



INTERCOM

QUINCY, ILLINOIS

PUBLISHED FOR EMPLOYEES OF THE BROADCAST PRODUCTS DIVISION

SEPT., 1980

THE PEOPLE BEHIND INTERNATIONAL INSTALLATIONS

As the Division becomes more heavily involved in international installations, new individuals have become important to our operation, the International Field Installation Engineers. While not known to everyone at BPD, they are critical to our success in this marketplace.

These engineers frequently work under conditions that would challenge the most competent of people, both technically and emotionally. Most international sites are located in places where communication with the plant are quite difficult and expensive. Consequently, these men must have the ability to solve problems as they develop and set their own schedules, plans and implementation of the installation within the allotted time frame. They are the frontline representatives of the Company with our customers and have tremendous influence on Company relations with that customer; at the same time having to provide their own food, lodging, laundry service and local transportation in strange, often primitive environments.

To ease these burdens, Program Managers in Quincy and in resident offices in the national capitals of these countries, provide quick reaction responses to requests for parts and/or technical advice. They also try to insure that everything is ready at the installation site before our installers arrive and that such personal necessities as lodging, food and local transportation have been arranged. But, as most field engineers will attest, in underdeveloped countries, the customs of the people and the environment itself frequently cause the best laid plans to go astray.

That is why an international field engineer must be adaptable and a self-starter who works well without close supervision. He must have a broad technical capability that allows him to solve a wide variety of technical problems. He must be diplomatic and have empathy for the customer's viewpoint and, above all, he must be patient.

All living and transportation expenses for these individuals are paid by the Company. As compensation for extensive stays away from home, they are paid an overseas bonus above their normal base pay. In addition, they are paid a site differential which varies from country to country depending on

the working and living conditions. While all of these financial incentives may sound lucrative, they are well earned and certainly justified.

Who are these people? Some are Harris field engineers that successfully switched from domestic service work to international turnkey assignments. Others are contract engineers recruited in England by a British company and subcontracted to Harris for a specified period of time. A number of the latter have subsequently been hired by Harris as full-time field engineers upon completion of their contracts with the British company. We'd like to share with you a brief profile of some of the individuals who have contributed to our success in this marketplace in recent years.

Hugh Hart, one of the first British contract engineers hired, spent all of 1978 conducting training courses in Quincy and working on various Nigeria installations. In January, 1979, he became a Harris employee and has served as our Resident Program Manager in Nigeria ever since.

Mike Harpwood, another British contract engineer, worked on various installations in Nigeria throughout 1978. As a Harris Senior International Field Installation Engineer since January, 1979, he has traveled to Egypt, Liberia, Dubai, Ecuador and Nepal and is now in Nigeria again.

Phil Wadsworth also started out as a contract engineer from England, doing installation work in Iran, Oman, Venezuela, Brazil and Saudi Arabia. Since becoming a Senior International Field Installation Engineer in January, 1980, he has completed SW-100 Modification Kit installations in Zambia, Jordan and Oman plus major program installation and customer coordination work in Bahrain, Saudi Arabia and Kuwait.

In addition to the above, Jack Elven and Martyn Horspool both started as contract engineers and both have since joined Harris in our Television Transmitter Service Department. Jack in January, 1980 and Martyn in July, 1980. Jack has traveled extensively (Guam, Jordan, Bahrain, Sudan, Dubai, Taiwan, Canada) plus performing numerous installations in the United States. Martyn came to Quincy in June, 1979, went through three months of equipment training, and was subsequently based at our Palmyra Antenna

Manufacturing facility where he supported new antenna design projects and also helped assemble, test and get "out the door" several antennas.

Harris currently is contracting for the services of six British engineers and recruiting for three more. Len Symes, since October, 1977, has worked on equipment installations in Malawi, Saudi Arabia and Nigeria where he is currently assigned. Neville Cumming was dispatched full time to various installations in Nigeria in September, 1979 after three months of equipment training in Quincy. Rob Cammell, Eddie Phillips, Dave Linford and Graham Barnes will go through extensive training in Quincy before departing for Nigeria installation work in the near future.

There are several Harris Field Service Department Engineers who have successfully adapted to long-term assignments in these remote environments. Richard Haskey has devoted nearly 100% of his time since September, 1977 to our Nigeria installation effort.

It might be easier to name the countries where Bill Moats has not been since coming on board in September, 1977. However, to name a few, are his installation efforts in Uganda, Chile, Argentina, Ecuador, Australia, Korea and, of course, Nigeria. (Editor's Note: See photographs at end of this article.)

Kim Rosevold has spent extensive periods of installation effort in Nigeria, Saudi Arabia and most recently in Kuwait since becoming a Harris Service Engineer in June, 1977. Dave White, an instructor in our Broadcast Technology Learning Center since October, 1977, has been to Nigeria on three different occasions since May, 1979 performing on-site training in addition to installing and commissioning our equipment. It should also be noted that Wayne Schuler, our Radio District Sales Manager for portions of Michigan, Indiana and Ohio since October, 1979, spent two and one-half years in Iran supporting our installation effort there plus periods in Brunei and Nigeria.

Still other Harris employees have spent extensive time in international field assignments. Bill Hoyt of the Service Department spent over 6 months in Indonesia. Larry Schlep-

(Continued on Page 8)

GUEST COLUMNIST

CUSTOMER SATISFACTION BEFORE AND AFTER THE SALE



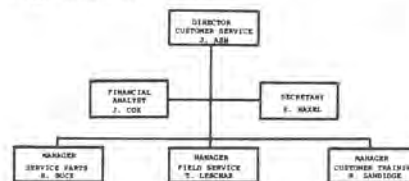
Bob Buck

The Customer Service Department of Harris Broadcast Products Division supplies total customer support by providing installation, operation, maintenance and trouble shooting advice by way of phone or in person. We install, operate, maintain, trouble shoot, checkout and proof our equipment at customer locations and also determine what parts are defective in the customer equipment and provide these parts or any other parts the customers desire in a timely manner. Additionally, we generate recommended spares lists for our equipment and maintain the proper stock required to support all of the equipment we sell and provide any customer assistance required long before as well as long after any sale, in order to help customers maintain total satisfaction with Harris products. We maintain a repair shop in order to keep all returnable customer equipment up to the latest configuration and operating at peak performance. Our training department holds classes on all of our equipment and teaches electronic theory for John Wood Community College in order to train our customers, service staff and outside students. The Customer Service Department operates around the clock, 24 hours a day, three hundred and sixty-five days a year providing all service and parts

functions.

In an industrial firm such as ours internal as well as customer pressures for improved service are always present. We are competing with other companies for sales dollars, and we cannot afford to overlook necessary details such as parts, field service, repairs, training, quotes, technical information, warranty considerations and returns along with proper credits. All of these items must be resolved in a timely manner in order to fulfill the needs of our customers satisfactorily and help maintain their Harris loyalty.

To accomplish these tasks, the Customer Service Department is organized as follows:



Field Service has twenty-nine approved positions and is divided into four departments. Dave May heads up Radio Service. He has nine employees, Secretary Diane Richert and eight Field Service Engineers, reporting to him. In Television Service, the Supervisor is Don Carpenter. Personnel working for Don are Secretary, Marilyn Wilson, and eleven Field Service Engineers. George Stephenson supervises Automation Service and two Field Service Engineers are assigned to his department. Reporting to Tom Leschak are three Antenna Field Service Engineers and the three supervisors named above.

Service Parts and Repairs has thirty-three approved positions and is divided into four departments. Domestic Service Parts is supervised by Jim Brown. The secretary in that department is

Terri Jobe. Jim also has a Lead Office Clerk and a Service Analyst, three Working Supervisors and four Technical Order Editors. Personnel in International Service Parts who report to Supervisor Dick Grimes are the secretary, Wendy Walters, a Working Supervisor, an Export Order Documentation Administrator and an Expediter. The supervisor in Logistics and Support is Kim Hermann. He has five employees who are an Equipment Specialist, a Customer Returns Specialist and three Expeditors. In the Repair Shop Supervisor Jack O'Dear has ten employees. The secretary is Linda Snow, and there are nine Equipment Specialists.

The Broadcast Technology Learning Center headed by Rex Sandidge has seven approved positions with five of them filled, so we are looking for two additional instructors. The secretary in that department is Pam Briggs. There are four Technical Instructors who carry on the needed training programs.

The around-the-clock technical service along with our extensive training enhancements have been the most important changes in the operation for some time and have enabled us to improve our service significantly. We appreciate the cooperation we receive from other departments. When each new decision needs to be made, we must all remember to put ourselves temporarily in the customer's place before finalizing it. Remember, unless our customers remain satisfied with Harris products and related services, sooner or later they will cease to be Harris customers. We must not only maintain our present customers but also obtain new ones by having satisfied customers work for us as additional salesmen.

INTERCOM READER SURVEY

Editor's Note: Following is a survey designed to help the Intercom editor publish a paper interesting to you. Please answer the questions and return the survey to Bonnie Dudding in Dept. 922 before September 30. Results from the survey will be published in the next issue of the Intercom.

PLEASE CIRCLE.

1. Overall, the Intercom is...(circle as many as apply)

- Interesting Uninteresting
Worth Reading Too Technical
Not published often enough
Too Management oriented
Other

2. How much of the Intercom do you usually read?

0% 25% 50% 75% 100%

3. Do members of your family enjoy reading the Intercom?

Yes No Some of it All of it

4. How well does the Intercom cover Division news?

Very well Fair Need Improvement

5. Do you feel the Intercom helps you better understand the Division and its products?

Yes Some Not at all

6. What changes would you like to see made in the Intercom?

7. Comments:

8. I am: Office Factory Professional Management

GENERAL MANAGER'S REPORT



G. T. WHICKER

In the last issue of Intercom, I reported that fiscal 1979/80 was a record year for new orders, shipments and profits. Now, over two months into the new fiscal year, we are continuing strong in these areas, and results in all major categories should exceed first

quarter plans.

It looks like our domestic TV and our international order activities will remain above plan in the coming months; however, we may see some softening in demand for certain product lines, depending on the domestic economy. To give us the flexibility to withstand this possibility, we will continue to maintain tight control of our expenses and employment level throughout the year.

In line with this, our use of temporary employees in the past few months was highly successful, as it allowed us to get through the spring and summer vacation period with few problems. It also helped us reduce the heavy overtime load,

while giving us the means to protect the jobs of our permanent people. Because this worked out so well, we will probably make use of temporary help in the future during peak production periods.

For the rest of the year, I would say that the general outlook is quite healthy. We have a record backlog, which is still growing. And our export opportunities look particularly good. In fact, if the domestic economy picks up, or at least does not deteriorate further, we will almost surely have another record year. This is possible because of your hard work, and the fine team spirit we have developed here at Broadcast Products. Keep up the good work.

THE PSYCHOLOGICAL CHALLENGE OF CHANGE

Editor's Note: Dr. Art Baars of Western Illinois University has returned to WIU after having worked at Broadcast Products this summer. Art has formed ad hoc committees which are comprised of BPD personnel, the purpose of which is to gather data related to the problems elicited from attitude feedback sessions. The Committee work will continue because Art will be back in the Personnel Department as frequently as possible on Tuesday and Thursday. Dr. Baars' message in this issue of "Intercom" follows.

Change in organizations involves a number of psychological dimensions, particularly where the change pertains to large numbers of employees. These psychological aspects take on even more importance where the change is planned and systematic as opposed to the unplanned change that is continually taking place.

Organizations have a culture similar in many respects to societies. Two major aspects of culture are norms and values. In brief, norms are patterns of behavior to which employees conform, and values are an assessment of the desirability of those behaviors. To illustrate, we have a norm that men in certain positions should wear a coat and tie, which may be viewed as good or bad as a value judgment.

Norms are subtle, and for the most part we conform to them without thinking much about them. In fact, one of the easiest ways to recognize a norm is to violate it. Over time, we become comfortable with a norm (even though we may not like it) simply because it is the way things are supposed to be done. There is a degree of psychological comfort in knowing how to fit the patterns to which peers conform—a notion that most new employees can easily relate to.

Oddly enough, pairs of norms can be contradictory in that they conflict with each other and therefore make it difficult to select the right norm. This is especially true

between written or explicit norms and those that are unwritten or implicit. For example, these are pairs of norms that occur in many organizations that place employees in double binds.

Take initiative!
versus
Don't violate rules!

Sound alarms early for errors
versus

You will be penalized if errors are made!

Think beyond the present!
versus

It is present performance that is the basis
for rewards!

Think of the organization as a whole!
versus

Don't cross into others' areas of
responsibility!

Cooperate with others!
versus

Compete with others!

Simply stated, the behaviors required for constructive change are different from those that serve to maintain the status quo, and herein lies the psychological challenge of planned change. As a first step, for example, there is little choice but to collectively identify those norms that are causing problems. This typically involves affective data (feelings and emotions). Are there norms that make employees mad or irritated? What situations place employees in frustrating "damned if you do"-"damned if you don't" predicaments? While we cannot expect to like every norm to which we are required to conform, we can also predict that dysfunctional norms will tend to generate negative emotional reactions. Being honest and open about these dysfunctional norms is uncomfortable psy-

chologically, but to be less than honest and open is to effectively ignore the need for change in many instances.

Another challenge involves the attitude toward responsibility for problems. The past cannot be changed. We can only learn from the past to design changes for the future. There is little to be gained from pointing an accusing finger at those who are to "blame" since this only serves to make them defend their past behavior which in turn diminishes the chances for constructive change. It also takes a positive attitude to face negative data, and while this is easier said than done, it is equally important. Both accusing and defensive behavior can serve as powerful influences to prevent change.

People in different organizational positions inevitably develop different "maps" or perspectives of organizational reality. Constructive change often requires an understanding of, as teenagers say, "where the other person is coming from". A willingness to listen and a desire to understand are essential if different perspectives are to be combined into a common definition of the problem. Conflict arises as much from different definitions of the same problem as it does from a genuine disagreement about the desirability of solutions.

After changes have been identified, another challenge emerges. Conforming to norms becomes habitual, and we all know how difficult it is to break habits. It takes mutual support and cooperation to implement a new norm, and realistically we must allow for some slippage into old forms of behavior.

In summary, we have a basic choice. If we want to develop a norm of realistically addressing our problems, we need to recognize that this involves some tricky psychological challenges. On the other hand, if we fail to pay attention to the psychological demands of planned change, we'll do much to maintain the status quo.

HARRIS DONATES EQUIPMENT TO NOTRE DAME

Off with the old on with the new would be an appropriate way to describe the evolution of addressograph to word processing. Sophisticated word processors are cropping up here and there in the Division, leaving the old faithful addressograph machines far behind. So, storage space became the problem with ours.

Quincy Notre Dame has a need for equipment that will do repetitive addressing. They will use the Addressograph and Addressograph Graphotype for student files as well as various mailings. What's more, their plans for future mailing projects are a little closer to finalizing now.

From a letter from John Spring, Director of Development at Notre Dame, we quote, "The Harris Corporation's continued interest and concern for Quincy Notre Dame High School is keeping Notre Dame a leader in secondary education."



Personnel from Notre Dame loading the equipment from Harris dock to their pickup. It wasn't the easiest job they had that day!



The Division Technology Conference was held in Quincy on August 5, 1980. Attending the conference, pictured above, are—Front Row left to right, T. J. Hickman, J. N. Lemasters, G. T. Whicker, J. A. Summers (HVSO), R. J. Campbell, VP of Program Development, Communications, (GO). Back Row left to right, Dr. R. E. Totty, Dir. Advanced Technology (GSG) A. V. Juettner, E. O. Edwards, D. F. Maase (HVSO), Dr. J. E. Rowe, VP of Technology (GO), Dr. J. A. Perri, VP of Technology (Semiconductor).

HARRIS DONATES \$3500 TO JWCC AND REPORTS ON PROGRESS OF BET PROGRAM

On Monday, August 4, Harris presented John Wood Community College with a \$3500 contribution for the Broadcast Electronic Technology program. We hope everyone got to see the publicity provided by Channels 7 and 10 and the Herald-Whig. Broadcast Products Division is very proud of this program, and we are very fortunate this summer to be assisted by 8 of the 13 first-year students. We have been busy finishing Fiscal Year 79/80 and several projects are behind, so this assistance is greatly appreciated by all of our permanent employees.

The students have been assigned to specific problem areas in order to not only clear up the backlog but also keep the areas running smoothly while some of the other employees enjoy their well-earned vacations. This gives us a fresh start so we can attack our new goals for FY 80/81.

We take this opportunity to introduce you to the BET summer students.

MITCH KAMP works on our UHF Exciter Retrofit Kits in the Service Shop and helps enter parts orders for our customers by answering numerous phone calls. He also straightened out our microfilm file by filing new cards. These microfilm cards allow us to analyze parts and equipment which is necessary to support our customers properly.

DAVID O'CONNELL has been assigned to the Domestic Service Parts area where he quickly assisted us in telephone service. In less than half a day, he was listening to customer needs, turning these needs into part numbers and quoting customers accordingly. He likes this position and handles it very well.

MARK WARREN is working in the Customer Training Department on lab equipment maintenance, equipment setup in the lab and documentation for Broadcast Technology and product classes. He has also been assisting in Domestic Service Parts two mornings each week and making logistic arrangements for the Broadcast Electronics Technology academic year.

BRYAN CARNES, after completing a previous assignment, is helping in the returned material area. This consists of receiving various items, identifying them properly, matching them with the

corresponding paperwork, obtaining all additional information required and processing the items accordingly. Knowledge of our filing system and other sources of information had to be gained to tackle the job efficiently.

JAMES JEFFRIES is working under the direction of a Manufacturing Test Engineer. He is doing electronic testing, designing new test fixtures and writing test procedures for new products. From this summer job, James is learning design, development, manufacturing test and maintenance of broadcast products.

RUSTY CREGO is on assignment in Nigeria for the summer. He's doing installation work at two transmitter sites, Bashorun Ibadan, Oyo State and Kaduna City in Kaduna State. With guidance from Engineers, Rusty is assisting in reassembly of the SW-50 and SW-100 which were torn down for shipment. His job in installation is putting on hardware, running wires and duct work and positioning the equipment.

KEVIN WEBB has been assigned to Engineering Research and Development for the summer in Video Products. He works as an Engineering Technician assisting in the design of printed circuit boards for a new television product. Specifically, Kevin builds and tests breadboards.

ROCH SCHULTE has been carrying out general labor assignments filling in for vacationing Broadcast Products employees. In the Maintenance Department, he has been helpful in electrical wiring as needed.

Broadcast Product employees who have had the opportunity, enjoy working with the students on a daily basis and hope we are able to help them as much as they are helping us. The supervisors also feel these John Wood students are good prospective employees for Harris and other local industries and that the program is working quite well, serving the community and industry.



From left to right: Mr. Whicker, Ronald Moore who is chairman of JWCC Board of Trustees and Doctor Heath, President of John Wood College, after the check presentation and news conference.

THANK GOD IT'S FRIDAY

Thank God It's Friday was the theme for the annual Harris BPD Employee picnic. Taking place on June 20, South Park was the location for feeding some three thousand employees and their family members who turned out for the festivities. To the Activities Committee, now "Old Hands" at putting together the Company picnic, we say, "Good work for a job well done!"

Bob Vaughan performed the honors as Master of Ceremonies for the evening, and the management team served in the food lines, working in shifts until all the people were fed.

Beginning at 4:00 p.m., activities to keep the children happy included the Fish Pond, Stagecoach Rides, Happy the Clown, a Puppet Show and a long line to the Moon Walk. For the "older kids", diversions were comprised of Horseshoes, Bingo and Volleyball.

Winner of the \$50 employee-only drawing was Victoria Bradbury from Department 970. Taking home the first-place trophy in the horseshoe competition was Richard Fairchild from Department 654 and Dick Grimes (Department 652) close behind taking home the second-place trophy. Many door prizes were given away to lucky employees and family members.

All of the crispy fried chicken, creamy cole slaw and spicy baked beans (just to mention a few of the favorites) served during the dinner hour did not stop the lines from growing behind the concession stands for snow cones and cotton candy.

As the sun set over South Park, close to 200 persons gathered at the Moose Hall for "Night Shift". Not work, "Night Shift" is the local band that provided the music for the dance which was a first this year.

Once again, for the young through the young at heart, the HBPB picnic had something to offer everyone.



sideline

A DIFFERENT POINT OF VIEW

This often appears to be the case when an experienced photographer captures a unique moment you thought you had snapped. Steve Davis has always been the family "picture taker." For any gathering or memorable moment, Steve was there to capture it.



Steve's term in the Air Force resulted in a stint in Montana which lasted thirty-three months. Hunting and fishing are a great way to spend ones free time in Montana but they held little interest for Steve. An alternative, the scenery was also great. Soon Steve had replaced his Polaroid with a Canon FTQL, the camera he uses today. One of Steve's first days out he shot four rolls of film. This kindled Steve's interest in developing film. Or rather receiving 1¢ change from a twenty dollar bill for the development of the four rolls kindled Steve's interest in film development. Two lessons in the dark room and Steve was on his own. For the past ten years Steve has developed black and white pictures and has worked with color film development for the last five years.

Favorite subjects for Steve are scenery, weddings, family settings or any event where a form of life is featured. For instance, at the Harris picnic, Steve's the photographer.

A member of the Quincy Photo Club, Steve has also made entries in the club's monthly competitions. Receiving a first place for a photo of the Burning Presbyterian church on 8th and Broadway, entitled "Holy-cost", and a 3rd place for a photo entitled "Hungry", Steve's entries have not been in vain. In staté competition an

Accepted Ribbon was given to him from the SICCA for the photo, "Tri-Sharon".

In preparation for his vacation to Mexico this summer, Steve purchased twenty rolls of film. Buying the film,



however, is only the initial expenditure for the finished product.

Steve has been an employee of BPD for seven years and the majority of this time is in what department? Where else, Camera Test.

Interested in a different point of view? Why not try Steve's point of view?

BPD Conducts Sales Seminar for HVS Products in Sao Paulo, Brazil

In June, Mr. Vincent Torti of HVS visited Sao Paulo, Brazil, to conduct a seminar on HVS products in conjunction with our Brazilian Representative, Eletro-Equip.

Forty-one people representing twenty broadcast companies attended these talks.

According to E.L. Corujo, Director for Latin America, "A major accomplishment was the fact that all five major Brazilian networks, that is, Globo, Tupi, Bandierantes, Record and Gaucha, were represented."

Over 6,000 photocopies of technical material were distributed by Eletro-Equip, who also provided luncheons and refreshments for the attendees through the duration of the seminar.

Eletro-Equip management celebrated the conclusion of the successful seminar with a cocktail party at which time they presented a Brazilian souvenir to Mr. Torti as a token of their appreciation.

Prior to going to Sao Paulo, Mr. Torti stopped in Manaus where he spoke to 13 representatives of five broadcasting companies from the Amazonas.



Almost 29 years of service preceded Art Brown's retirement date of June 30. A leisurely life of fishing and camping will now fill Art's days. At a department party honoring him, Art was presented a gift of money and other "smaller" awards. For those days when the fish aren't biting, a fishbowl of "honey-do" projects gathered by the department will be his catch. Best wishes, Art!



On June 21, a dinner at Stipps Restaurant was held to honor Bernice Boesing's retirement from BPD. She leaves the Division as of June 27 with 25 years of service. The dinner sponsored by the Credit Department was open to all Division employees and attended by the many friends she accumulated over the years. Bernice was presented a silver tea service and a poem, written in her honor, by her co-workers. Good luck, Bernice! But most of all, have fun!



In the photo: (Left to Right): Mr. Vincent Torti, HVS; Mr. Antonio Carvalho, Eletro-Equip; Mr. Arlindo Partiti, Eletro-Equip.

WELCOME NEW EMPLOYEES



Dennis S. Acord
Material Req. Analyst



Janice L. Davidson
Doc. Writer Ope.



Sam L. Dulaney
Engineer



Alva C. Edgar III
Industrial Engineer



David W. Ewing
Cost Analyst



Patsy L. Fischer
Lead Office Clerk



Jennifer J. Fletcher
Doc. Writer Opr.



Patrick D. Foster
Dom. Credit Rep.



Laurence F. Haines
Elec. Test Tech.



S. Edward Hawkins
District Sales Manager - Radio



Brian Johnson
Sr. Engineer



Randall M. Kohl
Engineer



Christopher L. Kregar
Broad. Sales Spec.



L. Richard Lemke
District Sales Manager - Radio



Gordon (Barrie) Melvin
Manager - Marketing
Administration - Nigeria



Richard A. Meyers
Trans. Test Tech.



David L. Nickell
Elec. Test Tech.



Myron P. Reth
Detail Draftsman



Diana L. Richert
Secretary



Betty L. Schroeder
Office Clerk



Mark W. Timpany
Cust. Serv. Spec. - Radio

SERVICE AWARDS

— 30 YEARS —



Lois Butcher

— 20 YEARS —



Jc. Bevenour

— 15 YEARS —



Roger Burns

— 10 YEARS —



Elizabeth Castle

— 5 YEARS —

Cheryle Brown
Judy Cain
Betty Chapman
Ray Dearing
Lila Farrell
Rita Garris
Linda Griesbaum
Dean Hall
Helen Irwin
Karen Kalberer
Norman Kaufman

Mary Kleinlein
Michael Lawrence
Michael Likes
Stephen Meleney
Sandra Meyer
Lucille Moyers
Mary Newman
Joseph Prenger
Mark Riley
Sherry Spratt
Fumiko Stuckey

— 1 YEAR —

Carl Ames
John Ash
Linda Commons
Melva Douglas
Phyllis Frisch
James Grant
Michael Harland
Lawrence Herman
Eric Jacobson
Philip Kasper
Laurie Laaker
Russell Lynch
Keith Mitchell

Emma Montgomery
L. Dean Moyer
Jan Nianko
Martin Peterson, Jr.
Robert Roman
Gary Sanderson
Arduth Sapp
Merle Schwartz
Harry Scifres
Timothy Werner
Mark Wilson
Gary Wright



Harry McCarthy



Freida Campbell



Thomas Saxbury



Samuel Crouch



Madge O'Brien



Sue Loos

(Continued from Page 1)

phorst of International Sales Department spent a year in Nigeria. Fred Anderson of Systems Engineering and Ray Schafer of Program Management spent over six months in Saudi Arabia. Lew Pifer of the Service Department spent time in Indonesia, Iran, Egypt and Nigeria. Joe DeAngelo of Domestic Sales spent time in Nigeria. Rex Sandidge, head of the Broadcast Technology Learning Center, spent time in Iran and Nigeria. Bill Little of Engineering spent time in Iran, Australia and Egypt, and Wayne Clark of the Test Department has been to Nigeria and the Seychelles.

We also have employees serving in administrative and sales support roles in Nigeria. Dwight Winkler has been in Nigeria since June, 1979 as our Assistant Resident Manager in Financial Administration. In mid-August, Barrie Melvin will travel to Nigeria in the role of Manager/Marketing Administration—Nigeria in-country marketing support.

A well-deserved salute of appreciation to all of these people for their past, present and continuing support of our international field installation requirements!

Bill Moat's most recent assignment was a five-month turnkey installation in Santiago, Chile. Bill was in charge of the installation and was assisted by George Owens for setup and final check out of the camera equipment. It consisted of complete studios, transmitter facility, microwave studio-to-transmitter link and installation of an 8-bay batwing antenna. With the exception of the support equipment (video switcher and micro link), all equipment was

manufactured in Quincy. They did all their work around an existing TV station (Ch. 9) while it remained on the air doing a complete changeover, from Ch. 9 to 11, without any loss of air time.

The University of Chile Television operates as a commercial station and produces 60% of all program material in their own studio with Harris equipment. Major emphasis in local production is a children's show entitled, "La Bachincheros" which commands a very respectable 85% market share in its late afternoon viewing time. The program has a live audience of 500 children and a cast of approximately 150.

"LA BACHINCHEROS"



HOTEL PARADISE
SOAP OPERA



Built and tested in Quincy, this 3000 kilos antenna was shipped in two pieces by air freighter and received at Puntahuel Airport in Santiago. From the airport, the antenna was lifted by a military Puma helicopter, and this was the first time a helicopter lift like this was ever attempted in Chile. After checking wind velocity and air density, it was determined to make the lift at daybreak when the air was calm and thick enough for the helicopter to maneuver properly. The first antenna section was installed in about 40 minutes of air time and the second section was installed in about the same amount of time the following day. Virtually everyone in the city stopped to watch the spectacular sight!

COMING SOON . . .

The 1980 United Way Campaign. Last year, total employee contributions from BPD were \$17,239.61 which was representation from 44% of the work force! This year, we are employees of one of the few companies in the community not suffering loss of income due to economic conditions. Will you help pick up the slack for less fortunate citizens of Quincy and Adams County? Please respond when contacted by a fellow worker at BPD.

Thanks to you, it works, for all of us, the United Way!

Our United Way dollars help the people of Adams County!



United Way

1980 United Way Goal=13% Increase
BPD pledges a 14% Increase

Will you increase your gift from last year?

**EXTRA
DISCOUNTS
NOW!!**

WITH YOUR **SIX FLAGS®**
OVER MID-AMERICA

FUNSEEKERS CARD

Save \$3.00

On a One-Day Ticket

AFTER 5 P.M. Now to August 24.

AND

Save \$3.00

On a One-Day Ticket

ALL DAY from August 25 to

November 2, 1980.

To receive these discounts, circle the word *Family* on your Funseeker Card and present it at the Six Flags Ticket Booth.

ENJOY FAMILY FUN SO CLOSE TO HOME!

.....18th Annual.....
Silver Dollar City
**NATIONAL
CRAFTS
FESTIVAL**
Sept. 13-Oct. 12
Open Daily Except Tuesdays

