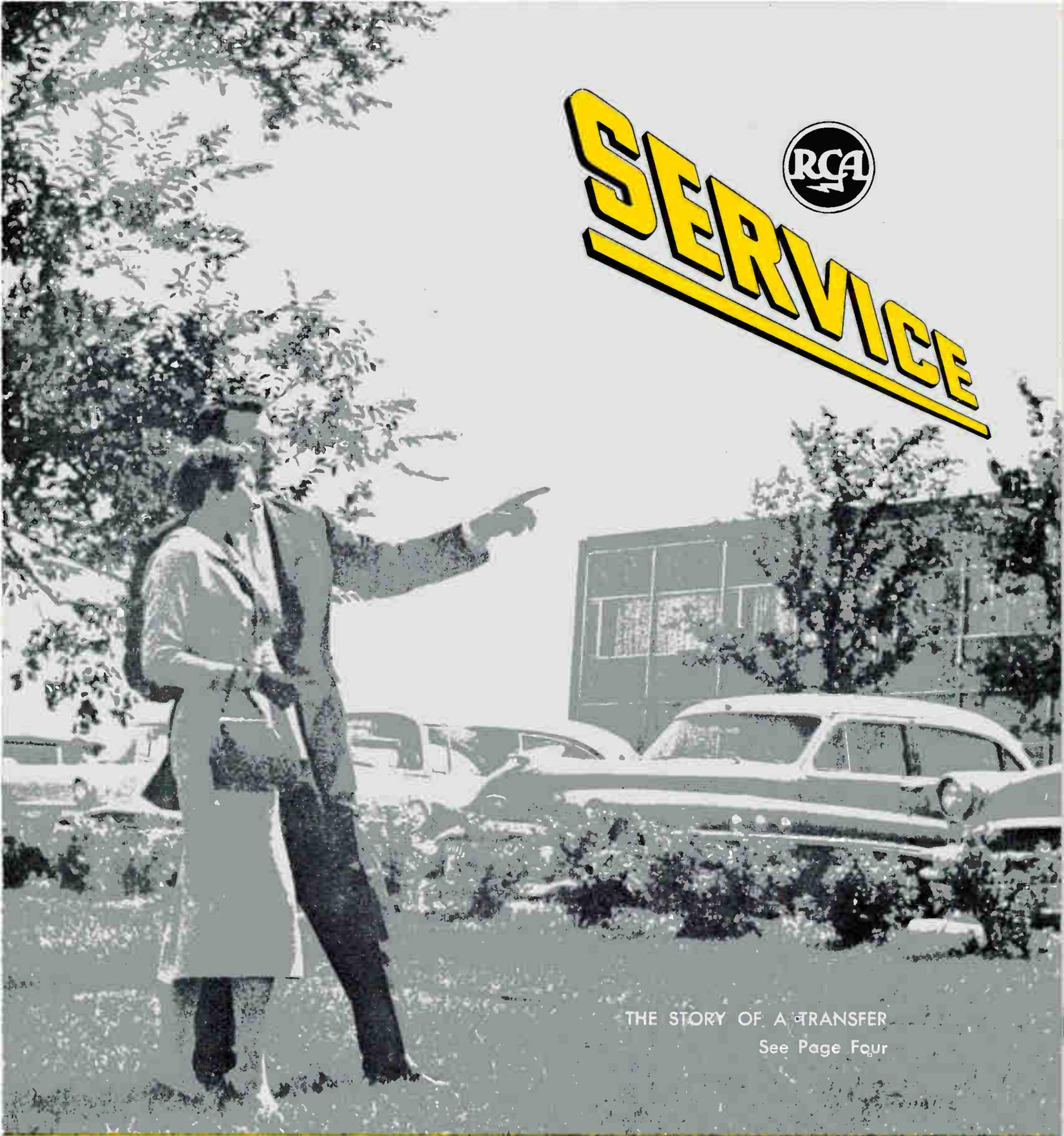




SERVICE



THE STORY OF A TRANSFER
See Page Four

SEPTEMBER, 1956

RCA SERVICE COMPANY, Inc.

World Radio History



SERVICE

Vol. 13, No. 6 September, 1956

Published for the employes of the RCA Service Company, Inc.—A Radio Corporation of America Subsidiary—with home offices at Cherry Hill, Del. Twp., New Jersey

Editor

Thomas A. Fitzgerald
Personnel Dept., Bldg. 201-1
Cherry Hill, Del. Twp., Camden 8, N. J.



E. C. Canui, President, RCA Service Company, Inc.

QUALIFIED Men Wanted

The electronics industry is in an era of accelerated technical development. By 1964 experts tell us it will be an \$18 billion industry—an increase of 66 per cent. Your Company confidently expects to share in this growth.

Those employes with us less than three years already have witnessed the enlargement of our service focus to include automatic digital computers, consumer appliances and Radiomarine equipment installation and maintenance. But this expansion and diversification has not been without toll of our qualified manpower reserves.

We are faced now with a critical shortage of qualified personnel . . . destined to worsen unless we recognize that growth demands that we, as individuals and as a Company, stand ready to fulfill our new obligations in the swiftly moving field of electronic service. Failure to accept the challenge means we fail to achieve our full potential and must yield in favor of competition qualified and ready to do the job.

A definite step toward easing the shortage is to alert the Company's potentially promotable men—men already trained in basic electronics who need only to acquire additional training to qualify for new posts being created and envisioned.

Part and parcel of RCA's outstanding employe benefits program is the encouragement and financial assistance given through programs like the Tuition Loan and Refund Plan for employes desiring self-improvement. Thousands of the RCA Family have availed themselves of its advantages to supplement their training and education.

We need *qualified* men now. We'll need more *qualified* men next year, in the next eight years, in the next eighteen years. You are one of the men we need—if you are willing to *qualify*.

The

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The

Cover



Promoted this month to the post of Sales Correspondent, former Springfield Gardens (N. Y.) TV Tech Ivan H. Lubash shows his wife where he will now work (See pg. four)

The Job of Personnel

Personnel Manager Joseph F. Murray is rounding out 10 years of matching RCA people with the job opportunities for which they are most qualified. He's an enthusiastic proponent of RCA policy to place the right man in the right job. Here he answers questions about job opportunities in the Company—in this case by a television technician interested in advancement.

Q. Why should RCA care about placing me in the right job?

A. For several good reasons. By properly utilizing all our technical skills we alleviate the manpower shortage. Because you already work for us, the Company knows more about you from your performance record, supervisor's evaluations, customer comments, and so on. When we're sure you're in work best suited to your talents and abilities, we know that both you and the Company operate at peak efficiency.

Q. If it's policy to promote from within, how soon can I expect to move up?

A. As soon as an opening for which you're qualified develops. Positions which would mean promotion for you are available now, but they require specialized training. If you haven't had this training, you can get it—and you need it if you're going to advance. Ambition and desire to progress aren't enough—you must be willing to prepare yourself, and keep up with new developments in your field.

Q. I believe I have the training and experience to handle a bigger job. What's my first step?

A. First, let us know that you're interested—talk to your supervisor. He'll review your résumé and forward it to Personnel with recommendations.

Q. What happens then?

A. We'll review your record and qualifications against available promotional opportunities. Assuming your record is good—your supervisor's recommendation is carefully considered—and your qualifications appear to be in line, we'll arrange to interview you. If you are selected, transfer will be promptly arranged, and you're on your way to bigger things.

Q. How about a man who wants promotion, but is reluctant to move from his home town?

A. If you will not move, or cannot move, you must recognize that you

limit your opportunities. It's a question of relative values. Do you want opportunity more than your present house? Will you benefit more in the long run by moving? Let me point this out, though. A glance at the backgrounds of most successful people reveals you must be flexible to capitalize on opportunities. For every man who won't move, there's at least one ambitious fellow who will.

Q. I'm not so much interested in supervision as I am in a better technical job. What are my chances?

A. Very good if you're qualified. Incidentally, that brings out an important point. *Qualified* means more than just training and education. It includes your willingness and ability to accept more responsibility, your attitude, loyalty to RCA, dependability, health—and, of course, your past performance record must be good.

Q. I suppose I'm the average TV tech. I have five years' RCA service and I'm a journeyman earning the top rate. What do you recommend for me?

A. That depends on what you want. If you know of our hundreds of job specialties, you know we need more applicants for some job classifications than for others. Take Government jobs. In Facility Engineering, for example, there are a limited number of jobs for which capable TV technicians could qualify right now. The technician needs basic military experience and knowledge of military electronic equipment repair and maintenance. He'd be relocated in one of six domestic locations or on a foreign assignment, and the work is varied and interesting.

Another possibility exists in Technical Products. They have TV Broadcast Field Engineering positions available. TV Broadcast work requires an EE degree, good technical schooling or equivalent experience; two to three years' work in a broadcast station with a year on TV transmitters or studio equipment maintenance; and a willingness to travel.

A big point, I think, is that as an RCA employe you're presented with the opportunity for promotion and transfer within the large scope of RCA's operations. Every month we transfer men into other RCA divisions.

Q. Will my present job be affected if I tell my supervisor I'd like a better one

... you already work for us ...



... you're presented with the opportunity for promotion ...



... in Facility Engineering, for example ...



or a transfer?

A. No. Remember, he's part of the management team interested in placing you where you'll work efficiently.

Q. Will you guarantee a better paying job if I go to school and get passing grades?

A. No. Sorry, but I can't guarantee the future. There must be an opening when you're ready, and then you must qualify for it. However, without guarantees, many RCA men and women pursue training and education after working hours. They know they must prepare for advancement, and they consider such training as a good investment for the future.

Sales-minded TV Technician moves up the RCA ladder to Cherry Hill and Sales Correspondent position

THE STORY OF A TRANSFER



Called to the home office from New York TV branch for an interview as a Sales Correspondent, TV Technician Ivan Lubash contemplates his future before a montage of the Radio Corporation of America

Sometime last month a typist routinely marked the Personnel record of TV Technician Ivan Henry Lubash, Dept. 689, Springfield Gardens Branch, "transferred."

Early this month ex-technician Lubash, now sales correspondent for the RCA Victor Radio and "Victrola" Division, began his new job at Cherry Hill in a building adjacent to the home office buildings of his former employer, the RCA Service Company.

The story of his promotion and new career began back in March, 1948, when he joined the Service Company as a helper at the old Long Island City Branch. He had served in the merchant marine as a radio officer and was a graduate of New York's Radio and Television Institute.

From the beginning, Ivan worked hard. He also began to work toward the future. While a trainee he showed interest in his work and in the Company and considered enrolling, after completion of an RCA Home Study Course, in New York University's School of Commerce. These items both won favorable comment from his supervisors and found their way into his Personnel folder via the Employee Service Review Plan, along with customer compliments.

To maintain better than a "B" average called for self-imposed routine



Top grades in Marketing and Salesmanship confirmed sales talent





Branch Manager Stan Symolon reported Technician had consistently done an outstanding job—was always at or near the top in sales and EPPP



The Interviewer notified the Br. Mgr. of opening



Job "Req's" go to Empl. Mgr. Mahon and then to Interviewer Churylo who pulls resume from file

Came Korea and Ivan went into military service with the Marines. His electronics background stood him in good stead. Uncle Sam gave him additional training at two schools; one a six months' course in electronics at Great Lakes and a subsequent class as a radar repairman.

Discharged with a sergeant's rating, Ivan returned to the Service Company and reinstatement. He also returned to college, attending classes at night while working for his BA in marketing and industrial relations.

That was almost three years ago.

About six months ago, the technician asked Springfield Gardens Branch Manager Stan Symolon if he might talk about his future with RCA, possibly a transfer.

The discussion revealed that the manager agreed Ivan's performance and record merited consideration. While Manager Symolon disliked losing a good man, he promised his full support. Following policy, he wrote Personnel's Employment Manager, R. J. B. (Bob) Mahon and recommended the technician.

(Continued on page six)



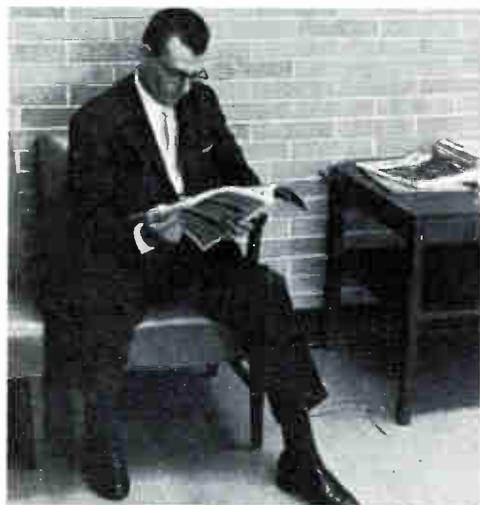
New York to Cherry Hill—
About two and a half hours



Directions send him to Employment Reception Area



Successful candidate Lubash spent weekend apartment hunting with wife, Debbie



Careful planning allows for being a few minutes early for job interview



Ivan checks window & view while his wife talks of placing furniture



Sales training and perception impressed W. G. Frick



Job and living arrangements settled, it's back to New York with a clear road for the satisfied couple

The manager's endorsement placed Ivan's record in a select file of employees qualified for bigger jobs. Now, when a job opening suiting the technician's background occurred, Ivan, as an RCA employee, would be given first opportunity for it.

A few months later, a job requisition (opening) for a sales correspondent in RCA's Radio and "Victrola" Division crossed the desk of the employment manager. As usual, he parceled out the several requisitions, which contained not only the needs of the Service Company, but also some needs of other RCA divisions, to his employ-

ment interviewers. Each interviewer gets the requisitions relating to the field he's best qualified to handle. Interviewer Joseph Churylo got the one marked "sales correspondent."

In checking the "qualified" file, the interviewer pulled out a job résumé marked "Lubash, Ivan H.," and in comparing the background and performance history of the technician against the needs of the requisition, quickly determined that "Lubash, Ivan H." was eligible and a potential candidate.

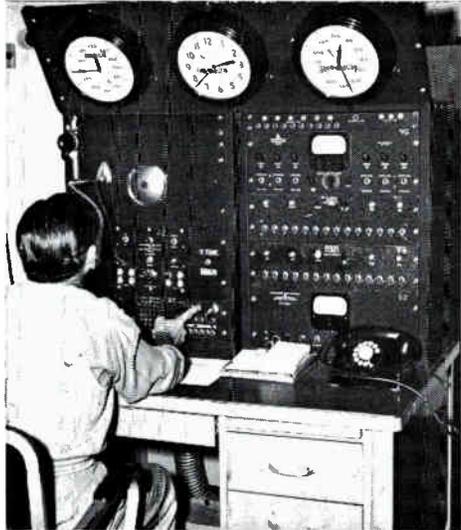
The next step was to set up an in-

terview between Ivan and his prospective manager, W. G. Frick.

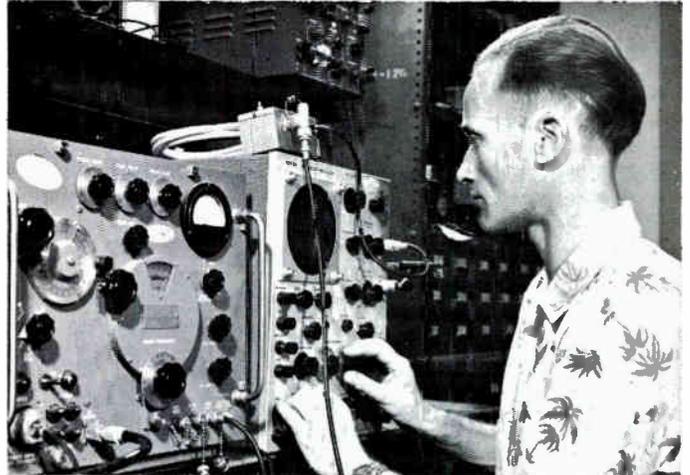
Branch Manager Symolon then notified Ivan of the date for the interview and the technician reported to Cherry Hill as one of the candidates for the sales post.

Former TV Technician Ivan Henry Lubash will move from New York to his new home in the Haddon Hills Apartments this month, about a 10-minute drive to work. And from the window near his desk he'll be able to see the building nearby where the typist marked "transferred" on his Personnel record.

Service Company's Missile Test Project



Left: Operation of Northrup camera control console at Cape Canaveral



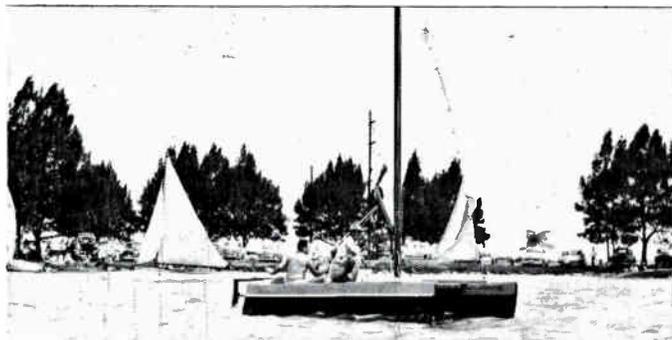
Right: Adjustment of tracking apparatus needs an expert scientist

As an important part of its program for the development of effective modern weapons systems, the United States Air Force has been carrying on research, development and testing of guided missiles since World War II. The Air Force Missile Test Center was established in 1951 at Patrick Air Force Base, near Cocoa, Florida, and it is here that the missiles designed and built elsewhere receive engineering and field tests to assure our nation the most advanced offensive and defensive weapons systems in this field.

The mission of the Air Force Missile Test Center is to accomplish tests, and research and development related to tests, on controlled targets, drones, guided missiles, components and allied equipment; to support operational evaluation and training, and to provide facilities for other governmental agencies as directed. The Center is one of the 10 research, development and testing centers of the

Air Research and Development Command, and its work is in support of that command's mission of maintaining qualitative air superiority in the AF in being.

On the basis of a joint proposal submitted by Pan American Airways, Inc., and the RCA Service Company, Inc., the winning of the competitive bid was announced. The two companies contracted to assume the responsibility for operation of the Missile Test Range, including the engineering installation and maintenance. Pan American Airways established its Guided Missiles Range Division and, as prime contractor, negotiated a contract with the Air Force to supply these services. To simplify Air Force-Contractor relationships, RCA Service Company, Inc., became the sub-contractor to PAA for the operation of Range equipment and engineering—in general, for all electronics, communications, optical and photographic functions.



Aquatic sports combine with employe family talent making diversified recreation part of the RCA Community

Along the RCA

Education Front



Tuition Loan and Refund Program

Graduate Fellowships for Employees

IF YOU were to ask one of the Service Company's Training instructors to name the cornerstone of the employe off-the-job training program—he'd quickly answer "Tuition Loan and Refund."

And if you're one of the hundreds of Service Company employes, both in the field and at home office, annually benefiting from the RCA Tuition Loan and Refund Plan, you are participating in a better than \$60,000 a year undertaking leading to self-improvement and effectiveness (plus increasing your potential for advancement).

Designed to encourage employes to prepare for positions of greater responsibility within the Company, T L & R allows and encourages enrollment in appropriate courses at approved educational institutions or correspondence schools.

With some 15 per cent of all RCA employes making their spare time pay off, Service Company employes have kept pace with the steadily increasing interest in the Plan—with the Consumer Products and Government Service Departments leading the after-hours school trek.

Providing you're not receiving benefits from an outside agency, such as the Veterans Administration, and are considered a permanent employe, you are eligible to take courses to increase your qualifications in your present occupation or a related group of occupations.

What do you need to get started? Only a T L & R application from your manager. Complete it, get your manager's approval, send it to Personnel's Training Activity, Bldg. 201-1, Cherry Hill, where you'll need the approval of the Training Manager.

What about paying for the course? You may request a loan before starting the course. This loan will be repaid by you through authorized payroll deductions. Then, when you've satisfactorily completed the course, you'll get a refund (minus Uncle Sam's income tax on the additional "wage"). If a loan isn't needed you may request your refund only, which will be granted after successful completion of the course (again subject to Uncle Sam's tax). Refunds are paid after the Training Activity receives a report from your school showing the tuition cost and your passing grade.

September, then, marks more than the end of summer, it marks the return to classes of hundreds of Service Company students bent on assuring their readiness for new jobs being created by the Electronic Era.

TEN graduate fellowships in the fields of science, business administration and dramatic arts have been established for its employes by RCA in honor of Brig. General David Sarnoff, Chairman of the Board of RCA.

The move was announced by Dr. C. B. Jolliffe, Vice President and Technical Director of RCA, who is Chairman of the RCA Education Committee. He stated that each of the fellowships is valued at approximately \$3,500, and includes a grant to the fellow, tuition fees, and an unrestricted gift to the college or university selected.

Operation of the program was described this way by Dr. Jolliffe:

"Recipients of the David Sarnoff Fellowships will be chosen from the various RCA divisions and subsidiaries. Guided by executives of their divisions, employes will choose an appropriate graduate school. Employes will be given a leave of absence for the duration of the fellowship.

"This is an expansion of a program which has been in effect for several years. It is a recognition by RCA that there are many men and women within the Corporation who wish to improve their educational qualifications by graduate study. Such improvement is also advantageous to our program of personnel development.

"The association of General Sarnoff's name with these fellowships is especially appropriate, since he advanced through the ranks of the organization. General Sarnoff recommended adoption of the RCA Scholarship Plan in 1945 and fully realizes the need for helping young people within the Corporation. On September 30, 1956, he will complete fifty years of service with RCA and its predecessor company, the Marconi Wireless Telegraph Company of America, which he joined as a messenger boy.

"In addition to the fellowships, RCA has granted 33 undergraduate scholarships in the fields of science, dramatic arts, music and industrial relations at designated colleges and universities throughout the country," Dr. Jolliffe said.

"RCA has been a contributor to educational institutions for a number of years. For the year 1956, its contributions will amount to more than \$250,000. This is in addition to aid to RCA employes under Tuition Loan and Refund Plans and other indirect aids to employes that can be used for self-improvement."

MTP's A. L. Conrad Elected SCO Vice President



The election of Anthony L. Conrad as Vice President, Missile Test Project, RCA Service Company, Inc., was announced last month by E. C. Cahill, President.

A native of Norwood, Massachusetts, Mr. Conrad graduated from Lafayette College, Easton, Pa., with a BA in physics. He later undertook graduate work in chemistry at Harvard University. While an undergraduate at Lafayette, the newly elected executive was a member of the football and wrestling teams.

During World War II he joined the Army Signal Corps, completing military service electronics courses at Ft. Monmouth, Camp Murphy and the Harvard-Massachusetts Institute of Technology Electronics Training Center. Sent to the Southwest Pacific Theater, he commanded radar maintenance units for the Sixth Army and the 5th Air Force on New Guinea, Leyte and Luzon.

Upon release from the Army in 1946, Mr. Conrad joined the RCA Service Company as Manager of the Consumer Products Service Department's Albany, N. Y., Television Service Branch. Within a year he was named to the post of Manager, Technical Employment, in the Personnel Department at home office. A year later Mr. Conrad was selected to be Manager, Systems Engineering, Consumer Products Service Department, a position he held for one year. In 1949 he was appointed Manager of Tube and Component Quality Control in the Company's Quality Department. Transferring in August, 1950, to Government Service Department, Mr. Conrad was chosen to head the Engineering Section. Five months later he was installed as Manager of the newly formed Technical Operations Section—a post which he kept until he was selected to head the then fledgling Missile Test Project as Manager in September of the same year.

Because his efforts in Technical Operations consistently increased sales and profits and "brought added prestige to

the Company," he was awarded the RCA Victor Award of Merit for 1955, the Company's highest honor for salaried employees.

As V-P of MTP, Mr. Conrad directs the installation, operation and maintenance of electronic and optical instrumentation at Patrick Air Force Base and the down-range islands in the Atlantic Ocean. He is a member of the American Rocket Society and Phi Kappa Psi fraternity.

The Missile Test Project is an activity of the Government Service Department, RCA Service Company.

In the Promotion Picture

WILLIAMSPORT—Now Manager of the branch, Eugene C. Bell (r.) joined the Company in April, 1948, reporting to the old Chestnut Hill (Phila.) Branch. Gene worked at the Reading and Allentown, Pa., branches before heading Williamsport.



* * *

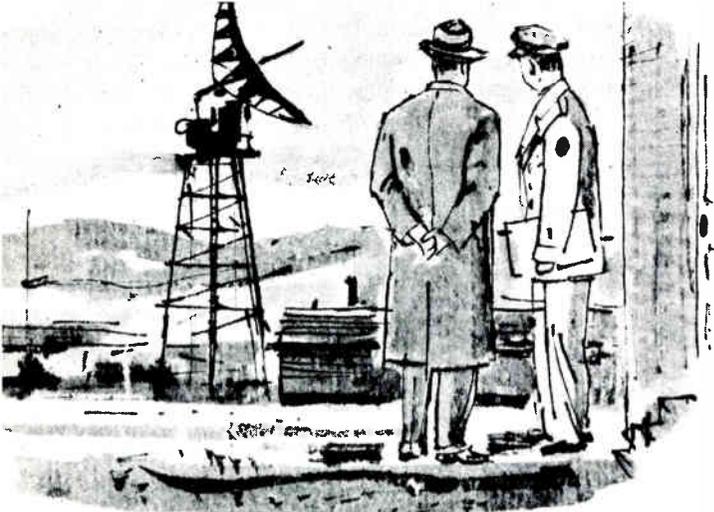
SAGINAW—An ex-TV service technician, Branch Manager Stanley Tyra began with the Service Company almost ten years ago at the Westchester Branch, headed west in the fall of '52 to Ann Arbor and was named Saginaw Manager last June.



* * *

NORTH PITTSBURGH—now Service Manager, Dick Moore, former TV technician, became acquainted with electronics during his Army service after WW II. He came with the Company in 1949 and quickly earned a reputation for organizing ability.





this is
Government Service

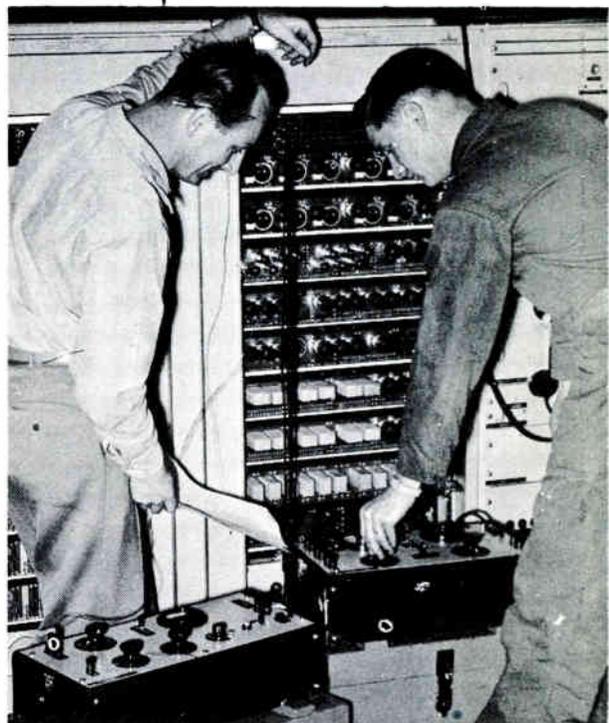
As the Service Company's Consumer Products Service Department and its TV service branches serve the RCA television receiver owner and its Technical Products Department serves users of commercial and industrial electronic equipment—so the Government Service Department serves the Armed Forces wherever military use of the electron is employed.

Although the Government Service Department is little more than five years old, RCA has served the Armed Forces in the field ever since its beginnings. But the Government electronics technician is a relatively new breed, having come into prominence during World War II when the Army, Navy and the Air Force met the national shortage of qualified technicians to install, maintain and repair complex military equipment. In support of RCA's traditional role in national defense, the Government Service Department was created—the civilian adjunct of the armed services.

From a nucleus of about 50 specialists serving the Government in 1950, the organization has grown rapidly under the direction of Vice President P. B. ("Pincky") Reed, and has won world-wide recognition for its scientific and electronic achievements.

Acknowledged one of RCA's most diversified units, the still-expanding department's top flight technical assistance programs result from skilled blending of the efforts of experienced engineers, technicians, technical instructors, technical writers, editors, illustrators and draftsmen. Government's personnel can be found at military installations all the way from the Arctic to the Azores and girdling the globe alongside of the Nation's soldiers, sailors and airmen.

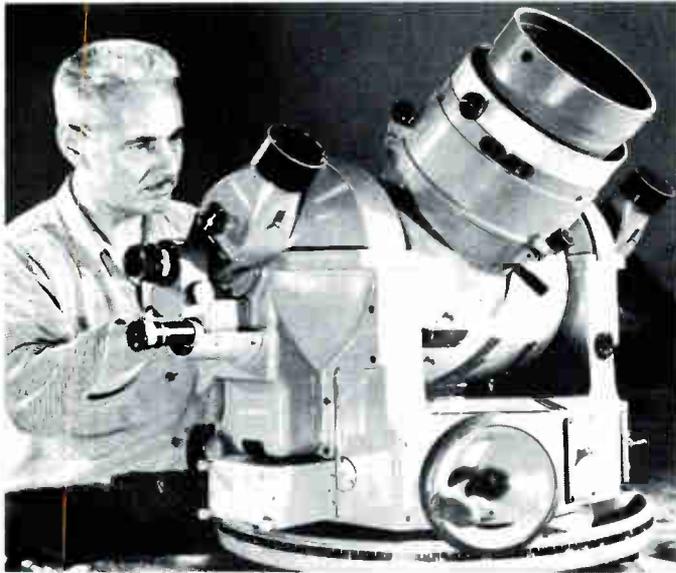
The organization is divided into four functions: Administration, Operations, RCA Defense Products and the Missile Test Project. Administration brings in new field requirements, prepares proposals, negotiates and administers contracts. Operations recruits and trains technical personnel, implements the contract with men and material, supervises the performance of services. Defense Products Service plans, develops, implements, and executes field service programs involving all RCA defense products. The Missile Test Project at Patrick Air Force Base, Florida, covers range operations of the Air Force Missile Test Center with responsibilities including: planning, systems



**Training . . .
 a U.S. Airman
 in Germany**



**Instructing . . .
 Chinese soldiers
 on Formosa**



Maintaining . . . Scophony camera at Florida's MTP

engineering, installation, operation and maintenance of instrumentation for data gathering for Air Force guided missile programs.

A typical Government Field Engineer has two or more years' active military service in electronics, plus four and one-half years of similar industrial or commercial experience. Some 43 per cent have graduated from college with scientific degrees, while another 22 per cent have completed specialized training at technical schools. In addition, each has a security clearance for classified information as required by a defense job.

An overseas field engineering assignment can be an education in itself by presenting electronic problems not to be encountered in this country. And field engineers are quick to tell you that the broad scope of electronics in military applications has made it necessary to establish



Installing . . . electronic equipment in Alaska

groups of engineers, each with specialized experience and skills. These include communications, radar, fire control, guided missiles, photography, and optics. These can be separated into ground, airborne and shipborne systems. A further breakdown of techniques in communications alone requires specialization in LF, VHF, UHF, microwave, single sideband, television, scatter propagation, teletype, facsimile, etc. In other words, the day is past when any one engineer or technician is a jack-of-all-trades.

But with the coming-of-age of the Government Field Engineer came new stature, increased compensation, wider travel and scientific opportunity, training and educational benefits, and finally, the professional development and recognition rightfully due these key men of the Electronic Age.

Alexandria, Va. . . where engineers, technicians, editors, technical writers, draftsmen and other specialists combine their talents to provide Systems Engineering for civil and military branches of the Government

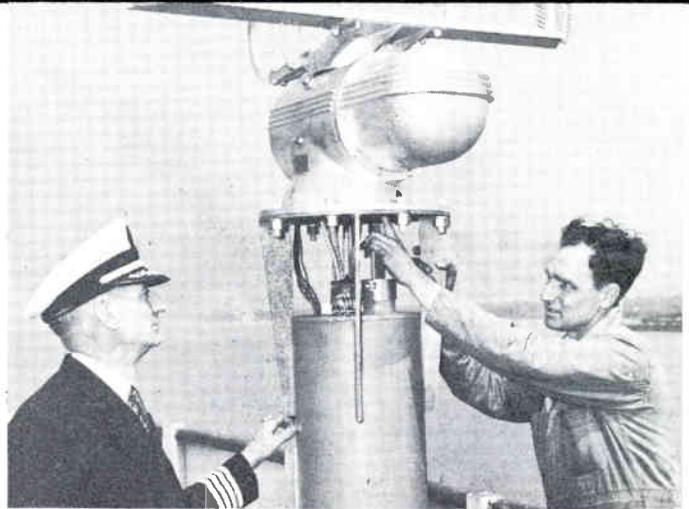


The Broadening Scope of the RCA

Technical Products . . .



BIZMAC—At OTAC, Detroit, RCA's fabulous electronic data processing system manned by Tech's Computer Systems Services includes former TV field personnel



Radiomarine—Servicing shipboard electronic equipment

With the Service Company today stretching out from its traditional fields of service, new vistas of opportunity and operations begin to unfold for the corps of employe-specialists comprising its ranks.

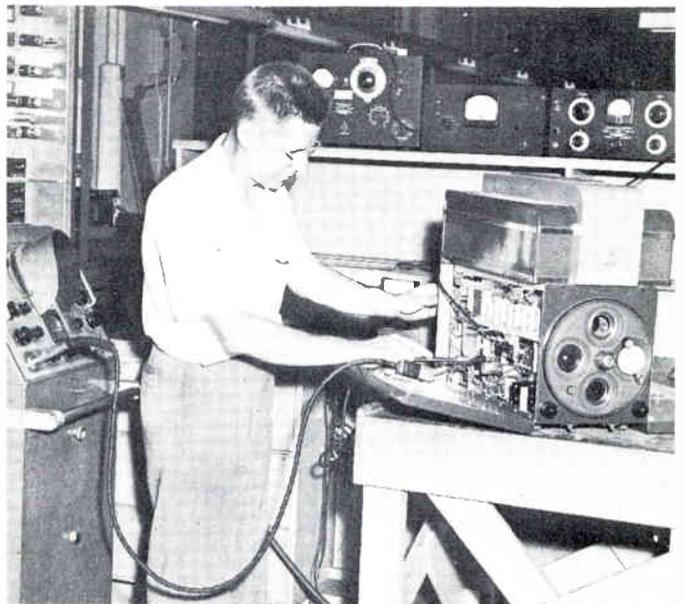
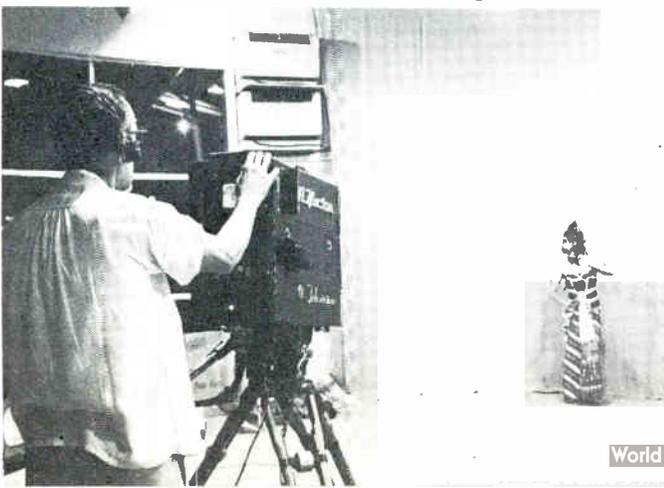
A natural question within the organization is: Where and how do I and can I fit into these expanding new fields?

Realizing that not all specialists desire "desk-type" supervisory posts, management has planned an organization designed to operate around a nucleus of skilled engineer-technical servicing personnel, equipped, of course, with the required administrative function support units. This basic operational pattern frees the technical groups from the



Microwave—Service Company men see increased use of microwave growing from the needs of the transportation industry and the utilities

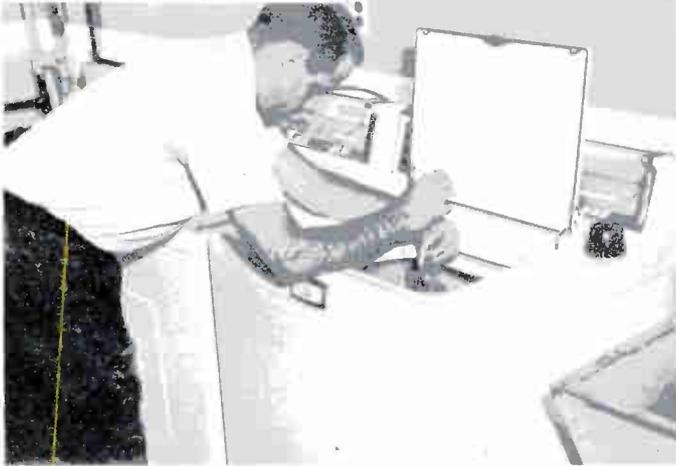
Demonstration Group—The globe-trotting specialists of this unit have given much of the world its first glimpse of the wonder of the Electronic Age—Television



Return Apparatus Control Group—Repair and modification of TV studio equipment is typical of skilled operations performed by units located in New York and Camden

Service Company

Consumer Products . . .



Appliance Servicing—An entirely new field opens up with RCA service on RCA Whirlpool appliance line

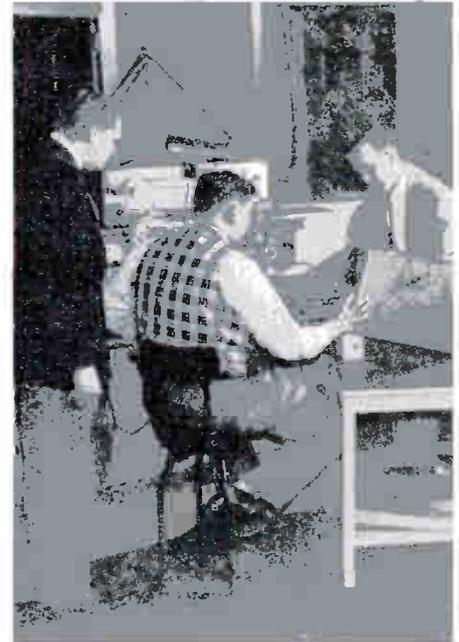
administrative workload—allowing full time pursuit and accomplishment of electronics equipment servicing goals.

To acquaint employees with the broadening fields of service, RCA SERVICE presents here an updating view of the Service Company's Technical and Consumer Products Service Departments, along with a glimpse of the three staff (Financial, Personnel, and Quality) organizations.

It is well to note that avenues of opportunity and advancement exist not only within the present departments of the Service Company, but also within the entire scope of the Radio Corporation of America and its component divisions.

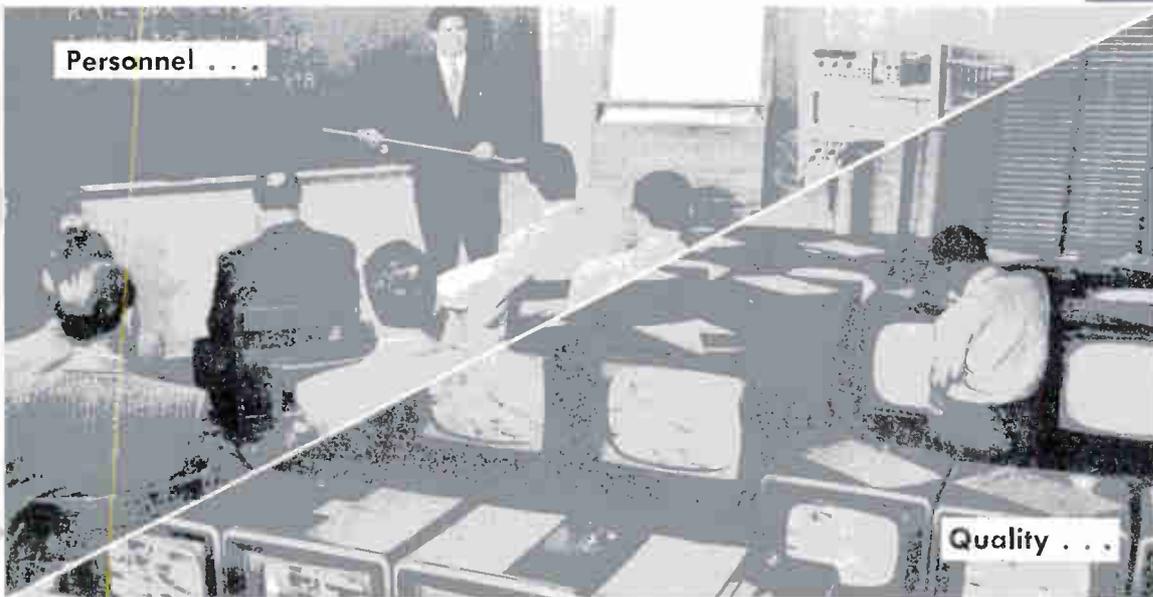


Mobile Communications—Finds Service Company's skilled technicians involved in fleet operations

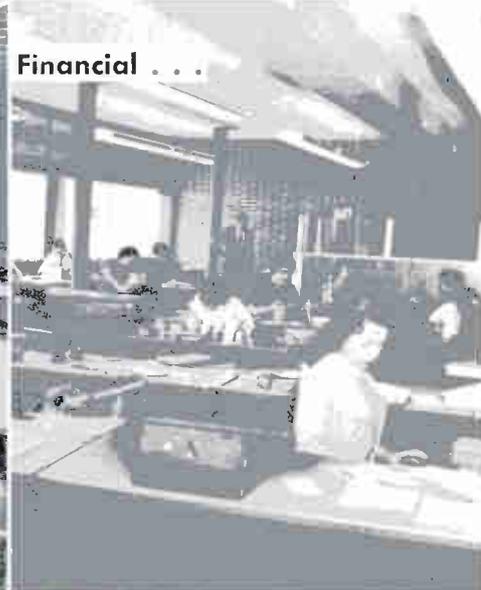


Engineering Service Lab—Where technicians and engineers have aided development of UHF antennas, plus constant investigation of servicing projects

Personnel . . .



Financial . . .



Quality . . .

Personnel—Avails itself of the know-how of former field specialists in its constant training programs

Quality—Puts to good use the skilled backgrounds of experts from the ranks of RCA's servicing organization

Financial—Finds that an employe well-versed in Company functions contributes to overall Financial operations



He fixed **8750**
RCA Victor
TV sets . . .

. . . and now he's

ready for **COLOR!**

The average RCA Service Company technician has five years' experience—nearly 10,000 service calls successfully completed on RCA Victor television. Many of these TV specialists boosted their technical knowledge through comprehensive RCA color TV training courses . . . Through actual experience while RCA pioneered the miracle of color TV and set the pace in color service. And they're backed by RCA specialized engineering—engineering that designed the color TV test equipment now used by the entire industry.

Yes, RCA Service Company television experts are ready for color today!



RCA SERVICE COMPANY, INC.

A RADIO CORPORATION OF AMERICA SUBSIDIARY

CAMDEN 8

NEW JERSEY