

C/AS: MAJOR PROJECT'S HANDLING OF OFFICE SUPPORT FUNCTIONS....



Pam Hahn (left) and Carmen Hebert process correspondence requests for Major Projects. The correspondence center handles most of the typing done in Major Projects.

"It's almost impossible to describe!" says Jerri Dromgoole, Major Projects, of the Correspondence/Administrative Support (C/AS) structure. "I always tell people that C/AS is a system for handling the flow of paper in an office in a more efficient manner."

And that's what C/AS deals with: the efficient flow of paper work.

It all began in the mid-1960's as automated typing. From there it evolved into a management structure designed to accomplish office support functions in the areas of job structuring, supervision

and use of equipment. It is significantly different from the traditional way where certain level jobs automatically meant having your own secretary - whether one was needed or not. It was a matter of prestige.

Correspondence/Administrative Support provides office support through structuring jobs by workload or activity. In this way the workload is evenly distributed to a person with the required skills and freeing the secretary for other responsibilities normally done by the boss.

As Jerri puts it, "It

gives them other avenues to go into; they can now do other things."

Since job structuring is effective for a given amount of time, it must be continuously administered by superiors with similar backgrounds or objectives. This means that a Correspondence/Administrative Support structure should be designed so that the support personnel are supervised and evaluated by people skilled in office and secretarial administration. This is supervision-in-kind; it's the professional supervision necessary

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SCORA CHRISTMAS DANCE HELD AT MARRIOTT

Electrician C. F. Risinger dances the light fantastic with carpenter Evelyn Russ at the SCORA Christmas Dance held December 18 at the Marriott Hotel.

While (below, left) the Mickey Madisons and the W. C. Ryans share a table, the Larry Csengerys chat with SCORA president Robert Taylor.



DPMC ENGINEER WINS DESK SET

The fourth issue of *Shell World* invited its readers to reveal the contents of their desk drawers, offering a prize of an executive desk set to the one with the most intriguing contents.

The winner is a DPMC engineer, who is always involved in something - both on and off the job.

What engineer among the hundreds located here at the complex do you think it might be? To see whether or not you guessed correctly, see page 4 of next week's *Shellegram*.

To assist you in identifying the *Shell World* winner, here is the winning letter:

"It is with mixed feelings that I submit the following summary of the contents of my desk. Gad, the last vestiges of privacy are gone! Anyway here goes.

"Left top: Discarded papers stack - as pile heightens, bottoms is removed to wastebasket (helps find items before destroyed); a fluorescent tube for desk light; a slide rule (remember

those?); last year's desk calendar; personal file - mementoes of Shell career.

"Left middle: Fruit peeler; hammer (for cracking nuts in season); summary of personnel moves over past six months.

"Left bottom: A small first-aid kit; flashlight; screwdriver; crescent wrench; tape measure; shoe brush; flashlight batteries; six-volt battery; dust respirator; pair of gloves; roll of masking tape; electrical extension cord; blackboard eraser; a package of sample tags; tube of hand cleaner; ball of string.

"Right top: Postage samps; envelopes, magnifying glass; file cabinet keys; long bean seeds; a spoon and fork; professional engineer's seal; memo pads; business cards; thumb tacks; an old inkwell; magnets; a roll of U.S. quarters; a postage scale.

"Right bottom: A pillow; electronic calculator; miscellaneous phone books; special confidential files

(what are *they* doing there?); writing tablets.

"Now that I've told all, I may need to submit my resignation! Thanks for the delightful suggestion of the survey. It was fun."

CHARLIE KASTENSMIDT CATCHES H.O. TYPO

How many of you out there read last week's article, "Federal Paper Work: A Costly Necessity" and realized that the 266 man-days figure quoted as used for the study was incorrect?

Charlie Kastensmidt of E&S called Thursday afternoon right after the *Shellegram* hit the stands to question the 266 figure. And, sure enough, a check all the way to Head Office revealed that someone, somewhere up there had made a typo.

The 266 figure should have read 226, and thanks to Charlie's alertness and questioning, it will read just that in other *Shell* publications.

C/AS: Major Project's handling of office support functions....



Barbara Moon checks over a typing request before putting it in the out basket.

to the success of a C/AS structure.

The use of equipment is another important aspect of C/AS. The automated ma-

HOME CURES FOR RATTLESNAKE BITES

Some 70 years ago, H. S. Lowry, Kewanna, Indiana, offered this advice for a rattlesnake bite.

"If bitten by a rattlesnake and you can procure soft soap, apply a liberal poultice of this material soon as possible after being bitten. This I consider a better remedy than whiskey, for if applied at once and the soap is strong, it will draw out the poison. The soap is generally easy to get in country neighborhoods. I have used it successfully on man and beast."

However, a Miss Floss Berry of Camargo, Oklahoma, had another sure cure.

"Cockleburs are the best remedy known for rattlesnake bite. Boil one quart fresh sweet milk, two table-spoons baking soda and enough of the green cocklebur leaves to thicken the milk; bind a plentiful poultice on the bite and renew every hour."

chines cut down on an enormous amount of typing. This is especially true when new units are being brought on stream, as it permits easy access to the original manual tapes for making any necessary corrections without having to retype the entire manual.

Like most things it has worked well with some secretaries and others haven't taken advantage of it. There are still secretaries who do all their own typing and bosses who prefer dictating to a secretary rather than the dictating equipment available to them.

But, Jerry feels that as familiarity of the structure increases, the advantages will attract even the most traditional of bosses and secretaries into its fold.

At the present time there are 24 employees (eight of which are contract) working in Major Project's C/AS section under Jerri Dromgoole. They include: Dell Magness, Patty Mayes, Mary Robertson, Jeanne Conway, Barbara Moon, Carmen Hebert, Valerie Thompson, Pam Hahn, Vicki Williamson, Wanda Hignight, Alicia Sanchez, Debbie Bradley, Dorothy Phillips, Connie Barrientos, Ellen Hollis and Mary Breaker.

BLOOD PRESSURE CHECKING TIME

It's time to have your blood pressure checked, and you have several dates to choose from.

The refinery cafeteria will be the scene on January 19 and 26 from 11 a.m. until 1 p.m. and again from 2 p.m. until 4:15 p.m.

Then, on January 21 and 28, during the same time frame, blood pressure testing will be done at the chemical plant cafeteria.

Plan now to have your blood pressure checked. It may save your life.



January 4 was the first square dancing session, and Sandra Bradbury, Employee

Relations, reports that "everyone had a ball." However, she would like to see more couples participating.

So, those of you who have a yen to swing, join in the fun. It's for beginners as well as professionals.

The dates are the first and third Tuesday of each month at the Ieer Park Community Center, 610 East San Augustine from 7-10 p.m. Where else can you dance all evening for \$2.50 a couple and have a ball?

Call Sandra and join today. She can be reached on 6119.

A GLIMPSE OF TEXAS IN HARDEMAN COUNTY

To glimpse Texas wilderness through the eyes of early settlers, a choice place to head for is Copper Breaks State Park. The recreational aspect of this starkly beautiful 1,900 acres of Hardeman County is new and growing, but the area is saturated with history of the Indians with pioneers.

This park site was acquired from a private owner in 1970 and will aid Texans in understanding their historical heritage.

The natural setting is rolling, red hills and sandy loam with scattered juniper and mesquite.

Facilities include wooden shade shelters built to look like tepees that once were a common part of the landscape. The 25 campsites provide water and electricity, as well as protection from the sun needed in this tree-scarce country. In addition, there are modern restrooms, 45 picnic sites and 15 campsites without utilities.

A half-mile nature trail and a hiking trail in two loops of one and two miles each, have recently been built as well as an outdoor amphitheatre featuring movies and talks on the natural features of the area.

Most famous of the turbulent events that happened near here was the recapture by the U.S. Calvary of Cynthia Ann Parker, who had been abducted by Comanches in 1836 when she was a

child. Her son, Quanah Parker, became the well known Indian chieftain for whom the nearby town of Quanah is named.

Legend has it that Medicine Mounds, east of the park, were important ceremonial sites of the Comanche Indians.

Something that would have seemed like a mirage to

the travelers of old, and would have been a miracle to the hardy pioneers and Indians of that area, is the lake that came into existence this past summer.

A dam completed July 2 on the Pease River watershed resulted in the 60-surface-acre Lake Copper Breaks, and in arid Northwest Texas, this is a big attraction.

CLASSIFIEDS

FOR SALE

1969 Mercedes Mod. 230, gasoline, 93,000 miles, excellent condition. \$2,750. 488-7971

Two 12" tires for Toyota, etc., good tread. \$10 both. 473-3249

1976 KZ400 Kawasaki, 110 miles, windshield and saddle bags. \$700. 472-6396 after 5 pm

1974 Capri, AM/FM, air, 4-speed. \$2,495. 487-1368

1975 Camaro 350, auto, air, power, AM/FM, tape deck. Assume note. 946-0697

23" Wards color console TV, good picture. \$95. 472-6979

19" RCA portable b/w TV with stand, good condition. \$20. 471-5365 after 4 pm

1972 Cougar XR7, auto, air, AM/FM 8-track, P/S, P/B, 49,000 miles, excellent condition. \$2,195. 485-4171

FOUND

Black wire frame prescription glasses. Car keys with "N" initial on chain. Claim at *Shellegram* office.

Numerous pairs of glasses, watches and a 1972 class ring. Identify and claim at *Shellegram* office.

RULES FOR SUBMITTING ADS

Readers are reminded of the rules for submitting ads for free publication in the *Shellegram*.

- Ads are published for complex employees, pensioners and families only. Advertiser must be owner and not agent or dealer.

- All ads must be *submitted in writing* stating item, price, advertiser's name and home telephone number. Forms are available at the receptionist's desk and the *Shellegram* office.

- Deadline for submitting ads is *Monday*.

- Mail ads to the *Shellegram* or bring them to Room 103, Main Office Annex.



"The foreman asked me to wear my safety award medallion as a reminder to the other workers."

SHELLEGRAM

Published by Shell Oil Company for its Deer Park Manufacturing Complex employees at Deer Park, Texas.

Dotti West, Editor

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