

SERVICE

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RCA SERVICE COMPANY



SERVICE

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The Cover

The cover this month illustrates the friendly, efficient service rendered by Consumer Products, an important factor in that department's winning permanent possession of the 1958 Performance Trophy (inset). See page 7 for pictures and story on the presentation.



Service Talk

Service Technician Praised

A Service Technician's manner can surpass the best planned public relations' program when he is in personal contact with a customer and his television set.

Mr. Fernando Garcia, TV Technician in the Washington Branch, was sent out on a routine service call on Saturday, December 20. The customer, Mr. Theodor Berrier, retired former official of the AT&T, was keenly aware of the importance of public relations and speaks with authority on the subject.

Mr. Berrier was so impressed with the manner of Mr. Garcia that he 'phoned the Washington office early Monday morning to report: "No company has ever done a better job of public relations than your serviceman did at my house on Saturday."

George Y. Wheeler, II, Staff Vice President, RCA, in reporting the event said that in addition to rendering fine service to Mr. Berrier, Mr. Garcia received an order for a service contract, proof that the courtesy and efficiency of a Service Technician pays off, not only in company prestige and public relations but in dollars as well.

Tax Not Deducted From Tuitions

Following the recent Federal Legislation in the "Aid to Education" program, federal withholding tax is no longer deducted from tuition refunds. Employes may claim federal taxes withheld since 1955 from tuition refunds from Internal Revenue Service by completing Internal Revenue Service Form No. 2519, attaching a statement from the respective training activity confirming the course, and submitting it to the District Director of Internal Revenue.

Atlanta Branch Assists in WIS-TV Installation

The Atlanta office of Tech Products figured in the recent addition of a 126-foot RCA traveling-wave antenna to the WIS-TV antenna tower in Columbia, South Carolina, one of the tallest man-made structures in the United States. The tower stands 1526 feet high, more than fifty feet taller than New York's Empire State Building and its broadcast antenna.

Field Engineer, Clifford Ellis, from Tech Products Atlanta office, performed the mechanical inspection and preparations for the antenna prior to raising, and provided installation supervision for RCA in the placement of the sections on top of the tower.

Later when the transmission line was run, Louis Malo of the Atlanta office made electrical measurements on the antenna in conformance with the customer's specifications.

(Continued on page 5)

The United States Air Force
releases construction status
of the Ballistic Missile
Early Warning System

BMEWS

ON SCHEDULE

(EDITOR'S NOTE: Following is the first official release on the construction status of the Ballistic Missile Early Warning System. Released by the United States Air Force in December, the hardships of arctic construction and the means employed to maintain a rigid construction schedule are explained.)

Construction of America's Ballistic Missile Early Warning System (BMEWS) is solidly on schedule as winter envelops the Arctic in darkness.

This was disclosed recently in a joint progress report made public by Brig. General Charles B. Root, chief of the United States Air Force Electronics Defense Systems Division, and William L. Richardson, Administrator of the BMEWS project for the Radio Corporation of America, which is prime contractor to the Air Force to build the system.

A combination of dynamic drive in construction work through the summer, plus ingenuity in keeping Arctic port facilities free of ice as fall came on, were credited for the favorable pace of work on the huge BMEWS project.

When finished, BMEWS will consist of long-range radar bases to provide prompt warning of missile attack across the polar region, supplementing the present Dew Line built across the top of the North American continent to provide distant early warning against bomber attack. The BMEWS system will be linked with the North American Defense Command headquarters at Colorado Springs through a communications network being constructed under a separate contract by the Western Electric Company.

All Three Services Co-operating

The BMEWS project, the progress report pointed out, constituted a noteworthy example of co-operative effort among all three branches of the military.

The Air Force is directing the project; construction is being supervised by the Army Corps of Engineers, and the Navy is providing water transportation for massive quantities of equipment, materials and supplies. In addition, the Air Force has borrowed a floating power plant from the Navy for electrical power at a remote location.

The report cited the progress of work at one base far above the Arctic Circle as typical of the gigantic effort by man to master the Arctic elements and build a radar system to protect the North American continent.

There, several hundred workers were engaged in "crash" projects to level ground, build roads, bring in equipment, provide storage houses and construct facilities to assure continuation of work during the winter.



Mr. A. L. Malcarney, Executive Vice President, DEP, and General Root inspect the BMEWS Instrumentation Site on a recent visit to the BMEWS project



RCA Service Company and other Radio Corporation of America personnel stop long enough for a snapshot on a visit to the instrumentation site. (From left to right): R. B. Paz, Manager, Administrative Controls, and J. McCollough, Field Support Manager, both RCA Service Company; W. Pleasants, Emplacement Planning, BMEWS, DEP; Mr. Malcarney, Vice President, DEP; D. B. Holmes, Manager, BMEWS Operations, DEP; and R. Crosse, Site Manager

Race Against the Elements

The task of these men during the summer and early fall, when the Arctic is the "land of the midnight sun," took on the nature of an intense race against the coming winter, with its hurricane-force winds from the polar icecap, its driving sand-like snow, its constant sub-zero temperatures and its almost round-the-clock darkness.

Supervising the construction work are Army Corps of Engineers officers and contractors' representatives. The prime contractor, RCA, has a skeleton force of engineers and architects at the site, headed by Robert Cross, construction manager, to maintain liaison with the Air Force and with sub-contractors in the initial stages of the project. Also on the site are representatives of the RCA Service Company, whose personnel are scheduled to operate BMEWS for the first two years after completion.

(Continued on page 4)

Tech Products Field Managers Meet To Review '58 and Plan for 1959

A review of 1958 activity and plans for the coming year were discussed when field managers in Tech Products met with home office managers at the Cherry Hill Inn, December 8-12.

The Managers Meeting, which included all Regional Service Managers and Field Service Managers from both Radiomarine and Theater and Industrial, featured talks by home office personnel on various phases of the field managers' work.

Radiomarine managers were in session the initial three days of the week while Theater and Industrial managers arrived Wednesday and completed their meetings on Friday.

W. L. Jones, Vice President, Technical Products, discussed 1958 performance and 1959 goals in a joint session of Radiomarine and Theater and Industrial managers.

D. H. Kunsman, President of the RCA Service Company, expressed his appreciation for the fine job which was accomplished by the field force in 1958. Mr. Kunsman was among executives of the Service Company who addressed the managers at the dinner meeting December 10.

A. Fischer, Manager, Sales and Merchandising, arranged the meeting.



W. L. Jones, Vice President, Tech Products (upper left), and C. E. Johnson, Manager, Operations (upper right), address the field managers at group meetings while D. H. Kunsman, President, RCA Service Company (right), congratulated the field managers on their successful year at the dinner meeting. (Below), the Theatre and Industrial Managers study reports presented by Mr. Johnson



Northeast Philadelphia Wins Honors In Regional Contest for FSO Sales



Happy smiles indeed for members of the Northeast (Philadelphia) branch and Sales Manager Dan Brown. Northeast came through with a clean sweep to capture the regional FSO (Factory Service Overhaul) Cup. Northeast captured the trophy, presented by M. J. Barnabic, Service Manager, Eastern Region, rolling up the best performance in factory service overhauls. Shown above are technicians responsible for the fine record. They are (left to right) Joseph E. O'Neill, Herbert T. Wesler, Louis J. DePaul, Daniel J. Brown (Sales Manager), Edward (Bud) A. Petzold and James (Doc) J. Weir.

Northeast won the first phase of the contest to win possession of the cup. With a clean sweep in the latter days of the competition the branch won permanent possession of the trophy.

BMEWS Construction on

(Continued from page 3)

Duties of these representatives are to plan the needed support facilities for the radar sites.

One part of the program in the summer—when temperatures were steadily above freezing, rising sometimes as high as 62—was erection of rubber shells, about the size of circus tents. In the warmer months, the shells were moved from place to place as concrete footings and foundations were finished. These will permit outside superstructure work to proceed through the winter on the huge radar bases and other buildings needed.

Meanwhile, other crews were building the exterior parts of numerous other structures so that inside work could continue in winter, when the mercury dips at times to 40 below. Hot air pumped into the shells will provide protection for workers and proper temperatures for such operations as concrete mixing.

Delivery of sufficient equipment, material and supplies to last through the winter was one of the major problems of the project's administrators. While the Military Air Transport Service is equipped to air-lift a vast amount of this, the bulk of the tremendous flow of cargo has been delivered by the Navy's Military Sea Transport Service, aided by dockside crews of the Army Transportation Corps.

Port facilities are normally free of ice for three sum-

Over 200 Ideas Are Received During "Santa's Suggestion Fair"

More than 200 suggestions to improve RCA products and procedures were received during the month long Santa's Suggestion Fair. Four suggesters were chosen by lot to receive a handsome RCA Victor portable radio.

"Inspired by the contest, employes of the Service Company and Radio and Television Division submitted four to five hundred per cent more suggestions than is normally received in a comparable period," H. K. Butcher, Manager, Training and Organization Development for the Service Company said. Mr. Butcher was in charge of the suggestion fair.

Drawn by lot from the names of suggesters were John Gruzskos, Newark, and B. W. Brown, Cherry Hill, both from the RCA Service Company, and Gale N. Ferris, and Bruce G. H. Conn, Cherry Hill, from the Radio and "Victrola" and Television Divisions.

Gruzskos and Ferris received the RCA Victor Globe Trotter portable and Brown and Conn, the RCA Victor Transicharg Super.

"Suggestions ranged from improving accounting procedures to improved servicing techniques in the field," Mr. Butcher said.

Two of the four winners have tasted the success of submitting suggestions previously. Ferris, who is in the tabulating department for consumer products has submitted thirteen suggestions and received a total cash award for six suggestions amounting to almost \$500. He won his radio on the thirteenth suggestion submitted.

Conn, of Consumer Products Cost Estimating, was awarded his radio after submitting his tenth suggestion. Two cash awards totalling almost \$100 were paid for two of his suggestions.



Mrs. Emma Seitz, secretary to J. F. Murray, Manager, Personnel, RCA Service Company, and Miss Dolores Duda, secretary to P. R. Slanika, Manager, Personnel, Consumer Products, draw winning names of suggesters to receive RCA Victor portable radios in Santa's Suggestion Fair

Schedule—Air Force Reports

mer months of the year. But this year, using ingenuity typical of Americans' operations in the Arctic, MSTs devised a method of keeping them open an extra month. By doing so, it made possible delivery at one port alone of additional cargo for vital winter operations. The sea transport cost was \$550,000; had emergency air-lift been necessary for the same cargo, the cost would have been \$3,500,000.

The system devised was this: Three 1,000-foot-long tubes were lowered into the water at the sides of the docks, with compressors attached at the top. The compressors pumped air down the tubes, sending air bubbles constantly up from the bottom to keep the water churning and prevent the formation of ice. The method operated successfully until the overwhelming Arctic cold finally closed the port.

The system was dubbed "Operation Polynya," using an Arctic word that describes a phenomenon of the region—a pool of open water that forms seasonally in areas otherwise completely frozen over.

Air Materiel Command manages the project for the Air Force with the assistance of the Air Research and Development Command and the Air Defense Command. System contractor's headquarters for the BMEWS project is at RCA's Missile and Surface Radar Department at Moorestown, N. J.

Service Talk

(Continued from page 2)

Perseverance Pays Off

Pete Wetzeler a comparatively new Technician with the Providence branch has what it takes to increase his sales. Last week Pete made a routine service call and mentioned a modification of the customer's small screen set to a larger size. The lady of the house was very impressed with the sales pitch of our budding technician. She stated that it would be up to her husband, and Pete was welcomed to sit and have supper while he waited for her husband to come home momentarily. Pete accepted graciously and after a hardy meal proceeded to convince the man of the house and sold the modification. Perseverance is the price which the ambitious Tech must pay for his success.

Westchester Branch Honors Ten-Year Men

Three Westchester Branch employes in Consumer Products Service have joined the growing list of ten-year men there. On December 8 the three men, Howard Roosa, Ken Walters and Don Weinreich were honored when presented ten-year pins by Service Manager Ed Crowley. More than half the branch employes will enjoy the three-week vacation this coming summer.

Radiation Inspection

Atomic Energy Services initiates service to inspect x-ray emitting equipment. Second office opened in Camden-Philadelphia Area

by the
**RCA SERVICE
COMPANY**

The Atomic Energy Services of the Government Service Department is opening new vistas for future business with the successful establishment of its first two branch offices to survey x-ray emitting equipment in the offices of doctors and dentists.

Opening the initial branch facility of the Radiological Survey Service in May of last year, a second branch was opened recently in the Philadelphia-Camden area.

The Radiological Survey Service was organized to provide a service for doctors and dentists using radiological equipment, as recommended by the U. S. Department of Commerce, National Bureau of Standards. The National Bureau of Standards' recommendation to professional men says:

"A protection survey should be made by or under the direction of a qualified expert of all new installations requiring structural shielding, existing installations not previously surveyed, and after every change that might increase the radiation hazard."

The RCA Radiological Service is organized to inspect, test and make recommendations to the owner of the equipment regarding the radiation hazards that may exist.

With specially trained technicians on the job, the survey includes a careful check of all radiological equipment in use by the doctor or dentist who requests a survey.

"Our technicians measure the diameter of the primary beam, determine the presence of filters, cones and diaphragms, measure radiation in the office and monitor radiation in adjacent areas," Mr. Barnett says. "These and other extensive tests are completed in the doctor's office."

After the technician has checked all equipment and recorded his findings the reports are checked by the branch manager who is a health physicist, he evaluates the reports and studies the findings of the survey.

"It is our job to advise the customer of the findings of our survey, review operating procedures with the clients and make any recommendations that may be necessary," Mr. Barnett said.

After the survey has been conducted a certificate is issued to the client indicating that he has had his equipment inspected and that it is operating within the radiation level prescribed by the United States National Bureau of Standards.



J. R. (Jim) Barnett, Manager, Radiological Services, is a biophysicist who, in addition to extensive formal education in the field of radiology, has an enviable record of service with the United States Government.

Jim, whose home is in Covington, Kentucky, studied at Eastern Kentucky State, Indiana University, University of Cincinnati, and at the Oak Ridge Institute of Nuclear Studies. He holds a Bachelor of Science Degree and has completed extensive graduate studies in his field.

Joining the RCA Service Company in February of last year, he was previously employed by the U. S. Government as a radiation biologist. In working at the Nevada Test Site he served as Project Officer and later as Scientific Program Director.

Jim is presently a reserve officer with the United States Public Health Service.

The New York branch is located at 314 Broadway while surveys for Philadelphia area physicians and dentists will be carried on from branch facilities located at Cherry Hill.



RCA President John L. Burns (left) congratulated RCA Service Managers at the close of their most successful year. Achievement dinner was held January 7, at Cherry Hill Inn

Top honor for '58 was won by Consumer Products Service. (Below), jubilant Vice President G. W. Pfister accepts the Division's Performance Trophy from President D. H. Kunsman



"Home" Team Wins Performance Trophy

Consumer Products successfully wrested the coveted Performance Trophy from Technical Products and Government Service in a close year-long contest which won hearty congratulations for all three teams. The cup was presented to Consumer Products for having the greatest number of "monthly wins" during 1958.

The award was made by RCA Service Company President D. H. Kunsman at the January 7th Manager's Meeting. Vice President G. W. Pfister accepted for his department.

Presiding officer Kunsman introduced RCA President John L. Burns and Group Executive Vice President Charles M. Odorizzi as principal speakers at the evening dinner session, Cherry Hill Inn. They complimented the assembled Service Company home office managers on an outstanding year, and discussed opportunities for even greater achievement by the Division in the year '59.

Home office managers also heard Vice Presidents Conrad, Pfister, Jones and Baggs at the afternoon session, as well as Personnel Manager J. F. Murray, and Treasurer and Controller E. H. Griffiths.



(Above, left to right): D. R. Creato, W. L. Jones, G. W. Pfister, D. H. Kunsman, A. L. Conrad, and RCA President Burns. (Below), J. F. Murray, R. N. Baggs, E. H. Griffiths, T. Y. Flythe, Sig Shotz



Charles M. Odorizzi (left) spoke of prospects for an even bigger '59. He is RCA Group Executive Vice President and Service Company Board Chairman. Mr. Kunsman (at center), RCA President Burns (at right)



President Kunsman presided at both afternoon and evening sessions



Personnel Manager J. F. Murray, presented individual prizes. E. H. Griffiths (at right)

Brevard—Space Age Engineering College

A few miles from the launching pad that put man's greatest missile into orbit, (the four-ton Atlas on December 18) history of another nature is being

made. A college has been started to train missile men for the space age.

The school—Brevard Engineering College. The founders—two RCA Service Company Scientists.

Brevard Engineering College is located at Melbourne, Florida, approximately sixteen miles from the nation's most famous missile launching site at Cape Canaveral. Classes convene three nights a week in the modern rambling buildings of Eau Gallie Junior High.

Still in its initial year, the country's newest engineering school has won wide acclaim for its auspicious beginning and rapid acceptance by the country's leading schools specializing in engineering. MIT will accept credits from Brevard College in courses paralleling its own.

Rapid acceptance by leading institutions of higher learning is more than mere coincidence. Some of the nation's top ranking scientists have offered their services as instructors for the several hundred students eager to avail themselves of the opportunity for higher education.

Two senior scientists at the RCA Service Company's Missile Test Project conceived the idea of a college early last year. There was a great demand for courses by technically minded students at work on the project.

In addition, a wealth of instructional talent, scientists who left professorships to lend their services to the decade's missile race, were as eager as the students to take up their vocations again.

Combining the talents and the needs Dr. Jerome P. Keuper, prominent physicist, and Dr. Howard I. Dibble, engineer and educator, together laid the groundwork for one of the nation's newest colleges.

Funds were raised by a local dance to provide for publication of the institution's first catalog.

By September a faculty of twenty-three men was ready to instruct a student body exceeding 200, sixty of whom were enrolled in graduate courses being offered. Eight faculty members hold PhD degrees and include in their ranks such prominent authorities as Dr. Harlett Germond, world renowned in the field of numerical procedures and former professor of mathematics at the University of Florida, and Dr. John Young, senior mathematician at the Missile Test Project.

During the day these men and others of this calibre solve complex data reduction problems for the RCA Service
(Continued on page 10)

President



Dr. Jerome P. Keuper, President, Brevard Engineering College, and scientist for the RCA Service Company at the Missile Test Center, joined RCA in February, 1958. His background encompasses more than that of a highly trained scientist. He is also an educator with previous experience as college instructor and engineering school administrator.

Dr. Keuper received his Ph.D. Degree in physics at the University of Virginia, his Master of Science Degree from Stanford, and his Bachelor of Science Degree from M.I.T. While a research physicist for the Remington Arms Company, Bridgeport, Conn., he served as chairman of the mathematics department at Bridgeport Engineering Institute, a school established to meet a similar need to that of Brevard Engineering College. He worked in many diverse fields such as solid state physics, computers, nuclear physics, ballistics and operations research. In addition, he organized graduate courses in science and business management. Previous to this he taught calculus at the same school for several years.

Dr. Keuper served as a first lieutenant in the India-China-Burma theater during World War II, with the Office of Strategic Services. He resides with his wife and daughter in Melbourne Beach, Florida.

Dean



Dr. Harold I. Dibble, RCA Service Company engineer and educator, graduated from Cornell University where he received his Bachelor of Science Degree in Mechanical Engineering. He continued his studies at Cornell and, after receiving his Master's Degree, was employed by the North American aerophysics laboratory in Downey, California.

He returned to Cornell University and received his Ph.D. Degree in theoretical mechanics with a minor in servo mechanisms and mathematics.

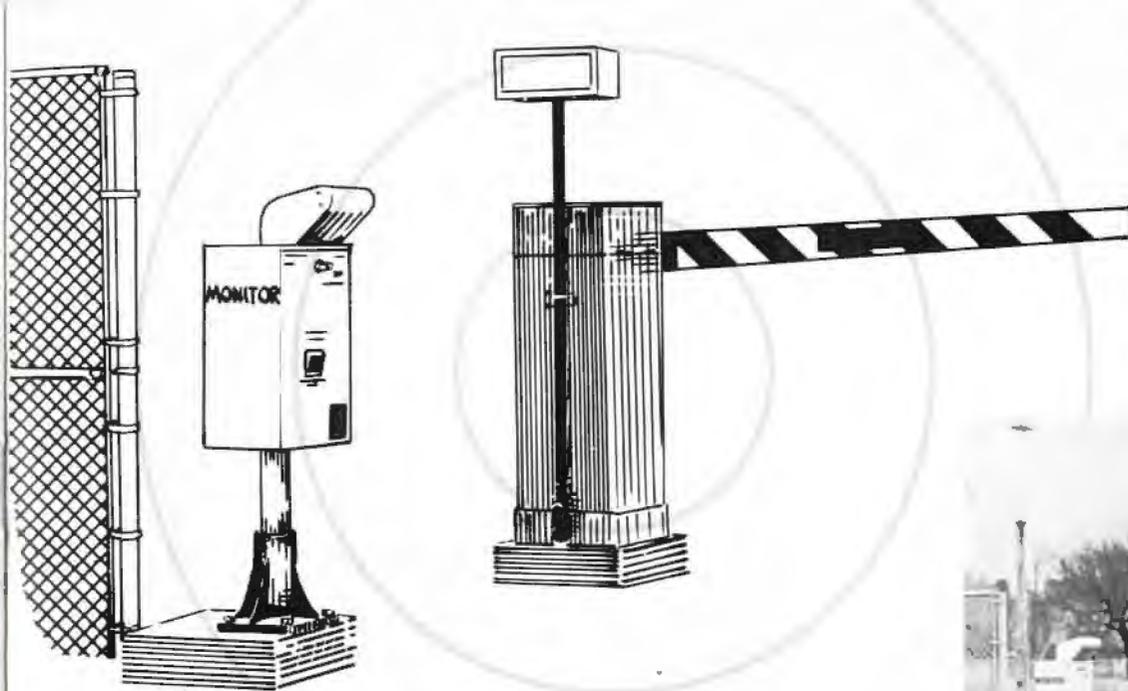
While at Cornell University Dr. Dibble was consultant to MIT Project Lincoln, and supervised numerous research projects in engineering mechanics and engineering physics.

Dr. Dibble gained valuable experience in engineering education as an assistant professor at Cornell University and teacher of evening engineering school for UCLA.

Since going to Florida, he has resumed his interest in engineering education, having taught evening mathematics and engineering extension courses for Rollins College and the University of Miami.

During World War II, Dr. Dibble served three years with the U. S. Air Force in the India-China-Burma theater. He was awarded the Distinguished Flying Cross, Air Medal and Oak Leaf Cluster to the Air Medal.

Dr. Dibble resides with his wife and two children on Merritt Island.



Electronic parking gates to be serviced by Tech Products in 1959

Electronic parking gates, where a coin, a key, or specially prepared card operates a swinging gate to permit car owners to enter a parking lot is the newest "target for sales" for the Tech Products Department of the RCA Service Company.

Effective in December the Tech Products Department entered into an agreement with Western Industries, Inc., Chicago to install and render demand service and to sell regularly scheduled preventive service to owners of the Western Industries parking gates.

"The parking gates are used in various ways," according to B. F. Biben, Manager for Theater and Industrial Service Sales "and are becoming increasingly popular.

"A bank finds the gates useful in limiting its parking facilities to patrons by having parkers deposit a token provided by the bank when they leave. Railroads have many similar parking gates in operation. In crowded areas where parking space is at a premium, an industry can use the gates to provide parking for its own employes by issuing keys or cards to those people entitled to use the lot," Mr. Biben said.

Government Service Praised for Efforts in Successful Launching of Atlas Dec. 18th

On December 18 the United States' greatest satellite was launched from Cape Canaveral. The successful launching required the cooperation of thousands of people, including those in the RCA Service Company, engaged in work at the Missile Test Center.

Recognition for the part that was played by the men and women of the RCA Service Company is gratifying. While the Service Company received congratulations from many sources, Mr. B. G. MacNabb, Operations Manager, AFMTC. Convair Astronautics expressed his personal

The parking gates are sold throughout the nation.

Servicing of the electronic gates followed closely the signing of the contract with Western Industries, Inc. Training sessions to instruct RCA Service Company technicians are being held in Chicago at Western Industries.

thanks in a letter to Mr. K. M. McLaren, Vice President, Missile Test Center, for the RCA Service Company's excellent work.

Mr. MacNabb wrote in part:

"... without the support and valuable assistance of RCA personnel at the Atlantic Missile Range this achievement (placing of the four-ton Atlas into orbit about the earth) would not have been possible.

"We wish to extend to every RCA Service Company employe at the Atlantic Missile Range our personal congratulations for an outstanding achievement. Every RCA Service Company employe at the Atlantic Missile Range can feel that he or she played as important a part in the Atlas satellite launching as any employe of Convair Astronautics."

Lt. General Samuel E. Anderson, Commander, Air Force Missile Test Center, in congratulations to his base personnel and others wrote:

"Congratulations on last night's (December 18) outstandingly successful satellite launching. The most heartening speed with which the program progressed reflects the devoted and ceaseless effort of everyone concerned. . . . Please pass my congratulations to Pan American and RCA Service Company."

James H. Douglas, Secretary of the Air Force, in his congratulatory message to the Missile Test Center also included civilian personnel . . . engineering and industrial contractors on Cape Canaveral and Downrange . . . among those who performed an outstanding job in the recent successful launchings.

RCA Service Company Praised for Success in Savings Bond Drive

James F. Stiles, Jr., National Director of the U. S. Savings Bond Division of the Treasury Department, praised the efforts of the RCA Service Company in contributing to the successful Savings Bonds Campaigns conducted in 1958.

By attaining its desired goal, RCA added nearly 7,500 new savers to the ranks of those already purchasing bonds through the corporation-wide program. Mr. Stiles, in a personal letter to D. H. Kunsman, President, RCA Service Company, extended his thanks to the corporation and to J. F. Murray, Manager, Personnel, for the "enthusiastic" cooperation.

Mr. Stiles wrote as follows:

"DEAR MR. KUNSMAN:

"I was interested to see the results of the Savings Bonds Campaigns which have been conducted this year throughout the major operating units of RCA. The overall result, attainment of the company goal of more than 55% of all employees signed up, is an excellent one. This means nearly 7,500 new savers added to the thousands already participating.

"The Treasury is grateful to you for the contribution of your organization toward this fine record, which is one of the best results I have seen for any company-wide effort of comparable size. Will you please pass along our thanks also to your Bond Chairman, Mr. J. F. Murray, and those who assisted him, for their enthusiastic cooperation.

"Our thanks go also to the many participating employees who are by this means helping themselves to their own future security as individuals and at the same time helping the Nation's defense efforts.

Sincerely,
JAMES F. STILES, JR.
National Director"

Savannah Celebrates DSA Award



Wives, too, enjoy the fruits of victory for winners of the DSA Cup. At the company-sponsored party for the Savannah Branch, technicians and wives circle the cherished trophy presented by Mr. Frank Folsom in his private office last November. Branch employees and wives (left to right) Mrs. A. F. Kennedy and husband Scotty, Mrs. Kunkel and husband Bob (branch manager), Mrs. B. T. Riner and husband Bob, Branch Clerk Betty Ogden and husband Charles

Brevard College

(Continued from page 8)

Company, and at night, enjoy their teaching responsibilities at Brevard.

As for the students, they too are, in many instances, specialists in their respective fields. Many graduate engineers are taking advantage of the new educational opportunity by taking advance work in a particular field of their choosing under the guidance of the nation's leading scientists.

Official posts at the college were filled by the organizers, Dr. Keuper assuming the president's post and Dr. Dibble being named dean.

Entrance requirements include a minimum age of seventeen (students average thirty-three) with each student satisfying the college that he possesses the essential qualifications for effective pursuit of the course of study he desires to enter.

In its first year, Brevard Engineering College gained recognition by introducing a new degree to the field of science, that of Master of Science in Space Technology. Offered nowhere else in the country, the faculty of Brevard considered this a specialized field of study important to the future of space travel.

According to Dr. Keuper, the objective of the school is to train men and women who might not otherwise gain such an education in engineering, the sciences and business administration. Some students travel a distance of up to seventy miles to attend the night-time classes.

The curriculum includes, among many subjects, numerical analysis, complex variables, transients in linear systems, rocket propulsion to mention a few.

The Radio Corporation of America, in order to help employees interested in enrolling in Brevard classes, made its tuition loan fund available to students. Other major companies on the scene are doing likewise.

"The enthusiasm shown by our students and the interest exhibited by the Air Force Missile Test Center and its contractor companies are ensuring the continuance of the college," Dr. Keuper said. "With additional students we will be able to expand our curriculum to provide for more of the educational needs of the area."

MTP 10-Year Service Awards



Two Missile Test Project Employees who recently received RCA 10-year service awards are shown with their managers and K. M. McLaren, Vice President, MTP. (Left to right): K. J. Martin, Manager, MTP Technical Training; T. A. Collins, Instrumentation Manager Trainee; Mr. McLaren; E. M. Johnson, Leader Range Station Electronics, Cape Canaveral; and J. W. Falkenstein, Manager, RCA Cape Canaveral Instrumentation

Service Company Personalities

W. J. ZAUN, Manager, Operations, Government Service Department, will complete thirty years with RCA in 1959. Since joining the company in 1929 he has been closely associated with the servicing aspects of the electronics business, has been influential in establishing basic business approaches fundamental to the Service Company structure today, and was recognized by both the Navy Department and the Radio Corporation of America for the outstanding work he has accomplished.

"I did as I was told and accepted every assignment without negotiation," says Mr. Zaun.

Twice in his career with the RCA Service Company, he has earned outstanding distinction through his tireless efforts. In 1946 he received a Navy commendation for his Government war work. In the following year, 1947, his efforts toward creating our television service organization were rewarded when he was presented the RCA Award of Merit.

A native of Richmond, Virginia, he attended Glen Allen High School and, simultaneously, went to Virginia Mechanics Institute where he specialized in electricity and mathematics.

He later graduated third in his class from Virginia Polytechnic Institute re-



W. J. Zaun

ceiving a B.S. degree in Electrical Engineering. In 1929 he joined RCA and was enrolled in the company's first Student Engineering Group. Mr. Zaun served first as field engineer in New York and later as Technical Editor of Service Publications until 1936. From 1936 to 1941 he administered all field headquarters activities pertaining to radio and television service. Assigned to military work in 1941, he developed and managed the field engineering organization during World War II.

In 1943 Mr. Zaun was appointed assistant manager for the RCA Service Company, and in this position, continued his close association with military electronics.

Following World War II he made a major contribution to the planning, development and management of the RCA Service Company's television service organization.

In 1949 Mr. Zaun was promoted to the position of Division Manager of the RCA Service Company in charge of Quality and Consumer Relations. In 1958 Mr. Zaun assumed his present position as Manager, Operations, Government Service Department.

During his career with the RCA Service Company he has written several papers that received recognition, most prominent of which is his "RCA Victor Interference Analysis and Its Radio Reception Effects."

Residing with his wife in Riverton, New Jersey, the couple have two children, Roberta Lee, a senior studying occupational therapy at the University of Iowa and a son, William, Jr., a junior at Staunton Military Academy.

Although Mr. Zaun's present position requires extensive travel (he's currently in Europe at Chateauroux) his hobbies include salt water fishing, boating, photography and a bit of gardening and carpentry, when time permits.

PHILIP (Phil) ACKERMAN in his capacity as Assistant Treasurer of the RCA Service Company has many responsibilities requiring skill and knowledge in various fields as well as an understanding of all the company's business activities. These include Banking, the controls necessary to guide the flow of Cash, and all of the various Payroll and Accounts Payable and Receivable Functions throughout the Service Company and the RCA International Service Corporation.

In his official capacity he maintains the signing authorities, attests to bids, proposals and contracts for the Radio Corporation of America.

Mr. Ackerman reports directly to E. H. Griffiths, Treasurer and Controller. Since joining the Service Company in 1951 he has continued to assume increased responsibilities until now, eight years later, he holds official titles as follows:

Assistant Treasurer, RCA Service Company; Assistant Secretary, Radio Corporation of America; Assistant Secretary and Assistant Treasurer, RCA International Service Corporation.

Prior to joining the RCA Service Company he was employed on the Controller's Staff of the United States Rubber Company in Philadelphia.

A World War II veteran, he served overseas in the European Theatre as a Radio Teletype Operator with the Signal Corps.

He received his education in the Philadelphia and New York schools, supplemented by numerous specialized correspondence and night school courses.

His first responsibility upon joining the Service Company was as Manager, Payroll. He remained in this position until 1957 when in less than four months, September to December, of that same year, he was named an official of the Service Company, RCA International Service Corporation and the Radio Corporation of America.

One of Phil's more recent achievements was to spearhead the formation of the Payroll Management Society of Greater Philadelphia. This group now meets regularly to discuss various problems relating to the Payroll field. Phil holds the distinction of being the

society's first president. In addition he was recently elected to a lifetime honorary membership.

The father of three children, Sharon, 10; Arthur, 6 and Ronald, 4, he devotes his leisure time to his family. He and his wife Bess make their home in the Greater Northeast Section of Philadelphia.



Philip Ackerman

— Long Service Honored —



Service award pins were presented to Service Company employees who rounded out ten years or more with the organization. (Upper left) Vi Curtis, secretary to Art McCormick, Manager, Northeast Branch (Philadelphia) completed twenty-five years with the Company recently. (Upper right) Carl Welsher, Manager, Technical Publications and Service Clinic, Commercial Service, presents Hampton Kalyn, illustrator-draftsman leader, with his twenty-five-year pin as R. L. Shoemaker, Manager, Commercial Service, observes the proceedings. (Second row, left) Frank Atlee, Area Correspondent, Consumer Products, receives his twenty-year pin from F. W. Smaltz, Manager, Consumer Relations, a thirty-year man with RCA. (Second row, right) H. M. (Hal) Madison, Service Manager, Western Region, Tech Products, receives congratulations from W. L. Jones, Vice President, Tech Products, on twenty-five years with the Company. The pin was presented at the Tech Products Managers' Meeting. (Bottom, left) Cleon W. Taylor, Administrator, Commercial Service, is congratulated by Mr. Shoemaker for ten years' service, while John Bergstrom, Hollywood Service Manager, receives his ten-year pin from District Manager Bill Thackery. Watching (left to right) are Harry Blackmore, Joe Finole, J. J. McGuire, Fred Mosher and Jim Coil, all ten-year men