

Installation Assessment Program (IAP) Central Office Construction

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1. General

1.1 Purpose

This practice defines the requirements of the Central Office Equipment (COE) Construction Installation Assessment Program (IAP) which describes:

- COE Construction Staff responsibilities.
- COE Construction Line group responsibilities.
- COE Construction method of operation.
- COE Construction IAP reports.
- GTE Supply's Partners in Quality process.

1.2 Filing Instructions and Supersedures

Discard all previous issues and associated addenda of this practice and file this issue numerically in your GTE Telephone Operations practices set.

This practice supersedes and cancels:

- All policies, procedures, general instructions, letters, and memoranda which address this subject.
- Any document which provides information contrary to the information contained in this practice.

NOTE: Changes to items contained in this practice will be published in the telemail mail box HQ.COEI.NEWS.

1.3 Reason for Reissuing

This practice has been reissued to incorporate multiple changes in the content. Read this entire practice to ensure your familiarity with the new information. This practice enhances the COE Construction quality program and incorporates changes required to support the Plan/Design/Build process by:

- Using GTE's core category check and verification forms, manufacturers' checklists, manufacturers' practices and functionality forms, equipment brochures, and GTE Telephone Operations Headquarters practices as standards of acceptability.
- Eliminating a scoring process based on deficient findings.
- Implementing a Major and Minor classification of installation variances.
- Focusing on COE Construction and contractors assessment process supported through Partners-in-Quality implemented by GTE Supply.
- Replacing Contractor Assessment forms with the Partners-in-Quality process, completed by COE Construction supervision.

NOTE: COE Construction staff will perform random sampling assessment reviews.

1.4 Responsibility

This practice was published by the GTE Telephone Operations Administrative Services Department. For more information about this practice, contact the GTE Telephone Operations Headquarters COE Construction Department.

1.5 Disclaimer

This practice was prepared solely for the use of GTE Telephone Operations. It must be used only by its employees, customers, and end users when installing, operating, maintaining, and repairing GTE Telephone Operations' equipment, facilities, and services. Any other use of this practice is forbidden. The information contained in this practice may not be applicable in all circumstances and is subject to change without notice. By using this practice the user agrees that GTE Telephone Operations will have no liability (to the extent permitted by applicable law) for any consequential, incidental, special, or punitive damages that may result.

2. Overview

2.1 Introduction

The COE Construction IAP and Partners-in-Quality processes help ensure that a standard of excellence is maintained in all areas of COE:

- Installation.
- Safety and housekeeping.
- Site maintainability.
- Switch functionality and features.

2.2 Definitions

The following chart provides definitions for the acronyms used in this practice.

Acronym or Term	Definition
CN	Change Notice
COE	Central Office Equipment
DLC	Digital Loop Carrier
EIM	Engineering Information Memorandum
HQ	Headquarters
IAP	Installation Assessment Program
JIM	Job Information Memorandum
NOC	National Operations Center
OLS	On-Line Support
OSP	Outside Plant
PCN	Product Change Notice
QA	Quality Assurance
QAOR	Quality Assurance Operational Review
UCR	Unsatisfactory Condition Report

2. Overview, continued

2.3 References

The following chart provides sources of supplementary information relating to this practice. The documents could be required for performing certain tasks.

See...	For Information About...
004-440-000	Quality Assurance Operational Review – Division End-to-End Process
200-002-010	Test and Verification During Installation General Plan
200-002-700	COE Construction Equipment Check/Verification and General Feature and Functional -Acceptance Test Forms
220-000-002	SPC Daily Journal
220-001-001	Central Office Equipment Installation Activity Procedures
220-001-004	COE Construction Planning and Work Order Implementation Requirements
CH-110 (Handbook)*	Central Off ice Installation

* Information on how to order this handbook is provided on electronic bulletin board HQ.COEI.NEWS.

2. Overview, continued

2.4

Forms

The following forms are referenced in this practice:

- Central Office Construction Equipment Check and Verification -Superstructure, Form COECV02A (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Equipment Check and Verification-Cables and Wire, Form COECV02B (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Equipment Check and Verification – Power Installation, Form COECV02C (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Equipment Check and Verification – Safety and Housekeeping, Form COECV02 (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Equipment Check and Verification – Equipment Erecting, Form COECV02E (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Equipment Check and Verification – Administration, Form COECV02F (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Equipment Check and Verification – Grounding, Isolation, and Protection, Form COECV02G (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Generic Feature and Functional Acceptance Test Basic System and Billing, Form COECV03A (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Generic Feature and Functional Acceptance Test Line Test Verification, Form COECV03B (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Generic Feature and Functional Acceptance Test Trunk System, Form COECV03C (GTE Telephone Operations Practice 200-002-700).
- Central Office Construction Generic Feature and Functional Acceptance Test Trunk/Span Testing, Form COECV03D (GTE Telephone Operations Practice 200-002-700).

Order these forms via any of the following methods:

- Contact the Regional Network Construction Support Center.
- Access telemail bulletin board COEC.GTEP.
- Send an e-mail to COEIQuality requesting a data diskette containing the forms in ASCII or WordPerfect format.

NOTE: For other product line specific forms, refer to the appropriate acceptance practices listed in GTE Telephone Operations Practice 200-002-010.

2. Overview, continued

2.4 Forms, continued

Equipment manufacturer forms, forms found in other GTE Telephone Operations practices describing equipment-specific items, and forms used by other contract companies (forms must be approved by COE Construction HQ Staff) can be used either in conjunction with the GTE forms or as stand alone forms.

NOTE: As part of COE Construction test and verification during installation general plan (refer to GTE Telephone Operations Practice 200-002-OIO), all work performed must have completed check and verification forms describing categories listed in Exhibit 1.

The assessment of COE hardware can be performed using GTE Telephone Operations practices, manufacturers' documentation, work order specifications, and GTE's check and verification forms.

Additional items might include requirements established via:

- COE Construction alerts.
- EIMs.
- NOC, OLS bulletins, and CNs.

GTE's check and verification forms found in GTE Telephone Operations Practice 200-002-700 are generic in nature. The forms are designed for use on all product lines (switching and transmission) and can be used by the GTE installation force and its contractors.

3. COE Construction Installation Assessment Program

3.1 COE IAP Process

The IAP process consists of activities required to determine:

- Compliance with GTE and/or manufacturer-published practices and procedures.
- Compliance with administrative requirements.
- Good housekeeping and safety hazard identification.
- Successful completion of functional and feature tests.

The use of the IAP process by COE Construction staff personnel, does not remove or reduce the quality of workmanship responsibilities from the site's installation team.

3. COE Construction Installation Assessment Program, continued

3.1 COE IAP Process, continued

As part of the IAP process, the person performing the assessment uses the following items for project assessments:

- COE Construction Alerts, UCRs, and PCNs.
- Feature and functionality forms.
- GTE CH-110 Handbook.
- GTE Telephone Operations practices.
- Manufacturer's documentation.
- Verification and check forms.
- Work order specifications and site drawings.

Assessment findings by COE Construction staff should be communicated with the designated COE Construction management representative and/or contractor before generation of the assessment report. This ensures proper directing and clarification of variances, if needed.

3.2 IAP Report

A summary letter will be generated for each project assessed which can include multiple work orders. All assessment variances and significant site findings are listed in Exhibit 2.

Each variance is listed using:

- A variance code.
- A description of the variance.
- Recommended action to be taken by COE Construction or the contractor (see Exhibit 1).

All site findings are reviewed with GTE's installation and/or contractor representative before generation of the Site Assessment Report.

Findings requiring attention by other departments (e.g., Engineering, Maintenance, OSP, etc.) are addressed outside the Site Assessment Report.

3.3 IAP Objectives

The objectives of the IAP program are to:

- Provide an enhanced and cost-effective method to identify, evaluate, recommend, and track quality performance on work performed by GTE, contractors, and vendors.
- Ensure that high-quality products and services are provided to next users.
- Reduce cost by:
 - Eliminating redundant efforts.
 - Improving performance.
 - Performing root cause analysis on detected variances.
 - Tracking and recording problems for analysis, resolution, and preventive maintenance.
 - Using recommended standards (GTE's/manufacturers').
- Verify compliance to the manufacturer and/or GTE specific installation processes.
- Ensure commitments to installation requirements and standards are met before placing equipment in-service.

4. COE Construction Staff Responsibilities

4.1

General Responsibilities

HQ and Region staffs must:

- Work with all levels of COE Construction and its contractors to ensure that all equipment being installed, rearranged, or removed meets all guidelines as outlined in Section 3.1.
- Ensure that the latest copies of the check and verification and/or manufacturer's test/check documents are used and left on-site to ensure all current standards are met including alerts and CNs.
- Ensure that assessment findings, recommendations, and corrective time frames are discussed with installation representatives (GTE and/or contractors).
- Visit selected job sites near the in-service date or shortly thereafter to assess construction performance. The visits can be unannounced.
- Give special attention to administrative processes associated with the work completion and ready-for-service notifications and completion of:
 - Check and verification forms from GTE and/or manufacturers.
 - DC power-related forms (e.g., batteries, chargers, etc.).
 - Grounding and protection forms for conversions and new sites.
 - JIM on substantial specification deviations.
 - Site logs and forms that are intended to reduce recording problems and fixes during site installation and testing. For example:
 - SPC daily activity log.
 - Test and verification forms.
 - PWC log forms.
 - Span line test forms.
- Ensure that the tracking, correction, and repeated problem issues are provided to the COE Construction Manager.
- Improve construction's quality from the next user's (customer's) view point.
- Create an atmosphere of:
 - Commitment to quality.
 - Total improvement of COE Construction's performance.

4.2

Remote Staff Responsibilities

The remote staff will:

- Perform assessments on COE Construction work projects/word orders.
- Perform an assessment on the End-to-End QAOR (refer to GTE Telephone Operations Practice 004-440-000).
- Obtain switch performance results for five days before in-service through five days after in-service on conversions and additions.
- Obtain a listing of all service degradations/outages caused by COE Construction during the installation period.
- Formulate and distribute the IAP report that includes site specific issues, variance findings, and recommended actions via telemail or fax copies to the COE Construction Manager and HQ staff (COE.QUALITY).
- Be the focal point for action plans on variance findings through resolution.
- Participate in the Partners-in-Quality action plan meeting on a Region level.

4. COE Construction Staff Responsibilities, continued

- 4.3** The COE Construction HQ staff:
- COE Construction HQ Staff Responsibilities**
- Analyzes, on a national basis, site assessment findings for trending.
 - Implements proactive measures for improvement in COE Construction performance (i.e., training, practice changes, manufacturers changes, etc.).
 - Finalizes and communicates the Region's quarterly and year-to-date assessment results to the:
 - COE Construction Manager(s).
 - Contractors/vendors.
 - Remote staff organization.
 - Provides training and support for performing the IAP process.
 - Interfaces with GTE Supply in the Partners-in-Quality for Contractors program.

5. IAP Process

- 5.1** The assessments are performed as a function of COE Construction Remote Staff with support from HQ staff. Every attempt should be made to perform one assessment per COE Construction Manager per quarter.
- Quantity Assessments**
- 5.2** Considerations for additional COE Construction Assessments are:
- Special Reviews**
- Low results/poor performance/repeated problems.
 - New first-of-a-kind equipment/switch products.
 - Special concern activities.
- 5.3** All new activity and/or recently completed activity in the Division(s) selected from the Division's End-to-End process QAORs should be given top priority for IAP selections by COE Construction's Remote Staff. These reviews can consist of GTE-and/or contractor-installed work orders. Upon notification from the Divisions End-to-End process coordinator the remote staff obtains the Division's COE Construction schedules for work at various sites. The remote staff reviews the schedule and determines site assessments in coordination with each Division's End-to-End team's two week process.
- Division End-to-End Process Reviews**

6. Variance Resolution and Follow-Up

- 6.1
Resolution
Time Table** All variances affecting safety or service must be resolved quickly. Safety issues must be resolved when identified, service issues must be resolved within 24 hours after they are identified. All other variance resolution activities should start no later than five days from report generations.
- 6.2
Follow-Up** The COE Construction Manager is responsible for resolving the variance findings and establishing an action plan to prevent future variances of the type identified. The action plan and completion notice should be provided to the remote staff approximately 30 days after receipt of the IAP report.

7. Reports

- 7.1
Formal IAP
Report** Within five working days after completion of the IAP process, the remote staff sends a formal copy of the assessment findings via electronic mail or fax to:
- The COE Construction Manager.
 - The COE Construction HQ staff (telemail address is COEI.QUALITY).
 - The Contractor firm with variance findings listed on the report.
 - Any identified personnel requesting notification.
- 7.2
Special
Reports** All review data is maintained by HQ staff in Irving, TX. Special reports will be generated on request by:
- Telephoning (214) 718-3453.
 - Sending a fax to (214) 718-7875.
 - Sending a telemail to COEI.QUALITY.
- 7.3
Quarterly and
Year-to-Date
Reports** Quarterly and year-to-date reports will be distributed by COE Construction HQ Staff by the tenth working day of the month following the closing of the quarter.
- The following reports will be generated based on major/minor findings including:
- Analyzation of category findings indicating major/minor findings.
 - COE Construction Manager's classifications.
 - Contractor's findings.
 - GTE's total findings.

8. Partners in Quality

8.1 Overview

Performance feedback in the form of comprehensive, structured, and representative input from the COE Construction organization is collected by GTE Supply. Multidepartmental Vendor/Contractor Quality committees are in place in each of the Regions and HQ to ensure broad distribution and completion of contractor evaluation forms. On the form are listed 30 evaluation criteria in four categories describing delivery, pricing, customer service, and quality of performance. Contractor's activities that affect all aspects of the contractor's services are included among these categories. A contractor must give attention to all criteria for GTE HQ to be fully satisfied. Evaluators assign scores ranging from unacceptable to excellent for each factor they feel qualified to rate. Each rating corresponds with a numeric value in final score tabulation. Supporting comments are required for each rating in the middle ranges or below.

Some criteria are quantitative in nature, however, most are subjective (e.g., quality of technical support). For a contractor to benefit from this process, it must truly believe customer perception is reality. If the customer says there is a problem, the contractor must accept it, even if it involves clearing up a simple misunderstanding on the part of the customer.

8.2 Review Tabulation

The completed evaluation forms are returned via the Region and HQ Vendor/Contractor Quality committee leaders for a review before they are sent to the Vendor/Contractor Quality group in Irving, Texas, for final review and tabulation.

The evaluation categories have the following values:

- Delivery-25%.
- Pricing- 10%.
- Customer Service – 25%.
- Quality of performance-40%.

NOTE: The current year's scores on the contractor's report card will be compared with the previous years' scores to show a trend.

All comments are compiled and reported. The Vendor/Contractor Quality group reports most comments (as is). One of the fundamental principles of this process is for evaluators to know their input, including comments, that will make its way to higher levels of the contractor's organization.

8.3 Final Report Card

The final report card and supporting comments are published and sent to the contract firms quality officer for review and corrective action planning. The report cards and comments are also sent to the GTE Vendor/Contractor Quality committees in the field, with a breakdown of scores by Region and department. The report targets areas in which the contractor needs to focus improvement efforts on.

8.4 Corrective Action Plans

The contract firms' Quality Officer normally prepares and submits a corrective action plan within a month of receiving the results. The action items must be specific and incremental in nature, stating exactly what will happen and when. Action plans are prepared for all scores on the report card of **86%** or below. Since 90% distinguishes a GTE HQ preferred contractor, a smart contractor addresses scores below 90%.

The Vendor/Contractor Quality group at HQ fine tunes and approves the contractor's action plan. The final plan is routed to the Vendor/Contractor Quality committees so the committee can evaluate how the contractor is responding to the evaluation input.

8. Partner's in Quality, continued

- 8.5
Evaluation
Period** The contractor is normally evaluated every twelve months. An annual schedule staggers contractor evaluations throughout the year.
Contractors are invited to contact the local Region Vendor/Contractor Quality committee leaders to discuss their performance in more detail or meet with the local COE Construction Manager.
- 8.6
Recognition
Awards** In March of each year, the previous year's highest rated contractors are recognized in person at the GTE Telephone Operations' President's Leadership Awards ceremony. The highly acclaimed quality celebration underscores the importance of GTE vendors/contractors and high quality.
- 8.7
Quality
Watch – Poor
Performance** The contractors with less-than-acceptable quality results are placed on Quality Watch. Excessive costs or poor quality from vendors/contractors with less-than-acceptable scores cannot be tolerated. Quality watch gives the contractor a determined period of time to resolve deficiencies to GTE HQ's satisfaction. Failure to correct deficiencies can result in fewer contract awards from GTE or removal from GTE's approved vendor/contractor list.

Exhibits

Variance Coding can be explained as follows:

A 06 A3 MAJOR

\-----/----Severity Classification
 \-----/-----Installation Firm
 _~/-----Section Number
 \-----Category

Example of the variance code

A	Superstructure
06	Cable rack and grid
A3	AT & T installation firm
MAJOR	Major severity variance

CATEGORY

SECTION NUMBER

"A" Superstructure	"01"	Configuration and Documentation
	"02"	Miscellaneous Requirements
	"03"	Painting and General Appearance
	"04"	Wall Angles and Wall Mounted Support Brackets.
	"05"	Channel Braces
	"06"	Cable Rack and Grid
	"07"	Signal Brackets, Cable Retaining Brackets, Goal Post Brackets, etc.
"B" Cable and Wiring	"01"	Configuration and Documentation
	"02"	Miscellaneous Requirements
	"03"	Labeling
	"04"	Cable Running
	"05"	Securing
	"06"	Butt, Strip, and Fan Wires, Switchboard type Cables, and High Frequency type Cables.
	"07"	Terminating Cables
	"08"	Jumpers and Miscellaneous Wires
	"09"	Butting and Terminating Power and Ground Cables
"C" Power Installation	"01"	Configuration and Documentation.
	"02"	Safety
	"03 "	Noise Readings
	"04"	Labeling
	"05"	Equipment Installation
	"06"	Battery Installation
	"07"	Rectifiers, Controllers, and Monitoring Units
	"08"	Buss Bars and Splice Bars
	"09"	Distribution Equipment
	"10"	Inverters
	"11"	AC power

Exhibit 1 - Coding for Variance Findings (Page 1 of 4)

Exhibits, continued

CATEGORY

SECTION NUMBER

"D" Safety and Housekeeping	"01"	Configuration and Documentation
	"02"	Safety
	"03"	Housekeeping
"E" Equipment Erecting	"01"	Configuration and Documentation
	"02"	Miscellaneous Requirements
	"03"	Distribution Frames
	"04"	Equipment Frames and Relay Racks
	"05"	Equipment Mounting
	"06"	Rolling Ladders
	"07"	MXU PAD/HUT and other Remote Facilities Specifics.
"F" Administrations	"01"	Configuration and Documentation
	"02"	Test and Verification
	"03"	Forms
"G" Grounding, Isolation, and Protection	"01"	Configuration and Documentation
	"02"	Miscellaneous Requirements
	"03"	Labeling
	"04"	Distribution Frames
	"05"	Equipment Frames
	"06"	Power Equipment
	"07"	Equipment Shelves

NOTE: The category and section numbers are in reference to the check and verification forms found in practice 200-002-700. Should other forms be used, the variance findings are to be coded using the variance code format listed.

INSTALLATION FIRM

CODE	NAME	CODE	NAME
A0'	G T E	D0	DATEL
A1'	ADAMS COMMUNICATIONS	D1	D.A. PATTIE & ASSOC
A2	AGCS	D2	DIGITAL SOUND
A3	AT&T	D3	DIGITAL, SWITCH COW
A4	ALCATEL NETWORK	D4	DIVERSIFIED COMM SVCS
A5	ALCATEL NETWORK SYSTEMS	D5	DSC
A6	AMERICAN TELECOMM	E0	E & M EQUIPMENT SVCS
B0	BRIAN'S	E1	EF&I SERVICES
B1	BUTLER TELECOM	E2	ELECTROREP/ENERGY PROD
		E3	ESPANOLA ELECTRIC
C0	CONTINENTAL COMM (CCCC)		

Exhibit 1 - Coding for Variance Findings (Page 2 of 4)

Exhibits, continued

CODE	NAME	CODE	NAME
F0	FALCON COMM	S0	SEI SYSTEMS
F1	FISHERSVIEW COMM	S1	SERVICES GROUP, INC.
		S2	SHIELDS TELE OM
GO	GLOBALTRON	S3	SIEMENS STOM-CARL
G1	GLOBE COMMUNCATIONS	S4	SIERRA TELECOM
		S5	S&MTELECOMM
HO	HAVASU	T0	TEAM TELECOM
H1	HEKIMIAN LABORATORIES	T1	TELECOM NETWORK SPEC
H2	HOOD COMMUNICATIONS	T2	TELCYN
IO	ITEC	T3	TELEPHONE INSTALLERS
11	ITI	T4	TELESTAT
		TS	TERADYNE, INC.
J0	J.D. KRATZ	T6	TESINC
J1	J.M. BRUCE COMPANY	T7	TRANSGLOBAL
J2	J.M. SCHAEFFER		
J3	JONES COMMUNICATIONS	WO	WAYNE SCOTT COMMUNICATIONS
J4	J-TEC	W1	WESTERN COMMUNICATIONS
		WO	WOLTERS COMMUNICATIONS
K0	KALCO RECOVERY		
K1	KELLY INSTALLATION	Y0	YUASA-EXIDE
K2	KV TELECOMMUNICATIONS		
L0	LEE COMMUNICATIONS		
L1	LISN		
MO	MID-AMERICA COMMUNICATIONS		
M1	MIKROCOMM		
NO	NATIONAL		
N1	NTI		
00	OLD DOMINION		
PO	PGF TECHNICAL		
QO	QUALITY TELECOM		
R0	ROCKWELL		

NOTE: This is not a complete list of approved COE Construction contractors. Should contractors be assessed that are not on this list contact COE Construction Staff Support at 214-718-3453 or via telemail COEI.QUALITY for contractor codes.

Exhibit 1 - Coding for Variance Findings (Page 3 of 4)

Exhibits, continued

SEVERITY CLASSIFICATION

MAJOR

- o Condition that has created a service impairment.
- o Condition which will surely or probably cause a circuit failure.
- o Condition which will surely or might possibly cause personal injury or property damage.
- o Condition which will surely cause intermittent operating trouble or substandard quality of service.
- o Labeling of equipment, circuits, and cables where labeling is needed for restoration of service or circuit modifications.
- o Turnover documentation not complete.
- o High risk activity notices not issued

MINOR

- o Condition which may possibly cause substandard quality of service.
- o Condition which may possibly cause increased maintenance or decreased life of equipment.
- o An item of work or equipment called for in the job specification and not provided_
- o Departure from appearance standards (e.g. wrong color, finish).
- o Condition which will not affect operation, maintenance or cause decreased life of equipment in service.
- o **Slight** defect in appearance, finish or workmanship.
- o Requirement/standard not met (does not involve service or safety).

Exhibit 1 - Coding for Variance Findings (Page 4 of 4)

Exhibits, continued

August 10, 1995

To: COE Construction Manager

subject: COE Construction Installation Assessment - Big Office, AR.

Reference: COE IAP Practice 004-200-001

During the week of August 5, 1995, a COE Construction installation assessment was performed at the Big office Central O&e in Arkansas. This assessment covered installation activities associated with Work Order(s) 4710 7T00IAC, 3T00IAD, and 3T10IAC involving the conversion from a SXS switch to aDMS-100.

Switch performance five days prior to conversion showed a 93% service index and three customer complaints. For a period of five days after conversion, a 97% service index was recorded with two customer complaints. A service outage lasting two hours was recorded during the installation period and was caused by a contractor removing a main fuse serving the translator frame.

Variance Findings:

- 1- AO6A3MA3OR The cable rack above the processor frame is not supported for the last four feet causing a safety condition. Because this was an unsafe finding GTE installation took appropriate action to resolve the problem. It is recommended that the contractor be billed for the four hours of labor expended by GTE forces to correct this problem.
- 2- CO7NIMAJOR The RMS is in alarm condition. Values used in the charging system have not been input to the RMS causing a conflict between the charging system and the monitoring system. Contractor should adjust the RMS to correspond to the values used in setting up the power system.
- 3- CO4NIMINOR The equipment frames and battery rack have not been labeled to identify their assignments. Contractor should label these Frames.

Variance finding 1 is safety related and was tied by GTE installation. Item 2 is a high potential of service degradation and must be repaired within 24 hours of this report. Item 3 is a MINOR finding and should be resolved within thirty days of this report. Your action plan and completion notice is requested within thirty days from the date of this report via Telemail to J.R.HIM. Should you have any questions or comments, you may reach me at 210-555-1234 or via Telemail J.R.HIM.

Jerry Him
Central Of&e Construction
Remote Staff - Mid-West

Exhibit 2 - IAP Summary Report