

April 24, 1984

Memorandum for Record

Re: J. A. Conte - Recommendation for Promotion to Senior Engineer

John began his career with Western Electric in 1968 as an engineer in quality control and inspection engineering at the Kansas City Works. He joined Quality Assurance in 1970 and his assignment included developing quality audit procedures and rating procedures.

John's technical training made him well-suited for a job in quality. He received a Bachelor of Science degree in Industrial Engineering from the University of Missouri in 1966 and a Masters of Science degree in 1972. He received certification by the Missouri State Board of Registration as a Professional Engineer in 1971. John is presently a Senior Member of the American Society for quality control, and he is certified by the ASQC as a Quality Engineer and a Reliability Engineer. He is currently enrolled at the University of Denver taking courses in computer graphics and data communications. (Attachment 1)

In 1965 John was the winner of the American Institute of Industrial Engineering technical paper award for "A Study of the Affects of Paced Audio on Repetitive Motion" as published in the Journal of Industrial Engineering in 1966. John also produced several articles for publication in the Missouri Shamrock and submitted a paper to the Western Electric Engineer on the topic of simulation of t-rates (1971).

John became involved in information systems engineering for Quality Assurance when he submitted a design for a quality information system in response to a call from AT&T Bell Laboratories Quality Assurance Center. As an engineer, he was in a unique position to help design the system from the users' point of view. The Quality Assurance engineers at that time desperately needed a way to analyze and quickly recall quality data. There was so much data that manual analysis of more than six weeks (one rating period) data was impossible.

John designed three forms to be used for keypunchable audit data in his system. He implemented a prototype of the system using his report forms, and his overall system design was recommended for use by the AT&T Bell Laboratories Quality Assurance Center Director. (Attachments 2 and 3)

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Over the next few years, John evolved into the Quality Assurance Directorate information systems engineering contact. He was greatly involved with the design of the system as it grew through 1974 - 1975. He began offering an informal program of instruction in data retrieval to engineers at various Quality Assurance locations. He designed an enhancement to the system to allow remote data entry and helped direct its implementation in April of 1976. Up until this time, data had been sent to central locations and entered there. Remote entry ensured more timely data and easier access to the information. John strongly supported on-line data entry and processing of audit data. He performed a study in 1976 comparing the TSO system to System 7 and recommended that the Quality Assurance Information System be moved to TSO, and it subsequently was. (Attachment 4) This allowed better on-line data entry and improved retrieval capabilities.

During 1977 through 1979, John helped develop the Western Electric QAD Information System as a response to inaction on the part of AT&T Bell Laboratories Quality Assurance Center to numerous requests for information. The information system group began to grow and to develop programs for data retrieval and provide formal training for most users. John was instrumental in designing and presenting the formal training program for Quality Assurance engineers and supervisory personnel. (Attachment 5) In 1980, the Quality Assurance Information System grew to include Installation data entry, making the information system useful to our regional employees. In 1980, John also provided technical expertise for the implementation of the Quality Measurement Plan. This plan is based on Baye's theorem and uses statistical methods to calculate probable quality levels based on Quality Assurance audit results. John performed as a member of the Quality Assurance Directors' implementation task force and designed various programs for the information system to assist engineering personnel in implementation of the new rating plan.

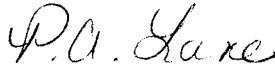
In 1981, John reestablished the regular QAIS development meetings which brought AT&T Bell Laboratories Quality Assurance Center people together with AT&T Western Electric Quality Assurance Directorate people to discuss the joint information system. He wrote minutes of the proceedings (Attachment 6), distributed them to Quality Assurance personnel, and steered the development committee to priority items. In 1982, he was asked to make a presentation on the Quality Assurance Information System at the Quality Assurance Directors' Staff Conference. John has the distinction of being the only tech/pro ever asked to speak at the Director's staff conference.

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In 1983, John was chosen to present a Quality Engineering Seminar for QA Engineering and Information personnel. He presented the course twice in Newark for the Gateway Quality Assurance staff. (Attachment 7) Other presentors giving the course for Quality Assurance's field personnel were all senior engineers.

John has consistently shown his value to the organization in his foresight and ability to solve problems before they become critical. He has been the guiding force behind our Quality Assurance Information System and works with information system staff giving direction and an engineer's point of view. I strongly feel he is qualified for the senior engineering level and ask your approval for the reclassification.

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P. A. LANE, Department Chief
Quality Assurance - Staff