DDD COMMITTEE ORGANIZATIONS

1.0 GENERAL

1.01 This Section describes the organization and the responsibilities of the various interdepartmental committees which are formed to review and guide DDD performance and improvement efforts.

1.02 The organization of these committees and their locations will vary with the administrative structure of each company.

1.03 Three basic DDD improvement committees are suggested, however, where local situations might warrant additional effort other organizations can be formed.

1.04 The three basic DDD improvement committees and their locations in the company organizations are:

(1) Company or Area — *DDD Steering Committee*

(2) Area or Division — *DDD Service Improvement Committee*

(3) District — *DDD Working Committee* (optional operations committee)

1.05 It is extremely important that all committees hold regularly schedule monthly meetings with prepared agendas to review current performance and determine improvement efforts.

106. *All departments* are responsible to cooperate in the efforts of these committees and to assure that the designated member attend meetings regularly. Chairmanship for these committees can be rotated. Each department is responsible for providing current performance information to keep committee members informed.

1.07 Members of the Steering Committee will attend DDD Service Improvement Committee meetings at least quarterly, and will attend Working Committee meetings as required.

2.0 DDD STEERING COMMITTEE

2.01 Following are the specific responsibilities of the DDD Steering Committee:

(1) Review Company or Area DDD results monthly.

(2) Prepare annual DDD Improvement Program.

(3) Maintain interdepartmental coordination and Task Force member participation in DDD improvement efforts.

(4) Review and approve all DDD service improvement plans or projects.

(5) Furnish guidance to the Area or Division DDD Service Improvement Committees.

(6) Conduct DDD Service Bureau reviews to determine effectiveness of Bureau operations.

(7) Keep upper management informed of results (Department Heads)

(8) Review status of work error reduction programs.

(9) Prepare and present to all management levels an annual progress and educational program covering current DDD performance and annual "DDD Improvement Program".

(10) Review all transmission and noise problems with Transmission Engineers or Transmission Improvement Committee

3.0 DDD SERVICE IMPROVEMENT COMMITTEE

3.01 Following are the specific responsibilities of the Service Improvement Committees:

(1) Keep the DDD Steering Committee informed on DDD service matters.

(2) Implement plans and projects which have been established by the Steering Committee.

(3) Review Area or Division DDD service performance monthly.

(4) Assist working committee in identification and correction of local problems.

(5) Refer to the Steering Committee items to be included in the DDD Service Improvement Program.

(6) Publicize DDD performance and "weak spot" information.

(7) Establish "interim" short range DDD Objectives for problem areas.

(8) Keep management informed of DDD improvement trends (Division or Area managers).

4.0 DDD WORKING COMMITTEE (OPTIONAL—OPERATIONS COMMITTEE)

4.01 Following are the specific responsibilities of the DDD Working Committee:

(1) Review local DDD service results monthly.

(2) Establish service objectives which will meet company objectives.

(3) Assure implementation of the Service Improvement Program.

(4) Keep Division or Area Service Improvement Committee informed on DDD matters and any new items to be considered in annual program.