



# LYNCHBURG GE NEWS

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## NEW CUSTOMER SERVICES ORGANIZATION ANNOUNCED...

Customer Services Manager Vann Deas has announced the following new appointments:

Walter L. (Lew) Gallion  
Manager-Technical Services

Raymond L. (Pete) Hatcher  
Manager-Radio Renewal Operations

Lester J. (Les) McKenzie  
Manager-Radio and Parts  
Order Operation

In making the announcement, Vann says, "From the titles above, you can see quickly that Customer Services will be doing things in a new way in 1977. It's part of Don Bates' commitment to resolve technical problems faster and obtain more favorable impact on external quality cost. Our new functional alignment specifically reflects Don's goal



From left: VANN DEAS, LES MCKENZIE, LEW GALLION and PETE HATCHER.

See ORGANIZATION ANNOUNCEMENT



JIM AMOS (left) is awarded 15-year service token by manager BILL BLACKBURN. Jim is in systems contract management.

## Safety "Corner"



INEZ DESHAZO, shown at her test station at Timberlake, is referred to as a "celebrity" in her group since she wrote the following safety verses:

"An ounce of prevention is worth a pound of cure.  
Let's follow safety rules and make life secure:  
Safety glasses protect your eyes;  
This is a word to the very wise.  
If the load is heavy, protect your back;  
We don't want a wheelchair, or to step on a tack."

## THE EMPLOYMENT OFFICE REPORTS THE FOLLOWING OPEN HOURLY POSITIONS

RATE	JOB TITLE	AREA	SHIFT	LOCATION	REQUIREMENTS	LG/H
LH15	Mod. Operator	C. Austin	2	TL	-	All
LH13	Crystal Etch to Freq. Op.	Kluge	1	MVR	-	All
LH13	Crystal Etch to Freq. Op	Tuggle	1	MVR	-	All
LH14	Coilwinder	W. Johnson	1	MVR	-	All

Eligible, interested employees should apply through the self-nomination forms, per prior instructions. Foreman and employees should be careful to complete these forms to speed replies and selections. All forms should be in by Wednesday, December 22.

GEERA CHRISTMAS CARD FUND DRIVE IS IN ITS LAST DAY....MAKE YOUR DONATION TO ANY GEERA MEMBER

**NEW CUSTOMER SERVICES ORGANIZATION ANNOUNCED (cont'd)**

of trying to achieve greater synergism in dealing specifically with the customer's hardware service needs. With this objective, we have taken the multitude of service-oriented tasks, re-grouped them by common characteristics and structured them to provide better interface with Engineering, Manufacturing and the various other sections we use as resources to solve customer problems."

Law Gallion, Manager-Technical Services, comes to Customer Services from Mobile Engineering. He has 18 years of experience with General Electric communication equipment, including design, product production engineering, product development, application and reliability engineering. Law formerly served as Manager-Product Engineering, Microwave and Cable Systems. He will be responsible for developing GESS standards, maintenance procedures, serviceability aspects of new product programs, reliability measurements, on arrival quality, service aids and test equipment product planning, and engineering for renewal parts and products. He'll

be looking at such things as Mean Time Between Failure, service call rates and resolution of technical problems involving product quality, systems interface and spec performance. Lew will have product service representatives specializing in each product category, mobiles/stations, voting, etc.

Pete Hatcher, Manager-Radio Renewal Operations, has 15 years with our mobile business, specializing in methods and equipment administration in Lynchburg and Florence. For the past two years, he has been responsible, as Manager-Service Parts, for cutting delivery times and simultaneously providing increased volume handling in responding to the needs of our service stations and customers. Pete assumes new responsibilities in his new position--product renewal and rework, module construction and renewal, inventory control and scheduling, outside vendor sourcing, warehousing and several other equipment-related functions all brought together to provide better cohesion in our customer response programs.

Les McKenzie, Manager-

Radio and Parts Ordering Operations, has 22 years with GE. His administrative management background is keyed to order processing and customer service including two years as Manager-Marketing Administration in Mobile Radio Department's domestic and international operations. Les will have a team of sales supervisors who will interface with different types of ordering sources, such as GESS, major users, finished goods, FMR, government and others, plus an order administration function to keep things on schedule.

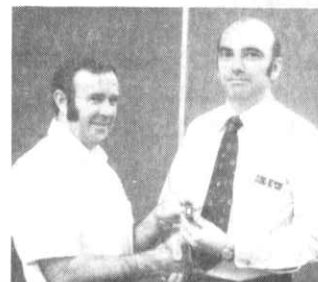
Vann says, "This new structure is being implemented January 1 to meet needs our field people have expressed and to gain new efficiencies aimed at cost control. Our new name, 'Customer Services,' focuses on our continued goal to make our efforts responsive in filling customer requirements."

As a special note to headquarters people involved in working closely with the Customer Services organization, and to Field personnel, Vann says, "We look forward to your help in helping us to live up to the name with better service for you and the customers we all serve."

**RF DESIGN ANNIVERSARIES...**



Twenty-year veteran AL MCDANIEL (left) receives memento and congratulations from manager DAVE BROWN. Al is a design engineer in the RF design unit.



COLLEN MIZE (left) accepts 15-year anniversary award from manager DAVE BROWN. Colen is a technician in the RF design unit.



**FOR SALE**

1975 TR7, AM-FM stereo broadcast and tape, Yellow with black trim, \$400, under retail, would consider MGB trade in.

Bar and 2 swivel bar stools. Excellent condition. Call 846-1234 after 5.

5 horse power go-cart for racing, \$125. 369-4103 after 5 p.m. or 369-6271 anytime.

1967 Mercury Cougar, red 429 c, 4 speed with Keystone Mags, padded and pleated interior, \$700. 586-8386 anytime.

1971 LTD Ford, P/S, P/B, A/C, show room clean inside, 4 new tires, good running condition. 239-4366 after 5.

Bird dog puppies, pointer crosses with English setter, good hunting stock nice pets. 3 females, 1 male, \$20/ea. 376-2697.

1967 Chevrolet panel, 239-

4955 after 5 p.m.

Wood for sale, 239-2065 after 5 p.m.

4 B60-13 Kelly Springfield, raised white letters, less than 1,000 miles \$80.00 firm. Also, one for \$12, practically new. 239-5154 after 4:30.

Five piece maple dinette set, very good condition, \$75. 847-1515.

1970 Chrysler Newport, green with vinyl top, P/B, P/S, A/T, A/C, \$550 as is, or will install 2 new tires for \$600. Can be seen at 2932 Langhorne Road, or call 846-7670 after 5 p.m.

Honda CL160, immaculate. 237-0048 after 5p.m.

1971 Ford 1/2 ton pick-up, with 8 ft. bed. or will trade for 4 wheel drive vehicle of equal value. 384-7270.

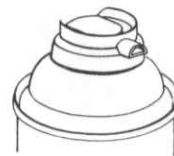
1975 V/W bus, 9 passenger, AM/FM, new Michelin S.B. radials, fuel ejected, \$4495. 237-2310 after 5 p.m.

**WANTED:** Used up-right piano. Call 239-0979.

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- Completely waterproof design. **Rebuilt \$5.95**
- Bracket for wall mounting plus ample cord storage. **SCD-3**
- Class A \$12.95**

STORE HOURS 11-5