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Quality Control is a Thorough Process



*The Resource Management Division received a certificate of appreciation from acting administrator **Joe Del Balzo**. The division is the Alaskan Region's nominee for the FAA Quality Management Award. Pictured, left to right: Regional Administrator **Jacque Smith**, **Velma Teutsch**, **John Madden**, **Claudia Hoversten**, **Cecelia Hunziker**, **Charles Moody**, **Naomi Christensen**, and Deputy Regional Administrator **David Morse**.*

Total Quality Management, *Part 6 of 8*
Quality Assurance
by **Ben Fish**

Quality assurance focuses on the design and control of processes, rather than final results. Emphasis is on prevention rather than inspection after the fact.

Quality assurance continually re-evaluates our processes to identify and correct problems and to encourage the introduction of new or improved customer services. It also incorporates a system-wide perspective by including both suppliers and customers in the planning and

review phases.

We have invited customers to participate in the design of new services. During Aviation Forum meetings sponsored by the Alaska Airmen's Association, we discuss customer requirements and opportunities for improving services.

We have formed a joint quality action team with the University of Alaska Anchorage to create an international aviation training center in Anchorage. We have invited the State of Alaska DOTPF and the Municipality of Anchorage to institute a joint aviation system planning process for the Anchorage
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Employee Recognition Awards



*A group award was presented by **Tom Stuckey**, center, to **Angela Elgee**, left, Anchorage FSDO; **Jim Garoutte**, Flight Procedures Branch; and **Paul Raker**, right, Anchorage FSDO for their participation in the Accident Prevention Focus Group and for their resulting contribution to aviation safety. (**Jim Garoutte** is not pictured.)*



***David Morse**, Deputy Regional Administrator (right), presented **Andre Felton** an award for his countless hours of assistance and computer skills in the Civil Rights office and his help in other FAA offices. **Andre** began work at Soil and Conservation Services on March 22.*

Intercom

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The submission deadline is the first Friday of each month.

If you have questions, suggestions, or complaints, please call the Editor at 271-5169.



Building Healthy Family Relationships

April is Child Abuse Prevention Month and we would like to take this opportunity to share some tips on building healthy family relationships, especially with your teenager.

1. **Make time for your teen.**

Find an activity you enjoy doing together and pursue it. If your invitations are declined, keep asking.

2. **Listen, really listen.**

Because parents have so much to do and so little time, we often try to listen while cleaning, washing dishes or fixing the car. Put your chores aside so your teen knows you're really paying attention.

3. **Take the long view.**

Don't treat minor mishaps as major catastrophes. Choose the important issues. Don't make your home a battle ground.

4. **Tolerate differences.**

View your teenager as an individual distinct from you. This doesn't mean you can't state your opinion if you disagree.

5. **Respect your teenager's privacy.**

If a behavior is worrying you, speak up.

6. **Let your teens sort things out themselves.**

Never say that you know how your teen feels. They believe their feelings are unique. They'll learn otherwise—without your help.

And never imply that the feelings don't matter or will change.

Because teens live in the present, it doesn't matter that they'll soon feel differently.

7. **Don't judge.**

State facts instead of opinions when you praise or criticize. Stating facts like "Your poem made me smile" or "This report card is all C's and D's!" leave it up to your teen to draw the appropriate conclusions. Teens are sensitive about being judged positively as well as negatively.

8. **Be generous with praise.**

Praise your child's efforts, not just the accomplishments. Don't comment on the person. "You're a great artist" is hard to live up to. "I loved that drawing" is a fact that comes from the heart.

9. **Set reasonable limits.**

Teens need them. Your rules should be consistently applied—and rooted in your deepest beliefs and values.

10. **Teach your teen to make sensible decisions and choices**

by encouraging independence and letting your teenager make mistakes. Don't step in unless you have to.



Child abuse comes in many forms and touches all kinds of families.

Should you be experiencing difficulties in your family, counselors are just a phone call away through the Employee Assistance Program (EAP). Our EAP services are furnished by Human Affairs of Alaska (HAA) who may be contacted in Anchorage at 562-1812.

Outside of Anchorage, employees and family members may call 1-800-478-2812 for an appointment.

Questions about the EAP may also be referred to your division operations/administrative specialist or Carol Marvel, Regional EAP Manager, may be reached at 271-3572.



Clearer Communications

New Voice Switching and Control System Moves Agency Closer to High-Tech Future

*M*oving one step closer to the high-tech air traffic control system of the future, FAA's voice switching and control system — known as VSCS — is now in the production phase.

The first system, already in production, is scheduled to be delivered to the Seattle air route traffic control center in January 1994. It is estimated that it will be operational about 1 year after installation, allowing time for testing and evaluation.

Harris Corporation — who was awarded the \$1.7 billion contract in December 1991 — is expected to deliver voice switching and control systems to the nation's 22 air route traffic control centers, the New York and Los Angeles Terminal Radar Approach Control facilities, and the FAA Academy within the next 4 years. A prototype system was delivered to the FAA Technical Center earlier this year.

The system is responsible for the air-to-ground and ground-to-ground voice link communications between controllers at air route traffic control centers and en route aircraft. The system is tailored for each air traffic control center's environment and requirements, enabling each facility to configure a system to meet its specific needs.

To guarantee high reliability, the system's specification requires that it cannot be out of service more than 3 seconds a year. ————— ❖

Off to Jail

An aviation parts store owner is in jail following action by the DOT to clamp down on unapproved aviation parts. The owner of the now defunct shop pleaded guilty to falsifying airworthiness certificates on critical jet engine components.

The probe, used as an example of the Inspector General's crackdown in its current report to Congress, showed that the person falsified FAA documents, certifying that combustion liners sold for use in some jet engines were new, when they were actually visibly worn and cracked.

If the faulty components had been installed, they could have caused catastrophic engine fires.

The shop owner received the maximum sentence of 16 months in prison and was fined \$5,000. At the time of the sentencing, the U.S. District Court judge told the defendant: "It occurs to the court you are a person totally without moral conscience."



Former CAA Club Still Active in City

Ptarmigan Toastmasters Give History of Longtime Club

by George Meagher

On June 11, 1951, a group of Civil Aeronautics Administration (CAA) employees and some Anchorage businessmen organized what was known as the C.A.A. Toastmasters Club 979. The young Toastmasters club held its first meetings at the Aleutian Gardens in Anchorage.

The club, which later changed its name to Ptarmigan Toastmasters Club 979, has held meetings consistently for over 40 years.

Ptarmigan Toastmasters 979 gave its early members the opportunity to improve themselves at public speaking, analytical listening, presiding over meetings, and developing executive skills. The early members were in the 25-35 age bracket and perhaps had dreams and aspirations similar to our young Toastmasters of today.

It was a large and very active club in the Anchorage community. Some of the endeavors were unsuccessful. One of these was trying to get a program started in local correctional facilities. The club completed a speech craft course in the women's prison in Anchorage. It never got farther than that but was a good try.

We furnished judges for speech contests and various competitions such as "Decca"

(the Alaska Academic Decathlons), Boy Scout groups and community schools. We also sponsored youth leadership courses.

Ptarmigan Toastmasters provided a reading program for the Alaska Department of Education; namely, the Alaska Library Services for the Blind and Physically Handicapped. This was the forerunner of the present A.I.R.R., the broadcasting of news for the blind and physically challenged.

Until 1975, the Toastmasters Clubs of Alaska were all-male clubs. There were numerous inquiries by women to join the club. At the August 20, 1975, meeting, the bylaws were changed to read "Members to be male or female and over 18 years of age." The ink hardly dried on the paper when the first woman, Margi Garlick, filed an application for membership. Records show nearly half the members since 1975 have been women.

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IN MEMORIAM



Harriet Williams, the wife of Bob Williams, former regional executive officer and deputy regional director

Garth Geiglein, Fairbanks NA AFS

Michelle Provencio, daughter of Andy Billick, Airway Facilities Division assistant manager



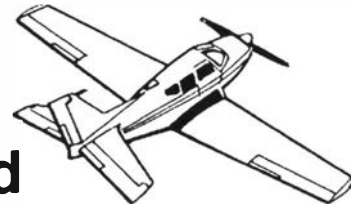
It's Never Too Early to Plan Your Retirement

*I*n order to have Federal Employees Health Benefits (FEHB) coverage as a retiree, an employee must be enrolled at the time of retirement (or have been covered as a family member under a spouse's enrollment) and have been continuously covered under FEHB for the 5 years immediately before retirement or from their first opportunity to enroll.

Coverage under CHAMPUS (Uniformed Services Health Benefits Program) counts toward the 5 years.

CHAMPUS rules provide that a CHAMPUS enrollee is automatically transferred from CHAMPUS to Medicare coverage when they become eligible for Medicare, usually at age 65. A CHAMPUS enrollee who is automatically transferred to Medicare has 31 days from the date of loss of CHAMPUS coverage to enroll in FEHB whether they are retired or still employed. Medicare time does not count toward the 5 years or first opportunity to enroll requirement for FEHB continuation of coverage.

If they fail to enroll in FEHB within the 31-day grace period, no further opportunity to enroll is available to retired persons. Active employees may enroll in FEHB during the next open season; however, they will have a break in coverage and may not meet the requirement of 5 years continuous FEHB coverage for continuation of FEHB in retirement. — ❖



Don't Take It Aboard

*A*n FAAer's idea prompted the agency to launch a campaign to warn air travelers not to carry hazardous materials aboard aircraft.

Working with luggage manufacturers, a four-page leaflet — Tips for Airline Passengers — is being inserted in all new luggage produced by eight leather goods makers.

Although similar hazardous materials warnings are displayed at airport check-in counters, passengers see these warnings after their baggage is packed. The leaflet alerts passengers before they go to the airport.

Tom Kenny, Western-Pacific Region's hazardous materials coordinator, independently wrote, designed, printed, and distributed a regional leaflet on the subject in 1990.

The leaflet lists hazardous materials and warns that violators may be subject to a civil penalty of up to \$25,000 for each violation and, in appropriate cases, a criminal penalty. During 1991 there were 28 undeclared shipments of hazardous materials by airline passengers — 23 in checked baggage and five in carry-on luggage.



Toastmasters: History of Ptarmigan

Continued from page 5

In the late seventies, many of the Toastmasters Clubs of Alaska had become inactive. Therefore, Toastmasters International withdrew regional status from Alaska and the Yukon Territory. We had no voice at the international convention and no voting rights. It was at this time that the late John Brinski organized what is known as the Yukon Alaska Council of Toastmasters.

The forming of this council returned many of our previous rights. (It is interesting to note that every officer on the

new council was a present or past member of Ptarmigan Toastmasters.) The Yukon Alaska Council of Toastmasters represents all 25 Toastmaster Clubs of Alaska and the Canadian Yukon Territory. Two Anchorage mayors were Ptarmigan Toastmasters — Tom Fink and George Sullivan.

The club meets on Wednesdays at Elmer's Restaurant, 711 East Fireweed Lane at 7 p.m and welcomes FAA employees as guests.



Quality Assurance: Looking For Ways to Excel

Continued from Page 1

bowl. During a visit by the Assistant Administrator for Policy, Planning, and International Aviation, customers were invited to attend a briefing on the future of international aviation.

During FY 91, one third of the region's air traffic facilities conducted safety and operational reviews. Several air traffic facilities have established operational error initiatives, training programs, and/or initiated actions to enhance traffic flows and to reduce hazards to aircraft operations.

The Airway Facilities and Air Traffic Divisions have established a joint quality action team which is empowered to develop

a more efficient system for planning, tracking, establishing, and maintaining air traffic systems.

The Human Resource Management Division and the Assistant Chief Counsel conducted customer surveys to identify opportunities for improvement. The Air Traffic Division conducted a total of 840 inflight/preflight evaluations.

Due to the 4-hour time difference, the FAA's Aviation Safety Hotline is not always available to Alaskans; the region has established a regional Aviation Safety Hotline.



Next Month: Customer Focus.



*Regional Administrator **Jacqueline Smith** presented a plaque of recognition to **Merrill Field** for the many innovative measures taken and the progress made in reducing runway incursions at Merrill Field Airport. The plaque was presented on March 4 at a meeting with Smith and the municipality of Anchorage, owner/operator of Merrill Field Airport.*

*Pictured, left to right: **Russ Hathaway**, Airports Division Manager; **Joe Fouts**, Merrill Field Airport Manager, and **Jacqueline Smith**, FAA Regional Administrator.*



***Maggie Grier**, Anchorage Sector Field Office (SFO), looked with big eyes at lemon pie, chocolate cream pie, petit-fours, and a gathering of SFO personnel. Unaware of this surprise gala event to celebrate the Civilair Club's selection of her emblem design, Maggie was devastated with remorse because she had already eaten other goodies.*



"Welcome Back, Grace!"

*The Human Resource Management Division welcomed division manager **Grace Davis-Nerney** with an office full of balloons when she returned after several weeks of recovering from knee surgery.*

*Goodies reign supreme for **Grace's** first day back on the job. Pictured, left to right: **Dottie Taylor**, **Grace Davis-Nerney**, and **Pat Lucero**.*

