

MONITORING
THE
FIELD

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Number 1



adíos

Let's Not Say Good-bye. Let's Just Say "Aurevois."

addio

This is it. After 34 years and 442 issues, *Monitoring the Field* is history. History, in more ways than one.

During those 34 years, *Monitoring the Field* has grown to be the most familiar—and often only—source of SSD news. It's become a tradition. And each of those 442 issues reflects the many changes the division has been through in organization, philosophy, and direction.

So why are we putting *Monitoring the Field* on the shelf? For one thing, we're growing. There are a lot of you, with a lot of different needs. All those needs can't be addressed meaningfully through a single

publication. Also, we're changing. We have a lot of learning to do, and will need several sources of information to help us along. And we're finding that there are other forms of communication that may be more effective than newsletters.

Obviously, it's not that we don't have anything to say to each other anymore. There are just going to be new and better ways to say it. So it's not good-bye. We'll be in touch.

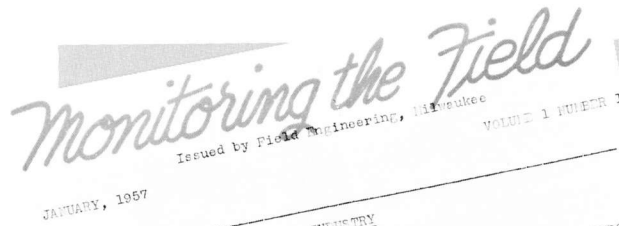
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A LOOK BACK

1975

1957

Monitoring the Field started as a two-page technical newsletter published by the field engineering group in Milwaukee. Its emphasis was addressing specific technical questions and problems, and spotlighting technical ideas and advancements.



NEWS FROM THE AIR CONDITIONING INDUSTRY

Chrysler Centrifugal Compressors

Chrysler AirTemp has announced a new line of centrifugal compressors ranging in size from 150 to 500 tons capacity. The compressors have capacity control from 100 to approximately 15 per cent, accomplished by modulation of prerotation vanes. The first machines supplied for jobs requiring automatic control are equipped with Johnson piston damper operators and a V-26 load limiting relay as original equipment. The outlook is favorable that this will be true of all machines supplied for automatic control in the future. The Johnson Service Company bid its first job involving these machines out of the San Antonio office.



This introduces the first issue of a monthly field engineering newsletter which, it is hoped, will provide branch offices with useful field news and timely information on such subjects as paper under various headings in this issue, and other information as is deemed advisable to disseminate from time to time.

We solicit branch office contributions of items which might be of interest to other offices. Such contributions are essential to the success of this publication.

We promise to acknowledge the source of each published item, because of space limitations, and for various other reasons, we cannot guarantee use of all contributions. If your first effort does not succeed, try try again.

York Corporation Heat Pump

The York Corporation recently introduced its factory-built "York Air Source Heat Pump". Best information available at this writing indicates that this machine will be supplied in capacities through 25 tons. Local York offices have been supplied with temporary information on suggested control arrangements. Contact them if further information is urgently needed. Our Los Angeles office has bid a job including these machines.

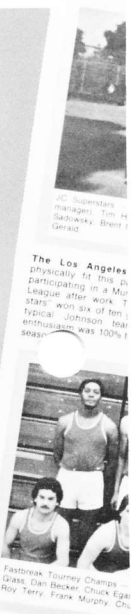
APPLICATION PROBLEMS

Difficulties encountered in controlling static pressures on high-velocity double-duct systems are often traced to improper sizing of dampers.

This is usually true when dampers are installed next to coils where velocities at some times as low as 400 fpm with the damper in the wide open position. This is about the same as installing a two-inch valve

Monitoring the Field broadened its focus even further to include a wide variety of SSD activities. Construction news began to appear side-by-side with technical news.

Baseball, hot dogs, apple pie scores. In its "infant stage," *Monitoring the Field* communications often meant passing along personal items from workers. With thousands of employees, *Monitoring the Field* headlined many-a company picnic, birth, anniversary, and "catch-of-the-day".

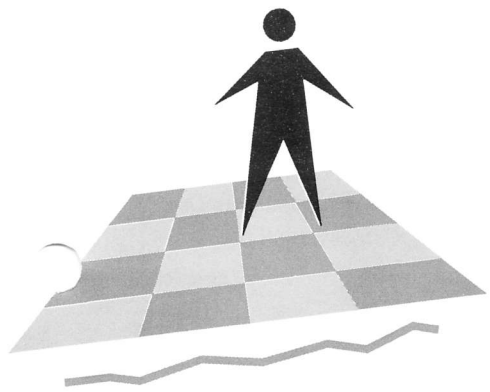


Johnson Controls a winner: SI workers at the Davis-Besse Nuclear Power Plant in Port Clinton, Ohio, organized a basketball team. Johnson Controls' team sank six field shots in the final 90 seconds to win the tournament title.

1968

As the only source of centralized information to branch offices, *Monitoring the Field* found its audience expanding beyond the boundary of technical employees. A new feature—"Construction News"—was added to appeal to a greater number of employee readers.

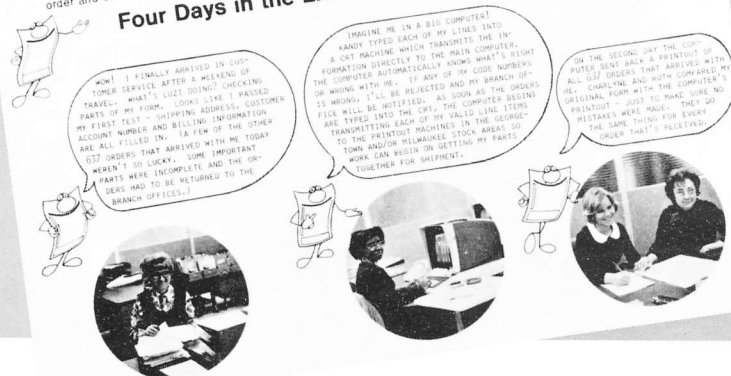




Customer Service

Coordinating the smooth flow of material between factory and field is the primary function of our Milwaukee CUSTOMER SERVICE DEPARTMENT. What really happens after you write your factory order and send it to Milwaukee? Let's follow the path of an order and find out!

Four Days in the Life of 510-9999-1234



1990

In recent years, the role of employee communications has increasingly been seen as an important opportunity to help employees understand their contributions to the company's performance, and help them succeed in their careers.

Monitoring the Field replaced births and bowling scores with information on SSD's goals, strategies, events, and achievements. Very specific technical and procedural information was also targeted to smaller audiences through Technical Support, Branch Engineering Automation, and Product Management and Marketing inserts.



DRING

August 1990 Volume Number

MTF

Satellites Launch New Opportunities

We kept an eye on the SSD in the past few years, and probably noticed the long of a multitude of satellite branch offices.

Some branches have found need to extend their reach, graphically or in terms of their base. Satellite branches, that report to main branches, often fill the bill.

Branches have had what the main office has had for some time. The last time we've grown more on

business, according to SSD Controller Rich Kolaczewski. "Most of this was new business," says Rich. "Although we probably would have gotten some of it without the satellite

The location, staffing, and to of the satellite offices vary it branches to branch, reflecting local market. Some are sales offices. These are usually situated to communicate long distances between customers.

For example, in the Chicago branch's business office is located in suburban Arlington. So salespeople with a lot of customers in an office at while best execution comes from Arlington.

Continue

Today

Continuous improvement. Team work. Service growth. Marketing orientation. Strategic thinking. These have been common themes in *Monitoring the Field* during the last few years. But what do they mean to you as a systems representative, project manager, salesperson, technician, branch manager, or administrator? How can you incorporate these themes each day to make your job easier, more effective, and increase your chances for success? New forms of communication that address the specific needs of different functional groups are now in place or are in the planning stage.



HERE TODAY

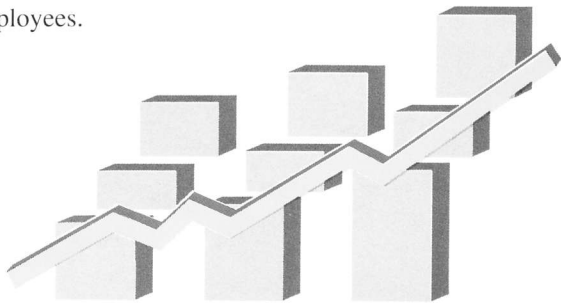
Good Morning, Johnson Controls!

is an audio cassette produced quarterly for branch salespeople. Mimicking a radio talk show, each cassette uses humor to provide updates on technical issues, business trends, sales techniques, and

other items. And in its cassette form, salespeople can slip it into their car stereos and make use of their time on the road.

Visions In Action

is a new newsletter directed to branch marketing and sales managers to help define and provide direction for this relatively new position. It's an "information exchange" on paper. Successful sales and marketing ideas and activities are shared between branches, along with useful information on industry trends. It's something that marketing and sales managers can keep and refer to as needed. They can also make copies of relevant articles and share them with their employees.



MTF was published monthly for employees and retirees of the Systems and Services Division.

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JOHNSON
CONTROLS

JCCN's live satellite broadcasts

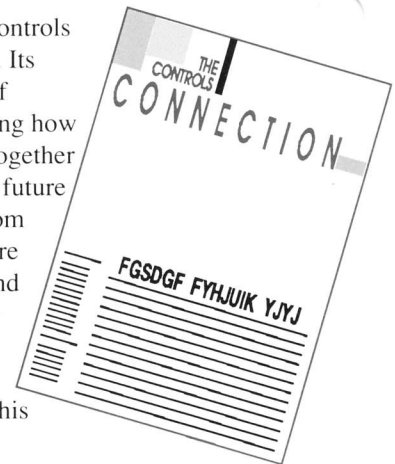
are produced with specific audiences in mind. Program topics so far have ranged from a national quality expert's perspective on work process improvement, to new product releases, to technical training. Only those employees whose jobs relate to the program's content need view the broadcast. The live format enables immediate response to call-in questions from the audience.

The inserts

that have been distributed along with *Monitoring the Field* during the last few years will continue to be sent to branch offices. Technical Support, Branch Engineering Automation, and Product Management and Marketing, however, will review the needs of their audiences and will consider other ways of communicating with them.

The Controls Connection

is a new quarterly publication for Controls Group employees around the world. Its purpose is to prevent the isolation of Controls Group divisions, by showing how we relate to one another and work together to achieve common goals. With the future bringing heightened competition from global controls companies, now more than ever it's vital that we understand each other's activities and view ourselves as a united effort. SSD's direction as an active part of the Controls Group will be covered in this publication.



HERE TOMORROW

As SSD continues to change, so will employee communications to help make the changes easier. In consideration right now: new resources especially for operations employees, metro area managers, and managers and supervisors in general.

One thing is certain—new roles for employees will always be emerging and shifting. And employee communications will be there every step of the way. So until we meet again, aurevois from MTF. ■