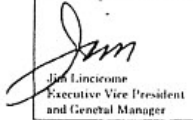


The Round-up

Group Perspectives



Attitudes '86 Feedback

"Attitudes '86" contained feedback from some of you who feel it's not as enjoyable to work here at GEG as it used to be. Those who have expressed this concern are obviously feeling less job satisfaction than they did in the past.

Job satisfaction is an extremely personal subject and is evaluated very differently by each employee. Job satisfaction has been studied by many experts over the years and has defied very specific definition, but is generally believed to result from a combination of factors such as:

- the opportunity to do work with a purpose,
- the recognition and rewards that result from work,
- the feeling of accomplishment,
- the physical location and surroundings of the job,
- the colleagues one develops,
- the degree to which pressure or stress is present, and
- how one feels generally about his or her employer.

Change in any organization may be perceived by an employee as either positive or negative depending upon its direct personal impact on the individual. As a result, change almost always increases the job satisfaction of some and decreases the satisfaction of others. There are two significant ways that GEG has changed in recent years. Each of these changes has undoubtedly had an impact on how many GEG employees feel about their jobs.

The first change is growth. We have grown in nine years from 4,000 employees under one roof to over 8,000 employees in four facilities in three Valley communities. This growth has been personally very positive for many, because of the promotional and growth opportunities and many new jobs which have been created. However, some employees perceive the growth less positively because they can no longer work at their preferred location. Dislocation is a typical factor in a change in level of job satisfaction.

The second, and equally noticeable change, is the significantly increased requirements of our customer. Everyone who chooses to do business with the Federal Government is finding that everything must be done with greater precision all the way from the quality of the final product, to the associated administrative paperwork, to documenting the time spent in each job activity. There are now higher standards and greater risks associated with not meeting those standards. In order for a large, complex organization to reduce those risks, new policies, procedures and monitoring systems are put in place, reducing for some the degree of personal freedom and the number of options as to how their work is done.

Without a doubt, for some, this new, more structured work environment has increased the pressure and made the job less personally satisfying. Others, however, find it more satisfying to work where the expectations are more clearly spelled out, thereby reducing personal risks.

No one can discount the impact of changes such as these on the overall level of job satisfaction found in an organization; however, it is critical for us to remember the importance of the job we perform in maintaining the nation's defense and the stability it affords us. GEG remains a successful

Customer Satisfaction Through Statistical Process Control

By Murry Allen

To ensure Motorola's continued leadership in a world market, Dr. Mikel Harry, Comm. Div. Principal Staff Engineer, and Kathie Bullington, Training Manager, have initiated training in Engineering Statistics, Statistical Process Control, Diagnostic Methods, and Experimental Design.

GEG is currently implementing Statistical Process Control (SPC) training to Engineering, Manufacturing and suppliers. Statistical Process Control is a program designed to identify, control, and ultimately eliminate product and process variation. This control and elimination of product and process variation will enhance customer satisfaction; so important to Motorola's future.

A long and rigorous instructor certification process involving 140 hours of training in formal university course work, subject matter training, instructor training, and on-the-job application training was recently completed. The purpose of the certification



SPC GROUP (L-R) Dr. Mikel Harry, Principal Staff Engineer (Comm), Murry Allen, Instructor Special Projects, Ray Greenway, Rich Thompson, Ron Lawson, Ralph Ponce I Director Quality and Manufacturing, Cathy Lawson, Fran Tepner, Al Kittica, and Jo borne (not shown) John Hathaway, Joann Harper, Russ Elias, Gary Cone, and David I

process is to ensure the highest standards in course content, delivery, and follow-on consulting. Twelve certified Motorolans and two Arizona State University professors will be delivering Statistical Process Control to in-house Motorolans and GEG suppliers. Ultimately, through the efforts of these individuals, GEG will be in a more favor-

able position from which to achieve Excellence and, in turn, a more core market position.

Contact the GEG Training dept for information and class scheduled courses in Engineering Statistics, Statistical Process Control, Diagnostic Methods and Experimental Design. (949-300

GEG'S J/A "Bookshelves R' Us" Top Marketing Company

By Ralph Gallacci

During the year (1986-1987) Motorola supported six Junior Achievement companies with 23 volunteer Advisors. Some of the J/A companies visited Motorola plants to sell their product and establish customer relationships with Motorolans.

One company, "Bookshelves R' Us", sponsored by GEG and formed by a group of talented and enthusiastic, sales-oriented high school students, established itself as a successful and profitable company. At the end of the program, Bookshelves R' Us grossed \$3,406 in sales. During the Junior Achievement Awards presentations, this Motorola-sponsored company received the award for Top Marketing Company.

The success of this J/A company was made possible through the aggressiveness and enthusiasm of the achievers, and through the dedicated efforts of the Company's Advisors. The advisors are: Doris Nicholas from the Tactical Electronics Division who acted as Production Advisor, Kevin Carey, also from the Tactical Elec-



J/A "Bookshelves R' Us" Company Advisors: (L-R) Mary Whalon, Kevin Carey, Doris Nicholas, and Kevin Engels.

tronics Division, was the Marketing Advisor; Kevin Engels from the Radar Division, was the company's Accounting and Personnel Advisor. Mary Whalon, from the Strategic Electronics Division in Chandler, acted as the Executive Advisor.

The goal of Junior Achievement is to introduce high school students to the free enterprise system and the world of business. There are several objectives which must be met to reach this goal, i.e. the con-

cepts of marketing, accounting, management, production, economic purchasing power, product and company policies must be understood and used. Congratulations to "Bookshelves

(Carey, Engels, Nicholas, and I wish to thank all Motorolans who helped Bookshelves R' Us become the top marketing company in J/A.)

defense contractor with leading technologies that enable us to consistently maintain over a year's backlog of business. We continue to be a high-tech, highly professional organization with state-of-the-art products to design and produce. As we move through this period of transition to become a more perfect supplier, thereby increasing our customer's satisfaction, I believe that if we focus on the challenge rather than on the constraints, we will find increasing satisfaction from our accomplishments.

Have A Safe And Happy Easter



Nancy Wendorf has been appointed PMP Manager for the Communications Division. Nancy formerly was a program manager on the PBT accessories project. She has replaced Kathie Duckworth who has been assigned to the DAMA program as a Manufacturing Team Member. Nancy can be reached at 949-3243 - M/D H1163.



Steve Petersen has been appointed Administrator for Group and Central, a thirteen-year Motorola, was former Quality Assurance at Chandler Security Division. Steve can be reached at 949-4159 - M/D H1163.

PMP Announcement