joseph Lead Application Eng. Telemetry Lancaster, CA



Barbara Kollar Staff Accountant Finance



Patricia Kress Assembler Operations



Timothy Kurnik Associate S/W Engineer SPS



Leona Lancey Assembler **Operations**



Barbara Langdon Assembler Operations



Ken Lee Senior S/W Engineer SPS





James Lockard Connie McKinley
Prin. S/W Engineer Logistics Coordinator
SPS SPS



Connie Musser Security Coordinator



Gary Myers Sr. Tech Writer SPS



Thomas Newhouse Technician B Operations



Sheri O'Donnell Assembler Operations



Linda Pannill Accounting Clerk Finance



Julia Parrish Assembler **Operations**



Dan Passer Service Rep. Customer Support Lancaster, CA



Karen Picard Technician B Operations



Donna Ramsey Assembler Operations



Sam Rich Assembler Operations



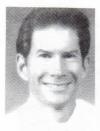
Kurt Rowe Senior S/W Engineer Telemetry



Kimberly Speight Assembler Operations



Mike Stapleton Photographer Graphic Arts



Thomas Swain S/W Engineer Telemetry



Kathryn Tackitt Assembler Operations



Barbara Tavener. Graphic Arts Clerk Reprographics



Berta Theiss Assemb er Operati ns



Joann Tonkin Secretary Telemetry Tech Pubs



Susan Tower Prod. Control Clerk B Operations



Edward Tune Technician A SPS



Roger Twigg Assembler Operations



William Underwood Sr. Technician A SPS



Andrew Van Ore Accountant Finance



Carolyn Vanderburg Assembler Operations



Angela West Security Specialist Safety/Security



Shirley Wilson Assembler Operations

BARRIER (Continued)

Just the opportunity to see some of the faces on these people who had the opportunity to meet with old friends and relatives from whom they had been separated most, or all of their lives, was the most thrilling and moving part of the entire trip. We were viewing, first hand, history in the making.

We also brought home some East Berlin coins as a souvenir. When our German representative asked some of the East German people to exchange their marks for a D Mark, they told us that East German money was worth nothing and were more than willing to make the exchange.

The pictures were taken at the wall by Fred Wheeler, Barry Hawkins, Carl Palkovich and myself.

Story by Ron McDeed



View of the graffiti on the wall

ETHICS HOTLINE

INTERNAL HOTLINE: EXT. 6869
INTERNAL CONTACTS: MARK MUSTICO

EXT. 6917

ALL OTHERS: ROYAL BECHTOLD EXT. 5544 LORAL CORP.: BOB LAPENTA: 212-697- 1105 ROBERT GREGG, FALLS CHURCH, VA.:

LORAL OMBUDSMAN 1-800-842-2651

SPECIAL OLYMPICS IN SARASOTA

In December, 1989, there was a Special Olympics Program covering a seven county area held here in Sarasota and Venice. Special Olympics is a special program for special people. It also takes a special kind of people to volunteer to work this program.

On Saturday, December 9, several of our employees and their families volunteered to assist in this special event. The sports included Bowling, Basketball and Weight Lifting. There were over 700 athletes participating in these events. The bowling events took place at the Galaxy Lanes in Sarasota, Venice and Bradenton. They also utilized the Sarasota Lanes and the Super Bowl Lanes of Venice. Venice High School gymnasium was used for the other athletic events.

Kim and Jim Avant, JoAnn and Earl Tonkin, Bill Kirby, Debbie Sutor and Mary and Gary Petersen volunteered their time that day. This event involved many people in our area, those who were the participants and those who were the volunteers. For any additional information regarding these worthwhile events in the future, you can contact Linda Robinson at 966-2590. If you or any members of your family have the time to donate to this worthwhile event, you will not only be doing a good deed but it will give you a warm, fuzzy feeling for a long time.

EMPLOYEE REFERRAL BONUS WINNERS

Pictured below are employees who have been awarded a bonus for successfully recruiting new employees for Loral Data Systems.



Tom Tkach, Kathy Cater, Buck Tolbert, Pat Carney and Bill Waggener, Jr.

YOUR LORAL SAVINGS PLAN

Effective October 2, 1989, the management of our savings plan was moved from Texas Commerce Bank to Fidelity Investments. This change is significant to everyone as it provides much better access and more timely information on your account. To access your account you simply call: 1-800 - 544 - 0065 and a Fidelity representative will assist you with your needs. For general information about your account investment options, call: 1-800 - 544 - 6666.

It is important to remember that with this change we are each responsible for managing our personal accounts. Effective January 1, 1990, the investment options became the Retirement Money Market Portfolio (which does not appear in stock listings), Puritan Fund, and the newly added Magellan Fund. The Puritan and Magellan funds are listed in the Stock section of the paper, listing MUTUAL FUND QUOTATIONS. These funds are shown under "Fidelity Invest:." Read further down the column until you see

"Magln" and "Puritn." The figure to the far right will reflect the up or down change in the price.

You may invest your current funds and your future contributions in 10% increments any way you wish in these three funds.

Fidelity has provided investment descriptions on each fund. The Retirement Money Market Fund is the most conservative investment, while Puritan and Magellan both expose your funds to market risk. Remember that if you haven't called Fidelity to make any changes, both your current and future savings are going into the Puritan Fund. You will receive quarterly reports on your accounts sent to your home.

If you should need more information contact Alma Sanger, Benefits Coordinator at Ext. 5526.

Remember, only YOU may manage your account.

ANNIVERSARY CELEBRATION HELD AT PRESTANCIA COUNTRY CLUB

A dinner in honor of our employees celebrating major service milestones was held on Monday, February 5 at the Prestancia Country Club, Sarasota. This dinner honored those employees whose major service anniversary date occurred during the period of July 1989 and March 1990. These employees pictured attended the dinner given in their honor and were presented with their watches or plaques representing their years of service. A total of 530 years of service is represented by these loyal friends.



Front Row, L to R: Wayne Norman, 30 Yrs., Hans Napfel, 30 Yrs., Kay Cole, 20 Yrs., Joanne Mixon, 25 Yrs., Gary Bowers, 20 Yrs., Nevel Christie, 35 Yrs., David Hart, 20 Yrs. Back Row, L to R: Ed Sleeman, 30 Yrs., Wyatt Bishop, 30 Yrs., Jack Cain, 25 Yrs., Robert Petrey, 20 Yrs., Charlie Hall, 25 Yrs., Robert Williams, 25 Yrs., George Bennett, 30 Yrs., Jack Boehner, 35 Yrs. Missing from the photo are Lillian Conway, 20 Yrs., Carmen Ireson, 30 Yrs., Dorothy Watson, 30 Yrs., Carolyn Smith, 25 Yrs., and Royal Bechtold, 25 Yrs.

UNITED WAY OVER THE TOP

The United Way 1990 Campaign started up with a bang by having employee meetings for two days. Each group was shown a film by United Way members and also had the privilege of hearing a United Way speaker give further details about the program.

With the help of many of our employees acting as volunteers for the United Way, were are pleased to announce a total sum of \$42,270.75 was pledged or given by a cash donation. The Company gave \$15,000 and the balance, \$36,115.87 was pledged by our employees. We went over the TOP and were very pleased with the cooperation and enthusiasm shown by Loral employees for this worthwhile community project.



United Way volunteers: L to R: Front: Joe Keller, President, Delores Martinez, Helen Duthe Ann Murray, Ernestine Anderson, Rita Keen, Baba Marrero, Charles Murphy and Alexander Young from U.W., Susie Carrico, Harriett Fincher, Jon Wolf, Kathy Cater. Back Row, L to R: Cynthia Morris, Willine Lahman, Cheryl Tyburczy, Marie Keeney, Dir. of Human Resources, Chris Govaars, Dot Berner, Victor Powell, Shirley Buerge, Deborah Stilley, Phil Luquette, Verna Lee Frye, Ann Mongillo, and Christine Edwards

At the end of the week drawings were held from the box containing the names of donors to the program. The employees winning \$100 bonds were Geraldine M. Schlotterback, Betty J. Mathews, Susan I. Maynard and Hans G. Kaiser. A membership at the YMCA was won by Ken Troutman, a turkey was won by Troy Clark and a day off from work, with pay, was won by Arlene Klinebriel and Larry Dunham.

This was a very successful year for the United Way at Loral and we should all be proud of our accomplishment. Our thanks to all our loyal employees for contributing to the success of this program.

HAPPY ANNIVERSARY!!

JANUARY 1990



Front: L-R: Carol Vernooy, 10 Yrs., Kim Jaskolka, 5 Yrs., Willie Fisher, 5 Yrs., Greg Brooks, 5 Yrs., JoAnn Mixon, 25 Yrs., Gene Farnsworth, 5 Yrs., Art Sokol, 5 Yrs. Back Row, L-R: Michael Reilly5 Yrs., Bob Boyer, 10 Yrs., Fred Wheeler, 5 Yrs., Dave Harmas, 10 Yrs., Don Cupicha, 5 Yrs., Keith Marsh, 5 Yrs., Mike Mace, 10 Yrs.Not in photo: Dave Hart, 20 Yrs.

FEBRUARY 1990



Front Row, L-R: Ellis Burns, 5 Yrs., Sybille Sabbides, 5 Yrs., Julie Robinson, 5 Yrs., JoAnn Navitsky, 15 Yrs., Debbie Graham, 10 Yrs., Scott Havens, 5 Yrs., Back Row: L-R: Brad Jones, 5 Yrs., Nevel Christie, 35 Yrs., Jack Boehner, 35 Yrs., Jack Bauder, 5 Yrs., Gary Mahaffey, 5 Yrs. Not in Photo: Jim Schadl, 10 Yrs., Andy Berecz, 5 Yrs.

MARCH 1990



Front: L-R: Janet Cave, 5 Yrs., Beth Corbin, 5 Yrs., Michelle Crawford, 10 Yrs., Donna Roth, 10 Yrs., Back L-R: Jay Boardman, 10 Yrs., Kemp Mednick 5 Yrs., Chuck Arterton, 10 Yrs. Hans Napfel, 30 Yrs. Not in photo: Patty Woolums, 10 yrs., Rick Farina, 5 Yrs. Bob Blazek, 5 Yrs.

INSURANCE BENEFITS -- AND WHAT THEY COST IMPORTANT DATA FOR INCOME TAX PURPOSES

1989 MEDICAL INSURANCE PREMIUMS FOR EMPLOYEE AND DEPENDENT COVERAGE, (NOT INCLUDING LONG TERM DISABILITY)

	<u>WKLY</u>		TOTAL COST
Employee	\$2.58	X 53 PAY PERIODS =	= \$136.74
Employee & Spouse	\$5.16	X 53 PAY PERIODS =	\$273.48
Employee & Child(ren)	\$2.58	X 53 PAY PERIODS =	\$136.74
Employee, Spouse & Child(ren)	\$7.74	X 53 PAY PERIODS =	\$410.22
1989 Г	DENTAL INS	URANCE BENEFIT PREM	<u>IIUMS</u>
Employee	\$.70	X 53 PAY PERIODS =	= \$ 37.10

X = 53 PAY PERIODS =

X = 53 PAY PERIODS =

X 53 PAY PERIODS =

\$ 85.86

\$ 85.86

\$122.43

\$1.62

\$1.62

\$2.31



Employee & Spouse

Employee, Spouse

& Child(ren)

Employee & Child(ren)

P.O. Box 3041 Sarasota, FL 34230 (813) 371-0811

Address Correction Requested

Editor: BERENICE HENDERSON (x6945)