

# CPD NEWS

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## BUILDUP OF SERVICE...AND EXPERIENCE

The CPD News' May listing of "Salute to Service"...shows a fast accumulation of years, experience and knowledge in the communication and rectifier businesses.

IN FACT, SOME 81 EMPLOYEES WILL OBSERVE FIVE-YEAR ANNIVERSARIES WITH GE THIS MONTH; AND JUST ONE MAY SERVICE ANNIVERSARY TALLIES TEN YEARS. NO OTHER EMPLOYEES ARE LISTED FOR SERVICE ANNIVERSARIES IN MAY (IN MULTIPLES OF FIVE YEARS).

The May salute adds up an impressive 415 years of know-how for pleasing customers!

## NEW SAFETY SLOGANS...

Brand new safety signs up throughout the plant remind employees of school youngsters and others -- in their outside safe driving habits.

THE SIGNS, PAINTED AND INSTALLED YESTERDAY, READ "Give Children a Brake."

## Good Motto for Our Installation Men

### HAVE Communication Know-How: WILL TRAVEL



RON WICK...tells about installation.

## TENNIS SEASON OPENS THIS WEEKEND...

The ancient sport of tennis gets recognition here this weekend, as the General Electric Employee Recreation Association "officially" opens the season launching its annual Ladder Match.

THE LADDER PROVIDES COMPETITION FOR ALL TENNIS PLAYERS -- NEW OR PROFICIENT AT THE SPORT. BRIEFLY, THE LADDER CONSISTS OF A NUMBER OF PLAYERS LISTED CONSECUTIVELY. PLAYERS CHALLENGE OTHERS OF A HIGHER POSITION...AND IF SUCCESSFUL IN THE MATCH, TAKE THE CHALLENGED PLAYER'S POSITION. AFTER A FEW WEEKS OF PLAY, PARTICIPANTS FALL INTO POSITIONS REFLECTING THEIR GENERAL ABILITY OR LEVEL OF SKILL.

This type of competition makes it possible for players of little or no experience to enjoy the competition, along with veteran players.

Those who want to participate in tennis activities should contact Bill Hamilton, Ext. 464/343.

## A RUSH CALL...FOR THE GOVERNMENT

If the low ceiling --500 ft.-- in our nation's capitol had lifted in time yesterday, Lynchburg General Electric people would have been wide-eyed as they looked out on the lawn.

THE US ARMY, NEEDING THREE OF OUR PACER UNITS FOR AN EMERGENCY INVESTIGATION IN ALABAMA, HAD PLANNED TO SEND A 'CPTER DOWN YESTERDAY: TO LAND DRAMATICALLY ON OUR PROPERTY, PICK UP THE UNITS AND BE OFF AGAIN.

As it was, our Major Accounts Manager Ken Graham, in CPD's Washington Sales Office and George Bishop, Manager-Mobile Order Service got their heads together...and shipped the mobile units by bus. Even so, the customer received the units in less than 18 hours after he had placed the order!

That's service for you!

## SEASON OPENER

The S&L "Toppers", Lynchburg's representative in the newly formed Va-Carolina Fast-Pitch Softball League, will open the season Saturday night at E. C. Glass High School, Game-time: 7:00 p.m. -- General Electric men on the team include Garland Haynes, Pat Carwile, Mott Layne, C. W. Mathews, Vernell Martin, Tom Garnett and J. D. Allen.

## A Close One

### ILLINOIS WINS IN BOWL...FACES DENVER

If Worcester Polytechnic had answered one of the last questions -- *What does an antistratfordian believe?\** --it might have meant a deadlock tie for the first time on the popular quiz show.

BUT VARSITY SCHOLARS FROM THE ILLINOIS INSTITUTE OF TECHNOLOGY CLAIMED A CLOSE VICTORY, 155-135. AS WINNERS, ILLINOIS THIS WEEK FACES A TEAM FROM THE UNIVERSITY OF DENVER.

The show, telecast live and in color on NBC-TV, comes on the air at 5:30 p.m. each Sunday.

\*The answer, by the way, is one who believes somebody else wrote the plays attributed to Shakespeare.

Friday Feature

(Continued from Page one)

time are involved in installation work. But for the most part, our Customer Services organization under his direction takes care of the mobile systems and telecommunication jobs when they leave our assembly lines and test areas. Of course, the Communication Engineers in the field -- in each sales district -- now report to Customer Service, and help our network of Service Stations in taking care of most of the small-order mobile installations.)

"WE IN THE HEADQUARTERS OPERATION THINK OF OUR INSTALLATION WORK IN THREE MAJOR PHASES", RON EXPLAINS:

1. First, there's the physical installation --our equipment, plus necessary towers and buildings which subcontractors take care of.

2. Then, there is a checkout and alignment of the "system" to make sure that everything is working smoothly.

3. Finally, comes the Acceptance Test, the final procedure, usually specified by the customer contract, to make certain that the system will do what the customer wants it to do.

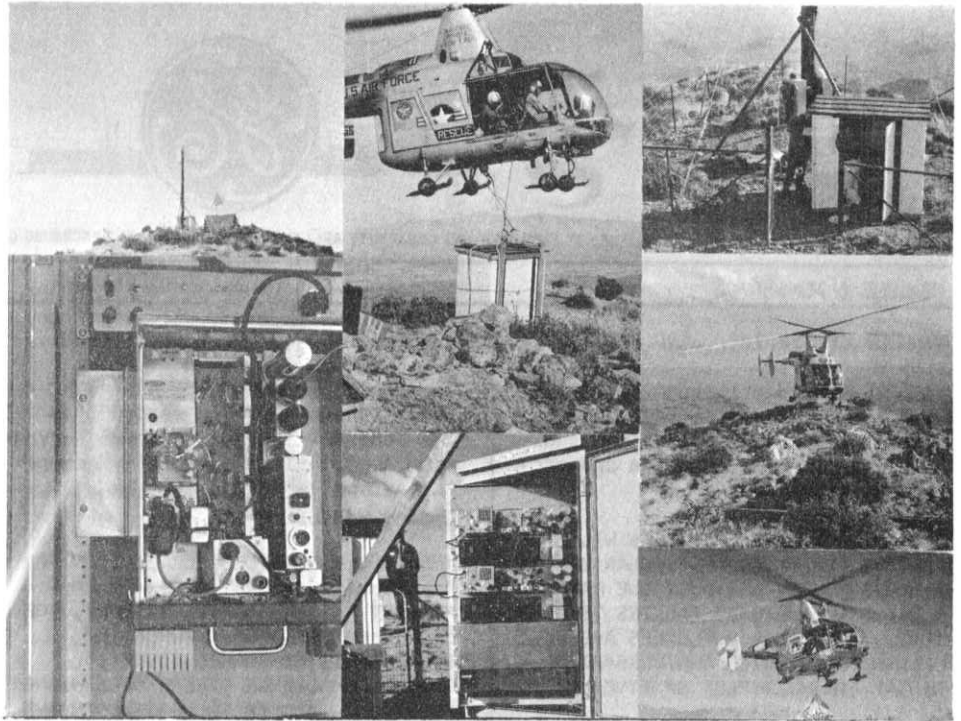
OUR RECENTLY ADDED FACTORY SYSTEMS TEST TAKES CARE OF PRE-TESTING THE TELECOM SYSTEM...WITH ALL ITS COMPONENTS before it goes into the field. THIS IS A PART OF OUR PROGRAM TO ASSURE THE COMPATIBILITY OF ALL COMMUNICATION EQUIPMENT IN THE SYSTEM.

"It's much better obviously to test systems and make necessary corrections before the equipment is shipped to the field", Ron comments: "Using this approach is giving us noticeable improvements in the field -- like in the United Gas installation we are just completing, which was speeded up considerably."

THE OBJECTIVE, RON POINTS OUT, IS TO DO "BETTER" INSTALLATION JOBS AT "LESS COST AND TIME" WHICH IN TURN HELP SELL OUR CUSTOMERS ON GENERAL ELECTRIC COMMUNICATION EQUIPMENT. BUT OBVIOUSLY, INSTALLATION WORK IS NOT ALL "PEANUTS" AND SMILES:

\*Getting everything done right on a project -- the design, application, manufacturing and testing -- and having it completed on schedule, by the time promised -- allows the installation people to do their assigned tasks faster...easier... and cheaper!

\*Wrong or incomplete specifications -- alarm systems which don't work for example -- or equipment



WASSON PEAK...near Tucson, Arizona, is an unusual installation site, where equipment was placed in conjunction with a special "Titan" study of CPD-designed and built equipment for the Air Force. Airlifts -- by helicopter -- were necessary because there were no roads available to the top of the mountain. Note bottom photo at left shows unusual way to mount mobile equipment. Photo next to it (bottom center) shows two receivers, one transmitter plus power supply unit in shed. Completed shed (which houses the repeater station) is shown in top right and left photographs. This military installation was handled by a team of our Special Project Engineering technicians and engineers, headed by John Fox, who is Manager-Field Support.

which won't meet specifications are the types of problems which cost the Department more money... and produce customers with headaches and "short" tempers.

OUR INSTALLATION AND MAINTENANCE SERVICES ARE COMPARABLE WITH MAJOR COMPETITORS, THOUGH WE (LIKE THEY) ARE STRIVING TO DO OUR BEST TO PROVIDE THE CUSTOMER WITH IMPROVED SERVICES AT REASONABLE COSTS WHICH MAKE HIM BUY AND BUY AGAIN.

Although each job produces its own unique situation, and unusual circumstances, one irregular building in the Elder Mountains near Chatanooga probably represents the most expensive repeater station in the world. It seems that the owner of the land where Southern Railway needed to add a repeater station had his palatial home nearby. He would sell the land only on the condition that an elaborate building -- compatible with his home and the surrounding countryside be erected to house the GE repeater equipment. The building, now complete, cost more than \$30,000.

OUR INSTALLATION TEAMS INCIDENTALLY ARE JUST WINDING UP WORK ON THE SOUTHERN RAILWAY II SYSTEM...THE LARGEST INSTALLATION JOB EVER ACCOMPLISHED BY THE DEPARTMENT. APPROXIMATELY 20 DIFFERENT MEN WORKED ON

THE PROJECT, ESTIMATES AL CALDERA, MANAGER-TELECOMMUNICATIONS FIELD ENGINEERING, WHO WORKS WITH WICK.

If you talk with the men themselves (though this is tough to do, as most of them -- are in the field on any given day), you will learn that the greatest pressures they face is *time*.

But their good teamwork efforts at getting equipment in place and working properly pays off. Their installation of equipment runs from Florida (where they are installing add-on mobiles and telecommunication equipment for the Sunshine Parkway) to Maine (where they will soon begin work on additional microwave equipment for New England Electric system). Other installations just complete have taken our engineers to the islands of Hawaii...and the badlands of the Dakotas.

NO MATTER WHERE THEIR PACKED SUITCASES TAKE THEM, OUR INSTALLATION MEN -- WHO ARE STILL OTHER PUBLIC RELATIONS AMBASSADORS FOR OUR BUSINESS, KNOW THAT REGARDLESS OF CLIMATE OR ENVIRONMENT, *the heat is on FOR A TOP QUALITY, QUICK JOB!*

GENERAL ELECTRIC COMMON STOCK

General Electric stock closed yesterday afternoon at 82-3/8...off 1 point over the previous day's closing.