

Also working closely with Maintenance is the Stores Department—with locations at GSO, INT, ROA, and ORF—which manages inventory for the airline and supplies and services maintenance shops. These 79 stock clerks are responsible for managing 75,000 items worth \$250 million, and they issue 27,000 parts each month and process over 400,000 individual transactions per year.

"We're extremely proud of their productivity," David Johnson said. "Even though the work has increased, by installing an automated retrieval system at INT and maximizing the assets we have, we've been able to work much more efficiently."

mail

Johnson is also in charge of the Mailroom which processes 40,000 pieces of U.S. Mail each week, and the Print Shop which turned out more than 30 million impressions in 1985. Building Maintenance also falls in Johnson's area, and in 1985, many major projects were completed including renovation in the General Office, the opening of the Employee Services Building, renova-

tion of the Winston-Salem Reservations Center, opening of the new computer reservations center, installation of the new 737-300 simulator, and attractive landscaping on Liberty Street in Winston-Salem.

auditing

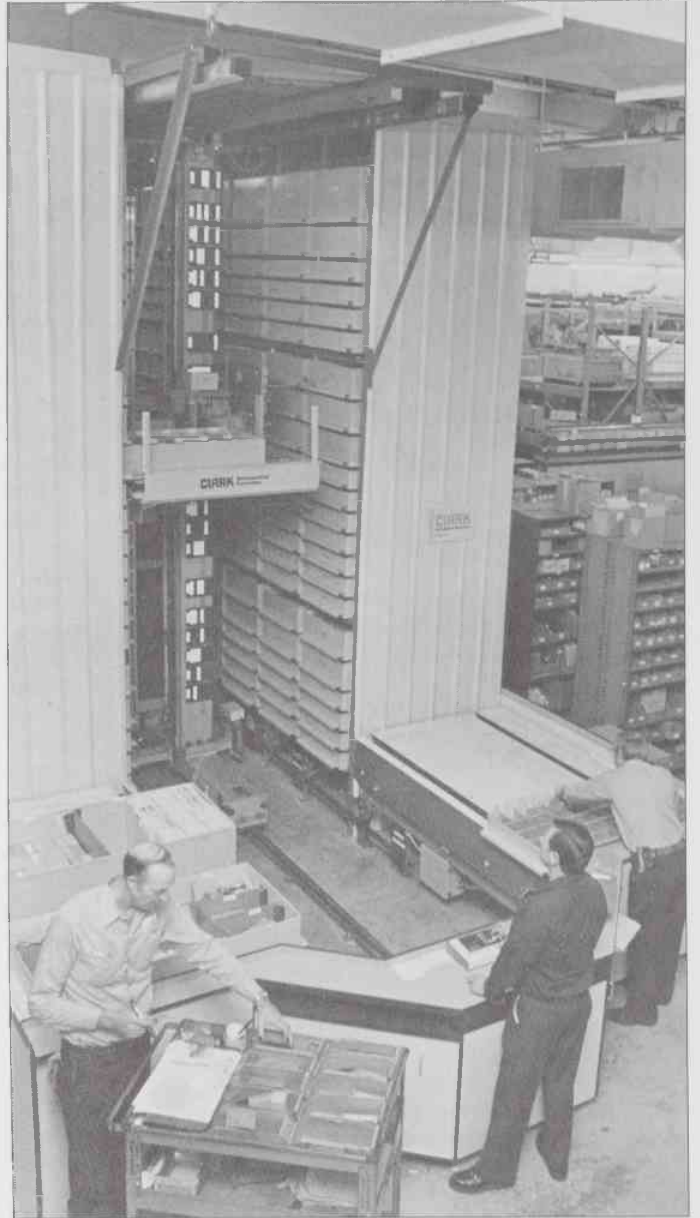
Another innovation introduced by Tsuruta has been hiring an auditor for the department.

Tom Cecil, manager-purchasing standards, fills the post as the department's watchdog. He holds a BS in finance from Auburn and a MBA from the University of Alabama, and he is responsible for making sure that the department can account for every dollar spent.

"We've established a system of checks and balances," Cecil, who moved to the department a year ago after working in Internal Auditing for six years, explained.

"The goods and services we purchase are the largest single element of cost in the business process, and we are obligated to see that we spend the Company's funds responsibly. I update procedures, review contracts, and often initiate new proce-

The mailroom processes 40,000 pieces of U.S. Mail each week. At left, Kim Anthony and Sherri King sort mail for Winston-Salem offices. At right, Dawn Needham and Joanna Tatum sort mail for outside stations, and Puddin Roundtree, supervisor-mail services, bags the mail for distribution.



dures to help us insure that we've gotten the most out of every dollar we spend," he said.

philosophy

Tsuruta summed up the department's philosophy this way: "We recognize that our overall objective is to make a dollar, and we accomplish this by maximizing our resources, working smarter by constantly educating our people, emphasis-

ing the teamwork concept from the stock clerk to the office people and having them participate in the departmental decision-making process.

"We are especially thankful for the demonstrated contributions of our IAM departmental employees in 1985 and look forward to continuing to work with them in a cooperative manner."

A new high density automatic storage and retrieval system has been installed in both INT and GSO-MM stockrooms which automatically handles, stores and retrieves small parts with great speed and accuracy. Stock clerks Aubrey Mabe (left) and Joe Ferraiol check off items as they are retrieved while David Flip-pin operates the controls. These men work in the Winston-Salem stockroom.



Left: Roy Westbrook, manager-maintenance shops, GSO-MM, is surrounded by used tires from the 727-200 which are ready to be sent out for recapping. The new conveyer system will store up to 150 large tires and 200 smaller tires at a given time. The facility also houses an elaborate system of storage racks for new tires. Below: Mechanics Ted Beck, James Hoots, and Ken Fusselman work on a JT8D-15 engine in the new engine build-up shop which has 14 stations, each with 15,000-pound capacity, and a bridge control to move the engines from the loading dock to the bay. The first maintenance employees began working in the new 127,000-square-foot building in early January.

