

ENGINEERING COMPLAINTS  
ORIGINATING AND PROCESSING

1. GENERAL

1.01 This Addendum supplements Section 010-700-010 and covers certain procedures in regard to handling and routing engineering complaints. This Addendum is reissued because of a change to Form SW-5060 from a five copy form to a six copy form.

1.02 Wherever Engineering Department is mentioned in BSP 010-700-010 the designated group in Southwestern Bell Telephone Company is the Engineering Department at the Area Level.

1.03 Procedures outlined in Paragraph 1.12 (K) of BSP 010-700-010 does not apply to KS-13887 AMA paper tape. Complaints concerning this tape should be handled as an Engineering Complaint.

2. PREPARATION OF COMPLAINT

2.01 The Southwestern Bell Telephone Company six-copy form SW-5060a-f shall be used in lieu of Form E-5141 mentioned in Paragraph 1.05 of Section 010-700-010.

NOTE: The 5 part Form SW-5060a-e shall be used until the present stock is consumed.

2.02 When an engineering complaint concerns a short-life storage battery, QAC Form 7, Supplement to Engineering Complaint, shall be attached to SW-5060a-f. The originator of a short-life battery complaint shall prepare the QAC Form 7 according to the instructions on the form.

2.03 The Plant Department will secure their supply of QAC Form 7 from their associated Engineering Department.

3. DISTRIBUTION OF COMPLAINT

3.01 The originator shall retain the "f" copy of Form SW-5060 and forward copies "a" thru "e" to the District Plant Superintendent or District Construction Foreman, as appropriate, who will review the complaint; acknowledge by signing copy "a" and remove copy "e". Copies "a" thru "d" shall be forwarded to the Division Maintenance Supervisor or to the Division Construction Superintendent, as appropriate.

3.02 The Division Maintenance Supervisor or the Division Construction Superintendent shall review the complaint, acknowledge by signing copy "a", remove copy "d", and forward copies "a" thru "c" to the Area Plant Supervisor.

3.03 The Area Plant Supervisor shall review the complaint in accordance with Paragraphs 3.02 and 3.03 of the main Section, sign copy "a", and remove copies "b" and "c". Forward copy "a" to the Engineering Department and copy "c" to the Plant Operations Engineer.

NOTE: When the 5 part SW-5060 is used, the Plant Supervisor shall send a xerox copy to the Plant Operations Engineer.

3.04 If it is determined during processing along the lines of organization that the complaint does not fall into the category of Engineering complaints as outlined in Section 010-700-010, it shall be routed back to its originator with the appropriate evaluation.

3.05 The Engineering Department will process the complaint, as covered in Section 010-700-010, assigning the appropriate com-

plaint number and preparing sufficient copies of the completed SW-5060a for distribution.

3.06 In addition to the distribution required by Section 010-700-010 a copy of completed Form SW-5060a shall be routed back along the lines or organization to the originator and one copy shall be sent to the General Building and Equipment Engineer or the General Outside Plant Engineer, as appropriate.

4. DISPOSITION OF SAMPLES ASSOCIATED WITH COMPLAINTS

4.01 When the Western Electric Company issued instruction to the Engineering Department on Form SD-1-911 as to disposition of samples, one copy of the instruction shall be sent direct to the originator. The originator shall take action in accordance with the information shown on the lower section of the form.

5. NOTIFICATION OF FINAL DISPOSITION OF COMPLAINT

5.01 The Engineering Department will receive the report, "Final Report

of Investigation on Engineering Complaint" from Western Electric Company and will reproduce sufficient copies for distribution as follows:

- a. The original and four copies to the Area Plant Supervisor for distribution;
- b. One copy to the Building and Supplies Superintendent;
- c. One copy to the General Building and Equipment Engineer or General Outside Plant Engineer, as appropriate.

Exhibits

Flow Chart, Exhibit 1

Form SW-5060a, Exhibit 2

Sample QAC Form 7, Exhibit 3

Sample SD-1-911, Exhibit 4

EXHIBIT 1

FLOW CHART

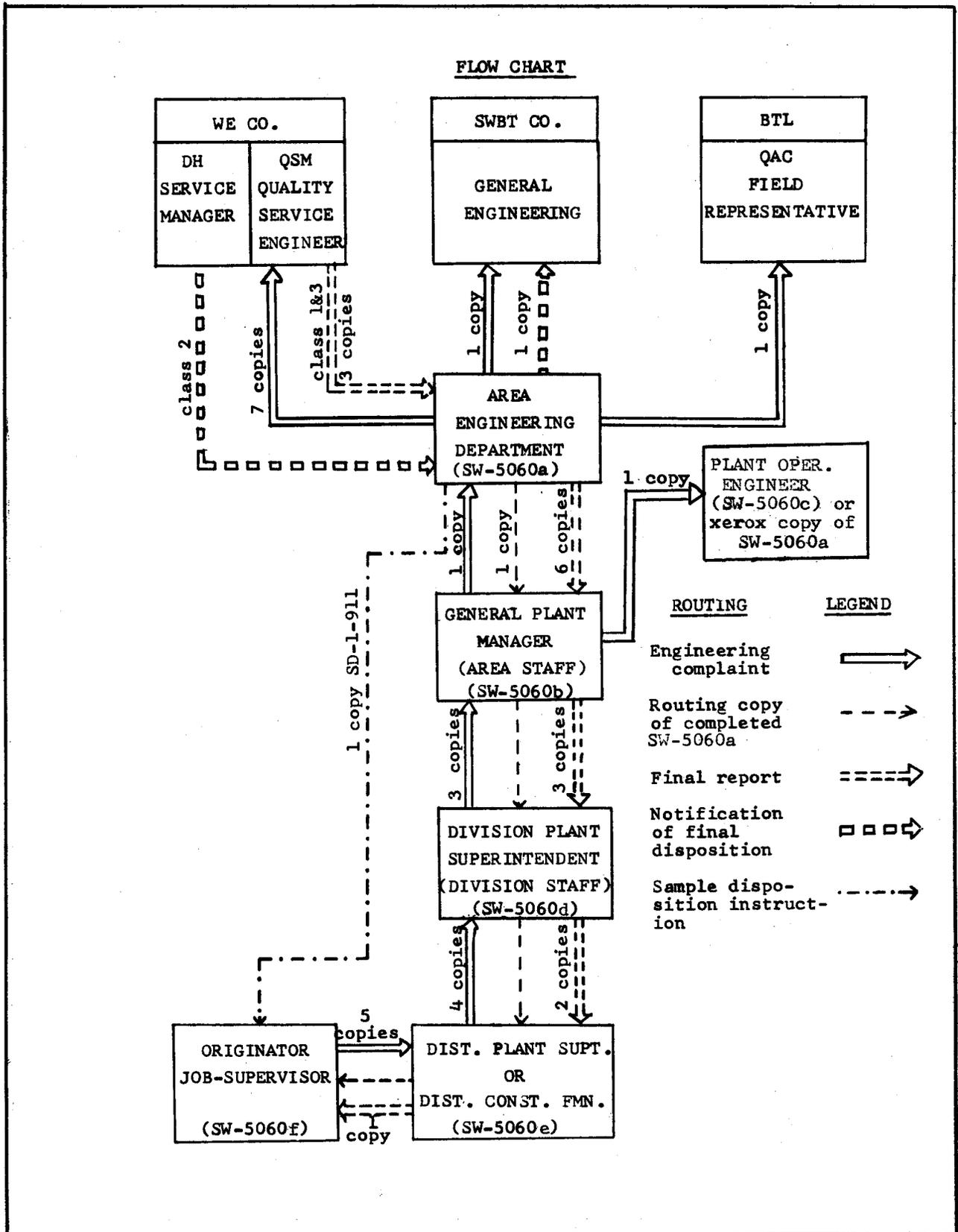


EXHIBIT 2

FORM SW-5060a

010-700-010

ENGINEERING COMPLAINT

FORM SW-5060a  
(E-5141-1)  
11-70

		OPERATING CO NO.	
DEFECTIVE PRODUCT - TYPE OR CODE		SYSTEM	QUANTITY DEFECTIVE
TROUBLE CONDITION			TOTAL QTY INVOLVED
LENGTH OF SRV	CKT DWG	ISS	FIG.
			OPT
			EQPT DWG OR SPEC
OPERATING CO	WECO DH	NAME OR MFR (IF WECO, SHOW FACTORY LOCATION)	
			NEW <input type="checkbox"/>
			CLASS C <input type="checkbox"/>
OPR CO REQ NO	WECO ORDER NO.	REPLACEMENT ORDERED REQUISITION NO.	DATE
		NO <input type="checkbox"/> YES <input type="checkbox"/>	
LOCATION OF DEFECTIVE PRODUCT			
NATURE OF DIFFICULTY			
INFORMATIONAL REPORT		NO FINAL REPORT OF INVESTIGATION REQD. <input type="checkbox"/>	
NAME	TITLE	TEL NO.	DATE FWD
NAME	TITLE	TEL NO.	DATE FWD
COMMENTS:			
NAME		TEL NO.	DATE FWD
COMMENTS:			
NAME		TEL NO.	DATE FWD
COMMENTS & DISPOSITION			
ACTION DESIRED ON DEFECTIVE PRODUCT			SUGGESTED PRIORITY
RETURN FOR:	RMN NO. _____	AREA _____	CORRECT DEFECT IN FIELD <input type="checkbox"/>
CREDIT <input type="checkbox"/>	REPAIR <input type="checkbox"/>	EST NO. _____	ACCT _____
			JUNK <input type="checkbox"/>
			A <input type="checkbox"/> B <input type="checkbox"/>
NAME		TEL NO.	DATE FWD
TO:		SAMPLES	DATE
		TO QAC <input type="checkbox"/> HOLD <input type="checkbox"/> NONE <input type="checkbox"/>	

THIS COPY FOR - CHIEF ENGINEER ORIGINATOR

AREA DIV. PLANT STAFF

ENGINEERING

RQSM

## EXHIBIT 3

## QAC FORM 7

## SUPPLEMENT TO ENGINEERING COMPLAINT

(To be used as second sheet when complaint concerns short life of lead-acid batteries,  
for any cause, and credit is requested)

Complaint No. \_\_\_\_\_

Defective Product: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

KS & List No.      Supplier      Date of Mfg.      Number of cells or units

Jar Material:       Hard rubber,       plastic      Total number of cells in string \_\_\_\_\_

Nature of Defect:       Low capacity (Complete items 1 and 5 below)      Battery mounted on \_\_\_\_\_ tiers

Cracked jars (Complete items 2 and 5 below)

Irregular individual cell voltages (Complete items 3 and 5 below)

Cover rise (Complete items 4 and 5 below)

Other (explain) \_\_\_\_\_

Item 1. Present evidence of low capacity, preferably that outlined in EL 114. What cells were measured?  
 Give measured capacity of each. \_\_\_\_\_

Was KS-20142 Discharger-Recharger used? Yes \_\_\_\_\_ No \_\_\_\_\_; Are tapes attached? Yes \_\_\_\_\_ No \_\_\_\_\_

Item 2. How many jars are cracked? \_\_\_\_\_ Are they leaking? Yes \_\_\_\_\_ No \_\_\_\_\_ Have there been other  
 cracked jars in this string previously replaced? Yes \_\_\_\_\_ No \_\_\_\_\_ How many? \_\_\_\_\_ Give location and extent  
 of cracks \_\_\_\_\_

\*Conditions of other jars in same string in respect to crazing, plate growth, etc. \_\_\_\_\_

In case of KS-5562 batteries, who made the jar? \_\_\_\_\_

Item 3. What is the voltage of the cells complained of? (Give cell numbers and voltages) \_\_\_\_\_  
 \_\_\_\_\_ What is average cell voltage of string? \_\_\_\_\_, date \_\_\_\_\_

Was correction by individual cell charging attempted? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, when? date \_\_\_\_\_

Was cell voltage proper at turnover? Yes \_\_\_\_\_ No \_\_\_\_\_ Were provisions of PEL 7101 invoked? Yes \_\_\_\_\_ No \_\_\_\_\_

What are specific gravities of complaint cells? \_\_\_\_\_

Item 4. (applies to rubber-jar cells). What is amount of cover rise in complaint cells? \_\_\_\_\_ What is  
 average cover rise of other cells in string? \_\_\_\_\_

Item 5. Operating Conditions: 1. \*Cells floated at less than recommended voltage for extended period? Yes  
 No \_\_\_\_\_ 2. \*Cells floated at more than recommended voltage for extended period? Yes \_\_\_\_\_ No \_\_\_\_\_  
 3. \*Operated during life at electrolyte temperatures above 90°? Yes \_\_\_\_\_ No \_\_\_\_\_ 4. Was battery cycled,  
 except during power failure? Yes \_\_\_\_\_ No \_\_\_\_\_ 5. Was electrolyte level maintained above low-level mark?  
 Yes \_\_\_\_\_ No \_\_\_\_\_ 6. \*Are battery records adequate? Yes \_\_\_\_\_ No \_\_\_\_\_ 7. Are battery records available  
 for examination? Yes \_\_\_\_\_ No \_\_\_\_\_ 8. Were battery or cells replaced or are they on order for replacement? Yes \_\_\_\_\_  
 No \_\_\_\_\_ 9. What order number? \_\_\_\_\_ 10. What make is the replacement? \_\_\_\_\_  
 11. Battery records are attached Yes \_\_\_\_\_ No \_\_\_\_\_

(See instructions on other side)

QAC Form 7 (3-69)

## EXHIBIT 3 (cont.)

QAC FORM 7  
(Reverse Side)

## INSTRUCTIONS

1. This supplementary form is to be used for lead-acid battery complaints when credit is requested.
2. This supplementary form should be filled out by the complainant as far as possible. (See instruction 3.). The Engineering Complaint form (ES141) need contain only minimum information. The "nature of difficulty" need only say "see attached", or this space may be used for any additional data considered pertinent.
3. Questions marked by an asterisk (\*) should be completed by the complaint investigator.
4. When the Final Report of investigation of the complaint recommends credit, copies of the pertinent Supplement should accompany the FR to Western's Contract Manager and the Purchasing Manager charged with purchasing batteries.
5. Battery records when attached to the complaint should be sent by the complaint investigator to the Purchasing Manager together with his copy of the FR.
6. Battery records need not always accompany the complaint, for example, where only part of a string is involved. However, until final disposition of a complaint, the records should not be discarded even if the battery is replaced. Final disposition means that Western has had an opportunity to obtain redress from the battery supplier, when such is indicated.
7. Batteries are in general commercial items. Therefore Western's credit responsibility for defective product is limited to whatever can be obtained from the supplier. Exceptions to this are covered by special agreements, such as those embodied in PEL 7367 for cracked containers and in EL 114 for low capacity. The battery manufacturer's responsibility is governed by a contract renewed annually with Western.

## EXHIBIT 4

FORM SD-1-911

SD-1-911 (12-66)

**Western Electric**

MANUFACTURING AND SUPPLY UNIT OF THE BELL SYSTEM

Q.S. Complaint No.      File: 581

Op. Co. Complaint No.    SWE-0007

Date of Complaint      2-16-70

Date                    3-9-70

MR. O. J. CAPPER, Equipment Maintenance Engineer  
 Southwestern Bell Telephone Company  
 100 North 12th Street  
 St. Louis, Missouri 63101

Complaint Subject:    J87224A-1, L2, 3, A, WA Rectifier

This is to notify you that the above Engineering Complaint has been  
 classified Class 3.

The samples mentioned in the complaint are essential for this  
 investigation. Your assistance in forwarding, without delay,  
 the samples as indicated below will help to expedite a prompt  
 resolution to the reported condition.

Thank you.

Department Chief  
 Regional Quality Service Management

Att.  
 Complaint

Copy to:  
 D. York, Sr. Engr.  
 R. J. Gabel, BTL Engr.  
 Q. S. E. P.  
 Samples

R. F. Morrison, Serv. Mgr.

Send to: Quality Assurance Center  
 Bell Tel. Lab. Inc.  
 Holmdel, New Jersey 07733

 No Sample being provided. Hold for next visit, or  
later instruction

Send to: Western Electric Co. Inc.  
 Complaints Engrg. Dept.  
 Room 941  
 222 Broadway  
 New York, New York 10038

Send to: N. E. WOLFF, Q. S. E.  
 Western Electric Co.  
 200 South Hanley  
 Clayton, Mo. 63105

It is imperative that samples and shipping papers bear reference to the  
 Op. Co. and Q.S. Complaint numbers.