GATES INTERCOM

PUBLISHED BY AND FOR THE EMPLOYEES OF GATES RADIO COMPANY
A DIVISION OF HARRIS-INTERTYPE CORPORATION

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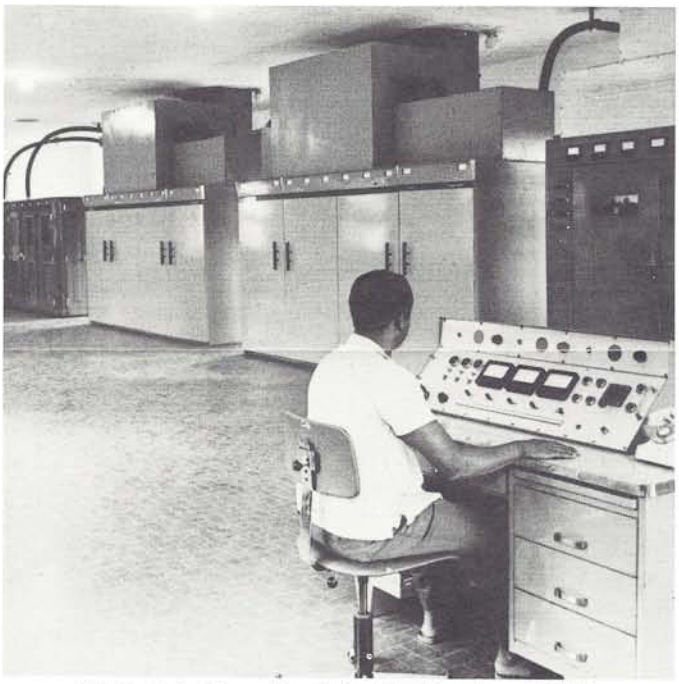
GLOBO BROADCASTING NETWORK, RIO de JANEIRO ON THE AIR WITH TWO VP-50's

Gates triplexer antenna, serves three radio stations.



"Radio Globo" transmitts with two VP-50's and one BC-10H.

In the past years, our neighbor to the south has experienced difficulty in achieving top-notch AM broadcasting. The city of Rio de Janeiro is divided into two sections by a 3,000 foot mountain range. Even with three radio stations, transmitting from three different sites, the desired quality of broadcasting could not be achieved. Neither side of the city could be disregarded as both are commercially important. So the problem persisted, where to place transmitters so that all areas of the city could be reached. The natural solution was to find a common site, facing both parts of the city, a site where all three radio stations could operate from the same tower. A place such as this could be found on the opposite shore of Guanabara Bay. Aerial photographs were taken and to everyone's delight, an abandoned island only 600 feet from the mainland was discovered.

The island was purchased and the idea grew to build the most advanced broadcasting plant in all of South America. Money was not a drawback as the old radio stations were located in the valuable industrial district of Rio.

Gates Radio was consulted on the feasibility of tri-plexing two 50 Kw and one 10Kw transmitters on the same antenna. Gates Engineers came up with the solution and the equipment was ordered. In addition to the complex 50Kw triplexer designed by Bob Bush, Globo ordered two VP-50 and two BC-10H transmitters. Thus a problem was solved and a sale was made.

All three stations have been operating continuously from the island since April of 1970. Since that time, it has become increasingly evident that there was a need for a complete overhaul of some of the old studio equipment. As a result, the old audio consoles have been replaced with Gatesway II and Diplomat Audio consoles. And just this past month, it was learned Radio Globo is planning a new stereo FM station with Gates equipment strongly considered.

If you think this is a "Happy Ending", just read on. The human side of this project has not been overlooked. Each technician gets a rent-free, two or three bedroom house and an eighteen foot catamaran provides continuous transportation between the island and the mainland. Extensive work is also underway to landscape the area so that it will fit the traditional concept of "A South Sea Paradise".

Anyone for Rio de Janeiro?

FOCUS FOCUS FOCUS FOCUS

CUSTOMER VISITS

One of Gates' most effective order-producing activities is a customer visit to our facilities. Almost without exception, a customer who has never been in our plant before leaves with a very favorable impression, and a greater confidence in our company. Our Quincy facility in itself is a solid order producer!

As they tour the plant, visiting customers are impressed by the variety and scope of the machinery in use and by the broad range of products which they see being manufactured. They are also impressed by the diligence of our employees and by their attention to the tasks at hand. Many visitors have commented on the quality of our employees, and what has obviously been a good selection process in obtaining the broad range of skills which we need to keep our complex manufacturing processes working smoothly.

One observation mentioned most frequently by visitors is the housekeeping. They never fail to comment on the sparkling floors, the orderly flow of work on the lines, the well-kept overall appearance, and the neat, organized arrangement in the stockroom.

This favorable impression of our plant on customers is an important part of the Gates' image. It produces confidence in the quality of our products. It also builds confidence and trust that we will handle our transactions with the customer in the same business-like manner as we conduct our in-plant operations.

During the past two years we have had an increasing number of customers visiting us. Much of this is the result of our television program. Since the purchase of a TV transmitter is a major investment, technical directors of TV stations insist on seeing an operating demonstration before they purchase. They want to check out the actual performance and compare it with their existing equipment, with competitive equipment, and with our catalog and sales literature claims. In fact, in several recent instances these customer inspections were primarily responsible for sizable orders.

Another factor generating increased customer visits has been the development of truly advanced new products, such as the SW-100 transmitter. Technical directors and engineering personnel from several overseas countries have made trips to Quincy just to see the SW-100 in actual operation.

The expansion of our export sales activities has brought many representatives from overseas countries who are now more frequent visitors. We expect this to accelerate as our export business continues to grow.

Gates' facilities are modern and extensive, and are as much a part of the products we sell as the design and materials which go into them. Our facilities are a great asset, and the welcome sign should always be out to our customers. At times this might cause some inconvenience and disruption, but the favorable impact which a well conducted tour of our facilities can make on a customer may produce big dividends immediately, and for many years to come.

Lawrence J. Cervoy

HAZEL KINDER RETIRES AFTER 17 YEARS

Hazel Kinder was well pleased with the retirement gift from her many friends as our picture indicates. This gift will keep her "On Time" as she flits from one place to another to enjoy the activities she has thought about during her 17 years of service with Gates.

Hazel joined the Company September 28, 1953 in the Transmitter Conveyor Assy. Department. Six years later, in January 1959, she transferred to Engineering Records and until time of her retirement, handled the re-production of blue prints and other data. She approached her job with a willingness and desire to please that made her an asset to the Engineering Records Department.

She will be missed by her many friends from her customary spot at the blue print machine and also from her place at the morning coffee clatch.

We wish her much pleasure and happiness in her retirement years.

Presentation of Hazel Kinder's retirement gift. Left to right: "Nibs" Jochem, Lillian Ball, Frank Schnier, Hazel, Dorothea Lahrman and Pauline Jenkins.

WALTER RICE PROMOTED IN SALES

Walt Rice was promoted to District Manager-Radio for the Tulsa Territory, effective February 1, 1971. Walt joined the Sales Order Dept. in October of 1969 and was promoted to Sales Specialist in September of 1970. Prior to joining Gates, Walt had been the Chief Engineer for KWIL-AM/FM, Albany, Oregon; an engineer for WSUI-AM/FM, Iowa City, Iowa; and Chief Engineer for WNWS-AM/FM, Waterloo, Iowa.

We extend best wishes to Walt in his new Sales position.

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THE GATES MTM PROGRAM TOTAL COMPANY INVOLVEMENT

The Gates MTM or Methods-Time-Measurement program began in October, 1967 with an intensive training schedule including special classes for all foremen, manufacturing supervisors, industrial engineers, methods technicians, and top management. The special skills taught to these groups have been used to follow a long-term plan for improving manufacturing methods.

MTM MAKES GATES MORE COMPETITIVE

In introducing the plan to manufacturing employees, Jim Eaton, Vice President of Manufacturing said: "The purpose of the MTM program is to reduce costs of our products as part of the company's overall effort to maintain a strong competitive position, and in doing so, improve job security for each of us". The MTM program is accomplishing this objective. For example, the company recently received a contract for five SW-100 transmitters for Malaysia. The bidding competition included a Japanese manufacturer who has the advantage of low labor rates. The Gates MTM program has significantly helped to reduce costs on this type of product so that we can profitably compete with the lower overseas labor rates. Vice-President—General Manager L. J. Cervon stated that this large order could not have been received if the bid price for the final SW-100 transmitters had been based on floor assembly type manufacture, or in other words, without MTM methods.

The cost reduction achieved on the CB-77 turntable provides another example of how the program helps to improve the company's competitive position. About two years ago Gates needed to reduce the price of its turntable by over 30% to meet stiff price competition. The cost reduction achieved by the MTM program helped to make it possible to reduce the selling price. Since that price reduction, turntable sales and production levels have increased from about 300 a year to nearly 1,000 a year.

THREE PHASES OF MTM

The MTM program used by Gates includes three phases which are:

1. **Standard Data Development**—This phase consists of a detailed examination of work methods, the selection of the best method and the determination of the fair time required to perform an element of work.
2. **Documentation and Standards Application**—In this phase, complete work descriptions are written, special production tools are developed and a time standard is made for each operation.
3. **Performance Measurement**—In this phase the actual time taken to accomplish each operation is compared to the standard time. The performance measurement is used to compare planned results with actual results.

Jim Gibson, Frances Olson and Bob Hoteling review detailed cable documentation and standards application.

Ren Scharnhorst develops operation sheets and standards for BT 1300H TV Transmitter.

Ken Carder, Ass't. foreman and Ed De Groot, Methods Tech. discuss operation sheet as Florence Hall, Kathy West and Jackie Watson continue assembly on Power Line #1.

Power Line #2, consisting of ten work stations, a group leader and a sample inspector. June Thomas, Pat Colvin, Foreman, L. Schlepphorst, Ramona Allen, Ruth Jones, Frances Kibler, Margaret Mardsbury, Virginia Butler, Marie Lang, Carol Eickelschulte and Pat Williams.

MTM IN ACTION

The MTM program began in Department 22 on Power Bench Lines 1 and 2. Larry Schlepphorst, Foreman, and Ken Carter, Assistant Foreman, and all the Department 22 employees have made significant progress in utilizing the MTM program to reduce costs. The first line went on standards in August of 1967 with a performance rate of 50%. Since that time the performance has improved to a level in excess of 100%. The kinds of problems encountered included such things as incorrect parts, a need for new tools, wrong wire lengths, print errors, sequence errors, operation sheet errors, and improper work methods. The solution to these problems was the most significant single factor in improving performance and eliminating frustrations which delayed production.

In Department 21 (transmitter assembly), the MTM program started in October, 1968. Pete Foxx, Foreman, and Jim Winking, Assistant Foreman, set a goal for the department to achieve 100% performance from the start. The actual performance has been consistently very close to the 100% goal. The supervisors give particular attention to problems which arise to detract from good performance.

Shirley Sheridan, Phyllis Fox, Neva Roberts, Marilyn Steighorst and Jim Winking work in Dept. 21.

Linda Plogger, Ed Gooding, Lovica Marksbury, Don Meyer and Wilma Huffman work in the staging area.

In July, 1970 MTM standards were first applied to printed circuit board assembly in Department 19. The methods in this department were significantly changed to use a progressive assembly line. Performance in the department began around 70% and recent performances are about 90%. Dave Kaufman and the people in Department 19 are looking toward a performance goal of 100% by monitoring and solving problems which reduce productivity. The Cable Department started under partial MTM this month and the Fabrication Sheet Metal Department is the next area scheduled for standards.

One of the important changes made to reduce assembly problems was to refine and broaden the staging function under Gilbert Allen. It is now the responsibility of staging to provide all the resources needed by the assemblers such as parts, hardware, wire, special tools, gauges, and operation sheets.

Dept. 19 top to bottom: Emmett Weisinger, Doris Gray, Areva Hartwig, Laura Pfaffe, Georgia Vaughn, Helen Prisner, Dorothy Hively, Archie Davidson, Marie Carter and Bev Hagemeister.

Cable Assy. in progress. Carrol Clow, Suzanne Tipton, Dee Pusey, Betty Stone, Betty Reddick, Jim Moss, and Mable Ballweg.

36 Con't.: Clara Smoot, Janet Jones, Kenneth Robertson, Jim Moss, Patsy Dean, Maxine Crooks, and Alleen Simmons.

Finance Dept. works on "Make Good Report". Left to right: Edna Howard, Lee Hageman, and Judy Tribbett.

Kenneth Carder and Larry Schlepphorst study weekly performance chart of Dept. 22.

QUALITY IMPROVED BY MTM

Howard Young, Plant Manager, and Bob Nickerson, Quality Control Manager, have developed a system to closely monitor quality in all departments concurrent with the MTM program. In both Departments 21 and 22, where several years of MTM experience have been accumulated, the number of workmanship defects has been reduced by over 80%. The improved documentation is a significant factor in reducing defects. Both Pete Foxx, Foreman of Department 21, and Larry Schlepphorst, Foreman of Department 22, have found that they and their people can devote more attention to quality problems since the start of the MTM program. They also report that many of the corrections made to meet the time standards also corrected existing quality problems.

Recently, the Financial Department completed a Make Good Report on the Gates MTM program which showed that the desired results are being achieved. The time required to assemble most of Gates standard products such as the BC-5H, FM-20H, and the Stereo Statesman Console have been substantially reduced and all Gates employees share in the benefits of improved cost competitiveness of Gates products.

INTERNATIONAL SALES OFFICE HOSTS OVERSEAS VISITORS

In recent months, our International Sales Office in New York has played host to many overseas visitors. Included in this list are the following men and a list of equipment that we have supplied to their areas.

Hermon Caro of Lawrence Trading Company, Amsterdam, Netherlands, Gates representative in Indonesia. Indonesia has purchased the following equipment: three HF-10B's, three HF-5B's, one HF-20B, three HF-1-M's and one ST-1A.

Kirpal Singh, Minister of Information and Broadcasting, Malaysia whose organization purchased five SW-100's.

S. Kamrani of Tele-Kala Company, Tehran, Iran, Gates representative in Iran. Iran has purchased one FM-10G, one FM-10H, six BC-10H's, six FM-250's, 25 President consoles and various audio products.

Congratulations to Joseph Guerrero, Mgr. International Sales Office and his capable staff for their part in completing the above mentioned sales.

Herman Caro and Joseph Guerrero discuss future sales of Gates audio equipment.

Kirpal Singh, Carl Fosmark and Joseph Guerrero confer on the varied possibilities of Gates automation equipment.

Mario Arrue demonstrates one of the advantages of the FM-20H-3 to S. Kamrani as Joseph Guerrero observes.

FACTORY VISITS AND PRODUCT DEMONSTRATIONS MEANS SUCCESS TO TV SALES

On January 7, 1971 five chief engineers from Iowa stations visited the factory as "The Iowa Educational TV Engineering Committee". This "Committee" consisted of Mr. Don Saveraid, Director of Engineering from the State of Iowa ETV; Mr. Keith Ketcham, Chief Engineer, WOI-TV, Ames; Mr. Charlie Quentin, Chief Engineer, KRNT-TV, Des Moines; Mr. Ed Tink, Director of Engineering KWWL-TV, Waterloo and Mr. Bob Engelhardt, Director of Engineering, KMEG-TV, Sioux City.

Before their visit these men indicated that they were not interested in Gates as a supplier since they felt RCA and GE produced a better product. However, within one week after their visit, the Engineering Advisory Committee made a unanimous recommendation to purchase a Gates BT-35H TV transmitter for KDIN-TV Des Moines, Iowa. Their written report gave enthusiastic praise for Gates as a supplier and for the Gates employees who can "Make It Happen".

This is how Quincy welcomes visitors.

THREE GATES MEN FILE PATENT APPLICATIONS

Pictured above is N. L. Jochem presenting cash awards to three of his men from Engineering for the good work they have done in filing individual patent applications. Next to Mr. Jochem is W. J. Kabrick, Audio and Automation Engineering Manager; L. J. Stanger, TV Engineer and H. I. Swanson, Lead Engineer. On the left is R. M. Veach, Director of Personnel. Congratulations to these three men on their outstanding work.

Service Awards

15 years
Sterling Johnson
Fabrication

10 years
Jim Eaton
Manufacturing

5 years
W. Leo Clow
Fabrication

5 years
Ralph Jones
Fabrication

5 years
Amanda Schnitzer
Automation

5 years
Frances Rouse
Automation

5 years
Dean Harness
Fabrication

1 year
Tom O'Hara
Sales

1 year
Bob Steiger
Government

1 year
Jeannie Genenbacher
Engineering

Welcome New Employees

Joseph Harris
Shipping

Wilma Huffman
Stock

Audrey Appenbrink
Cable Assy.

Ronald Kolb
Drafting

Larry Miller
Fabrication

Virginia Vadas
Int'l Sales

Kenneth Brooks
Int'l Sales

Nidia Arrue
Int'l Sales

Donna Penn
Service Repair

Mike Cleesen
Fabrication

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