



# RCA SERVICE COMPANY NEWS

October-November, 1953



PUBLISHED BY THE RCA SERVICE COMPANY, INC.—A RADIO CORPORATION OF AMERICA SUBSIDIARY

## THE NEW FLEET

**THEY WILL KNOW** it in Manhattan. This Chevrolet will become a familiar sight on the streets of the Big City.

Midtown branch will get a complete new fleet like this in December.



RECEIVED

NOV 30 1953

M. W. TILDEN

**IN CHICAGO**, this green Ford means television service of the best—

South Side's fleet was made up of these in November. Oak Park also has a new fleet of Fords.



**COLOR** comes in trucks.

Before they are enjoying color pictures on their television receivers, the public will be familiar with the color of RCA service trucks.

Our new sedan deliveries are a light, eye-catching green. Here they are.

"They are not only better to look at," **DON KUNSMAN**

points out, "they're easier to drive, have a more comfortable cab. His truck is more than transportation for a serviceman; it's his office." The vice president adds this is the time for the fleet to turn out in color, as TV enters the "color year."

Early in '54, more branches will be outfitted with new fleets, like one or other of these pictures.





**I**F YOU THINK frontier days are over in the U. S. A. you haven't heard about the Service Company's field stations, spotted here and there across the land, where air waves are barely broken to channel reins, and a TV technician has to ride herd on ice storms and vanishing signals.

Ninety miles north of Harrisburg, on the west branch of the Susquehanna, lies Williamsport, Pa. It is a town of 46,000, separated from channeled influences to the east by the undulating Appalachian Mountains.

In June, 1952, the company sent EUGENE CUSICK BELL, a one-man task force, to set up a field station and help the inhabitants make the most of any signals which managed to climb into the Lycoming Valley.

A tower, 2080 feet high, on South Mountain roped in pictures two nights a week from Binghamton, N. Y., 86 air miles away, and (atmospheric conditions permitting), Channels 3 and 6 from Philadelphia, 138 miles off as the beam shoots.

For several months Gene catered to the needs of a few TV pioneers.

"Sets sold like rockets to the moon," he recalls.

The Staff  
poses  
with pride  
in front  
of  
THE SHOP.

(L. to r.):  
Allen Malick,  
Pauline  
Flowers, Gene  
Bell



**THE BOSS** drops in on the Bells (l. to r.): Gene & Ann, Charlie Wilgis, Harrisburg mgr.



## Against the

The Customer  
is sure

Gene Bell  
will

cure all TV  
ills.

Junior customer  
watches how

He set up his office in Third Street, near Market, with a desk on one side and a service bench on the other; presented himself as a brother Elk to the local Fraternity, and got to know his neighbors.

Five months after he came to town, a cable company set up another community antenna on South Mountain and immediately pictures were greatly improved. Dealers began to sell sets. And, because the RCA serviceman was a good friend by now, they sold mostly RCA sets.

GRANT ELDER, a salesman for D & H distributors, who headquarter in Williamsport, worked right along with Bell.

"We still call on dealers together," Gene says. This October, he signed up his ninth dealer in Williamsport.

In those early days of the first "boom," he got used to long hours. It got so he rarely had time anymore to drop over for lunch with the town's chief Elk.

"This is a first-name town," Gene Bell insists.

The field station supervisor fits in. He has a personality a politician would trade a carload of cigars for, and he's life member of the Elks.

He still gets to his office at 8:30 A. M. and works "until he's through."

Weekends, early this year, he drove home to his wife and two children, 129 miles across the mountains in Scranton.

Then in February, the field station almost was pushed off the map by one of the worst ice storms in local history. One cable company lost all its antennas; another the most important of three. Time became an unmeasurable quantity.



# Fringe Barrier

Gene took more than 170 phone calls in one week. In addition to answering the customers who beat remorselessly against his door at all hours, the RCA man made what service calls he could.

By March and April, business had dropped off so drastically that the Service Company decided to pull out of Williamsport. But they hadn't accounted for Gene's friends.

## Frontiersman—

EUGENE CUSICK BELL is rated as "high in initiative, and outstanding in customer relations."

He started his RCA career in 1948 in the old Chestnut Hill (Phila.) branch, after working the war years as an electrician at a Bermuda Navy base and radio operator for the American South Africa Line. Before that, he sold automobiles in New York and in Scranton, his home town.

He has worked in the Reading branch, opened up the Wilkes-Barre field station, and carried a kit out of the Allentown office for three and a half years. His record as an "efficient technician" has always been paralleled with reports on his "good salesmanship."

"No service, no sets!" dealers declared.

Gene is so essential to local merchants they refuse to run RCA Victor TV set ads unless a plug for Eugene Bell's Factory-Service contracts are carried.

Bell and his boss talked it over. CHARLIE WILGIS, Harrisburg manager, decided that he should stay—and expand.

Mrs. PAULINE FLOWERS was hired as a half-day secretary last April, and in May Technician ALLEN MALICK was sent up from the York field station.

## Learning the Technique—

Tech ALLEN MALICK enjoys his place in the Williamsport picture.

"It was a break getting sent up here with Gene Bell," says he, "I'm learning a lot about the technical end of things as well as the paper work."

Al has been with the company only since last January, when he started in at the York (Pa.) station.

For ten years, he was an installation man for Bell Telephone. During the war, he helped handle commercial communications between the U. S. and Alaska for the Signal Corps. He's a native of central Pennsylvania, is 31, married with three kids.



**TOWER TRUCK** tests signals for Williamsport, in valley. Malick & Bell (foreground)

The next blow was a business slump which settled on the office last summer. (Nearly everybody in Williamsport has an out-of-town retreat in summer.) Gene still wasn't discouraged. He's a business man as well as dependable serviceman.

The home office was ready to take his word on the future. In September, the field station signed 104 new contracts.

The Bells are all in Williamsport now: Mr. & Mrs., Eugene, Jr., 4; Ann, Jr., 3. They live in a pretty two-story brick

house, high on a suburban terrace.

To celebrate Gene's, and the RCA Service Company's anniversary in Williamsport, the dealers pooled together for full-page advertisements in the two dailies and both the weekly newspapers.

## Something Different Helps—

What makes a job interesting to CHARLES E. WILGIS is the frequency with which crises occur. Naturally.

(Continued on page 14)





## The Fleet's in Good Shape

IT SAVES MONEY and makes money to put your best hubcap forward.

The Service Company's new Fleet program, started in the fall of 1951, has been so successful that the streamlining is going to greater lengths.

For instance, the standard black truck is on the way out. Within the next three years, the nation is going to know RCA by the smart light-green truck with the striking red and black RCA stencil.

Decentralization of control is taking some of the paper work away from the home office, and placing more responsibility in the branches. The field has more than proven its readiness for this venture.

Chicago (South Side), for instance, has done "an outstanding job." With 39 vehicles that travel some 25,000 miles each month through the con-

gested streets of downtown Chicago, the Fleet Program was a sturdy straw for BILL NEUBEK to grab when he took over as manager there last April.

"Until the time of the new fleet program," says Bill, "our trucks in general were deteriorating to a point of no return. It was a sorry sight to see some of our hubcapless, dentridden, squeaking hulks.

"Day in and day out, it was a sure bet that one of our black monsters would break down, causing strained nerves, loss of time, and, most of all, loss of good will.

"Before inception of the program, the men complained about vehicles only when they were inoperative. Now it's not uncommon to hear them lament, 'My truck hasn't been washed since Thursday!'" South Side's trucks are washed once a week, through the authorized dealer.

A shiny truck, Neubek insists, boosts the morale of techs, who, as a result, keep the

**DAILY DUSTING** by Jim Budz is inspected by Mgr. Bill Neubek at big South Side Chicago branch in heart of cinder district

insides of their vehicles neater, "which makes for more efficient material handling, cleaner workmanship, and, in the long pull, greater customer satisfaction."

The manager points out, "Revamping of our fleet has been an additional burden on expenses, but in time will pay dividends in morale, advertising and good will, as well as actual decrease in repair costs."

Already, he's noted lower costs:

"We rarely have the same repair problem twice," he points out.

WALT KOOPMAN, Fleet service manager, made a western tour last summer. He called the Chicago (South Side) manager to tell him that he would be right out to look over the fleet.

"Sure! Delighted to have you," Bill answered. (Branches of our TV-service net are always glad to see Walt).

After regarding the polished fleet, Koopman asked to see the books. To his



A truck  
is loaded (r.).

(L. to r., on l.):

Mgr. Bill  
Neubek, Dis-  
patcher Shirley  
Klutcharch,  
Tech  
Jim Ryan



surprise, he found expenses had taken a drop in spite of weekly washes, tuneups and service every time it had been needed.

Midtown-Manhattan is another branch that has shown big benefits from the program. The office has cut damage costs alone 50 percent in a year.

Once a month, Manager TOM HERMIDA sees that his men have a safety lecture; once a month, a safety board meets to discuss any accident which has occurred.

Tom and his fleetman, BOB DUNCAN, have set up a cycle of servicing and waxing their 67 trucks every three months, washing them twice a month. They feel that

licking the problem of "repetitive repairs," Manager Hermida says.

More than one engine has burnt out at branches which did not put trucks on the rigid maintenance cycle the program prescribes. Where waxing schedules aren't adhered to, bodies have rusted through.

"Not much can show up on the profit sheet for these," Koopman observes.

Fleet Manager SYD NATKIN and Walt Koopman visit the field frequently to introduce their program and authorize local dealers to service our vehicles.

BOB KIMBERK, of the home office, accompanied Walt on his swing last summer. Between them, they visited—in 17 working

issuing a *Fleet Administration Bulletin* once or twice a week, in which he announces service tips and policy changes. He believes this has been an effective means of "helping branches to help themselves."

He believes, too—along with his bosses—that our preventive maintenance program "is one of the best in the country."

Syd's basic effort in this problem is training, in both preventive maintenance and vehicle appearance. Early last summer, he made a 3300-mile tour through the south to visit dealers and acquaint managers with the latest policy changes.

Keeping the fleet in shape also means

### *Pictures vs Figures—*

BILL NEUBEK started out to be an accountant, but the Army moved him from DePaul University, Chicago, to the Pacific for three years, where he was a sergeant in the Air Corps.

With his Army career ended, the possibilities of TV looked better to him than figures, so, instead of returning to DePaul, he went to television school. In '48, he signed on as a tech at Oak Park branch.

A month later, he was made chief clerk, then served in the Chicago district office before becoming manager at Gary. Bill ran Oak Park for six months prior to taking over South Side in April of this year.

The W. L. Neubeks have a son, 4, who plays with the model railroads his father builds. He's too small yet to caddy for his pop's golf. Bill shoots in the 80's.

every two weeks is often enough for washing, since they're parked indoors (50 of them on one floor at Midtown).

"And the cost of our program is under the cost of running a fleet of old rust buckets," Tom declares.

Midtown, like South Side Chicago, is



**FLEET MGR.** Syd Natkin with Secretaries Noreen Weber, Doris Phillips, Ethel Rogers

days—17 branches and authorized as local service organizations 24 automobile dealers throughout the Western Area from San Diego to Spokane, east to Chicago.

Although this area hadn't been visited in 18 months, truck condition ranged "from good to excellent," Walt reports.

"Both vehicles and paper work showed that managers were 'fleet-minded.'"

July a year ago, Manager Natkin began

constant negotiations with dealers in every state (plus Hawaii) for best prices, fighting for delivery of trucks and cars, and shipping them on deadline.

Also, it means selling vehicles, checking to prevent our losing out on warranty claims, watching the seasons for summer and winter change-overs, procuring business cars for employees at fleet prices.

(Continued on page 13)

**ICE BLUE** Austin-Healey is sported by Service Mgr. Walt Koopman (l.); green Morris-Minor is property of Fleetman Kimberk





# THE SERVICE PART IN

**LIKELY TARGET** for air attack is Philadelphia-Camden industrial center viewed from home-office roof by (l. to r.) Gvt. Oper. Mgr. Tom Whitney, Hugh McTeigue, Ed Johnson, Rebecca Marcus

a former field engineer, works with him at the home office on training devices.

Fort Monmouth was the first large-scale GI-training operation that "Mac" steered to completion for the division.

## Well Trained in Training—

Manager **HUGH P. McTEIGUE** ran the company's Training section for three-and-a-half years before transferring to Government early last year.

In his former post, he coordinated the training of 4000 TV-service technicians. He was transferred to Government because Vice President "Pincky" Reed wanted a top teacher to help the military train its men.

Before joining RCA, Mac spent five years heading up the Bendix training programs at Teterboro, N. J.

A Philadelphian, he was chief instructor in an electrical school in that city, and reorganized and administered the electrical department of the Spring Garden Institute there.

Here, at the main Signal Corps base, in the first half of their two-year enlistments, thousands of picked GI's go through radar courses taught by Service Company engineers in cooperation with other instructors. Nearly all of the students are young draftees being given top-flight technical instruction by Uncle Sam.

Classrooms are equipped with work benches and real radar gear. Sometimes two RCA men teach one class, a veteran and a newcomer to the base. Also they

(Continued on opposite page)

Ft. Monmouth

training

chiefs (l. to r.):

Lt. Col.

J. W. Medinger,

Col. J. W.

Atwood & RCA's

Lloyd Kiger

**RCA FIELD ENGINEERS** who instruct enlisted men in radar at Fort Monmouth: (Kneeling, l. to r.): Bill Russell, Phil Royce, Ralph Balleaux, Jesus Sandoval, Super Lloyd Kiger, Bob Mann, Carl Bliefert, Charles Pearce, Norman Ross.

(Second row): Alvia Bledsoe, Winston Parker, Len Battaglia, Jack Crawford, John Slone, Erwin Budde, Vic Osgood, Marvin Weaver, Walter Grundy, John Bean, Charles Ettinger, (Back): Rod Chelberg, Claude Steffey, Lee Kroener, Duane Dowell, Ira Bingham, John Zickel, Al Christensen.

**V**AST QUANTITIES of the most modern electronic equipment, manned by thousands of trained GI's, is the only means today of defending the United States at its vulnerable point: the limitless sky overhead.

The Government Service Division is helping to train these soldiers at key points throughout the U. S. A.

Instruction in the use and maintenance of guided missiles, fire-control and all phases of radar is one of the biggest and most important jobs that the division has undertaken.

Some 40 of our engineers are supplementing Signal Corps radar instruction at Fort Monmouth, N. J.

About twice that many are assisting at El Paso, Texas, where historic Fort Bliss serves as the U. S. Army's guided-missile center and antiaircraft artillery base.

In Aberdeen Proving Ground, Md., nearly a dozen men teach fire-control. Others are on guided-missile programs at Huntsville, Ala.; on RCA radar and communications gear at Keesler Air Force Base, Biloxi, Miss., and Scott AFB, Belleville, Ill.

Philadelphia, Great Lakes and Mare Island Navy bases each have an RCA field engineer conducting courses in electronics for shipyard workers. Three men are stationed at Camden to train electronics testers, assigned to RCA Victor production of military electronic equipment.

Responsibility for this training rests on **HUGH P. McTEIGUE**, manager of Training Devices & Programs, under Operations Manager **TOM WHITNEY**.

In assembling and maneuvering these RCA forces, he is helped by his administrative assistant, **ED JOHNSON**. **JOE KINGAN**,





# COMPANY'S DEFENSE

write new lesson plans and help the military to lay out courses.

All at Fort Monmouth are former radar techs who served in the armed forces themselves. And, incidentally, they're impressed by the "quality" of the young soldiers now coming to them for instruction.

Fort Monmouth is close to Asbury Park, N. J., where many of the field engineers live: bachelors in hotels mostly, married men with their families in homes in the resort city and at Red Bank. The crew has been there since September a year ago.

LLOYD KIGER, who did radio repair work for the Signal Corps in the Philippines during World War II, was put in charge

## *In between, the Navy—*

ED JOHNSON is the brother of Philadelphia TV District Manager Howard Johnson. His first job here was in Personnel, four years ago.

Between then and his present assignment came a second hitch in the Navy: 17 months in the Far East.

After that, he rejoined his bride, the former Marianna Robson, of Personnel Records, and went to work for McTeigue. That was shortly after the manager joined Government. Ed came out of the Navy a lieutenant (sg).

GI's learn  
about  
SCR-682 radar  
from  
Bill Russell (r.).  
John Bean  
(below)  
demonstrates  
console.



of the contract on the scene.

His former assistant, JOUN C. NOOK, now heads the operations at Fort Bliss.

It was RCA's success at the New Jersey installation that won the Texas contract.

The RCA Service Company landed on the Mexican border last July to give classroom and laboratory training. It was from Fort Bliss, across the border from Juarez, that U. S. troops chased Pancho Villa. Created in 1849, the fort held six infantry companies, which protected Texas settlers from marauding Indians and bandits.

The present era began in 1940, when Artillery units began nudging the 1st Cavalry Division for training room. In '43, the Cavalry's mounts were swapped for modern war machines, and three years later the Army's Antiaircraft Artillery and Guided Missile Center was officially established.

(Continued on next page)



Photos by Dick Weeber, U. S. Army







COL. Roton with John Nook at Ft. Bliss

## DEFENSE continued

Under Supervisor Johnnie Nook at the fort are three group leaders: BOB CAMPBELL, HOWARD CLARK and GEORGE SWANK.

Manager McTeigue's men at Aberdeen are led by RAY CARTER, former training head of Engineering Products testers.

Missile training at Huntsville is under CHARLES TONAR, who worked on "Terrier."

ED DENZLER, a former field supervisor, heads instruction on new RCA radar and communications gear at both Keesler and Scott Air Force bases. RCA Victor testers training is under ROD STEVENS, a former Detroit Technical Institute instructor.

BOB PETRLAK is at the Philadelphia Navy Yard, STAN GLIBERT at the Great Lakes base, and JACK MURRAY at Mare Island.

## Navy Chief for Army—

On or off the books, JOHN NOOK has been serving the armed forces since 1942, except for two years when he turned his electronics training to TV-service at the old Collingswood (N. J.) branch and Camden.

"Johnnie" had two hitches in the Navy: '42 to '48, and '50 to '52. The first included duty as a chief electronics tech aboard a carrier.

He came back to RCA in time to help launch the training program at Ft. Monmouth, was so efficient that he was picked to head up Ft. Bliss.

The Merchantville (N. J.) native forwarded these pictures here.

# FORT BLISS

## Teaching Teams



## THIRD TEAM of Ft. Bliss engineers.

(Kneeling, l. to r.): Howard Clark, Lee Smith, W. Drake, A. Boulet, Virgil Smith, Curt Floren, Bob Granger, Jerry Joyner, Hal Howry, John Hodgson, Norm Felchner.

(Standing): Lt. R. Brown, Lt. R. Simms, Charles Beck, John Folger, Donald Cotch, Champ Burkholder, Bill Rains, Jesse Spurway, Hamilton Kenner, Bob Uphoff, Jack Gooding, Reid Thatcher, Ed Conkwright, John French, Paul Atkinson, George Willis.

Col. McCrane  
studies

training device  
with

Johnnie Nook







Photos by Richard Reid, U. S. Army

**SECOND TEAM** lines up before replica of old Ft. Bliss, one of the most colorful installations in the country.

(Kneeling, l. to r.): Grover Burns, Wallace Blackburn, Veldon Hodgson, Laverne Englert, Floyd Bracy, Charles Stagg, Wil Heyen, Don Koski, Herman Peterson, Jim Stevens, Ray Gallahue, Jim Miller.

(Standing): Pete Carabelas, Vince Brierley, Henry Allison, Walt Pharris, Bill Foss, Capt. R. Calcote, Bob Campbell, Lt. W. Walker, Bob Kisko, Lt. J. McMahon, Bill Strathern, Lt. W. O. Cochran, Ted Axton, Sherman Scott, Lt. G. Mohler, E. Michalski, Gele Bartley, F. Laux.



**FIRST TEAM** assembled on Noel Field, against guided missile welcome sign.

(Kneeling, l. to r.): Lt. J. Hassett, Lt. C. Harrison, Dan Norwich, Pfc. J. Nisenbaum, Harry Seymour, Robert Varone, Harry Lowenthal, Vernon Woodin, Ramsey Pridgen, Bob Holland, George Jameson, Ben Crow, George Swank, Lt. T. Fontaine.

(Standing): Lt. S. Dixon, Pfc. W. Williams, Lamar Olk, Clarence Mayhugh, Bob Brennan, Clinton Johnston, Norman Tullman, Harvey Jackson, Tom Gerth, Lewis Bickmore, Judah Graulich, John Cannady, Laverne Wente, Gordon Borth, Edward Thomas, Jim Bym, Jim Payne, Capt. H. Lieberman.

### Former TV Manager—

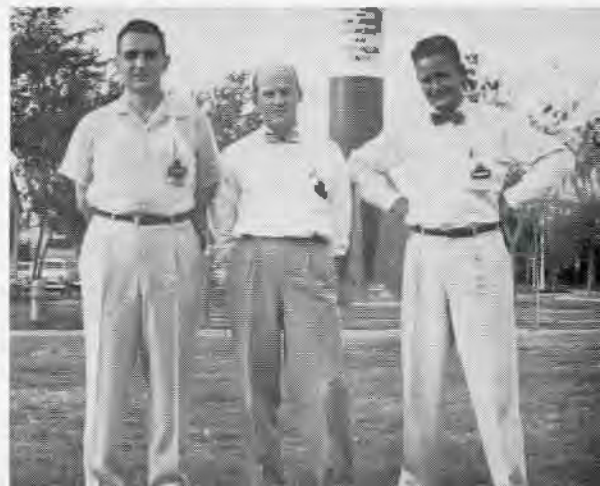
LLOYD KIGER started as a TV Tech five-and-a-half years ago at the old Foster Ave. branch, in Chicago.

He moved on to Toledo as manager, from there to the Chicago district office, and in Feb., '51, to St. Paul, which he ran for a year-and-a-half before switching to Government.

At the end of the war, he left the Signal Corps to study at RCA Institutes, where Bill Zaun found him, when the present Quality head was engaged in recruiting for the new TV.



**BRIG. GEN. Hobart Hewett** (center), assist. commandant, Ft. Bliss, and Col. Arthur Cramer, Electronics dept. head, at conference with Super John Nook



**RCA group leaders** at Texas guided-missile center swap ideas (l. to r.): Bob Campbell, Geo. Swank, Howard Clark



## with Leathernecks, he Learned Leadership

WHEN YOU'VE SPENT your "college years" in the Marines, it's a cinch to get along on a military base.

GEORGE W. GREEN, JR., who came into the home office in Sept. to supervise special contracts under AF Manager Dick Propst, put five years in the field for the Service Company. He put in six-and-a-half years as a regular in the United States Marine Corps.

Last year, the RCA field engineer's CO forwarded a letter of commendation.

"Progress of airmen under his supervision was remarkable," it stated. "Many long and arduous hours were spent by him after normal duty to accomplish this . . ."

RCA knew what the officer had meant after George became group leader:

"In a short time, there was a marked improvement in esprit de corps, quality



Military Friends pose for farewell picture with George Green (l. to r.): Bob Yoemans, RCA; Lt. Col. L. C. Davis, Green and Lt. H. Painter

George left his native Harpers Ferry, West Virginia, to join the Leathernecks in 1939. He was in Cuba for the "Martini affair," and saw action at Tulagi, Guadalcanal and Guam during the war.

He emerged a warrant officer in radar and turned to TV as a career, starting out in our then new Baltimore branch.

About three years ago, he switched to the Government Service Division, going from Olmstead Field, to Ft. Meade, to Manassas, and finally to Syracuse, where he was leader of 15 engineers for ADC.

of reports and technical efficiency of his organization," a review stated.

Along with being a good teacher, George was an effective administrator, which he'll carry on with from Gloucester.

His family: wife and three daughters (11, 5 & 4) are in Syracuse waiting for him to find them a home near Camden.

Green replaces RAY GRUEZKE, who is studying for the ministry at Temple U. Ray took his bride along with him, the former ETHEL ANDERSON, Government receptionist, whom he married last March.

ARMY & NAVY'S new assistant John Connors dictates to Sec'y Loretta Mitrotz



## GIMMICKS ON DEMAND

IT'S A LONG WAY from Oregon in the Gulf of Mexico, but ELMOND EMMERSON DECKER hasn't found it such a distance, technically. He got his EE from Oregon



Elmond Decker

State in '51, after serving as air cadet and radio operator-mech for the Air Force.

He got his commendation from a radio squadron at Mobile for "willingness to work long hours under adverse condi-

tions, and technical knowledge."

Decker, who is 27, was hired in April, '51. In September, he went to Japan, where he stayed until recalled in December, '52, for duty at San Antonio.

Whatever's needed, technically, at the spot where Decker's posted, they have, even if the field engineer has to make it.

Photo above shows a little portable X-hand source he built while involved in detailed testing of helical- and disc-cone fed parabola microwave antennas in Texas.

## Old Head On Young Shoulders

BACK IN 1950, John Connors, at 23, was "one of the youngest branch managers." Now, as "one of the youngest supervisors," he heads special contracts and acts as Man Friday for Army & Navy Mgr. Lou De Pass.

John turned to Government in '51, after running the Worcester TV branch for a year. He had come to the company in '48 from the Navy, where he was an aviation tech 1/c. He worked first for us in the Bronx.

Government sent him to Atlantic Fleet headquarters, Norfolk, where he was named group leader, and then boss of our 40 men there. Most of the fellows were older than he but his was the responsibility.

In addition to the engineers at Norfolk, he had men at Guantanamo, Key West, New London, aboard repair ships and a sub tender, and on cruises with the Fleet.

His present spot, which he took over last summer, was his first experience in the home office. "After the field," he finds the pace "a nice challenge."

His youthful progress goes back to an early start. His father, first-assistant Boston tax collector, "got the radio bug" when John was nine years old, and together they built sets. John has been a full-fledged "ham" for eight years.

He's also a father. The Connors' daughter was born three months ago.



## HE FOLLOWS PATH OF NEWEST RADAR

At Westover Air Force Base, Mass., S/sgt. Erwin Christensen, learns about RCA Victor's new precision search and navigational radar from RCA Field Engineer Samuel E. Thompson



**S**AM THOMPSON's a sort of combination press agent and trouble shooter for a new RCA Victor star, known as APS-42.

This precision search and navigational radar for transports and other heavy military aircraft is only a year-and-a-half in production and needed critically by the Air Force.

Sam installs the highly sensitive unit and gives instruction on its maintenance and operation.

At one Air Force Base recently, he put a dozen APS-42's into commission in one week, enabling the planes to take to the air again.

"He gets very high recommendations wherever he goes," according to Army & Navy Manager Lou De Pass. What's more, he goes everywhere.

In the much-traveled Government Serv-

ice Division, Sam Thompson has the record for road time in Continental U. S. A.

Since last June, when he was made a general service representative for RCA Victor, he has hurried from one base to another all over the land, including McCord AFB, Washington; Elmendorf AFB, Anchorage, Alaska; Eglin AFB, Florida; and spent two weeks vacation at home in Seattle with his wife and son.

In October, he was at Westover AFB, Mass., in contact with both Air Force and Navy squadrons using APS-42.

Here C-118-type aircraft have had the new radar units set in their noses, all slightly modified to carry the gear. MATS also is putting the new radar units aboard C-124 and C-97-type planes.

With aid from America's most powerful search radar, pilots are able to pick up

cloud formations and select a flying path, avoiding possible rough weather.

In addition, RCA's APS-42 picks up ground electronic navigational aids, such as the radar beacon.

Also it provides pilots with a navigational aid enabling them to fly the Arctic regions, pin-pointing their path of flight more accurately, since radar is unaffected by the earth's magnetic poles.

Sam Thompson's final stop will be Los Angeles, where he'll settle down as RCA Victor's general service contact for west coast plane makers. He was the first field engineer assigned to an aircraft factory, the Douglas plant in Los Angeles.

Sam spent four years at Boeing, in Seattle, working on radar and bombing computers. He came with the Government division in 1952. He reports to CLARENCE McCLANAHAN, our representative at Victor.

**ABERDEEN** Proving Ground, Maryland, team of RCA field-engineer instructors, with 90 mm cannon in background.

(Front, l. to r.): John House, Supervisor Ray Carter, John Luebke, Al Silcox. (Top): Pete Rhodes, John Soares, Floyd Rosbury, Geo. Backstrom





# REPETITION ON A THEME

PEOPLE are always impressed by HAMPTON KALYN's 10-foot drawing board, even other draftsmen. And the television industry at large is impressed by the clarity and accuracy of the circuit schematics that come off this board in Technical Publications.

In a way, these long, complicated working designs are a repetition on a theme. The theme is Kalyn's life.

As a student at an American missionary school, forced to serve in the Turkish Army, he had one idea: to get to America. After he had served two years (1914 to '16), he managed to escape. Traveling by night and hiding during the day, he reached Tiflis, in Russian Georgia.

Here, he worked as a tailor to earn railroad fare. It was a long ride over a devious route: through Russia to Siberia,

engineering degree in '24. He continued to work for Ford until '29, when he went east with General Electric, in Philadelphia.

He joined RCA four years later, as an assembly-line inspector, the only opening at the time. A year later, he got the job he wanted, as a draftsman.

Hampton Kalyn was working for Engineering Products when the Service division decided to set up its drafting department. He and SPEED HAND were the pioneers.

His schematics are made from RCA Victor engineering drawings. He redraws them for simplicity in reading. At best, this requires absolute meticulousness. He handles so many numbers and values.

Recently, he finished the schematic on color TV in record time—under extreme pressure. Average time for an expert in this field is from four to six weeks. The monochrome (color) schematic is about twice the size of a black & white drawing. (The latter circuit utilizes some 20 tubes, compared to 39 for a monochrome.)

No one checks Kalyn's work. If he makes a mistake, it will come right back at him—so he plans to have no mistakes.

While he was working in Detroit, Hampton met a girl from the old country, Dorothy Adourian, who had come from Armenia and was living in South Jersey. He married her and moved east. Next month, the Kalyns plan to move from Williamstown, N. J., where they have been living ever since, to a new home in Moorestown. Their children are Richard, 11; Dorothy, 8.



20-YEAR PIN is presented Hampton Kalyn (fifth from l.) by Tech Publications Mgr. Carl Welscher. Others at local lunch-

eon (l. to r.): Helen Danella, Marion Brand, Mr. Welscher, Sam Pusey, Kalyn, Speed Hand, Reinhold Krumme, Lillian Mottram.

He had to thread his way over vast sections of the globe, through a maze of work and intrigue, gauging each step with caution and patience, to achieve the life he is living.

In October, the draftsman responsible for TV schematics from which service technicians work, celebrated his 20th year with RCA. He came here from Armenia during World War I.

across Siberia from Europe to Asia, through Manchuria to the sea and on to Japan.

He was just 20 when he landed in San Francisco, in 1917. Although he spoke almost no English, he found work as a farm hand and learned that the university of Michigan was the school for him.

In addition to odd jobs all year, he worked summers for Ford to win his

## TECHNICAL PUBLICATIONS DINES HAMPTON KALYN



## No Slack Season

Winter meeting of Technical Products Service Division district managers is scheduled for December 7.

Sessions are expected to be bright. For the first time in history, says Operations Manager Carl Johnson, theatre installation workload is suffering no loss from seasonal closings of hundreds of drive-in movies.

Instead, "additions are being hired" in the field force. The reason?

"Installation of four-track single film productions has offset the usual winter lull," answers Carl.

(L. to r., far side of table): Milton Bobe, Dino Mazza, Speed Hand, Hampton Kalyn, Manager Carl Welscher, Marion Brand, Erma Franklin, Walt Lacy, Geo. Mayersaks, Jack May.

(Near side): Helen Danella, Geo. Hicks, Lillian Mottram, Don Peterson.

(Standing): Clayton Miller, Anthony Mitchell, Reinhold Krumme, Sam Pusey, Russ England, May Schroder, Stanley Watermasysk, Jr., Leo Wengert, and John Laurick.



## Deadline Looms in Nominations for Award of Merit

Now is the time when your past will catch up with you—if it's good enough.

The deadline for Award of Merit nominations is here. By November 17, candidates will be chosen for the highest honor RCA Victor offers salaried workers.

Twenty will be rewarded for individual achievement in contributing toward the overall success of RCA Victor in 1953.

The selection is a secret. Everybody knows someone he thinks has worked harder and achieved more than others around him, but nobody will know until January, when the ninth Award of Merit Society dinner will be held in Philadelphia.

The RCA Service Company already has 13 members in the society.

Last year, when CHARLES M. ODORIZZI, operating vice president of RCA Victor and this company's board chairman, was chosen, we won four other places:

### 52's Choice

Vice President PINCKNEY B. REED, JOHN CALLAGHAN, antenna-development engineer; LORENZ SCHROTH, chief tech at Boston branch, and H. JOHN HEFFERNAN, Government Service Division field engineer.

Division managers choose candidates from the ranks of their most active people. These names are turned over to President Ed CAHILL, who decides upon the ten men and women he believes have the best chance of final decision at RCA Victor.

The Selection Committee there is composed of previous winners of the award. The Service Company has one member on this committee. Chairman this year is TOM MASSOTH, manager of Operations Control, Engineering Products, Camden.

More than 120 members of the Award of Merit Society—new and old—as well as top-ranking company officials, will attend the 1953 dinner at Philadelphia's Barclay

### FLEET cont. from pg. 5

Decals must be placed properly on all trucks, new systems for securing ladders are investigated then plugged. Licensing, tiring and repairing are small routine.

Just as a card is kept on every contract-holder so a service card is filed on each truck or car in the fleet.

In addition to Natkin, Koopman and Kimberk, Fleet includes ETHEL ROGERS, described by Syd as "fleet manager in disguise," and Secretaries DORIS PHILLIPS and NOREEN WEBER.

The Service Company leases vehicles, dividing its selections among Ford, Chevrolet, Dodge and Plymouth.

## Independents Honor Service Co.'s Education Program

THE UNFLAGGING CAMPAIGN of the RCA Service Company to educate the public toward faith in the skill and integrity of television servicemen everywhere—along with instructing the industry in the latest methods of caring for the public's TV sets—has received national recognition, from a national organization of independent service companies.

The program helps independent servicemen to spread the story of honest service and to drive the "gymps" out of business—makes it very clear that gymps are the exception rather than the rule.

Early this year, Elmo Roper, noted market research expert, conducted a survey which disclosed that:

"The great majority of the 5000 television families interviewed found tele-

Dan Creato  
accepts  
plaque from  
NATESA  
Pres. Frank J.  
Mock (l.).  
At right,  
convention chm.  
John Cecich



DAN CREATO in October accepted the "Friends of Service Management Award" for the company at the fourth annual TV-Radio-Electronic service convention and trade show of the National Alliance of Television & Electronic Service Associations.

Out in Chicago to give a talk on "Training for Color TV," the vice president accepted the plaque from NATESA president, Frank J. Mock. He received also a personal tribute for "the fine efforts put forth in the interests of independent television-service businessmen."

Mr. Creato has been lecturing and promoting this program for the last few years, ever since CHARLES M. ODORIZZI, RCA Victor operating vice president and Service Company board chairman, put it into operation by going on the platform himself.

Since then, Dan Creato has made friends with independent service organizations everywhere, aided by service clinics on television, special courses, consumer pamphlets and technical service notes.

vision servicemen competent, courteous and prompt in answering calls and fair and reasonable in their charges."

Pamphlets are written for the public to acquaint set owners and potential customers with the problems of honest service. A recent booklet, *How to Give Your Television Set the Service It Deserves*, circulated to the public, lists some of the items back of the service fee:

Basic education (up to four years); expensive testing apparatus, shop and equipment, truck (ladders, etc.), employee benefits, taxes and insurance.

These publications and advertising of similar nature do not endeavor to "sell" RCA, which gets only a small credit line.

Clinics, courses and lectures are conducted to keep the industry informed on new technical and service methods. At present, a course on color is projected.

In thanking Dan Creato for the talks and demonstrations, Mr. Mock observed:

"Knowledge means more efficient operation and better consumer relations."

Major aim of the program is to give the serviceman professional standing.





Quiet  
Evening at  
Wildsmith  
home  
finds Jack  
reading,  
Margaret  
playing piano

## FRINGE cont. from pg. 3

as manager of Harrisburg branch, he has occasion to pull a minor miracle out of the hat every day—in the accepted manner of TV managers.

But Charlie likes the big ones. For instance, his favorite incident is "Project Inauguration." At the time of its occurrence, he was head of Lancaster, which then operated field stations in York and Williamsport. In York, they were opening an UHF station and at Lancaster a VHF channel was being shifted.

On top of that, President Eisenhower was being inaugurated.

The Lebanon Steel Foundry decided that the 6300 school children in Lebanon should see the show, and contacted Charlie Wilgis.

In spite of the stacked schedule and a major snow storm, Charlie made it to the "Pennsylvania Dutch" town, reviewed the situation and produced answers which brought the ceremonies to every one of Lebanon's 17 public and parochial schools.

### Everybody Helped

RCA Victor forwarded, through D & H Distributing Company, three "life-size (TLS-86) projection sets to be used in auditoriums. The foundry donated 15 sets and the local RCA Victor dealers lent an equal number.

Our branch installed 16 fringe-area antennas and four master-tennas.

The venture was featured in local papers, spotted on the Dave Garroway show and covered by *Newsweek*.

Then Charlie was sent to take charge of Harrisburg branch. York and Williamsport field stations were transferred with him.

He spends much time on the road (and what roads they can be in winter!) A few nights a week, he stays at home with his wife, Eloise, and their two daughters, 7 & 5.

Charlie came to RCA in 1948.

## Those Were the Days

JACK WILDSMITH is drawing a quiet breath these days as the Service Company's mailing & printing coordinator.

Compared with the action he saw for six years as RCA Victor's mailing & printing boss, Jack Wildsmith's new post is more like a quilting bee.

Imagine the job of licking postage stamps alone. In a year, Jack's old department spent \$90,000 on postage.

The freight came in from Camden, New York, the Service Company and International, all marked the same: RUSH!

Up until July, when R. L. Polk Co., Philadelphia took over much of the mailing burden, "Wildsmith's" was the central-switchboard for ad men, editors and other promoters, all demanding that their stuff be mailed today—or printed. Heroically, Jack nearly always met their deadlines.

One of the biggest routines was the Record department's "Mailbag," sent to distributors and dealers on a weekly deadline with roughly 75 bulletins, order forms and advertising pieces. Wildsmith's did the multilithing and packing. Another mailbag for International combined English, Spanish, French and Italian.

### Cloak & Dagger

Jack employed 33 people and, on the side, negotiated with the union, and the FBI. A year ago, an agent flashed his credentials in Jack's office and demanded:

"What're you doing with 2000 one-pound bags of sugar?"

They had been addressed to Wildsmith personally, not RCA, and the agent's tone smacked of triumph. He had a real New Jersey moonshiner backed up!

It's a question who had the last laugh. Jack's answer was serious:

"The sugar's to coax disc jockeys to spin a sweet tune Victor's plugging."

Crises came along like streetcars. Once a VIC (very important customer) called at 9 A. M. to have a shipment in Nashville by 7 P. M., to meet his speaking date. Jack rushed the material to the airport,

had an airline employee alerted to rush it aboard the plane just before it took off.

Jack knew about quilting bees back home. He went to a red school house, at Riverside, Central Pennsylvania. Sometimes, he went hunting—but not shooting. He couldn't bear to shoot "the poor helpless bunnies." He fished the Susquehanna River and nearby mountain streams without compunction.

He came to Camden 23 years ago as an operator in a machine shop. During War II, he was foreman of a machine shop, with 120 men under him, working all hours.

After the war, he became general foreman of Advertising Mailing ("Wildsmith's," as it was to everyone at RCA). In the late 40's, he moved his department to Gloucester, N. J., below Camden.

His wife, Margaret, is a piano teacher who has toured, big time, with piano orchestras. She's a native of Haddonfield, where they live. Jack says he knows where middle "C" is on the keyboard. His hobby is raising Peace roses.

**LEBANON** school children saw President Ike inaugurated thanks to steel co., RCA & Charlie Wilgis (extreme l., front row). Photo courtesy *Newsweek*.





# Frank Lutzock

1907-1953

AFTER 11 YEARS of varied service for RCA, FRANK LUTZOCK died in his Rome apartment November 9.

In the words of Harry Mills, European field manager, "he gave fully of his talents, taught the Italians their first radar classes, guided the Italian anti-aircraft artillery through several changes in internal organization." His death was a great loss to his host of Italian friends.

His commanding officer wrote, "Frank has bought more pairs of shoes for Italian kids and befriended more hopeless people than men thousands of times richer."



Frank Lutzock

Frank was our senior man in Italy, where he went shortly after turning to the Government Service Division from the San Francisco district of RPT in 1950. He came to RCA in '42 as a testman at Camden, joined the Service Company in '44.

Frank Lutzock was born in Cleveland, June 11, 1907, of Russian parents.

His RCA friends knew him as a jovial cook, cartoonist and photographer. He died of accidental asphyxiation, the U. S. State Department reported. A sister, living in Cleveland, is the only survivor.

## Picture Perfect

ROUTINE THINGS usually don't attract attention. At the Westchester (N. Y.) branch, however, they've carried routine to such perfection that it struck Vice President DON KUNSMAN like a challenge.

"Take a picture," said he, "and show it around. See how many managers have anything to compare with it."

Prize package is the stockroom, set up through efforts of Stockman MIKE COTTER and Manager JOE ECKENRODE. The room's not only neat as a showcase; it's handy.

All parts are labeled clearly. Boxes of tubes are arranged on shelves so that the oldest are always to the front. A second



25-YEAR watch is presented Hugh Frisbie (seated) in his Cleveland office by Tech Products Oper. Mgr. Carl Johnson. Others

(l. to r.): Frank Hamre, Chicago mgr.; Al Miller, Cleveland field super; Jack Moore, dist. clerk; Mr. Johnson, Emily Arko, sec'y

## TECH PRODUCTS PROMOTIONS

IN A RECENT Technical Products Service Division reorganization, two 25-year men moved up a step. FRANK HAMRE, 24 years in the Pittsburgh district, went to head the larger Chicago district Nov. 1.

HUGH E. FRISBIE, Cleveland manager, has had his district widened to include the former Pittsburgh district. The latter office now is the Pittsburgh field office, under

HARRY MORROW, for several years Tech Products field engineer in Johnstown, Pa.

Hugh Frisbie, who came on with the old RCA Photophone Company, Inc., has always been in Technical Products. He worked for 13 years in Pittsburgh before transferring to Cleveland in 1945.

Hamre joined RCA July 2, 1925, in the old service shop on Broadway, N. Y.

carton never is tapped until all 100 tubes are used out of the first. This insures their use during warranty.

When more compartments are needed on the shelves, Mike makes them out of boxes. It's a very flexible arrangement.

"Within six months," Don Kunsman predicts "every stockroom in the country will look like this."

The vice president-in-charge of TV rates housekeeping high up on the list of musts for branches. He and Technical

Field Administration Manager LARRY BORGESON spend half their time in the field visiting branches, passing along tips.

Mike Cotter operates his stockroom to the advantage of the office as a whole. Not only is every needed part within easy reach, but he knows—to the dollar—the value of his entire inventory.

Since he was transferred here from Flushing a year ago, Mike has reduced the inventory from \$35,921 to \$24,270. He started as a technician in 1951.

WESTCHESTER "showcase" stockroom with Stockman Mike Cotter, who set it up







**25-YEARS** of service are rewarded by Vice President Don Kunsman, placing RCA pin on Art Spaeth, Purchasing Section manager.

Personnel Mgr. Joe Murray (l.) enjoys ceremony with President Ed Cahill, (r.). Art, who is 44, started in Purchasing with Victor Talking Machine Co. as office boy, his first job. He came to Service Company in 1944.



**PURCHASING** section gave farewell luncheon to Jack Wark (center, r., front row), who left in October to become purchasing head at RCA's Missile Test Project, Cocoa, Fla.

(L. to r., front): Vince Giacoboni, Rita Lamarra, Betty Datz, Mgr. Art Spaeth, Jack Wark, Jean Martin, and Thelma Campbell. (Back): K. Kochersperger, B. Middleton, B. Smith, J. Cavanaugh, B. Heintzmann, P. Hallowell, F. Wright, Thelma Zoll.

**AFTER** the needle, Chief TWX Operator Della Parker & Vice Pres. Pincky Reed relax over coffee poured by Red Cross lady.



## SERVICE COMPANY TOPS BLOOD DRIVE AGAIN

OCTOBER's visit of the Red Cross Blood-mobile, final for the year, added four new members to the Gallon Club (see below), which is composed of people who have given eight pints of blood.

At the same time, the Service Company hung up another record: No. 1 place in the year's standing for RCA Victor, in the Camden area, with 108.9 percent of quota. This was made by 243 persons.

**PROUD** President Ed Cahill pins Red Cross Gallon Club pins on new members (l. to r.): Earl Nass, IBM; Ray Harker,

Personnel; Mr. Cahill, Caroline Koch, RPT; Nurse Edythe Swartz, of Collingswood; Chief Television Engineer Merrill Gander.



## RCA SERVICE COMPANY NEWS

Published at Camden, New Jersey  
for employes and others interested  
in the RCA Service Company, Inc.

Editor  
MANNING SMITH

Vol. 10, No. 7

Oct.-Nov., 1953