

# INTERCOM

**HARRIS**

PUBLISHED BY AND FOR THE EMPLOYEES OF GATES

COMMUNICATION  
TECHNOLOGY

A DIVISION OF HARRIS-INTERTYPE CORPORATION

VOLUME 6

QUINCY, ILLINOIS

AUG.-SEPT., 1973

## GATES SERVICE CAPABILITY FOR RADIO AND TV

"Our job begins after the shipment is made" is the way Bill Ellis, Service Manager, describes the function of his expanding department. "We provide the instant follow-thru and after the sale back-up which customers expect when they purchase complex electronic equipment".

Gates Service Department stands ready with customer service available around the clock for radio and television broadcasters! During the 1972-73 year, 800 radio and TV stations availed themselves of this service.

The Gates Service Department, with over 30 employees, includes one field service group for radio products, and one for TV equipment. In addition, there are separate sections to handle service parts, repairs of customer-owned equipment, and refurbishing of used equipment. After-hours emergency technical assistance is handled by various members of the department on a rotating basis.

The complexities of the Service Department are multiplied many times by the variety of Gates products, and by the fact that many times the "caller" only knows that his station is "off the air". Our Service Department is staffed with people who first must determine the problem, then decide how it can best be corrected. During the 1972-73 year, Radio Service handled 12,341 service parts orders and made over 50 field trips averaging 4 days per trip. Customer Repairs handled 713 repair orders during the year, 624 Radio and 89 TV.

The continued dedication of this department provides radio and television stations with assurance that Gates service is all-inclusive, completely professional, and always at their command.



Tom Leschak brings the field service chart up to date by removing the entry of WVIZ-TV in Cleveland. Bill Ellis, right, congratulates Mike O'Brien on his part in the completion of this installation.



Bill Massey, left, Jim Marwood and George Hendrickson, of the radio field service group, go over results of a recent field trip that was made to assist an FM station.



A customer-owned TV product, made by GE, is tested after repair by Jim Brown as George Cribb, left, Bob Buck and Kim Hermann look on.



Marg Hudnut checks for available radio parts to complete a rush shipment as Nick Kraft checks off service parts orders that have already been shipped that day.



# FOCUS FOCUS FOCUS FOCUS



## GETTING OUT FROM UNDER

Our weekly Monday afternoon meetings with employees indicate that Gates' personnel are quite familiar with most of the problem areas which have shown up in our operation.

Many of these rough spots are the result of the rapid rate of economic expansion during the past year and the high level of business activity in the nation. A number of our problems, such as slow delivery of parts by vendors, training new people, heavy overtime, heavy expediting, and a record high backlog, are the same problems which face other industries in Quincy and throughout the manufacturing segment of our economy.

That is the overall picture, but our peak load situation was compounded because after a low fall and winter level of orders we did not react fast enough to handle the sharp increase in our business. Some slowness in action to increase plant capacity, expedite purchase orders, identify shortages early, and release shop orders quicker caused productions to slip.

Our current difficulty in maintaining production schedules is disruptive, has resulted in loss of orders, and is costly. It is also frustrating to Gates' employees who have a tradition of working around problems in their determination to get products made on time to satisfy our customers' needs.

Top level attention and a task force approach is being given to solving the problems of shortages, bottleneck operations and insufficient people. Everybody's cooperation is needed to take initiative to identify and do those things which will eliminate a bottleneck, solve a problem, and find a substitute which can keep our productions moving to get merchandise out to our valued customers.

Within the last twelve months the magnitude and complexity of our business has moved a big notch upward. We are larger, our product line is bigger, we have three major Quincy locations, our products are more complex, we have added color television cameras, and we have a new and heavy obligation to supply parts and service to customers who have GE-built products. Add to this the many new people in all areas of the company, the numerous promotions, and it is not difficult to understand why some of our problems are taking so long to solve.

We are operating in a boom period—perhaps at the very peak of it—and employment is at an all time high. This means a shortage of people for many jobs. So, many are working long hours, and the end may still not be in sight. We should all remember, however, that most shortages and heavy schedules are usually temporary, and that our objective has always been to maintain work stability and long term level employment, rather than to hire just for peak loads.

Gates' employees have faced tough challenges many times in the past. Few organizations have responded as often and as successfully in completing major projects and crash customer requirements on time. The challenge today is more subtle because there are so many things to tackle. But, it requires the same determination to work together, to cooperate with your fellow employees and your boss on a team basis to restore the smooth running operation which has been a Gates' trademark.

Our customers expect us to serve them well, and to whip whatever problems are causing delays. The customer is our boss—so let's show him what we can do.

*Lawrence J. Cerwoy*

## CONDOLENCES



Edna Mason

Sorrow was felt throughout the Company as death touched into the hearts and memories of most all our employees.

Edna Mason, a Gates employee for 22 years, died August 18, 1973 after a lingering illness.

Edna had worked in many departments during her employment and was well liked by all who knew her. Her outlook on life and her devotion to family and friends will long be remembered.



Omer Walton

Another deep feeling of loss was felt by the employees, when on September 10, 1973 death claimed the life of Omer Walton.

Omer, an employee of Gates for 22 years was known throughout the Company by all employees as a co-worker, friend, and as foreman of the Test Department, a guardian of the quality of Gates products. Omer was an involved, active member of the Madison Park Christian Church Boy Scout Troop and in December of 1970 was presented the "Scouter of the Month" award.

Death also reached into our "Retired" ranks to touch the family and friends of August (Gus) Kaufmann. Gus died September 9, 1973 after a short illness. He worked in the Maintenance Department for nine years, from which he retired in 1960.

In addition to the above families, we extend our condolences to E. J. Medlin whose son died August 2, 1973.

## EQUAL EMPLOYMENT OPPORTUNITY POLICY

As part of our continuing Affirmative Action Program we believe that each employee should, from time to time, review the Gates Division policy on hiring and promotions which we require to be carried out.

"It is the policy of Gates Division, in recognition of the essential rights of all employees and applicants as individuals, to recruit, hire and promote all job classifications without regard to race, color, religion, sex or national origin except where sex is a bona fide occupational qualification.

"It is also the policy of Gates to take affirmative action to ensure that all personnel actions such as rate of compensation, benefits, transfers, layoff, return from layoffs, Company supported training, educational tuition assistance, social and recreational programs and promotions shall be administered without regard to race, color, religion, sex or national origin except where sex is a bona fide occupational qualification.

"The Director of Personnel is responsible for administering this program and for providing a supporting or monitoring system to assure compliance."



## LONG TERM SERVICE AWARDS

Another Gates employee reaches the coveted mark of 25 years of continuous service. Congratulations were in order and were eagerly extended to Bob Bangert as he reaches this plateau of employment. Bob's work has been varied in these last 25 years. As Maintenance Foreman he has responsibilities and duties ranging from seeing that the plant is kept clean to overseeing the maintenance and repair of the most complicated machines and equipment needed to meet today's production schedules.

Bob is a most able and loyal employee and we all wish him many years of continued service.



Shown with Bob on the presentation of his 25 year award are: Joe Sutcliffe, Nibs Jochem, Bob Vaughan, Jim Eaton and Bob Fluent.

### BOB SWITZER—TOP RADIO SALESMAN 1972-73

"Pour It On" is the slogan of the Radio Sales Department, and Bob Switzer did just that in winning the Grand Slam for 1972-73. Bob's performance won for him the two top coveted trophies awarded in the Radio Sales Department. He sold 81% of the new AM and FM transmitters sold in his St. Louis area. His performance added up to 24 of a possible 29 points to win the top Sales Achievement Award.



Gene Edwards congratulates Bob Switzer on a job well done.

Top five in Sales Achievement:  
 Bob Switzer .....24 pts.  
 Art Silver .....17 pts.  
 Bob Hallenbeck .....15 pts.  
 Dave Orienti) Tie .....14 pts.  
 Red Lowder) Tie .....14 pts.  
 Bob Gorjance .....10 pts.

Top five transmitter salesmen:  
 Bob Switzer .....81%  
 Bob Hallenbeck .....77%  
 Jim Miller) Tie .....67%  
 Dave Orienti) Tie .....67%  
 Red Lowder .....64%  
 Stan Whitman .....63%

Congratulations to Bob and all our salesmen for their fine performance in the 1972-73 year.

### KGO-TV THREE-TRANSMITTER SYSTEM ON AIR

July 4, 1973 held added significance for the American Broadcasting Company and Gates for it marked the official "ON AIR" date of the new KGO-TV transmitting plant. Located on San Francisco's Mt. Sutro, KGO-TV boasts the most modern and complex VHF-TV transmitting system in the United States. Performance of the new KGO-TV transmitting plant, employing three Gates BT-25H1 IF Modulation transmitters in an extensive switching configuration, has met or exceeded customer specifications.

The installation of this turnkey project was supervised by Gates TV Service Department with final on-site checkout in June '73 by ABC and Gates engineers.

Congratulations are in order for Clara Jane Taylor who has completed 20 years of service to Gates. Clara has spent her employment years in the Government Department and is familiar with all the detail a job like this requires. Her long and extensive experience in this department makes her a definite asset in attaining a smooth operation on Government orders.

Clara's friendly attitude and her eagerness to help with any assignment exemplifies a true Gates spirit.



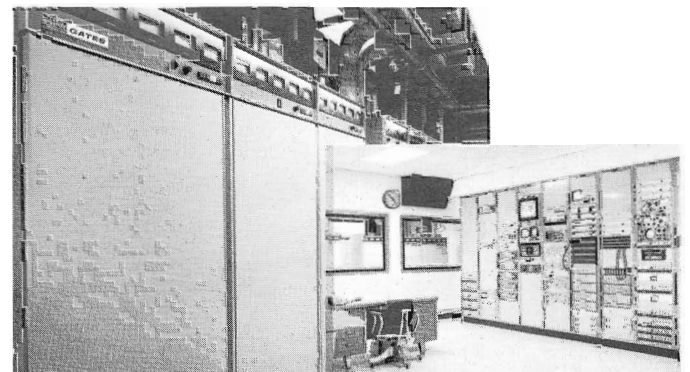
Pictured with Clara Jane are Gene Edwards (left) Thelbert Niehoff and Bob Fluent.

### 3 DAY AUTOMATION SYSTEM TRAINING SCHOOL FOR GOVERNMENT EMPLOYEES

September 4 through 7, 1973 was the date of a schooling session at Gates. Six men from the U.S. Government were on hand for the course. Overall instruction was handled by Jim Marwood who was assisted by George Stephenson, Jim Tucker and Gene Yochum.

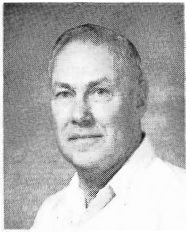


Pictured above (Standing) from left to right: Sgt. Eli (Cal) Miller, Zaragoza, Spain (Programmer) Air Force; Sr. M/Sgt. Briant M. Bowen, Wiesbaden, Germany (Technician) Air Force; T/Sgt. Kenneth R. Rogge, Vito, Italy (Programmer) Air Force; S/Sgt. Jerry San Giacomo, Vito, Italy (Technician) Air Force; Mr. Jose Martinez Alvarez, Rota, Spain (Engineer); George Stephenson, Gates; and ET2 Robert Boone, Rota, Spain (Technician) Navy. (Kneeling) Jim Tucker, Gene Yochum, Jim Marwood, and Thelbert Niehoff all of Gates.





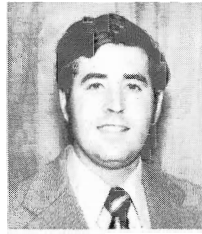
# Service Awards



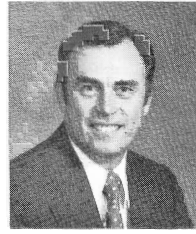
25 Years  
Eugene Crossan  
Floor Assy.



10 Years  
Bette Meyer  
Product Mktg.



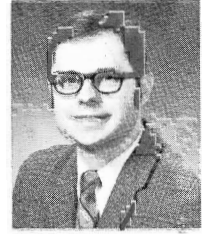
10 Years  
Howard Wallace  
Product Mgmt.



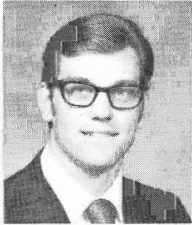
10 Years  
Gene Whicker  
Engineering Adm.



5 Years  
Jim Keller  
UHF Dev. Engrg.



5 Years  
Leon Stanger  
VHF Engrg.



1 Year  
Tom Bedford  
Personnel



1 Year  
Faye Goddard  
Plant Adm.



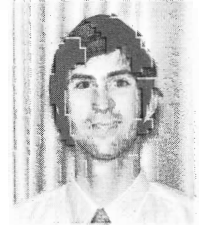
1 Year  
Ty Snyder  
Shipping



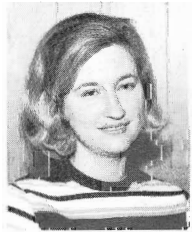
1 Year  
Bob Charles  
UHF Dev. Engrg.



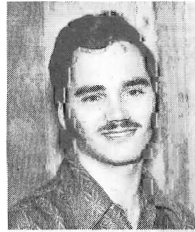
1 Year  
Bob Weirather  
Radio Dev. Engrg.



1 Year  
Chuck Smiley  
Radio Dev. Engrg.



1 Year  
Sue Bergstrasser  
TV Service Pts.



1 Year  
Roger Malaney  
Radio Service Pts.



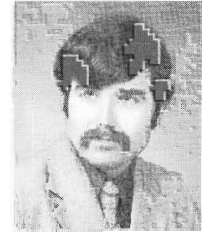
1 Year  
Steve Reis  
Drafting



1 Year  
Phyllis Reno  
Radio Service Pts.



1 Year  
Sue Uhlenbrock  
TV Sales Adm.



1 Year  
Richard Batterberry  
Credit



1 Year  
Carl Brown  
Inspection



1 Year  
Miriam Jimenez  
Int'l Sales



1 Year  
Dean Jones  
Maintenance



1 Year  
Nancy Shipe  
Purchasing



1 Year  
Daryl Waite  
Test Equip. Maint.

## UNITED COMMUNITY SERVICES OF ADAMS COUNTY, INC.

**Thanks to you it's working**

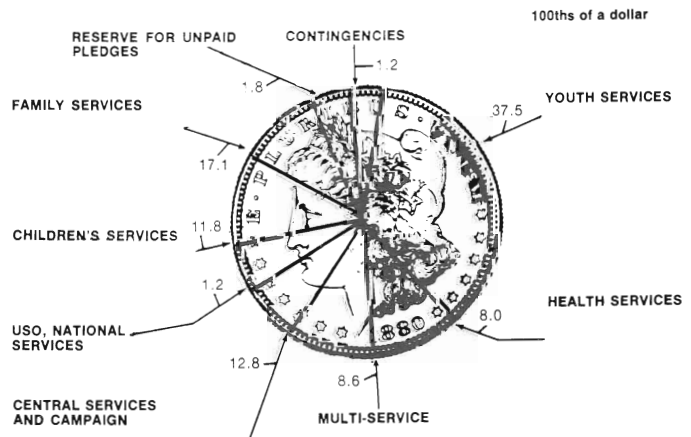


**The United Way**

The diagram to the right is of interest to all of us since October is the month in which the United Way Campaign is conducted. It shows the many ways that each dollar supports the broad range of services within UCS. It also points out that a one dollar contribution is spread awfully thin among

the services represented. For this reason, each employee is given the opportunity to give via year round payroll deduction. We urge you to seriously consider the need, use payroll deduction and pledge a Fair Share when you are asked to contribute this month.

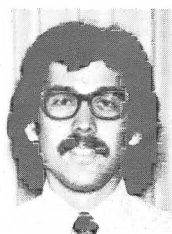
**HERE'S HOW YOUR UNITED WAY DOLLAR IS DISTRIBUTED IN 1973**







Geoffrey Mendenhall  
Radio Develop.



Jeffrey Steinkamp  
Mech. Develop.



Joseph Sainton  
Radio Develop.



Earnest Bowns  
Test Equip. Maint.



Sandra Hull  
Prt. Crkt. Bd. Assy.



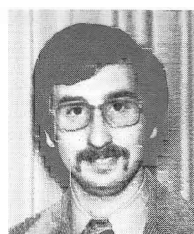
Carol Jones  
Fabrication



Wayne Schuster  
Material Ctrl.



Norma Cook  
Fabrication



Stephen Burd  
Indust. Engrg.



Wanda Meyer  
Conveyor Assy.



Michael Saxbury  
Floor Assy.



Anita Nutt  
Fabrication



Howard Killebrew  
Final Test



Cyndi Bickhaus  
Conveyor Assy.



Victor Mills  
Mech. Develop.



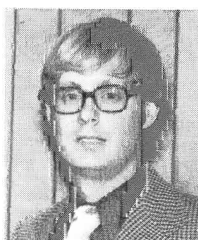
Michael Holder  
Fabrication



Roy Strube  
Floor Assy.



Dick Epping  
Fabrication



Jeff Browne  
Order Processing



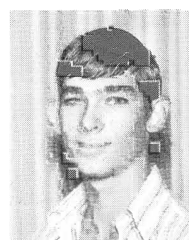
Lee Rector  
Radio Service



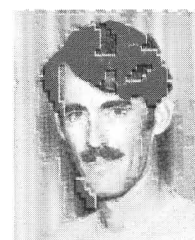
Wayne Nelson  
TV Service



Carolyn Baker  
Fabrication



Roland Farr  
Conveyor Assy.



John Baker  
Floor Assy.

## RETIREMENT



Earl Ryther congratulates Alvina  
on her fine service.



Gilbert Allen stands ready to help  
Hilda open her gifts.



Pat Bybee and Bob Fluent extend  
best wishes to Rog.

Retirement time means many things—smiles, gifts, farewells, good wishes and many times a few tears. With coffee and donuts for refreshments, employees gathered to wish long and happy retirements to Alvina Rice, Hilda Bocke and Rog Veach. As these three employees retire, they have completed a combined total of 66 years of service to Gates. Each will be remembered for their contributions to the Company in loyalty, initiative and hard work.

Alvina, Hilda and Rog, may your retirement years be long and happy and may you complete all the tasks you have set for yourselves.



# New Employees



Chris Renard  
Cables



Phyllis Melching  
Fabrication



Milda Henry  
Cables



Pat Lamanske  
Shipping



James Rogers  
Final Test



Mary Miller  
Fabrication



Susan Hull  
Conveyor Assy.



Jerry Long  
Fabrication



JoDeen Hollander  
Fabrication



Janice Lambert  
Production Ctrl.



Tom Hoskins  
Stock



Debbie Groce  
Prt. Crkt. Bd. Assy.



Les Brown  
Quality Ctrl.



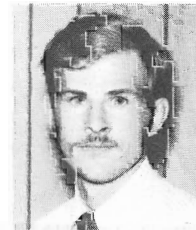
Rose Sitton  
Engrg. Records



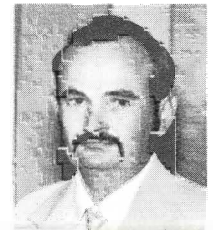
Margaret Miller  
Conveyor Assy.



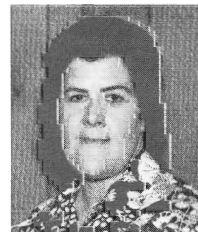
Mary Yeager  
Order Processing



Gary Harris  
Data Processing



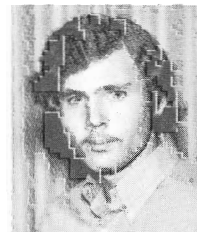
Will Bone  
TV Sales Adm.



Elaine Hayes  
Accounting



Delbert Flowers  
Fabrication



Mike Wills  
Floor Assy.



Steve Wagner  
Final Test

GATES DIVISION

**HARRIS-INTERTYPE CORPORATION**

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