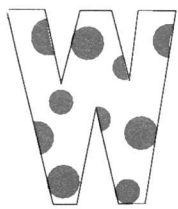


MTF

Oh, Those WACKY Wagers



What's white and foamy and orange all over and has the appetite of a small army? Our own wacky branch wagerers.

During the last quarter of the fiscal year, 50 branches paired off for Product Management & Marketing's Wacky Wager competition—a contest designed to increase SSD's unscheduled service business. The contest pitted branches of similar size and scope against one another, and challenged them to place bets on who could gain the highest percentage increase in unscheduled service during the fourth quarter. And the wackier the wager, the better.

The wagers ranged from offers to shave much-cherished

mustaches, to dying hair to match the team colors of the opposing branch's home football team, to springing for a feast of local delicacies to award the winning branch.

At the close of the fiscal year, branches found the results well worth fighting for. The majority of the wagerers—whether they were on the high or low side of the pair—were able to significantly increase their unscheduled service business (and with an enthusiasm never quite seen before!). The bets were placed, and everyone was a winner.

Here are the lengths some of the wacky wagerers went to, to go for SSD's unscheduled service goal:

The Honolulu branch was treated to \$500 worth of Maine lobster by the Burlington branch, after reaching a 31 percent increase in unscheduled service business—the highest increase among all competitors.

"The competition gave us the extra boost we needed to exceed our goal for unscheduled service. At the beginning of August, we were still below our goal for a 15 percent increase over 1989. Our sales force was able to close a lot of outstanding proposals. And through the extra efforts of our service coordinator and inventory clerk, they expedited the numerous materials requested and got work transferred. Our technical services people and pipefitters then put in the extra effort to get all the work finished. We ended 1990 with a 31 percent increase over 1989! It was a lot of hard work, which is going to make those lobsters taste even better!"

*—Honolulu Building Services
Manager, Bryan Hefner*

Continued on page 2...

Raleigh Branch Manager Greg Nebel sacrificed his mustache for the Grand Rapids branch after the BOPS reports came in. And they love those peanuts, too. Five pounds were distributed among Grand Rapids employees.

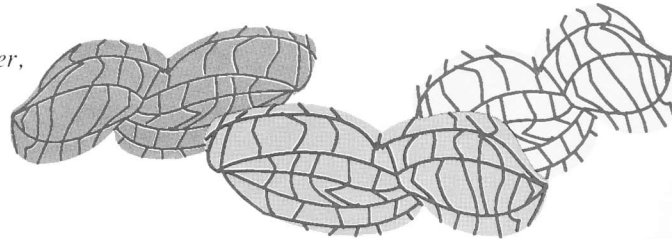
"Our initial strategy to win was to lie, cheat, and steal, and book everything (including high-rise construction) as unscheduled service work. But we decided to grow our business the hard way—honestly. We did it through the use of field proposals by our frontline service providers, increasing material sales, and cleaning up our unbilled backlog."

—Grand Rapids Branch Manager,
Bob Looman

Chicago South did it for peanuts. The Atlanta branch will be shipping an ample supply of "Jimmy Carter style" boiled peanuts to congratulate them on their performance.

"We exceeded our service goal through the superior performance of our service department—both our frontline players and branch resource/back-up."

—Chicago South Marketing
& Sales Manager,
Scott Gerske



Oklahoma City has gone fishing! Anchorage supplied the branch with Alaskan salmon to reward their catch of unscheduled service business.

"The contest offered extra enjoyment."

—Oklahoma City Branch Manager,
Steve Nixon



◀ Greensboro employees pictured in the back row from the left: Don Bowman, Dan Hawks, Deane Howell, Gil Peele, Bill Burris, Tommy Oliver, Larry Clark, Tim Taylor, Bill Rogers, Eric Stewart, Chris Mills, Angela Talbert, Paul Clamp, Hugh Nichols, Mark Sauerbrey, Edwin Clark, Ronnie Jenkins, and Eric Einwaechter. Kneeling: Mac Blankenship, Tim McKinney, Tommy Spencer, Fred Leonard, Tim Mason, Ronni Whitesell, and Wayne Bolick. Not shown: Cliff Lauten, William Sowers, Joel Oakes, Ron Campbell, Forrest Lloyd, Todd Steele, and Dawn Coble.



No solemn occasion for the Greensboro branch. They had the greater increase, but they're still waiting to reap the reward: a videotape of Hartford employees dressed up as Confederate soldiers and singing "Dixie."

"The Greensboro branch has sustained good growth in unscheduled service by focusing on increasing customer satisfaction through improved Counterline delivery and team power. The contest unified our sales force, service operations, and frontline service personnel to achieve a common goal."

—Greensboro Branch Manager,
Tom Orians

Buffalo Burgers?! They asked for them, and that's what they'll get. The Casper, Wyoming branch will supply Little Rock's branch barbecue.

"The contest allowed us to interject some fun into a normally serious business—that does a lot for boosting morale."

—Little Rock Branch Manager,
Dennis King



▲ Standing, from the left: Little Rock employees Jerry Law, J. "Ticke" Rowland, James Pitts, Billy Kimbrell, Harrison, Elmer Gunter, Eric Cooper, Hauck and James Stearns. Seated: King, Pat Peterson, Karen Edelman, Beverly Doremus.

The Columbus branch is being rewarded by toying with the career of Phoenix Marketing & Sales Manager, Keith French. Keith will be put to work as Columbus's Service Coordinator for a few days.

"The contest, along with the challenge of meeting our branch goal, motivated our sales and operations group to increase our sales efforts. We enjoyed it, and are looking for a challenger in FY '91!"

—Columbus Branch Manager,
Brian Blanchard

with
good
business.

incentive that the branch

Branch Manager,

▼ *Oklahoma City branch employees, back row from the left: Charlie Tartaglione, Rusty Riggs, Mark Hendrickson, Keith Dotter, Joel Karstetter, Randy Schlegel, Paul Storey, and Marc Bryant. Middle row: Susan Payne, Kathy Murphy, David Seewald, Mascot, Judy Lakin, Jim Smith, Bobby Bruner, Wayne Duggan, and Jim Taylor. Front row: Monthly Mongold, Del Shriver, Jim Vanzant, Charlie Pierce, Michael Pierce, Aubrey Ambrose, James Duggan, and Paul Maxwell.*



ock
t, Ric
ell, John
er, Kenneth
Dennis
n, and

► *Austin employees, back row, from the left: Scott Leppin, Mike Merka, Rick St. Clair, Paul Ferguson, John McKamie, Mike Kelly, and Keith Linck. Middle row: Nelson Moffet Tony Cantrell, Dan Pearson, Terrell McCree, Johnny Hage, and Matthew Cresap. Front row: Juan Garcia, Susan Hendon, Amy Knox, Mike Adams, and David Siek. Not pictured: Bill Marsh, Bill Weatherly, Dickey Freitag, Roger Beverly, Kevin Callaghan, Dennis Crouch, Ralph Gray, J.K. Hage, Ron Hamrick, Larry Hartgrove, Dirk Janner, Gordon Schwartz, Robert Stephenson, Tabb Turner, and Chris Walton.*

They were foaming at the mouth at the close of this contest. Charleston Service Operations Manager Jim Arthur and Branch Manager Tom Bray shaved off the mustaches they've had since age 18—all to honor Austin's unscheduled service success.

"Our field service mechanics, systems representatives and PMI's did a fantastic job of bringing in work. We ended 1990 with repair sales volume at an all-time high."

—Austin Branch Manager,
Nelson Moffett



▲ *Cleveland Branch Manager, David Gill*

It seems that Cleveland Branch Manager David Gill would go to any lengths to encourage service growth at his branch. He agreed to dye his hair Denver Broncos orange to dress up as a "typical Bronco fan" if the Cleveland branch had a sales increase. Whoops!

"We had the greatest of empowerment. "empowered" everything happens in our department, was Cleveland Branch Manager David Gill preferred to send it to David Gill. Behave."

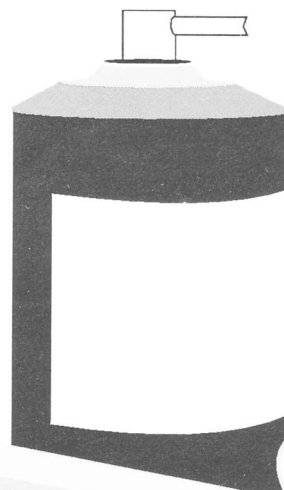
—Denver Branch Manager,
John Wolcott



Some dreams are just dreams. Both New York Branch Manager Harry I. Branch Manager Harry I. Marketing Director John mustache. John was too busy to catch that both New York Branch Manager Harry I. unscheduled service goal. Both New York Branch Manager Harry I. branch with the smaller goal. Both New York Branch Manager Harry I. PM&M employee. In the end, both New York Branch Manager Harry I. And Baltimore will host

"When you focus on revenue, business follows!"

—New York Branch Manager,
Harry I. Branch



Everybody salsa! Portland is celebrating their business increase by feasting on tamales, supplied by the San Antonio branch.

"We had fun with the concept. We had a wacky wager rally during the contest, and made plenty of San Antonio jokes."

—Portland Branch Manager,
John Carpenter



▲ Portland's "hot stuff," from the left: Don Jenkins, David Saine, Dale Nolen, Donna Martinez, Mark Gramlich, Larry Thompson, Debbie Allen, Woody Howell, Phil Sharp, Keith Baker, David Lee, Janette Pipkin, and David Mercado. Not pictured: John Carpenter and Becky Calvert.

Cheese was the prize for the Union branch. Their competitor? Madison, Wisconsin, of course.

"It was a combined effort by the field force, service operations, and administrative department. The fourth quarter was the first time this year that we achieved exceptional growth in repairs."

—Union Branch Manager, Russ Garofalo



◀ From the left, Union dairy lovers Chris Kovacs, Russ Garofalo, Joan Moore, Larry Olenik, Nora Bayate, Charlie Taylor, Scott Smith, Walter Bomhoff, Larry Bovich, Vivian Williams, Bob Boykewicz, Mauro Bellifemine, Juliette Ford, Jim Traina, Vince D'Alessandro, Pete Hacker, and Rosa Iglesias.

The Vancouver Branch woke up happy after the fiscal year-end. They were pampered with a pancake breakfast supplied and served by Edmonton Branch Manager Ron Buffel. And, if that wasn't enough, Ron kept them going with coffee and donut service all day.

"The key success factors were focus and team work. The entire operations team pulled together to ensure that all possible outstanding work was completed. Extra effort was put into some "fast-track" repairs, and the office staff focused on clearing the backlog of repairs to ensure that billings were processed efficiently. Visual graphs were published weekly showing progress against our competitors. The contest made what is always a hectic time of year more fun and interesting to everyone."

—Vancouver Branch Manager, Jim Whytock

s that Cleveland
Manager David
uld go to any level
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at his branch. He
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Bronco orange and
as a "typical"
fan if the competing
branch had a greater
. Whoops!

e had the greater increase because
mpowerment. Susan Edwards, the
powered" employee who makes
gs happen in our service
artment, was to wear brown
eland Browns shorts if we lost. She
ferred to send orange Bronco shorts
avid Gill. Besides, they match his
."

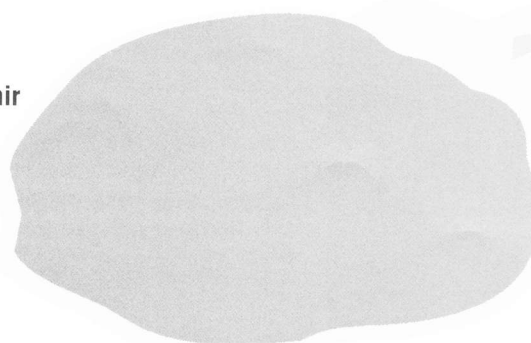
—Denver Branch Manager,
John Wold



ams are just too big. To motivate their employees
ork Branch Manager Bob Dixon and Baltimore
anager Harry Peddicord dared Product Management &
Director John Tavares to shave one side of his
ohn was too sly. He countered the challenge with the
oth New York and Baltimore exceed their
l service goals for the fourth quarter, and that the
the smaller increase spring for a weekend trip for a
mployee. In the end, John kept his mustache intact.
ore will host the PM&M visitor.

**focus on renewable service agreements, the repair
lows!"**

—New York Branch Manager, Bob Dixon



A Reminder...

The deadline for submitting second quarter Chairman's Award nominations is **December 1**. Please take a few minutes to recognize someone's contribution, improvement, or special accomplishment with a nomination. Nomination forms and guidelines are available through your supervisor.

Branch Efforts...

Salt Lake City Sales Engineer Samuel Parkins credits Metasys Companion capabilities for securing jobs with two school buildings. The project will replace \$60 thousand worth of a competitor's product with JCI systems. He says that working with the Technical Support Group also helped pinpoint different Companion applications that would allow the schools to easily and cost-effectively install the systems to monitor operations and energy-use—not originally specified in the customer's bid.

The Dallas/Ft. Worth branch recently secured the contract to provide a Metasys Facility Management System for American Airline's new maintenance base at the Fort Worth Alliance Airport. The overall budget for FMS at the new facility is \$4 million. JCI has an initial contract for \$2.1 million, and will receive change orders as the project expands.

Teamwork between the Jacksonville branch and Milwaukee's Business Development group has resulted in two successful projects with Sears. Business Development's Retail National Accounts Manager Jim Scott and Jacksonville Sales Engineer Gerry Murphy worked together to fulfill Sears' requirements for consistency and responsiveness. "The customer wants the same design—the same solutions—at all of their facilities," says Jim. "To provide this consistency, Business Development supplied engineering and software designs for both Sears' Retail Replenishment Center and its Mall of Avenues store in Jacksonville." Business Development Application Engineer Tom Lindley worked on the project. He does the engineering for most of the Sears stores throughout the country. The Jacksonville branch then takes responsibility for responding to Sears with local sales, project management, installation, and service expertise. Jacksonville's Randy Hawkins was project manager for the Retail Replenishment Center. Lead Technician Fred Byrd handled the Mall of Avenues store. Comments Gerry Murphy, "If I gave another sales engineer a piece of advice, it would be to work with Jim Scott and Tom Lindley. They both were extremely helpful in getting the jobs done under budget, and making Sears very happy." The Business Development group and Jacksonville branch plan to work together again on another recently secured Sears job in Ocala, Florida.

Appointments...

Mike Lamach has been appointed branch manager in Saginaw. Mike was previously a sales team leader for the Detroit branch.

Jerry McClellan has joined Johnson Controls as Marketing and Sales Manager for the Chicago branch.

Miscellaneous...

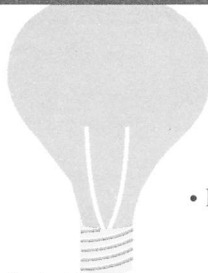
The Branch Management and Marketing Workshop was held in Kohler, Wisconsin October 21 - 26. Branch managers and marketing and sales managers were coached in leadership, marketing and empowerment principles to enhance employee development and maximize market penetration.

◀ **Baton Rouge Branch Manager Luke Burnthorne jots down some thoughts on balancing short-term needs with long-term goals.**



Got An Idea?

Put It In Writing.



Without even knowing it, you may be originating procedures, techniques, or even products that could be the trends of the future.

Employee ideas—from the smallest to the largest scales—are the driving force of any organization. Your ideas on how to make something faster, easier, better and more valuable are what keep us going.

Protecting these ideas can be as important as the ideas themselves. Protecting ideas through **patents** allows organizations to not only set the pace for the future, but also to maintain the pace.

What's a patent?

A patent is an official, documented disclosure of a novel idea for a process, technique, product, or product application. Patenting an idea provides the right to exclude or control the use of the idea by others.

SPD Advanced Development Manager Ron Liebl sits on the Controls Group's patent review committee. He encourages all SSD employees to put their ideas on paper. "Field people are the ones with the application and

installation knowledge. It's their ideas that will give us a leg-up on the competition," says Ron. "And we're looking for ideas from anyone—not just technical employees."

How do you get a patent?

1. If you think you've come up with an original idea relative to our business, you can put it in writing on a standard **invention disclosure form**. The two-page form is available through the stationary department in Milwaukee. All employees who submit patent ideas will receive a token gift in recognition of the effort.

2. The patent review committee surveys the submittals. Some things they consider when deciding on whether to pursue a patent:

- Does the idea fit into the Controls Group business plan?
- Do we want others to have access to the idea, or do we want to keep it a trade secret? (Patents are open for public review. Anyone—including our competitors—can look up a patent and gain knowledge about the process, technique, product, etc.)
- Is use of the idea evident? In other

words, if someone who isn't licensed uses the idea, will we be able to detect its use?

- Is it worth the cost to file? (Depending on the complexity of the idea, filing can run into tens of thousands of dollars.)

If the review committee decides to pursue the patent, the originator receives a monetary reward of up to \$250 per person.


3. At this point, patent searches and legal steps, including review by the U.S. Patent and Trademark Office, get underway. If the idea hasn't already been patented, a patent will be issued. The originator of the idea will be recognized with a commemorative plaque.

During the last year, the Controls Group's patent review committee received about 60 ideas from employees. From those ideas, we applied for patents on about one quarter of them. Typically, 80-90 percent of the patents we apply for do issue as patents.

The Controls Group is always looking to capture these new ideas. "Of course we don't want people to be frivolous with their submittals," says Ron. "But we don't want them to be the only ones to judge whether an idea is patentable or not. They're out there every day, and are the ones most likely to come up with good ideas that will help us move forward." ■

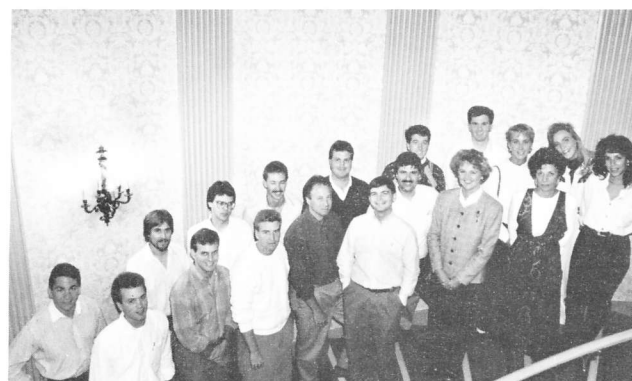
MTF is published monthly for employees and retirees of the Systems and Services Division. Employees like:

Dayton, Ohio Branch Manager Marke Roberts, for his commitment to community service.

Before transferring from the Louisville branch, Marke gave of himself to benefit the cystic fibrosis foundation—literally. He participated in a "bachelor auction" to raise money for the foundation. Here he is with the successful bidder, Debbie Carmody. 

Readers may submit story ideas, news items, and comments to Fran Verito, MTF Publications Editor, P.O. Box 423, 507 East Michigan Street, Milwaukee, WI 53201.

JOHNSON
CONTROLS



▲ Fundamental Selling Skills Workshop Held

Sales engineers examined sales philosophies, behaviors, and strategies during the Fundamental Selling Skills Workshop held in Milwaukee October 8 - 12. In the back row, from the left: Pat Jambor, Washington D.C.; John Warman, Mississauga; Jim Allison, Charleston, West Virginia; Steve Bernas, Harrisburg; E Beebe, Richmond; Jack Brogan, Chicago; Dan Reynolds, Peoria; Teri Lonergan, Chicago; and Lisa Resek, Chicago. Front row: Russ Deane, Richmond; Jeff Shaver, Charlotte; Russ Olson, Dayton; Lou Gary, Charlottesville; Tony Hume, Harrisburg; Carlo Gallo, Chicago; Marsha Booth, Richmond; Bernadette Adams, San Diego; and Diane Fiorey, Union.

MTF recognizes Press Pass contributions with this symbol. 

November 1990

SB12-B1A Dual 12VDC Standby Power Supply for Access Control

by John Sant

The new SB12-B1A has made obsolete its predecessor, the SB12-A. The new standby power supply includes a number of enhancements and improvements that have been requested by the field, these features include:

- **Two 12VDC outputs**, each rated at 1 ampere continuous. One of the outputs can be used to power a Reader/Terminal or Smart Terminal Interface, and the other can be used for a door strike. This is an improvement over the SB12-A in that separate backup power is no longer required for the terminal and the door strike.
- **A built-in power indicator lamp** which provides verification that the unit is receiving AC power. This lamp is visible from outside the enclosure.
- **A separate fuse** for battery protection, in addition to the AC power line fuse.
- **Two alarm output signals**. One of the signals activates during an AC power-fail condition, and the other activates if the battery charge is low. These signals can be connected to alarm inputs of a Smart Terminal Interface or a Reader/Terminal.
- **A new combination Smart Terminal Interface (STI) and Standby Power Supply**, the STI-SB-C1. The STI is powered from one of the SB12-B1A outputs, and the second output is available to power a 12VDC door strike.

Questions regarding these products should be directed to the TSG HELPLINE (1-800-333-2222, ext. 4357).

F. Y. I.

Mail for the entire Technical Support Group should be sent to **Mail Station M-14**. Please make a note of this and transmit all written information to **M-14** so that we can stay in touch!

New Access Control Lightning Suppression Devices

by John Sant

The S8-B Lightning Transient Suppressor has been discontinued. The newly designed and tested TS10 and TS11 are replacements for the S8-B. The TS10 and TS11 will withstand some of the most adverse lightning and high transient situations. Under test conditions the units repeatedly survived consecutive hits at 1.3 second intervals with negligible clamping level drift.

Various configurations for the new lightning transient suppressors are available:

- **TS10-A** - Single Lightning Suppressor with bracket and enclosure.
- **TS10-B** - Single Lightning Suppressor with bracket.
- **TS11-A** - Two Lightning Suppressors with bracket and enclosure.
- **TS11-B** - Two Lightning Suppressors with bracket.

The TS10-B is the functional replacement for the S8-B. TS11 models incorporate two suppressors which can be used for installations where full loop communications to devices is required. The TS10 and TS11 Lightning Suppressors are placed at each end of the communications lines that are exposed to lightning and high transient situations.

New Fire Alarm System Annunciator

by Joe Vorce

Just in case you missed seeing it in the August and September issues of the ESU Standardization Notices, a new series of microprocessor based annunciators was released for use on both the IFC-2020 and the FC-2000. These devices are modular and provide fire alarm annunciation and

control of fire alarm functions. The IFC-2020 can support up to 32 annunciator addresses, each having up to 64 annunciation points, and the FC-2000 provides the capability to control two 64 point annunciators. Communications on both systems is via an RS-485 communications trunk which allows them to be mounted up to 4000 feet from the fire alarm control panel.

Three versions are available. The ACM-32A series is a tabular alarm only annunciator with 32 red LED's and areas to name each point. It can be expanded for a maximum of 64 points per annunciator address. The ACM-16AT is very similar to the ACT annunciator used on the JC/85/40. It provides a red alarm LED and a yellow trouble LED as well as a membrane switch for each point that can be used on the IFC-2020 to control fans, dampers, and other functions like alarm acknowledge and system reset. A third version called the LDM-32 is a printed circuit board which can be used with custom graphic annunciators. The LDM-32 is a lamp driver module that provides either 32 alarm only lamp drivers, or 16 alarm, 16 trouble, and 16 momentary switch inputs. A daughter board can also be purchased for the LDM-32 which provides 32 form A dry contacts.

Sales and technical information will be released very soon.

FC-2000 Introduced

by Joe Vorce

Does your territory include small towns where there aren't any buildings large enough to need an IFC-2020? Well, don't give up. In August a fire alarm panel that will just meet your needs was introduced. Called the FC-2000, it is a microprocessor based, hard wired fire controller that supports up to 120 initiation and/or indicating circuits. It is modular in construction and field programmable, so you don't have to tell the

(continued on back)

Company Confidential

(continued from previous page)

factory how to wire it. It is listed by UL, ULC, and the California State Fire Marshall, FM approved, and provides NFPA 72A, B, C, and D capability. It also has a walk test feature and time control modules for releasing service. If that isn't enough, it provides a 255 event history log that is stored in a non-volatile memory.

Sales and technical literature will be available very soon.

IFC-2020 Technical Notes

by Joe Vorce

When changing or adding points to an IFC-2020 be sure to have the LIB-200 boards installed for those loops you are going to have on the system. If they are not installed, the system can get "confused" and your only solution is to reprogram the entire system.

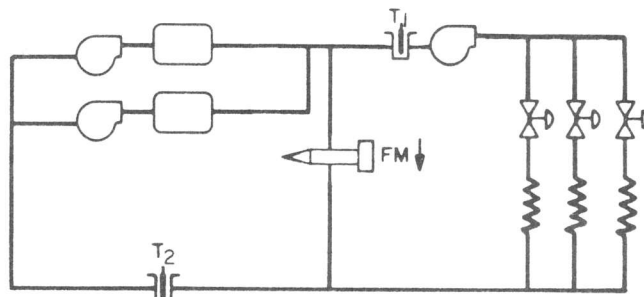
When adding points to an IFC-2020 be sure not to accidentally add a point to a loop that doesn't exist. For example, if you have LIB-200's installed for loops 1 and 2, don't add a point to loop 3. The system will accept this incorrect point, but your output reports will hang up. The only way to recover is to reprogram the system entirely. Shutting off power, etc. will not correct this problem.

If your IFC-2020 loops are run in conduit, make sure the shields for each loop are connected to the common negative terminal for that loop, not conduit ground. The original IFC-2020 Technical Manual was in error and many people have not seen the correction that was published over a year ago. On Style 4 loops, connect the shield drain wire to terminal 3 of P2. On Style 6 loops, connect the shield drain wire to channel A to terminal 3, and channel B to terminal 7 of P2. If this is not done, you will experience many strange things like a ground fault on loop 3 showing up as an open circuit on a control module on loop 1 or erratic troubles and invalid ID reports.

Error in Engineering Report Discovered

We would like to thank Peter Christensen of the Toronto Branch for finding an error in the graphic on Page 18 of Engineering Report H324 on chiller sequencing. Peter couldn't see how the system would work without a pump in the secondary.

Frankly, neither could we, so a pump has been added. The revised graphic shown below is the same size as the graphic in ER H324 making it easy to cut it out and tape it over the erroneous graphic, if desired.



Idea of the Month

Louis Anderson of the Mobile, Alabama branch went one step further to help a customer who requested wall-mounted room thermostats and/or humidistats upon which the supply and output pressures could be monitored. Louis used the cover plate from the T-4000-605 Conversion Kit, added two G-2010-5 Gages to the cover plate, a F-500-42 barb X F.P.T. fitting, two F-700-84 tee fittings, two F-200-23 adapters and a foot and a half of F-1000-231 (blue) tubing (see Figure 1). This creative assembly has been widely applied at the Monsanto Plant in Pensacola, Florida using case #T-4002-KIT- RA or DA.

For his great idea Louis Anderson will receive the \$50 Idea of the Month award. If you have great ideas to share, send them to Technical Support Group, Idea of the Month, M-14 in Milwaukee.

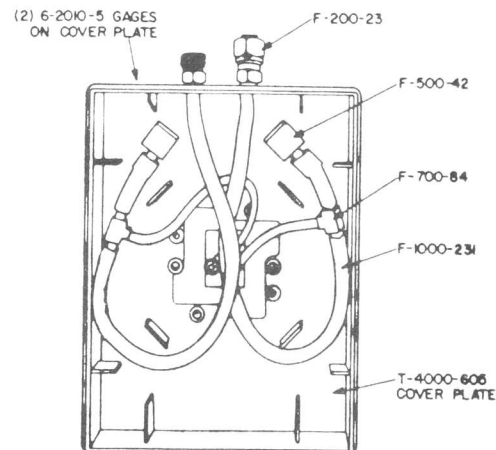


Figure 1

Technical News Page

November 1990 No. 21

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Technical Tips

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