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Team Wins AXO Spirit Award

P-7



Cutting the ribbon on the new Cordova houses are from left: Dennis Powell, Jacqueline Smith, Mike Bezdon, Barbara Bezdon, Sharon Hanek, Mary Lou Dordan and seated, Craig Withee.

Teams...we hear a lot about teamwork in today's workplace. It is an ideal to be attained, a state of cooperation that results in excellence. In the Alaska Region we have team of our own that has gained national recognition for its work in developing the housing replacement program. The AXO Spirit Award for Quality of Worklife will be presented to the following 15 employees: Scott Berglund, H.L. Bud Britain, Robert Carter, Steve Cords, James Gentry, Sharon Hanek, G.L. Sis Hill, Warren LaSelle, James Lomen, Jolene Rasmussen, Hank Williams, Daryl Reindl, Owen Smith, Jodi Sordahl and Craig Withee.

As the guiding force behind the \$87 million project to replace employee housing throughout Alaska, the Alaskan Region Housing Replacement team had the formi-

dable task of providing repairs and renovation to existing houses where economically justified.

In instances where the 50-year old structures were deemed beyond renovation, the team either sought suitable houses for purchase or began the design and preparation for construction of new homes.

Over a 2-year period the group of engineers, realty specialists, architects, and acquisition specialists evaluated conditions of the housing units in locations such as Bethel, Cordova, Kotzebue and Yakutat. They developed a plan of action that would improve the quality of life of employees and their families in those remote communities.

In the process they dealt with asbestos

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Buell Smith, 92-year old aviation mechanic, right, receives the Charles Taylor Master Mechanic Award from Fred Leonelli, AFS 300, at the Region's first Master Mechanic award ceremony held in Anchorage this spring.



Mechanics Honored by FAA

Twenty-seven aviation mechanics received the **Charles Taylor Master Mechanic Award** at a ceremony on March 23, 1994. The agency presents the award to recognize aviation maintenance personnel who have at least 50 years of experience in the aviation industry.

Named for Charles Taylor, the mechanic who maintained the Wright brothers' airplane, the award celebrates the unsung heroes of aviation. Taylor worked for Orville and Wilbur Wright in their bicycle shop and joined them in creating the first powered aircraft.

To qualify for the award, which was created last year, a mechanic must have held an FAA mechanic certificate for 40 of the 50 years he or she has been involved in aviation and never have had the certificate revoked.

Among the Alaskans being honored at the awards dinner were Roald Amundsen and David Cochran of Soldotna; Kenneth Wren of Dillingham; Dale Greninger of Homer; and Gilbert Ayala, F. Atlas Dodge, Howard Fowler, Ward Gay, George Grant, Roland Moody, Lawrence P. "Fuzz" Rogers, Bud S. Seltenrich, Buell Smith, Emmitt Soldin, C.E. "Slim" Walters, Clarence

Walston, Thomas Wardleigh, Albert R. Chamberlain, Robert L. Hanson, James R. Long, Earl "Red" Dodge, George Powell, Charles Gray, Darrel Bellar, Robert Hoffman, Richard Pastro and Willy Johnson of Anchorage.

A similar ceremony in Fairbanks honored another group of mechanics: Louis Applegate, Jeff Bachner, Chauncey Coleman, Robert Hillard, James Hutchison, Bernard Sherwood, and Warren Tilman.

Parents of the Year

Paul J. (P.J.) Williams, assistant manager for program support, North Alaska Airways Facility Sector, and his wife, Freda, were named Parents of the Year by Doyon, Limited. The award recognizes their qualities and values that are important to the continued physical, social and cultural survival of Alaskan Native children. P.J. and Freda have demonstrated deep commitment to an extended Native family by serving as boarding home parents, opening their home to family and friends traveling to the city and for their involvement in a rural community hockey program.

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Jacqueline L. Smith

Public Affairs Officer
Joette Storm

Alaskan Region Recognition Awards

SUPERIOR ACCOMPLISHMENT

Rex Boyette, NA AFS
 William Bull, Bethel SFO
 Dan Deneen, NA AFS
 Geri Gaines, AAL-460
 Jim Mock, Bethel SFO
 Ted Shield, NA AFS
 Ann Spannagel, NA AFS
 John Swanson, ZAN-AFS

GROUP

SUPERIOR ACCOMPLISHMENT

Steve Bridges
 Steve LeFler
 Al Van Horne
 Ellis Fongemie
 Gary Stadig, ZAN-AFS

ON-THE-SPOT

Denise Brown, NA-AFS
 Sandra Frederick, AAL-481
 Richard Heidelberg, ZAN-AFS
 Bruce Lobdell, NA-AFS
 Jim Mock, Bethel SFO
 Glen Sisson, ZAN-AFS
 Johnny A. Smith, Anchorage
 ARTCC AFS

LETTERS OF COMMENDATION

Robert "Hub" Atkins, Bethel SFO
 Randy Parker, Bethel SFO
 Wayne Phillips, Bethel SFO
 Thom Richards, Bethel SFO
 Marshall Severson, Kenai AFSS
 Mike Tepp, Kenai AFSS

SERVICE AWARDS

Kati Thompson, Kenai
 AFSS
 10 year pin
 David Baxter, Kenai
 SFO
 5 year pin
 Randall Parker, Bethel
 SFO
 3 year pin

TIME OFF

Edgar Anderson - Kenai SFO
 Paulette Coleman - Kenai AFSS
 Denny Dodd - Kenai AFSS
 Tim Maynard - Kenai AFSS
 Melvin Ogle - Kenai SFO
 Ron Sherman - Kenai AFSS



Jim Miller, Area Supervisor, Nome Flight Service Station, received a Superior Accomplishment Award. Among his achievements was coordinating the successful rescue of seven persons from the Bering Sea.



Special helpers get thanks for Special Olympic efforts - Employees who pitched in to be "buddies" for the Special Olympic Games received letters of appreciation from acting Deputy Regional Administrator Cecelia Hunziker. They are: Nancy Tinney, Dorea Swanson, Patti Sullivan, Cecelia Hunziker, Geri Gaines, seated, Craig Withee, Dan Vandermeer, Debbie Turcic, Gene Cowgill, and Cheryl DeVries.

Clocking out for the last time are Daniel Lathey, Jean Pershall and Grace Davis-Nerney, three employees who took the buyout.



Buyout Leads to New Adventures for Longtime Region Employees

More than 80 region employees accepted the offer of a buyout and retired or resigned under the Voluntary Separation Incentive Act. Many of them with more than 30 years of service bid farewell at a reception sponsored by the CivilAir Club on April 29.

They were treated to songs, refreshments and gifts as they closed a chapter of their lives.

Among them were several top managers including Deputy Regional Administrator David Morse, Human Resources Manager Grace Davis-Nerney, and Airports



Retiree Dave Morse

Manager Russ Hathaway. They were joined by a number of employees considered institutions in the agency: Ivy Moore, Henry Nakamura, Jean Pershall, Rheta Johnson, Dan Lathey, Terry Alexander, Larry and Shirley Rodger, Lou Sudano, Connie Roe, Jane May, Chuck Moody, Rose Mower, Patty Fox, Phyllis Silvertan, James Allen, Larry Bevil, Betty Bonner, David Champion, Jesse Farnsworth, Clark Fountaine, Joan Gillis, John Hartwick.

Also Ronald Hoffman, Dick Hunze, Gail McWethy, John Michaelis, Yoncencia Monseratt, James Morse, William Nelson, Benny Notti, Cruz Torres, Helen Wall, Eugene Wehe, Jim Hughes, Eleanor Kooreny, Marian Courtney, Pat Stone, Peggy Smith, and Bob Stinson.

Marcia Bolton, Jerry Coppess, Jimmy D. Ford, Ethel Hoffman, Alvis King, DonKoutchak, Charles Kyle, Alice Kretsinger, Ken Lively, Dennis Lavicky, Joseph Martin, John McGhee, Manny and Olga Silva, Mary Jane Soper, Del Thomas, Jim Turnbull, Richard Wirth and Alfred Zingg.

Alaskans Attend PWC Celebration

The Professional Women Controllers (PWC) celebrated their 15th anniversary during their national conference held April 13-17 in Washington, D.C.

This year's theme, "The Mosaic of Our Lives," symbolized all that we balance in our everyday existence, between professional and personal commitments.

Featured speakers at the conference included: FAA Administrator David Hinson, Deputy Administrator Linda Daschle, Assoc. Admin. for Air Traffic William Pollard, and Executive Director for System Operations Monte Belger.

Other highlights included "shadow" assignments at headquarters, a seminar on "Dealing with the Difficults", workshops on gender dynamics, legal considerations and family issues, panels on FAA strategies, future focus, and an international forum. Career counseling was also available.

Alaska was well represented by Darla Gerlach, AAL-519, Alaskan Area Director, Steve Laabs, SCC FSS, Kristi Ritson, Kenai AFSS, Jacque Smith, Regional Administrator, and Renee Wilson, Fairbanks FSS.

Renee Wilson was also the recipient of the PWC national scholarship award of \$750 to be used to complete her bachelor's degree.

Next year's conference will be in Kansas City, MO, April 17-21, 1995 at the Hyatt Regency Crown Center.

Darla Gerlach

Hats off to Merrill Tower

The staff at Merrill Control Tower chalked up another incredible 99 pts. during their recent evaluation. Those folks are tops.



Willis C. Nelson

Region Greets New Manager for Air Traffic

Willis C. Nelson has been named manager of Air Traffic for the Federal Aviation Administration's (FAA) Alaskan Region. Nelson has worked most recently in the Washington, D.C. headquarters as assistant division manager of Airspace Rules and Aero Information. His career with FAA spans 25 years and numerous locations from the Air Route Traffic Control Center in New York to the FAA Academy in Oklahoma City where he was a technical instructor.

Nelson has experience in the Air Traffic Procedures Division and has been manager of the U.S. Notam Office and the Flight Service Station and Weather Branch. A graduate of the U.S. Army Flight School, he has also worked in private industry for Bendix Corporation and Suburban Airlines. Nelson is a member of the National Black Coalition of FAA Employees and the Federal Managers Association.

Coast Guard Demonstrates Willingness to Help FAA

TQM

I recently observed Total Quality Management (TQM) in action. It was not within our own FAA ranks, but in another Department of Transportation agency. The United States Coast Guard assisted the Flight Standards Division in transporting a valuable piece of equipment to Alaska. What was important, and what reflected TQM, was the overall attitude surrounding that service.

The Alaskan Region had taken possession of a King Air cockpit trainer located at the FAA Academy. The challenge came when arranging cost-effective transportation from Oklahoma City to Anchorage. Although Air Force and Air National Guard resources could be used, those agencies were unable to respond within the required time frame due to higher priority commitments. We knew there were Coast Guard resources available at Kodiak, and we contacted them and explained the situation. The first and immediate response was "What can we do to help?" From that point on, there was commitment and dedication to fulfill our requirements. As a result, the training device was carried to Anchorage on board a Coast Guard C-130 and was delivered on time. Since I coordinated the effort and followed the project, I observed firsthand the extent of that commitment. When operational factors caused deviations from the initial plan, the Coast Guard resolved all issues in response to their commitment to the FAA.

Total Quality Management (TQM) consists of five basic principles to be applied during the day-to-day conduct of business - customer focus, total involvement, measurement, systematic support, and continuous improvement. Incorporating them into our daily work improves the quality of service, and enhances the quality of our worklife. If we place emphasis on customer focus, the other principles tend to fall in line.

At first glance, we might identify our customers as the general public since we as public employees are accountable to them. In reality, however, anyone with whom we interact is a customer. This includes our own

peers, subordinates, supervisors and managers, and members of other government agencies. If we treat everyone as a customer at all times, we become more responsive to individual needs and operate more effectively. There is little tangible reward in public service: but, when we apply TQM, the resulting good customer relationships are rewards in themselves.

Many times we have difficulty responding to a customer's request with a clear commitment. We deal with specific regulations and internal guidelines and feel powerless to deviate from them. Also, in an effort to be efficient, we often respond with a first reaction based on past experience. As the TQM principle of customer focus becomes a regular way of doing business, we find that these rules are not cast in stone. Within many directives, there are avenues which are designed to circumnavigate restrictive procedures as situations warrant. If we focus on the customer, we take the time to identify alternatives and meet the customer's needs.

Coast Guard operational commanders responded immediately with a commitment to fulfill our request. From then until the mission was concluded, it was merely a matter of logistics. We recognize that the Coast Guard could have diverted the mission in favor of their requirements at any time. The fact that they explored alternatives and responded with a win-win attitude is the significant issue. The principles of Total Quality Management work well. When used they reflect pride and professionalism on the individuals who apply them, and on the organizations they represent.

Bill Missal

*"Our only real product is safety.
The public must have trust in the
way FAA deals with and regulates
safety. . .it's not like selling soap."*

*David R. Hinson
FAA Administrator*

FEA Honors Two As Employee of the Year

Two FAA employees took honors at the annual Federal Employee of the Year award ceremony sponsored by the Federal Executive Association (FEA). Janet Mugleston, Airway Facilities Resource Planning Branch, won in Category I and Nora Brueggemann, Flight Standards, was honored for her community service work.

Janet was nominated for her work in supporting the branch in the face of reduced staffing and changing work requirements. Nora, who is known for her medical work in the Caribbean, was a shoe in for the honors in the community service category.

Other FAA nominees included Mary Hassett, secretary in Flight Standards, and Jane Ryan, also of Flight Standards.

There was a nomination in the new team category, the Polar Star 94 security exercise design team. The team includes Ruppert Workman, James S. Derry, John D. Twiggs, Frances Sherertz, Sandra Rohrbach, Darrell Mixon, Lonnie Brewington, Kenneth Burdette, Charlene Derry, Joette Storm, Stephen Siebs, Mark Kelliher, Carol Hugh, Derril Bergt, Donna Tracy, Gregory Sonnabend, David Connett, Jr. and Charles Lund. They planned and conducted as hijack exercise with the Canadian equivalent of FAA, Transport Canada.

Tying for winner in Category II were Carol M. Burkhart, National Park Service, and Capt. Sara A. Pate, U.S. Air Force. Both received winning recognition. Rex J. Close, U.S. Air Force, copped honors in Category IV, and a National Park Service group was recognized in the team category. They were: Dennis Schramm, Kevin Meyer, Page Spencer, Jeff Bennett and Judy Alderson.

In Memoriam

Randall McSparin, 83, died May 27 in Tacoma, WA. A 30-year veteran of the FAA, McSparin retired in 1971. He is survived by his wife, Muriel.

Ralph and Betty Klokkevold passed away in May within days of one another. Ralph was Assistant Division Manager for Airway Facilities. Betty served as manager in the federal credit union. Memorials may be sent to the Alzheimer Assoc., Puget Sound Chapter, 120 Northgate Plaza #316, Seattle, WA 98125.

Lee McCaw, who retired earlier this year due to illness, died in July. He had worked in the flight service stations in Gulkana and Talkeetna, the Anchorage Air Route Traffic Control Center and in the Organizational Development Branch.

Joseph A. Corrigan died July 13 at his Chugiak home. A former Naval shipyard worker, he joined FAA's Western Region in 1948 and completed 25 years of service.

John D. Phillips, whose career as an avionics technician and inspector spanned 25 years, died Sept. 5 in Portland, OR. He is survived by his wife, Judy, of Ocean Park, WA.



Carrying the torch for a special cause are Civil Aviation Security employees, Ed Doody, Frances Sherertz, Molly Jolly, and Steve Powell. They participated in the fundraising event for Special Olympics in which law enforcement officials run a 10-mile course.

Norma Bonewitz, region director of the National Hispanic Coalition of Federal Aviation Employees (NHCFAE), presents the award to Regional Administrator Jacqueline Smith.



Hispanic Coalition Fetes Region for Excellence

The National Hispanic Coalition of Federal Aviation Employees (NHCFAE) recognized the Alaskan Region for Excellence in Diversity of Hispanics recently. Alaskan Region Chapter Director Norma Bonewitz brought it home and was able to present the award to Jacqueline Smith, Regional Administrator, at an August town meeting with Administrator David Hinson present.

Criteria for the award is based on employee statistical data for the calendar year 1993. Formal recognition was made at the NHCFAE's annual training conference in San Antonio.

(continued from page 1)

and electrical problems, water sources and sewage treatment, condensation and storage space. Team members met with employees to determine their needs and incorporate them in the design of an "FAA Alaskan Standard House."

Their flexibility and creativity resulted in the purchase of existing homes in Cordova which meant earlier occupancy for Cordova families and a 50 per cent savings in construction costs over new construction. Their efforts have a direct effect on the morale and quality of life of FAA employees in Alaska.

The team will be honored at a ceremony in Washington, D.C. in November along with other AXO award winners in the other categories.

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