

# DATA SYSTEMS TODAY

February 26, 1999

## DATA SYSTEMS FACILITIES ACHIEVE ISO 9001 QUALIFICATION

### Introduction

The U.S. Government's standards reform activity and standardization of quality systems in global markets created a need for change in Quality Program requirements. The DoD standard for quality program requirements Litton Data Systems followed for many years was canceled, and internationally recognized standard ISO 9001, which has been adopted by DoD, is the most logical replacement. ISO 9001 has been a major factor in the European Union since its adoption in 1987. Today, ISO 9001 is increasingly making its presence felt in manufacturing and service organizations in the United States. The ISO standard places more emphasis on process control and internal audits to ensure maintenance of the high levels of product quality demanded in today's markets.

### General

In late 1994, the Division began the journey to become compliant with the international quality management system standard, ISO 9001. ISO training was provided to all levels of management, process owners and process performers. A Division ISO team led by Hank Rice, Division Product Assurance Manager, with representatives from all major directorates, including the San Diego and Ocean Springs facilities and the Materiel Service Center, was formed to coordinate and direct the Division's efforts to achieve full compliance.

### Agoura/Moorpark/Materiel Service Center

Release of a Division Quality Policy Manual, months of procedure review and update in every organization was followed by detailed internal compliance audits and resulting corrective actions. This was followed by a Defense Contract Management Command (DCMC) multifunctional team audit to confirm our compliance with all twenty elements of ISO 9001, and correction of two major and seven minor findings. The journey culminated in the presentation of an ISO Qualification Declaration

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### Pictured with the certificate earned through

their efforts is Agoura/Moorpark's ISO team standing (l to r) Jim George, team leader Hank Rice, Leo Hoffman and Paul Higgins and seated (l to r) Tony Garcia, Bill Cole and Bob Stinson. Not pictured are team members Matt McConville, Paul Smith and Mano Aaron (MSC).



### DSD San Diego's ISO effort was led, left to

right, by (bottom row) Wendy Lewis, Debra Schmalz, Rick Roelle and Adam Jawad; (middle row) Sandra Brooks, Linda Jones-Escarpita, Ed Foreman, Patricia Rice, Pat Murphy and Judy Annala; and (back row) Lorraine Gallagher, Tim Harrington, Kevin Schweder, Pat Hart, Gary Russell, Claudia Deanne, Greg Palazzolo, Gary Mancuso, Quality Manager Bill Maben and Charlie Black.

### DSD Mississippi ISO's team members, from l to

r (front) Bob Wilensky, Dick Schutte and Larry Bloodsworth and (back) Jerry Storey, Jim DeMarco, Doug Somerville and Don Olson expect full certification in early 1999.



## Division Holds 1998 Awards Banquet

The Westlake Hyatt was once again the setting for Data Systems' Annual Awards Banquet. This event, celebrating its sixth year, recognizes those employees who have made significant contributions to the success of the Division.

Congratulations to the 1998 awardees for their well-deserved honors.

### *Sam Sternbach Technical Excellence Award*

Throughout his distinguished 30 year career, Dale has brought his energy and creativity to bear on solving seemingly insoluble problems in both the technical and management arenas.

His experience extends across all areas of system development; hardware, firmware and software; design, implementation and test. He has continued to broaden his own technical knowledge and skills while also fostering the growth of others through his excellent management capabilities. Dale's quiet and unassuming management style, along with his tenacity, has gained the respect of his peers, his subordinates, his customers and his management.

Dale is currently leading the work on the OAADS IRAD program, which has been under considerable pressure to meet a schedule to support both the RSAOC and UKTACC programs. Dale



Dale F. Frederick



Jerry R. German

### *Richard Hirasuna Leadership Award*

When one thinks about exemplary leadership, Jerry German comes to mind. His 'leadership by example' style motivates all who work with him.

Jerry has a clear focus of Litton's long and short-term objectives and is able to relay these to his team. As Director of the Business Development Center, Jerry has numerous and varied

responsibilities, yet he is always accessible, willing to listen and perform any task to accomplish the goal. His ability to challenge everyone to strive for excellence results in improvement on existing processes and procedures as well as discovery of new and exciting ways to achieve goals. Jerry always gives credit for good work and fosters a creative atmosphere where people are encouraged to take risks in order to grow.

Whether people can learn to be leaders or are just born with that capability, anyone who has had an opportunity to work with Jerry will tell you he is special. He makes everyone feel they have something to contribute and he knows how to help them achieve more than they ever thought they could. □

and the OAADS team have not only met these program goals, but have so impressed the RSAOC customer that they have substantially reduced their assessment of the project's risk.

Dale has looked beyond his own areas of responsibility to the larger picture, assessing the impact to the program and to the Division. His outstanding performance on OAADS is the latest in a series of leadership roles performed during a career filled with excellent contributions. □

Current plans call for Moorpark production to cease on September 24, 1999. The transition of programs to San Diego and corresponding reductions-in-force of Operations personnel will be accomplished in phases, beginning in April, as the builds currently in progress are completed. Moving to San Diego along with manufacturing will be engineering support from mechanical, test equipment and document control functions; Spares and O&R administration; legacy programs, including new CIS production, and programs finance and contracts functions related to the legacy programs. Relocating to the existing Agoura facility, or space leased nearby, will be Business Development, ERP,

(more award coverage on pages 3, 5 and 6.)

## Moorpark Building Sold

During an all-hands meeting held in Moorpark on Thursday, January 28, 1999, Vice President of Operations Stephen Johns confirmed the rumors that have been circulating for several weeks when he announced the sale of Building 5 to Legacy Partners.

Following the expected close of escrow on March 22, the new owner will begin renovating the top floor and basement. Data Systems plans to lease back approximately 90,000 square feet of space on the first floor to accommodate employees.

Because of the basement floor renovations, cafeteria operations are scheduled to cease on Friday, March 19. The possibility of arranging some type of alternate food service during the morning and lunch hours is being investigated. The credit union will ad-

vised us of the closing date for the Moorpark branch following their review of the situation.

new CIS development, Systems Engineering, ILS and most Systems' Program Management. The Agoura B2 lab will remain in place.

Johns emphasized that these plans are subject to revision and promised that further meetings will be held as more details become available.

Also on hand to answer employees' questions were Vice President of Engineering Bill Allison, Vice President of Contracts and Pricing Jim Arthur and Director of Human Resources Tom Kelly. □



## 1998 Outstanding Employee Merit Awards

**Catheran D. Brown**

Cathy, a Senior Contracts Administrator for DSD-San Diego, is an integral part of the business team supporting commercial products, particularly MobileVu. Her efforts include establishing and promulgating Standard Product Pricing and Terms, supporting extensive customer interaction, trade shows, seminars on public funding for law enforcement technologies and extensive interaction with our law enforcement customers leading to a win on the San Diego County Sheriff's Mobile Computer Terminals Project. □



**Geoffrey J. Bulliung**

Geoff is a technical leader in the development of milspec and rugged computers, continuously advancing his knowledge of processors, displays, memory and the methods of making them withstand the demanding environments required by our military customers. During 1998, Geoff successfully lead a cross-functional team of engineering, procurement, manufacturing, business development and program office personnel in effecting the transition and production of the HTU and related products in San Diego. □



### Promotions

Congratulations go to the following.

**Administration:** Billie Williams to Assistant-Security, Senior. □

**Edward A. Clarke**

After the award of the RSAOC contract, Ed was appointed Principal Systems Engineer of the Open Architecture Air Defense System (OAADS) program, a Litton-sponsored development of a portable, reusable and extensible air defense system scheduled to be a major contributor of reused software for the RSAOC program. Using his detailed knowledge of RSAOC requirements to direct the development of the OAADS software, Ed directed the timely delivery of OAADS software components as required by the RSAOC program, thus turning into reality the concept of software reuse by RSAOC of software originally developed for a different type of tactical system and system architecture. □



**Phil Dimonte**

Phil was a driving force on the THAAD Battle Management (BM) team for the successful Common Hardware System 2 (CHS-2) re-host effort. His depth of knowledge of the subject domain, along with his exceptional leadership and technical skills, ensured that the design and implementation were sound. Because of Phil's dedication to the project, Litton was able to achieve a performance rating of excellent on this incentive-based contract, earning Litton its full share of the award fee. □



**Mark H. Jacobs**

Mark is the Principal Systems Engineer on the AN/UPX-24 (CIS) upgrade project. He has conceived and guided this program from its inception to the present implementation phase, performing system and hardware design functions and writing system software. □



**Wayne H. Payne**

Discovering that Litton had unnecessarily paid over \$260K in payroll taxes from the SAIT acquisition, Wayne spent many long hours gathering data and providing the necessary support to Corporate so Litton could pursue a refund. So far, \$175K has been recovered and he continues to follow through to ensure that all the money is refunded. □



**Blair Sherwood**

Blair is the Program Manager for the CBITS (Computer-based Interactive Training System) subcontract under Ingalls in support of the U.S. Navy PMS-400, DDG-51 Arleigh Blake Class Destroyer. He managed the entire proposal process, against formidable competitors who had previously performed for the Navy. Due to his innovative strategy, Data Systems was awarded the contract, its first outside of the Modular Control Equipment (MCE) arena. □



ISO

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**Commander John LeGrande,**

Defense Contract Management Command, presented Division President Al Powers with an ISO Qualification Declaration Certificate for the Agoura and Moorpark facilities.

Certificate for the Agoura and Moorpark facilities to Division President Al Powers by Commander John LeGrande, Defense Contract Management Command, on November 12, 1998. This certificate is now proudly displayed in the Building I lobby in Agoura

**San Diego**

In parallel, and in coordination with the Agoura/Moorpark ISO team activities, the San Diego ISO team pursued ISO 9001 compliance at their facility. After completion of procedure updates, internal audits and resulting corrections, DCMC performed their initial audit of the facility Quality System in August 1998. At that time, three major and sixteen minor findings were identified. DCMC performed a follow-up audit in November and verified that all identified issues had been addressed and implemented. On December 10, 1998, Commander Craig Wheeler, Defense Contract Management Command (DCMC), presented an ISO 9001 "Certificate of Qualification" to Vice President and General Manager, Lou Kelly. This certificate, which is displayed in the building lobby, signifies that DCMC recognizes the San Diego Quality System as being fully compliant with the requirements of ISO 9001.

Bill Maben, Quality Manager in San Diego, commented that, "We are now



**Commander Craig Wheeler of**

Defense Contract Management Command, presented an ISO 9001 "Certificate of Qualification" to DSD-SD Vice President and General Manager, Lou Kelly.

recognized by the military customer as having one quality system. This system is expected to streamline manufacturing processes in San Diego by making our operations more consistent. All Litton Data Systems San Diego employees should be very proud of their efforts in achieving this major milestone in our ISO program."

San Diego plans to seek ISO registration by an independent registrar authorized by the Registrar Accreditation Board. An initial audit is scheduled to be performed by a third party registrar in March, with full registration by June 1999. Although this is an aggressive schedule, we are confident in achieving this very important goal based on the hard work already put forth by the San Diego employees to achieve DCMC qualification.

**Ocean Springs**

As part of the Division effort, the ISO 9001 Team for the Ocean Springs, Mississippi facility began their journey towards ISO qualification several years ago with ISO Familiarization Training for the senior staff, followed by third party registrar Lead Assessor Training for a member of the team. They then completed an Internal Self-Assessment with the assistance of Division Product Assurance. Additional assessments have been completed, the most recent

of which was conducted by the local DCMC team. Written confirmation has been received from the DCMC audit team that all of their ISO audit findings are satisfactorily closed. An additional internal assessment has been conducted to confirm that all processes are compliant and ready for a DCMC follow-up audit. As soon as all findings from this assessment have been closed the DCMC audit will be scheduled.

The facility is firmly committed to full compliance with the ISO standard and is looking forward to receiving qualification in early 1999.

**Summary**

All Division and Materiel Service Center employees who contributed to ISO compliance and DCMC qualification are to be congratulated. DCMC will notify all of our government customers that we have achieved ISO qualification. But, the journey doesn't end there. We must now continue on the path of our commitment to constantly controlling our processes and following them as documented. Failure to do so could result in withdrawal of the DCMC certificates and notification of our government customers. Internal compliance assessments will be used to identify and obtain correction of nonconformance, and keep management informed of the performance of the Division Quality Program.

Our compliance with ISO 9001 means that the Division can operate to a single quality management system standard for all future business. When our Single Concept Initiative concept paper is approved in the near future, current contracts will be revised to replace DoD quality standards with the ISO standard. □

**ETC Notes**

James Gee was the lucky winner of the \$100 J.C. Penney gift certificate in December's drawing. □



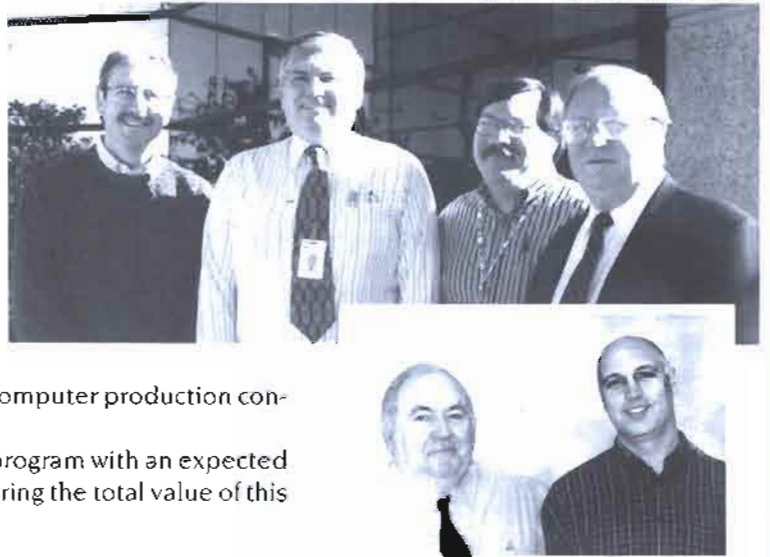
## 1998 Customer Satisfaction Awards

LCU Program Management Team

In the hands of Program Manager Dennis Ogle and team members Paul Fisher, Bill Benagh, Tim Harrington, Scott Wendling and Todd Benson, the LCU program has been a model of efficient management and customer satisfaction. Quarterly program reviews with all LCU customers have facilitated a productive exchange of ideas and efforts and have ensured the on-going introduction of technological improvements over the life of the contract, making this product a sought-after, proven winner.

The collective efforts of this management team to maintain a daily presence with the customer and resolve potential problems before they affect the program has resulted in the extension of this profitable rugged computer production contract for two more years.

More than 13,000 units have been delivered on this program with an expected total of over 20,000 by the end of the contract. This will bring the total value of this contract to \$395,000,000. □



TYQ-23 Advanced Product Team



Team leader John Rodwig and members Leonard Thomsen, Long Tri and Timothy Schimke have demonstrated the requisite pride, knowledge, creativity and responsiveness to easily qualify them for this award. They have repeatedly performed well beyond the expectations of management and our customers on tasks ranging from the development of a new, lower cost production architecture for the TAOM OCU Workstation through preparation and staging of a variety of demonstrations for Marine Corps and Air Force senior officers on evolutionary capabilities and migration of existing capabilities on to future platforms.

Response from both the Marine Corps and Air Force communities has been extremely complimentary. Without the team's efforts in the face of limited government funding, the Marine Corps could not have fielded a sufficient number of systems to accomplish the TAOC mission, thereby jeopardizing award of the recently received OCU production contract. In addition, serious discussions with the Air Force have been initiated regarding the migration of MCE/P31 functionality to the AN/TYQ-82. □

## 1998 Bill Wagner Continuous Measurable Improvement Award

The HTU Production Team of Ed Thibault, Kevin Schweder, Rick Roelle, Ken Carter and Stan Syzmanski successfully changed and refined production processes in San Diego to reduce the touch labor hours required for assembly and test of an HTU unit after the product line was transitioned from Moorpark.

By creating a work cell, collocating all possible assembly and test processes within the cell, creating detailed work instructions, establishing process ownership and eliminating material movement, they were able to reduce the overall touch labor hours by 37% over the first six months of production. Since then, with the refinement of processes and the continued training of personnel, the touch labor hours have been reduced by another 15%. These changes and reductions have resulted in a cost savings of over \$500 per unit, for a total savings to the program of over \$1,000,000. □



## 1998 Technology Achievement Awards

Walter J. Floyd



### Patent Grant

Walter J. Floyd for Design Patent # Des 400,181 granted October 27, 1998 for the Programmable Integrated Communications Terminal

### Patent Applications

Fred W. Erickson, Ray C. Pizzuti, and John B. Rodwig for "Radar Scan Converter with Direct Display Memory Interface."

Paul R. Bryson for "System and Method of Transmitting a Data Signal in the Presence of an Audio Signal."

David T. Carrott and Gary L. Mallaley for "High Output Reflective Optical Corelator having a Folded Optical Axis using Grayscale Spatial Light Modulators "

David T. Carrott, Barry Dydyk, Stuart Mills and Bob Mitchell (GCS) for "High Output Reflective Optical Correlatory having a Folded Optical Axis using Ferro-Electric Liquid Crystal Spatial Light Modulators."

David T. Carrott for "High Speed Optical Processor."

Shan Barkataki, Patricia J. Dousette, Dale F. Frederick, Stuart H. Harte, and Gary R. Johnson for "Method of Creating and Using Application Independent Software Components " □

## 1998 International Achievement Award

David R. Keith



While a number of individuals have made considerable sacrifices in the development and submittal of the Kuwait C4IS proposal, Dave's contribution has been unique. With very little in the way of an in-country blueprint, he has developed vital lines of communication and trust with a variety of partner and customer organizations. Dave's knowledge of local customs, flexibility to adapt to changing procedures and ability to communicate that information within the Division is important to our success in this marketplace. □

## Kuwait C4IS Proposal Team Wins Special Achievement Award

### Efforts Recognized During Awards Banquet



The Kuwait Command, Control, Communications, Computers and Intelligence System (C4IS) and Short Range Radar (SRR) Program is one of the largest and most challenging programs that Data Systems has pursued in the last 15 years. Not only is the potential value of this contract important to the Division in financial terms, a win would carry this Division into the next generation of open architecture, 'commercial-off-the-shelf' systems.

This proposal team was comprised of key super achievers from all disciplines in Data Systems Division and the Material Service Center who were able to focus on what the customer needs and present a customer-oriented proposal that employs innovative approaches to provide the State of Kuwait with a best value, low risk open architecture system. They also worked

closely with our Kuwaiti team members to ensure customer rapport and confidence.

The completed proposal was very favorably received by the customer and has been evaluated as significantly superior to those of our two competitors.

It is through the efforts of Valerie Arvizu, Nan Barnes, Bruce Bell, Casey Bruno, Leonard Domenic, John English, Steve Effertz, Bob Fox, Ron Harris, Dwight Herr, Jack Humes, Becky Humphries, Ray Hutchison, Dick Kranzler, Bill Lemons, Dick Lincoln, Jay Manahan, Matt McConville, Jim Murray, Bob Paulsen, Amie Shaheen, Paul Smith and Jeff Williams that we have accomplished so many critical tasks on the path to contract award and they are most deserving of this recognition. □



## Milestones

Congratulations to the following employees who celebrated their anniversaries during the month of February. Employees with 20, 25, 30 and 35 years of service are invited to be pictured here.



**Dale Frederick**

30 years, Senior Scientist, Engineering.



**Gary Russell**

20 years, Senior Quality Engineer, DSD San Diego.

## Hotline

Employees may call the Division "Hotline" with any questions or comments or perceived noncompliance with the "Standards of Conduct"

Moorpark/  
Agoura Hills ..... 818-706-4669  
Other Ca. .... 1-800-843-5165  
Outside Ca. .... 1-800-237-0934 ☐



**Stephen Johns**

20 years, Division Vice President, Operations.

35 years: John Williams.

25 years: Mary Silva.

20 years: George Hall.

15 years: Don Barteld, Bob Boyd, Kathleen Essigman.

10 years: Mike Dunn, Norm Iverson, Franklin Moormann, Dennis Pilgrim, Philip Ruiz, Tim Tracy.

5 years: Bert Albanese, Keith Curtice, Margaret Holmes, Kenneth Woechan.

☐

## STANDARDS OF CONDUCT: LABOR MISCHARGING

*This month's article addresses the importance of accurate labor charging.*

Would you be upset if you discovered that someone was using your charge account number to make purchases? Most credit card companies assume you would be. For this reason, they go to great lengths to ensure that you are only charged for what you purchase.

In many ways, Litton Data System's customers are very similar to credit card users. When employees at Data Systems charge their time to a work order number, what they are actually doing is charging their time to a customer's charge account. When an employee fails to accurately record time on their timecard, or fails to charge their hours to the correct charge number, the customer is mischarged.

For this reason, the Division audit organization actively monitors Division labor charging practices. When discrepancies are identified, Division Audit ensures that they are corrected. Additionally, Division Audit evaluates the discrepancies to determine if potential mischarging activity is involved. It is important to note that a discrepancy is not necessarily indicative of mischarging activity. In fact, most noted discrepancies are procedural errors (i.e., no In/Out time, incorrect addition).

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## The Rec Club Corner

### Litton Bicycle Club

What does the word "crankset" mean to you? Well, on November 1, 1975, the Crankset Bicycle Club was formed at Litton Data Systems. Many of you would probably recognize the names of the original members: Al Iler, President; Harvey Shore, Vice President; Harvey Ganz, Secretary/Treasurer; Bob French, Jim Mitchell and Sam Pawley.

The Litton Bicycle Club (its present name) for both road and mountain bike riders is still going strong with 39 members. It meets quarterly and offers Litton employees and their families many benefits such as safety instruction, ride information and rebates on items like helmets, organized rides and tune-up

and maintenance. Also, a large quantity of equipment is available to club members, not only for the personal repair and maintenance of bikes, but also night lights, bike racks, wind trainers, etc.

There is a nominal annual membership fee of \$3 for an individual and \$4 for an entire family. Your membership card entitles you to a 10% discount on accessories at several major bike stores. And, you'll meet new people with similar riding interests.

To join or learn more about the Bicycle Club, you may contact the following members located at the Agoura facility: Deborah Moscoso @ 5828, Scott Simcoe @ 5093, Stu Harte @ 550, or Ann Wetstein @ 5330. ☐

## Bargainmart

Employees and retirees of Data Systems may use this column free of charge. Ads are limited to one per person each edition and may be extended to another upon request.

Ads must be fewer than 25 words and will include home phone numbers only (except Rideshare). Ads not meeting these requirements will not be published nor will they be returned. Send ads to Employee Services at M/S15-22.

Deadline for the next issue: March 5.

### OTHER

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## On Board

Data Systems welcomes the following new employees:

**Administration** Alan Hampson, Jr.

**Engineering** Larry Gregory, Jerome Nolan

**DSD San Diego** Anthony Bantay, Elaine Smoot. ☐

## Standards

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One of the monitoring tools utilized by Division Audit is the floor audit. These random audits increase employee awareness and provide statistics which are used to compare actual timecard accuracy rates to the Division's goal. The Division's floor audit accuracy rate goal is 95%.

One reason for the Division's past success in meeting this goal can be attributed to the active involvement of individual departments. Their efforts have helped raise employee awareness of the importance of timecard accuracy.

Even with all of the attention that is focused on the importance of timecard accuracy, discrepancies do occur. Many of these are the result of employees forgetting to allocate their time on a daily basis. By maintaining your timecard in a visible location, you can help reduce this type of discrepancy.

With your continued support, you can help the Division meet and exceed its accuracy rate goal and hence reduce the likelihood of the Division's custom-

ers being mischarged.

Additional information regarding this topic can be obtained from the "Timecard Checklist for Employees;" Division Standard Practice 1000, "Standards of Conduct;" Division Standard Practice 3000-1, "Employee Timekeeping and Paychecks;" and Administrative Manual policy 04-5, "Timecards."

The headlines in many newspapers today reflect the aggressive position taken by the U.S. Government in seeking out mischarging activities. The penalties faced by both companies and employees who are found guilty of mischarging are severe. For this reason alone, it is vital that you take steps to ensure that you accurately record your labor charges.

If you have any questions or concerns about labor charging or other Standards of Conduct issues, please discuss them with your supervisor, the Litton Ethics Hotline, or Steve Shamlian, Manager - Division Audit. ☐

## Personals

Notes of thanks were received from the following:

Ralph Wilson for the cards and flowers sent to his family on the loss of his mother. ☐

## Gone Fishin'

Data Systems salutes its retirees on their years of services and wishes them success in the years ahead.

Ruth Armentrout

Nabih Mansour ☐

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