

**FRAME PERFORMANCE MEASUREMENT PLAN**  
**DISTRIBUTING FRAMES**  
**SUPPLEMENTAL INFORMATION—CENTRAL OFFICES**

CONTENTS	PAGE	1. GENERAL
1. GENERAL . . . . .	1	1.01 This section describes the Frame Performance Measurement Plan (FPMP) and outlines procedures under the plan which will:
2. SCOPE . . . . .	2	(a) Measure the impact of central office frame activity on customer service
A. Large Frame Units . . . . .	2	(b) Monitor corrective action or frame improvement programs
B. Small Frame Units . . . . .	2	(c) Summarize source data in order to identify individual and group frame performance by frame, district, area, and company
3. DESCRIPTION OF MEASURED COMPONENT . . . . .	3	(d) Outline procedures to establish service improvement programs, when required.
4. INTERPRETATION AND USE OF RESULTS . . . . .	3	1.02 This section is being reissued to:
5. PREPARATION OF FORM E-10341 . . . . .	4	(a) Revise the objectives
6. SUMMARY PROCEDURES . . . . .	5	(b) Revise Forms E-10341, E-10342, and BS-89
7. PREPARATION OF FORM E-10342 . . . . .	5	(c) Discontinue the resolution of Customer Trouble Reports charged to the frame
8. REPORTING OF RESULTS . . . . .	5	(d) Discontinue reporting of detailed analysis information on forms for this Plan.
9. ORDERING INFORMATION . . . . .	6	Revision arrows are used to emphasize the more significant changes.
<b>Figures</b>		1.03 The title for each figure includes a number(s) in parentheses which identifies the paragraph(s) in which the figure is referenced.
1. Form E-10341, FPMP Frame Unit Performance Report (Sample) . . . . .	7	1.04 The measured component of the FPMP will be Customer Trouble Reports, Disposition Code 5 Frame (Frame Code 5), which are found on and cleared at the frame and closed out to the
2. Form E-10342, FPMP Performance Summary (Sample Multiframe Unit, Single Month) . . . . .	8	
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Disposition Code 5 by the Residence Installation Repair Operations Center (RIROC) or Business Service Control Center (BSCC) or their equivalent.

**1.05** Frame unit performance is related to frame activity and banded by using the ratio of Frame Code 5 reports to the number of work items documented on Network Cost Results Forms E-4419 and E-4420, "Changes Work Units." The items to be included in the count of work items are those in all column As, lines 1 through 6, 11 through 19, and 21 through 25 of Form E-4419; and in all column As, lines 1, 3, 5, 6, 7, 13, and 17 of Form E-4420. ♦The lines of Forms E-4419 and E-4420 are defined and described in Parts 421 and 422 of the Network Cost Results Plan, dated April 1980.♦

**1.06** The FPMP is structured to work in conjunction with the following Bell System Practices:

<b>SECTION</b>	<b>TITLE</b>
201-200-010	Frame Force Management Plan
201-200-013	Controlled Maintenance Plan for Frame
201-200-014	Frame Job Performance Evaluation Plan
201-200-015	Frame Operational Review

**2. SCOPE**

**2.01** The FPMP is structured to measure all local frame units. Since toll frames are not normally charged with Code 5 Frame Customer Reports, they will not be included in this plan. However, frame units which are a combination of local and toll will be included in the plan, since all activity on these frames contribute to the Customer Trouble Report rate. In order to maximize benefits from the FPMP, all frame units charged with Code 5 Frame Customer Reports are expected to submit monthly reports in accordance with this plan.

**2.02** Frame units (large and small) for the purpose of this plan are described in the following paragraphs of this part.

**A. Large Frame Units**

**2.03** Large frame units are frames with a work force of at least one full-time craft person

(or the equivalent in hours performed by more than one craft person). The large frame unit is further defined as all frames in one building or wire center on which cross-connections are installed or removed to complete service orders and other company-generated frame work. A large frame unit will normally serve one or more central office switching systems in the same building.

**2.04** In order to be measured as a separate entity, the large frame unit must post all trunk and special service order activities on an individual Form E-4419, and all line-related activities must be documented on an individual Form E-4420. If this count is accumulated by a central tally group or through accounting procedures, the identity of each individual frame entity must be maintained.

**2.05** Typical (distributing) frames which normally comprise large frame units are:

- (a) Main
- (b) Intermediate
- (c) Line
- (d) Protector
- (e) Tie Pair
- (f) Number Group
- (g) Translator
- (h) Block Relay
- (i) Number Network.

**B. Small Frame Units**

**2.06** Small frame units are frames with a work force of less than the equivalent of one full-time craft person and normally complete monthly separate Forms E-4419 and E-4420. This type frame is measured in the FPMP as a separate entity.

**2.07** When two or more small frames, each with a work force of less than one full-time craft person, are grouped together under one supervisor and reported as one entity on Forms E-4419 and E-4420, they will be reported as a single frame unit in the FPMP.

**2.08** As a result of reporting the activity of several small frames as one frame unit, the activity item count subsequently furnished will be grouped into one total count. As a result, the performance figure of the frame unit consisting of several small frames will tend to level out and mask weak spot frames. In this situation, continuing analysis must be performed by management to prohibit any serious deterioration of any one frame.

**2.09** Customer Trouble Reports classified as Disposition Code 5 Frame are defined for the purposes of this plan as:

(a) Cross-connect or hardware troubles associated with the main distributing frame (MDF), intermediate distributing frame (IDF), line distributing frame (LDF), interconnecting tie pairs, number group, translator, block relay, or number network fields providing service to customer loops, lines, numbers, and billing.

(b) Cross-connect trouble in markers, senders, links, connectors, route relays, traffic usage register (TURs), DTSR, Toll Distribute Record (TDR), etc, and option strapping for gain devices are **excluded** from this measurement plan and considered Disposition Code 5 Equipment.

**2.10** Frame unit performance results are summarized in progressively larger entities until they are complete for an Area. Area results of each company will be input to the Centralized Results System (CRS). The American Telephone and Telegraph Company (AT&T) will publish results, using the CRS output. Area and company results may be drawn from CRS for a month, quarter, or year.

**2.11** The FPMP does not have index points in its rating system but employs a results banding technique in which performance levels are grouped into the following four bands:

- (a) Band H - Higher than objective level
- (b) Band O - Objective level
- (c) Band L - Lower than objective level
- (d) Band U - Unsatisfactory level requiring immediate action.

**2.12** The summary report also provides for the entry of trend data for Band U results for

a single frame unit or the number and percentage of frame units within the echelon which have experienced Band U performance.

**2.13** The service month to be used for this plan will be from the twenty-third of the month preceding the report month through the twenty-second of the report month (eg, the June report month begins May 23 and ends June 22). The work item counts in the Network Cost Results Plan are accumulated on a calendar month basis. ♦The work item count for the calendar month that corresponds to the report month should be used.♦

### 3. DESCRIPTION OF MEASURED COMPONENT

**3.01** Frame Code 5 Customer Reports per 100 work items will be the only measured component of the FPMP. This component includes only customer reported troubles subsequently found and cleared on a distributing frame as outlined in Section 660-100-013, Customer Trouble Report Analysis Plan.

**3.02** Frame Code 5 troubles includes all troubles cleared on the various types of frames listed in paragraph 2.09. Frame troubles usually involve cross-connection faults (loose, cut, broken, etc), terminal faults (solder splashes, wire clippings, etc), head coils (missing, defective, operate, etc), carbons (missing, grounded, etc), and order errors (wrong, incomplete, etc).

**3.03** The monthly performance results of each frame unit is determined by completing Form E-10341, Frame Unit Performance Report. (See Fig. 1.)

**3.04** ♦Frame Code 5 monthly totals are obtained from the Plant RIROC and BSCC and will normally be furnished on a mechanized printout from Trouble Report Evaluation and Analysis Tool (TREAT) or Customer Trouble Report Analysis Plan (CTRAP).♦

### 4. INTERPRETATION AND USE OF RESULTS

**4.01** This plan is designed to measure the actual customer service interruptions relative to activity at the local frame unit. Data to determine Band performance is based on results submitted by individual frame units. Since activity at the frame is used as the base in performance computations, realistic performance comparisons among frames

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of all sizes and types can be made by management, provided variations in complexity and configuration are taken into consideration.

**4.02** The use of this measurement plan is not an adequate substitute for intelligent management. Continuous diagnostic analysis must be employed to assure problem correction prior to service deterioration.

**4.03** Management should give particular attention to the trend of frame unit results in the measured component. When poor performance of a frame is detected, the cause(s) should be determined and immediate corrective action taken. Worsening results indicate the urgent need for a revised course of corrective action.

**4.04** Information necessary for the analysis of results is not included in this Plan. Analysis of Frame Code 5 reports to determine the cause and program corrective action should be based on the information provided on the Frame Control Record, Form E-5497, and information provided by the Trouble Report Evaluation and Analysis Tool (TREAT) report 02, Central Office Results.

**4.05** The following corrective action will be taken when frame unit performance is low (L) or unsatisfactory (U), as measured by this plan.

FRAME UNIT PERFORMANCE LEVEL	LEVEL OF RESPONSIBILITY	REQUIRED CORRECTIVE ACTION PROCEDURES
1 Month in Bands L or U	First and Second	See Section 201-200-013, Parts 3 and 5.
4 of 6 Consecutive Months in Bands L or U	Area Staff	Initiate Operational Review (see Section 201-200-015). Perform within 30 days of qualifying date.
3 Consecutive Months of Band U	Area Staff	Initiate Operational Review (see Section 201-200-015). Perform within 30 days of qualifying date.

**4.06** The frame supervisor will maintain coordination with all departments which perform work at the frame. If FPMP performance deteriorates at a frame due to the quality of work performed

by forces of other departments, the frame supervisor will coordinate the establishment of the appropriate corrective action.

**4.07** All operational review results will be retained for a minimum of 1 year.

**5. PREPARATION OF FORM E-10341**

**5.01** The Frame Unit Performance Report, Form E-10341, will be completed monthly by each frame unit. For large active frames, this would be a wire center. For small, less active frames (CDOs), this would be a group of frames designated as a unit for reporting purposes. Source data for this form comes from the RIROC and BSCC (or equivalent) and the Network Cost Results Plan, Forms E-4419 and E-4420.

**5.02** Instructions for completing column and line entries of Form E-10341 (Fig. 1) are as follows:

(a) **Column B, Line 1:** Enter the total month trouble reports in this column. This total is that which is reported by TREAT or CTRAP.

(b) **Column C, Line 1:** Enter the total activity items in hundreds, rounded to one decimal place. The source for these data are Forms E-4419 and E-4420, combined.

(c) **Column D, Line 1:** Divide column B by column C. Enter the results here, rounded off to two decimal places.

(d) **Column E, Line 1:** Using the figure in column D, refer to the following listing and determine the appropriate band.

FROM	TO	BAND
0	0.55	H
0.56	1.44	O
1.45	4.42	L
4.43	UP	U

**5.03** Fill in the identifying information required in the upper part of Form E-10341.

## 6. SUMMARY PROCEDURES

**6.01** A summary of all frame unit results will be prepared monthly and quarterly by each level of management, ie, manager, district, division, area, and company. Form E-10342, Frame Performance Measurement Plan Performance Summary, shall be used when a summary is required (see Fig. 2).

**6.02** Form E-10342 is designed to provide the following three summaries of results information:

- (a) The number and percentage of frame units, by bands, in the measured component.
- (b) The trend of frame units with Band U performance in the measured component.
- (c) A listing of frame units or months with Band U performance in a particular report period. This portion of Form E-10342 is optional above the district level.

**6.03** The summary form serves three purposes. Examples to follow are provided in this section when preparing Form E-10342 for each of these purposes. These purposes are:

- (a) Multiframe Unit, Single Month (see Fig. 2).
- (b) Multimonth, Single Frame Unit (see Fig. 3).
- (c) Multiframe Unit, Multimonth (see Fig. 4).

## 7. PREPARATION OF FORM E-10342

**7.01** Form E-10342 is a one-page summary report. It will provide all management echelons with a summary of the frame unit performance within their areas of responsibility.

**7.02** Instructions for completing column and line entries of Form E-10342 are as follows (see Fig. 2, Fig. 3, and Fig. 4):

- (a) **Column B:** Enter the number of frame units measured for this summary.
- (b) **Column C:** Enter the number of frame unit months covered by this report. For one month, this would be one times the number

of frame units shown in column B. For a quarterly report, this would be three times the number of frame units shown in column B.

(c) **Columns D through G:** Enter the number of frame unit months and percentage of frame unit months in the appropriate band column. The source for this data is Form E-10341, column S, line 5.

(d) **Column K:** Enter the number and percentage of frame units which experienced Band U performance in any of the 12 preceding report periods. These data are obtained from previous Form E-10342 reports. A dash (—) or no entry should be made in the Band U trends section if no frame units exhibited Band U performance during the applicable report period.

(e) **Columns L and N:** Enter the frame unit name of frame units which experienced Band U performance in the measured component. If the report is a multimonth report, make no entries.

(f) **Columns M and P:** Enter the number of times in the 12 previous periods in which the listed frame unit experienced Band U performance. If the report is a multimonth report, make no entries.

**7.03** For summaries above the district level, the **BAND U FRAME UNITS THIS PERIOD** section (columns L through P) may be left blank, at the option of local management. This section may also be left blank on multimonth summary reports.

**7.04** ♦Fill in the identifying information required in the upper part of Form E-10342.♦

## 8. REPORTING OF RESULTS

**8.01** Area results are to be entered into the Centralized Results System (CRS). Because of differences in CRS procedures, results should be entered according to the instructions of each respective company CRS coordinator.

**8.02** ♦Monthly reports shall be input to the CRS at the earliest possible date but no later

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than the last working day of the month following the report month (eg, December reports are due January 31).

**8.03** Each month, companies will input area level Form E-10342 summary results into AT&T-CRS as directed by the company CRS coordinator. Procedures for summarization and forwarding of intracompany reports shall be prescribed locally. AT&T-CRS will prepare company and system reports monthly, quarterly, and annually. Data are retrieved from CRS in tabular or graphic form, as required.

**8.04** For companies which have completed the transition to entity level Operating Telephone Company (OTC) CRS reporting, a CRS Form BS-89 report must be entered monthly into OCT-CRS for each frame unit. CRS will prepare E-10342 reports monthly, quarterly, and annually, as required.

**8.05** Monthly reports on a company basis will be published by AT&T in the Network Results Book, using CRS output.

**8.06** Detailed data and summary reports must be retained at least 1 year for audit purposes.

**8.07** Distribution of monthly or quarterly results to frame units or other echelons of management will be handled in a manner determined by local policy.

**9. ORDERING INFORMATION**

**9.01** Forms E-10341, E-10342 and BS-89 may be obtained from Western Electric in pads of 25, 2 pads to the package. They may be requisitioned in multiples of 25 forms, worded as follows:

(Quantity) Form E-10341

(Quantity) Form E-10342

(Quantity) Form BS-89.



# Frame Unit Performance Report

E-10341  
(11-80)

## Frame Performance Measurement Plan

Frame Unit	MIDVILLE	Area	NORTHERN
Manager	A. F. SMITH	Company	SOME CO.
District	WARREN	Month	JUNE
Division	NORTHEAST	Year	1980

## Measured Component

A	B	C	D	E	
Component	Total Frame Code Reports	Work Items/100	Performance $B \div C$	Band	
1 Frame Code 5/100 Items	72	42.7	1.69	L	1

## Remarks

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Fig. 1—Form E-10341, FPMP Frame Unit Performance Report (Sample) (3.03, 5.02)



# Performance Summary

E-10342  
(11-80)

## Frame Performance Measurement Plan

Frame Unit	Area	<b>NORTHERN</b>
Manager	Company	<b>SOME CO.</b>
District	Month	<b>JUNE</b>
Division	Year	<b>1980</b>

## Measured Component

Measured Component	Total Number Frame Units	Total Frame Unit Month Reports	Number And Percent Of Frame Unit Months By Band				
			H	O	L	U	
1 Frame Code	<b>10</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>
2 5/100 Items	Percent Of Total		<b>20.0</b>	<b>60.0</b>	<b>10.0</b>	<b>10.0</b>	<b>2</b>

## Band U Trends

Measured Component	Number Of Frame Unit	K <b>MAY APR. MAR. FEB. JAN.</b>												
		Preceding Periods												
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
3 Frame Code	Number Of Frame Unit	-	<b>1</b>	-	<b>1</b>	-								<b>3</b>
4 5/100 Items	Percentage Of Total	-	<b>100</b>	-	<b>100</b>	-								<b>4</b>

## Band U Frame Units

Frame Unit Or Month	Number Of Times Band U in 12 Previous Periods		Frame Unit Or Month	Number Of Times Band U in 12 Previous Periods	
5 <b>WEST END</b>	<b>2</b>	5	10		10
6		6	11		11
7		7	12		12
8		8	13		13
9		9	14		14

## Remarks

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Fig. 2—Form E-10342, FPMP Performance Summary (Sample Multiframe Unit, Single Month (6.01, 6.03, 7.02)



# Performance Summary

E-10342  
(11-80)

## Frame Performance Measurement Plan

Frame Unit	MIDVILLE	Area	NORTHERN
Manager	A.F. SMITH	Company	SOME CO.
District	WARREN	Month	2 QUARTER
Division	NORTHEAST	Year	1980

## Measured Component

Measured Component	Total Number Frame Units	Total Frame Unit Month Reports	Number And Percent Of Frame Unit Months By Band				
			H	O	L	U	
1 Frame Code	1	3		1	1	1	1
2 5/100 Items	Percent Of Total			33.4	33.3	33.3	2

## Band U Trends

Measured Component	Number Of Frame Unit	Preceding Periods												
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
3 Frame Code	1													3
4 5/100 Items	Percentage Of Total	33.3												4

## Band U Frame Units

L	M	N	P
Frame Unit Or Month	Number Of Times Band U in 12 Previous Periods	Frame Unit Or Month	Number Of Times Band U in 12 Previous Periods
5 APR	1	10	10
6 MAY	—	11	11
7 JUNE	—	12	12
8		13	13
9		14	14

## Remarks

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Fig. 3—Form E-10342, FPMP Performance Summary (Sample Multimonth, Single Frame Unit) (6.03, 7.02)



# Performance Summary

E-10342  
(11-80)

## Frame Performance Measurement Plan

Frame Unit	Area	NORTHERN
Manager	Company	SOME CO.
District	Month	2 QUARTER
Division	Year	1980

## Measured Component

Measured Component	Total Number Frame Units	Total Frame Unit Month Reports	Number And Percent Of Frame Unit Months By Band				
			H	O	L	U	
1 Frame Code	10	30	5	15	7	3	1
2 5/100 Items	Percent Of Total		16.7	50.0	23.3	10.0	2

## Band U Trends

Measured Component	Number Of Frame Unit	K 19 Preceding Periods												
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
3 Frame Code	2													3
4 5/100 Items	Percentage Of Total	6.7												4

## Band U Frame Units

L	M	N	P
Frame Unit Or Month	Number Of Times Band U in 12 Previous Periods	Frame Unit Or Month	Number Of Times Band U in 12 Previous Periods
5		10	10
6		11	11
7		12	12
8		13	13
9		14	14

## Remarks

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Fig. 4—Form E-10342, FPMP Performance Summary (Sample Multiframe Unit, Multimonth) (6.03, 7.02)



# Frame Unit Performance Report

E-10341  
(11-80)

## Frame Performance Measurement Plan

Frame Unit	Area
Manager	Company
District	Month
Division	Year

## Measured Component

	A	B	C	D	E	
	Component	Total Frame Code Reports	Work Items/100	Performance $B \div C$	Band	
1	Frame Code 5/100 Items					1

## Remarks

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# Performance Summary

E-10342  
(11-80)

## Frame Performance Measurement Plan

Frame Unit	Area
Manager	Company
District	Month
Division	Year

## Measured Component

	A	B	C	E				F	G	
	Measured Component	Total Number Frame Units	Total Frame Unit Month Reports	Number And Percent Of Frame Unit Months By Band						
				H	O	L	U			
1	Frame Code									1
2	5/100 Items	Percent Of Total								2

## Band U Trends

	H	J	K												
	Measured Component		Preceding Periods												
			1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
3	Frame Code	Number Of Frame Units													3
4	5/100 Items	Percentage Of Total													4

## Band U Frame Units

	L	M													
	Frame Unit Or Month	Number Of Times Band U in 12 Previous Periods													
5			5	10											10
6			6	11											11
7			7	12											12
8			8	13											13
9			9	14											14

## Remarks

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