

**ADMINISTRATIVE AND TECHNICAL OPERATIONAL REVIEW  
NETWORK MAINTENANCE MANAGEMENT PLAN (NMMP)**

**DISTRIBUTING FRAMES**

**SUPPLEMENTAL INFORMATION—CENTRAL OFFICES**

CONTENTS	PAGE	1. GENERAL
1. GENERAL . . . . .	1	1.01 This section is one of a series of practices referred to as the Network Maintenance Management Plan (NMMP). It specifies procedures to be used in evaluating the performance of distributing frame operations. It is intended for use in evaluating both local and toll frame cross-connection activities.
PURPOSE AND USE OF RESULTS . . .	2	
FREQUENCY OF REVIEWS . . . . .	2	
2. REVIEW OUTLINE . . . . .	2	1.02 Whenever this section is reissued, the reason(s) for reissue will be listed in this paragraph.
OPERATIONAL REVIEW CHECKLISTS . .	3	
OPERATIONAL REVIEW CHECKLIST SUMMARY . . . . .	4	1.03 The title for each figure includes a number(s) in parenthesis which identifies the paragraph(s) in which the figure is referenced.
3. RATING . . . . .	4	
4. DOCUMENTATION . . . . .	5	1.04 Recommendations for changes, additions, or deletions to this section should be made on Form E-3973 as specified in Section 000-010-015.
5. ORDERING INFORMATION . . . . .	5	1.05 General procedures for performing central office operational reviews are outlined in Section 201-020-511.
 		1.06 The procedures outlined in this section shall be used to evaluate distributing frame operations. It is not intended that the procedures be used to evaluate Frame Control Center (FCC) operations. However, some of the review areas and questions can be used in the evaluation of an FCC. Another NMMP document will deal with the evaluation of an FCC operation or its equivalent (frame administration as part of an SCC).
<b>Figures</b>		
1. Operational Review Checklist Format . . . . .	6	
 		1.07 The checklists in this section are intended to indicate what is to be evaluated, rather than to limit the scope of the evaluation. Additional items may be considered in the evaluation, even though they are not specifically covered in the
<b>Tables</b>		
A. Operational Review Categories and Point Values . . . . .	7	
B. Points Versus Band Relationships . . . . .	8	

**NOTICE**

Not for use or disclosure outside the  
Bell System except under written agreement

## SECTION 201-200-015

preprinted questions. These additional items may then be used in subsequent evaluations for company-wide benefit. Furthermore, if the reviewer discovers a unique method of handling some particular problem or procedure, he or she may (and should) ask additional questions to bring out details for possible wider use of the idea or method.

### PURPOSE AND USE OF RESULTS

**1.08** The Distributing Frame Operational Review is designed to yield an overall view of the frame maintenance effort with emphasis on productivity and quality results. It also serves as an excellent tool for self-review to indicate weakspots.

**1.09** Evaluation results may be used by appropriate levels of management, responsible for the frame operation, to identify:

- (a) Overall performance and efficiency of the distributing frame operation
- (b) Effectiveness of the maintenance effort as administered through the Frame Force Management Plan (FFMP), Controlled Maintenance Plan (CMP) and Frameworker Job Performance Evaluation Plan (FJPEP)
- (c) Force efficiency and quality
- (d) The need for policy changes.

**1.10** The overall view gained in this relatively short review should permit a decision to be made, that either:

- (a) No specific action is needed at this time.
- (b) Certain actions are required and should be taken immediately in order to improve service, production or safety.
- (c) Further study is required to determine the extent of problems indicated by the initial review and recommendations for an effective corrective action program.

### FREQUENCY OF REVIEWS

**1.11** The frequency in which operational reviews shall be performed is outlined in Section 201-020-511. However, these recommended frequencies should be shortened when service results fall below

the objective level and remain there. Section 201-200-005 (Frame Measurement Plan) specifies when reviews shall be made if the results are below the objective level.

## 2. REVIEW OUTLINE

**2.01** This section contains the specific review items to be used for evaluating distributing frame operations. This operational review package is divided into the following general administrative and technical categories:

- Administrative—First Level
- Technical—First Level
- Quality Assurance—Second Level
- Safety—Security—Housekeeping

**2.02** The Administrative and Technical categories are further broken down as defined in subsequent paragraphs. Each of the categories are rated separately and may be used independently, if desired. Following is a description of each category:

(a) **Administrative—First Level:** Reviews the degree of implementation and the overall effectiveness of system standard distributing frame administrative plans. Also included are questions on management functions as outlined in Plant Management Instructions for First Level Distributing Frame Supervisors (these instructions are presently being revised and will be known as Network Administrative Instructions). The following is a further breakdown of the administrative review:

(1) **FFMP:** Addresses the effective implementation of FFMP and its use on a daily basis to properly match force to load. The review questions should allow the reviewer to make determinations relative to accurate time and motion studies, realistic efficiency and nonorder objectives, use of the forms for forecasting, loading and controlling the daily work loads and if FFMP is being used to increase the overall frame efficiency. The key point is that accurate load forecasts are being made and that craft work times and items are accurately reported and recorded.

- (2) **CMP:** Addresses the administration of effective quality control, preventive maintenance, and corrective maintenance programs. This review category should indicate whether the plan is being used to improve the quality of workmanship and technical competence of individual framewokers, development of a fully trained frame force and that trouble tickets and control forms are being used to fully analyze frame troubles and establish a corrective action program.
- (3) **FJPEP:** Addresses the various forms for recording productivity and quality results of individual framewokers. The reviewer shall determine that the information used for job performance evaluations is accurate and reliable data and that the supervisor is exercising job rotation among the frame force.
- (4) **Personnel and Miscellaneous:** Addresses the work force in terms of training, trick duties, availability of resources, elimination of efficiency roadblocks and the filing and retention of administrative records.
- (b) **Technical—First Level:** Reviews the quality of the overall job that is presently being performed and through observation determines the general condition of *all* distributing frames (previous work) and the necessity of a reconditioning program. The following is a further breakdown of the technical review:
- (1) **Current Work:** Addresses the quality of distributing frame work that is presently being performed. The reviewer should determine that both service order and transfer activity are properly completed on each distributing frame, verifying that all jumpers have been removed on disconnect, change and transfer activity. Through these review efforts, a determination shall be made as to necessary training requirements.
- (2) **General Conditions:** Addresses the general condition of each distributing frame (MDF, NG, TRNSL, etc). Basically, this will reflect the quality of work on previous frame activity. The reviewer shall be observant of potential service-affecting conditions, ie, wire clippings, solder splashes, improper jumper termination and special service protection. This inspection will also enable the reviewer to determine if distributing frame Equipment Test Lists (ETLs) are being performed satisfactorily.
- (c) **Quality Assurance—Second Level:** Reviews both the technical and administrative responsibilities of the second level supervisor as defined in Section 201-200-013. The key is that the manager is performing work evaluations to determine overall work quality, and the supervisor's technical competence and ability to perform work evaluations according to standard methods. The reviewer shall also determine that the manager is reviewing the frame administrative plans monthly and critiquing results with the appropriate supervisor.
- (d) **Safety — Security — Housekeeping:** Reviews safety habits of the work force, equipment safety, availability of safety equipment, security of frame area and housekeeping habits of the frame force. The reviewer shall also determine if the supervisor and manager have an accident-free attitude and are performing reviews as outlined in the Bell System Accident Prevention Plan.
- 2.03** Included in this section are the following:
- (a) Operational Review Checklist Format (Fig. 1)
- (b) Operational Review Categories and Point Values (Table A)
- (c) Points Versus Band Relationships (Table B)
- (d) Checklist Summary
- (e) Operational Review Checklists
- Each of these forms can be reproduced locally as desired and may be used individually or jointly as circumstances dictate. This enables the local management team to perform partial or complete reviews of the distributing frame operation as desired or as indicated by service and production results.
- OPERATIONAL REVIEW CHECKLISTS**
- 2.04** The Operational Review Checklists contain a series of questions pertinent to the review. (See Fig. 1 for the Operational Review Checklist format.) The questions have been grouped into

## SECTION 201-200-015

the categories as outlined in paragraph 2.02 with most of the questions being referenced to Bell System Practices or other system standard documentation. Questions with no specific references are recommended maintenance procedures that should be followed and are subject to review. Each question shall be checked as either satisfactory, exception, or not applicable (NA). NA items shall be indicated in the comments portion of the form. Items which are not in compliance with cited references (standard procedures) shall be checked as an exception. The reviewer should make comments on questions which were checked as an exception and may make comments on satisfactory items that require elaboration. Sufficient details regarding discrepancies must be recorded so that responsible management personnel can effect corrective measures.

**2.05** Contents of each review category is primarily limited to policies and procedures that are standard throughout the Bell System. However, space has been provided on the checklist for additional questions reflecting local company policies and procedures. When additional questions are added, they shall be referenced to appropriate documentation. Distributing frame supervisors must be kept informed of additional items that will be subject to review.

**2.06** At the end of each review category, entries have been provided for summarizing the results of the review on a per category basis. Entries are to be made for the **Available Points**, **Actual Points** (points attained for the review category), and the **Band** (rating for the individual category per the actual points attained). These point values **shall not** be discussed at the postfeedback meeting.

**2.07** The review questions have been outlined by category in order to facilitate a partial or complete review of the frame operation. If additional questions are added, they shall be placed in the applicable review category in order to maintain the flexibility which was built into the operational review.

### OPERATIONAL REVIEW CHECKLIST SUMMARY

**2.08** The Checklist Summary form lists all review categories included in the checklists. This summary sheet will enable the reviewer to compile the total satisfactory and exception items which are taken from the total of each category

on the checklist forms. The reviewer shall also indicate the actual number of points received, the appropriate band for each category and the points and band for the overall distributing frame review.

**2.09** The Checklist Summary shall also be used by the reviewer to summarize the service and productivity results for the past six (6) months and to provide specific and constructive recommendations that will permit and encourage improved performance.

**2.10** The use of the Checklist Summary is intended for the reviewer and the review organization; however, if the reviewer uses this form to present information at the post feedback meeting, it shall **not** contain the actual point rating of each review category. The reviewer can include the total point score so that local management will be aware of its relative position within the overall band rating.

**2.11** Further instructions concerning the use of Checklist Summary (rating) forms are provided in Section 201-020-511.

## 3. RATING

**3.01** Table A provides the point values allocated to each review category. Table B provides the points versus band relationship for the distributing frame review. The reviewer will use these tables in determining the portion of points allotted to each review category, depending upon the significance of the discrepancies found. The overall band rating for the review will be determined by the point total of the individual category scores.

**3.02** Ratings for individual review categories and for the overall review will be expressed in one of the four bands listed below:

- BAND H—HIGH
- BAND O—OBJECTIVE
- BAND L—LOW
- BAND U—UNSATISFACTORY

**3.03** Several major items on the checklists, determined by their importance to an effective distributing frame operation, will be indicated by a pound (#) sign. When an exception is indicated against any of these items, the rating for the

review category, including the item itself will not be higher than Band U (see Table B).

**3.04** A detailed description of the rating process and the use of bands is provided in Section 201-020-511. The reviewer must become thoroughly familiar with the rating process prior to performing official reviews.

#### **4. DOCUMENTATION**

**4.01** All applicable sections of the Network Maintenance Management Plan are required documentation of the reviewing organization. However, when performing Distributing Frame

Operational Reviews, only the following sections are required:

- Section 201-020-511
- Section 201-200-015

#### **5. ORDERING INFORMATION**

**5.01** It is intended that the Operational Review Checklist forms be reproduced (printed) and stocked at a central location within each operating company. The reason for this is that as local company questions are added to the review, the forms may be updated as required.

**5.02** Further details concerning the stocking of forms are contained in Section 212-020-511.

OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME

ITEM NO.	ITEM	SAT.	EX.	COMMENTS

Fig. 1—Operational Review Checklist Format (2.03, 2.04)

**TABLE A**  
**DISTRIBUTING FRAME OPERATIONAL REVIEW**  
**CATEGORIES AND POINT VALUES**

CATEGORY	POINT VALUE
1.0 ADMINISTRATIVE FIRST LEVEL — FFMP	12
2.0 ADMINISTRATIVE FIRST LEVEL — CMP	12
3.0 ADMINISTRATIVE FIRST LEVEL — FJPEP	4
4.0 ADMINISTRATIVE FIRST LEVEL — PERSONNEL	2
5.0 TECHNICAL — CURRENT WORK	40
6.0 TECHNICAL — GENERAL CONDITIONS	10
7.0 QUALITY ASSURANCE — SECOND LEVEL	15
8.0 SAFETY — SECURITY — HOUSEKEEPING	5
TOTAL	100

**TABLE B**  
**DISTRIBUTING FRAME OPERATIONAL REVIEW**  
**POINTS VERSUS BAND RELATIONSHIP**

CATEGORY NO.	BAND RANGE				AUTOMATIC POINTS LOST ON # ITEMS
	H	O	L	U	
1.0	10.8 — 12.0	9.6 — 10.7	8.4 — 9.5	Below 8.4	4.0
2.0	10.8 — 12.0	9.6 — 10.7	8.4 — 9.5	Below 8.4	4.0
3.0	3.6 — 4.0	3.2 — 3.5	2.8 — 3.1	Below 2.8	1.5
4.0	1.8 — 2.0	1.6 — 1.7	1.4 — 1.5	Below 1.4	0.8
5.0	36.0 — 40.0	32.0 — 35.9	28.0 — 31.9	Below 28.0	13.0
6.0	9.0 — 10.0	8.0 — 8.9	7.0 — 7.9	Below 7.0	3.5
7.0	13.5 — 15.0	12.0 — 13.4	10.5 — 11.9	Below 10.5	5.0
8.0	4.5 — 5.0	4.0 — 4.4	3.5 — 3.9	Below 3.5	2.0
<b>TOTAL REVIEW</b>	90.0 — 100.0	80.0 — 89.9	70.0 — 79.9	Below 70.0	—

**OPERATIONAL REVIEW  
CHECKLIST SUMMARY**

**DISTRIBUTING FRAME**

OFFICE \_\_\_\_\_ DATE \_\_\_\_\_  
 DISTRICT \_\_\_\_\_ DIVISION \_\_\_\_\_  
 SIZE \_\_\_\_\_ VERTICALS \_\_\_\_\_ REVIEWER \_\_\_\_\_

REVIEW CATEGORY		SAT. ITEMS	EX. ITEMS	BAND
Administrative — First Level	FFMP			
	CMP			
	FJPEP			
	Personnel and Miscellaneous			
Technical — First Level	Current Work			
	General Conditions			
Quality Assurance — Second Level				
Safety — Security — Housekeeping				
Total Review				
Summary Comments				
<b>SERVICE AND PRODUCTION RESULTS FOR PAST SIX MONTHS</b>				
Month				
Service Results				
Objective % Efficiency				
Actual % Efficiency				
Summary Comments				

  

AVAILABLE POINTS	ACTUAL POINTS
100	

**SPECIFIC RECOMMENDATIONS**

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>1.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP</b>			
	<i>Primary Reference:</i> Section 201-200-010			
1.01 #	Has a TIME and MOTION STUDY been performed and documented in order to determine framework order times?			
1.02 #	Does the time study include all applicable work activities as outlined on the TIME STUDY SUMMARY?			
1.03 #	Was roadblock time recorded and included with the total time on column D of TIME STUDY?			
1.04	Are columns E and F of TIME STUDY used to record the times without roadblocks and details of the roadblocks?			
1.05	Do the times in column C of TIME STUDY accurately reflect Bell System expected times (Table A)?			
1.06	Has a realistic efficiency objective been established, taking into consideration all documented roadblocks and the associated lost time?			
1.07	What is the percent efficiency objective?			
1.08	What is the percent of NON-ORDER time objective?			
1.09	Are attempts made to eliminate roadblocks to production efficiencies?			
1.10	Was the TIME and MOTION STUDY performed by the present first level supervisor?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
1.0	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.11	If not, is the supervisor familiar with the methods used in determining framework order times?			
1.12 #	Are both the first and second level supervisors familiar with the methods used to establish the efficiency and NON-ORDER objectives?			
1.13	Have they agreed upon the objective times?			
1.14	Has a review of the TIME and MOTION STUDY been performed in the past 36 months?			
1.15	Has the percentage of order mix, complexity mix, or the physical layout of the distributing frame changed, which would require a revised efficiency objective and/or require a new TIME and MOTION STUDY?			
1.16	If yes, has the required TIME and MOTION STUDY been performed, or has the revised efficiency objective been set?			
1.17	Are both the TIME STUDY and TIME STUDY SUMMARY forms for the latest TIME and MOTION STUDY on file for ready reference?			
1.18 #	Has the PRICING CHART been established using the format as outlined in Section 201-200-010 for all measured work items?			
1.19	Do the entries on the PRICING CHART correspond to those recorded on column E of the TIME STUDY SUMMARY?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>1.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.20	Is the PRICING CHART fully completed including office, date, equipment and number of distributing frame verticals?			
1.21	Does the supervisor monitor the time required for activities other than running jumpers (NON-ORDER), and are objectives being met?			
1.22	Is the order bin arrangement applicable to the frame work load?			
1.23	Are the filing bins labeled appropriately and maintained in an orderly fashion?			
1.24	Does the order bin arrangement include appropriate space for filing pending and completed PROGRAMMABLE WORK?			
1.25	Are all incoming work orders time/date stamped and filed by due date?			
1.26	Is the Future Service Order File purged daily for orders that become date due or can be placed in the Monday-Friday Pending File? (Purge Future File)			
1.27	Are work orders (service orders, etc.) destroyed after the required retention period (company record retention schedule) or after their possible usefulness?			
	<i>Additional Reference:</i> Local Company Record Retention Schedule			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
1.0	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.28 #	Is Form E-6619 (Daily Forecast) used daily to plan the work load for the designated work day?			
1.29	Is the daily forecast being prepared prior to the start of the designated work day?			
1.30	Has a 24-hour period been designated as the work day for LOADING purposes?			
1.31	Is the bulk of the service order load received prior to the beginning of the designated work day?			
1.32	If not, are steps being taken to change the designated work day or arrange to have the bulk of the service orders prior to the beginning of the designated work day?			
1.33	Does it appear that the present work schedule is conducive to optimum frame efficiency?			
1.34 #	Is there an effective procedure for determining the amount of <i>work not yet in hand</i> ?			
1.35	Are frame work items scheduled, loaded, and completed according to priority?			
1.36	<p>Taking a sample of five (5) recently completed Daily Forecasts (Form E-6619), determine the following:</p> <p>(a) Is Form E-6619 fully completed, including office and date?</p> <p>(b) Is the daily forecasted efficiency (L-13) at or greater than the efficiency objective?</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
1.0	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.36 (Contd)	(c) If not, are there valid reasons?  (d) Is the forecasted efficiency (line 13) consistently lower or higher than the actual percent efficiency (line 43)?  (e) If yes, are steps being taken to more effectively load the frame force?  (f) Are lines 25-33 used for pricing all NON-DEMAND items?  (g) Is the ESTIMATED WORK NOT IN HAND consistent with past trends?  (h) Are lines 35-43 (Actuals) being completed daily?  (i) Does this frame consistently have surplus hours (line 15)?  (j) If so, how are the hours used? <ul style="list-style-type: none"> <li>● Frame Preventive Maintenance</li> <li>● Loan</li> <li>● Idle Stand By</li> <li>● Other Non-Productive Hours</li> </ul> (k) Does this frame consistently require additional hours to complete the demand work load?  (l) If so, how are these hours obtained? <ul style="list-style-type: none"> <li>● Overtime</li> <li>● Borrow</li> </ul>			

OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
1.0	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.36 (Contd)	(m) Could these additional hours have been acquired through increased production?			
1.37 #	Is Form E-6620 (Loading Sheet) being used by the supervisor to make the initial work assignments?			
1.38 #	Taking a sample of five (5) recently completed Loading Sheets, verify the following:			
#	(a) Does column D (Actual Order Time) include all measurable work items <i>completed</i> by the employee?			
#	(b) Is Form E-6620 being used to record the required information on borrowed employees?			
#	(c) Is Form E-6620 maintained accurately and completely? Columns D, E and F must be maintained accurately in order to provide reliable data for the Frameworker Job Performance Evaluation Plan.			
#	(d) Are frameworkers normally assigned a full day of order work as often as possible? (Each frameworker shall be assigned a full load of order work until such time that only a partial load remains.)			
#	<i>Additional Reference:</i> Section 201-200-014			
#	(e) Are work assignments (tricks) rotated so that every individual receives approximately the same number of <i>full day order work</i> assignments.			
#	<i>Additional Reference:</i> Section 201-200-014			

OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
1.0	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.38 (Contd) #	(f) Are frameworkers assigned a mix of order types and orders of varying complexity?  <i>Additional Reference:</i> Section 201-200-014			
1.39 #	Is the supervisor using the Daily Time and Work Log (Form E-6621) for loading work to each individual frameworker?			
1.40	Does each individual Form E-6621 include the following on preloaded work items?  (a) Employee's name (b) Supervisor's name (c) Trick (d) Date (e) Type work (f) Item Identification (g) Start time if applicable (h) Estimated times on preloaded items			
1.41	Is one copy of each Form E-6621 retained by the supervisor for reference prior to <i>completed</i> copy being returned?			
1.42	Select two (2) completed E-6621 forms per frameworker and determine the following:  (a) Are hours worked (REG., EXT., PREM.) entered?  (b) Are clock hours worked entered?  (c) Has the supervisor initialed each one as correct?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
1.0	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.42 (Contd)	<ul style="list-style-type: none"> <li data-bbox="373 331 1016 396">(d) Are the frameworker entries started on the next available line after the preloaded items?</li> <li data-bbox="373 428 1016 591">(e) Are the TYPE WORK and ITEM IDENT columns used correctly when identifying items worked on? This will include proper identification of the additional work items stroked at the top of form.</li> <li data-bbox="373 623 1016 688">(f) Are START TIME, STOP TIME, and TOTAL TIME entered?</li> <li data-bbox="373 721 1016 753">(g) Are DISCP CODES entered when applicable?</li> <li data-bbox="373 786 1016 850">(h) Are REPT CODES and WORK CODES entered, and they are correct?</li> <li data-bbox="373 883 1016 948">(i) Are remarks entered when necessary, and are they specific?</li> <li data-bbox="373 980 1016 1045">(j) Is the actual time spent on loaded work items consistent with the estimated time?</li> <li data-bbox="373 1078 1016 1208">(k) When performing work that was not preloaded or when unable to complete work that was preloaded, is Form E-6621 completed according to paragraph 3.05?</li> <li data-bbox="373 1240 1016 1305">(l) Are total hours summarized by REPORT CODE and WORK CODE?</li> <li data-bbox="373 1338 1016 1435">(m) In general, is there sufficient detail to determine how frameworker's time was spent?</li> </ul>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>1.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.43 #	Is all <i>completed</i> productive work being entered on the DAILY CENTRAL OFFICE FRAME ACTIVITY LOG (Form E-6622)?			
1.44	Is the Office, Date and Sheet No. recorded?			
1.45	Does the TEL. NO. column (lines 1-29) include only telephone numbers?			
1.46	Does the SERVICE ORDER NUMBERS ONLY column include only service order numbers?			
1.47	<p>Taking a recently completed Form E-6622 and a sample (10) of the associated work orders, verify the following:</p> <p>(a) Is the appropriate number of items or lines entered in the ITEMS or LINES column?</p> <p>(b) Is the information in columns A, B and C correct? (See paragraph 3.07).</p> <p>(c) Is the appropriate information being recorded in columns D through I?</p> <p>(d) Is there sufficient detail recorded in columns D through I to determine frame cut times on proceeded items?</p> <p>(e) Is there evidence of delays to other work forces by work items not being completed on the frame in a reasonable amount of time?</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
1.0	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.47 (Contd)	<p>(f) Does the supervisor monitor the amount of time to cut over proceeded work items and is appropriate action taken when required?</p> <p>(g) Is the appropriate information being recorded on columns J through Z on all lines of entry (lines 1-21)?</p> <p>(h) Does the information on these lines correspond to the items in the ITEMS or LINES column?</p> <p>(i) Are appropriate and sufficient remarks being made when applicable?</p> <p>(j) Are all <i>completed</i> items from the OTHER WORK LOG (Form E-6623) being bulk recorded on line 30, ITEMS or LINES column and the appropriate information being entered in columns A and J through Z?</p> <p>(k) Are all <i>completed</i> bulk service order items recorded on line 31, column ITEM or LINES and the appropriate information recorded on columns A, B, C and J through Z?</p>			
1.48	<p>Select Form E-6622 for five (5) preceding days, and verify the following:</p> <p>(a) Are TOTALS (line 32) being accurately recorded?</p> <p>(b) Using the PRICING CHART, are the items on line 32, columns J through Z priced out and accurately recorded on line 33?</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>1.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.48 (Contd)	(c) Are all calculations on line 34, sections A, B and C correct?			
	(d) Are all calculations on line 35, sections D, E and F correct?			
	(e) Do the hours recorded in section E include borrowed hours, if applicable?			
	(f) Is the percent efficiency from section E recorded on the appropriate Form E-6619, line 43, column N and on Form E-6624 column J?			
1.49 #	Is the OTHER WORK LOG (Form E-6623) used to record all work items that are not associated with a service order, Cable Transfer LET, etc?			
1.50	Are entries made in all applicable columns on the form (this will include office, date and sheet number)?			
1.51	Are all lines of activity entered in appropriate, CONN, DISC, or TRANS column?			
1.52	Are all items priced and the associated times entered in the first TIME REQUIRED column for both PRELIMINARY and PULLOUT?			
1.53	Are the PROGRESS columns being used to inventory the remaining items and times for completion?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>1.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.54	Does the DATE COMPLETED column indicate the dates the preliminary and pullout work was completed?			
1.55	Does the REMARKS column contain adequate remarks, if applicable?			
1.56	Is Form E-6623 used in loading NON-DEMAND work items?			
1.57	Have all completed work items been recorded on Form E-6622, line 31, column ITEMS or LINES?			
1.58	Is all NON-DEMAND work completed by due date?			
1.59 #	Is the Central Office Monthly Control Form Daily Log (Form E-6624) maintained and forwarded to higher management on at least a monthly basis?			
1.60	Is all information recorded on Form E-6624 accurate? Associate information with source data for the month under review.			
1.61	Is the ratio of PRODUCTIVE HOURS (column G) to NON-ORDER HOURS (column H) reasonable on a monthly basis? If NON-ORDER hours are consistently high and exceeding the objective, it may indicate a lack of available work, ineffective loading, etc.			
1.62	On a monthly basis, does the actual percent efficiency track the forecasted efficiencies?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>1.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – FFMP (Contd)</b>			
1.63	On a monthly basis, is the actual percent of non-order time consistent with the forecasted non-order time?			
1.64	Does Form E-6624 indicate that discrepancies, zero date due orders or after-five orders are a roadblock to production on an ongoing basis?			
1.65	Is documentation being sent upward through the lines of organization, so that higher management may take the necessary action to eliminate the cause of discrepancies, etc?			
1.66 #	Have procedures been established for tracking efficiencies and non-order time on a yearly basis?			
1.67 #	Has the overall office efficiency been below the objective for three (3) or more consecutive months?			
1.68	Has the reason for poor office efficiency been identified?			
1.69	Have steps been taken to correct poor efficiencies?			
1.70 #	Is the Speaker Activity Log (Form E-6625) being used as described in paragraph 3.10?			
1.71	Is the supervisor reviewing Form E-6625 to determine if frame troubles are caused by Plant Service Center (PSC) employees or to verify that all affected equipment can be or has been restored to normal?			

OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME

ITEM NO.	ITEM	SAT.	EX.	COMMENTS						
				<table border="1" data-bbox="1369 300 1782 440"><thead><tr><th data-bbox="1375 305 1543 378">AVAILABLE POINTS</th><th data-bbox="1543 305 1671 378">ACTUAL POINTS</th><th data-bbox="1671 305 1776 378">BAND</th></tr></thead><tbody><tr><td></td><td></td><td></td></tr></tbody></table>	AVAILABLE POINTS	ACTUAL POINTS	BAND			
AVAILABLE POINTS	ACTUAL POINTS	BAND								

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>2.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – CMP</b>			
	<i>Reference:</i> Section 201-200-013			
2.01 #	Are work items of each frameworker checked for quality?			
2.02	Are <i>all</i> kinds of work, performed by frameworkers, included in the quality checks?			
2.03	Is the Frameworker Work Evaluation Sheet (Form E-6954) prepared in accordance with instructions?			
2.04 #	Is required training, as a result of unsatisfactory inspection items, noted on Form E-6954 and, upon completion of training, is it entered on the frameworker's training record?			
2.05	Has a T-Zone area been established?			
2.06	Is the established T-Zone area in accordance with instructions in paragraphs 3.13 and 3.14?			
2.07	Are individual frameworker efficiencies being unjustly penalized because they are being held responsible for too large a T-Zone area?			
2.08	Are both WORK INSPECTIONS and WORK OBSERVATIONS used in making quality checks?			
2.09 #	Are the minimum number of work evaluations being performed on each frameworker?			
2.10	Is there evidence of a need for additional work evaluations beyond the minimum requirement?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
2.0	<b>ADMINISTRATIVE – FIRST LEVEL – CMP (Contd)</b>			
2.11	If required, are the additional work evaluations being made?			
2.12	Has the supervisor and manager agreed upon the number of work evaluations, if the indicated need is more than the minimum requirement? (This agreement should be in writing).			
2.13	Is the necessary follow-up being taken to ensure that corrected work, as a result of unsatisfactory quality checks, now meets prescribed standards?			
2.14	Have all frameworkers been provided with the appropriate training and guidance in order to produce high quality jobs on all assigned tasks? (Review Training Records).			
2.15 #	Are all applicable distributing frame routines (ETLs) scheduled either by the use of Form E-5451 or a mechanized ETL system?			
2.16	Are routines completed as scheduled?			
2.17	If not, are explanations provided?			
2.18	How many backlog hours of ETLs remain to be completed? (Review Form E-5451 or the latest COMMS Administrative Report)			
2.19	If using a manual system for ETL scheduling, determine the following:  (a) Is Form E-5452 used as a preventive maintenance work order and a record of work performed for all MW and MR tests?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>2.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – CMP (Contd)</b>			
2.19 (Contd)	<p>(b) Is Form E-5453, E-5454, or E-5455 used to summarize the results of previous testing for comparison to the current testing results?</p> <p>(c) Does the use of these forms provide a record of when the tests were performed and the amount of time required?</p> <p>(d) Is all required information provided on these forms?</p>			
2.20 #	Have service objectives (Code 5 Frame) been established?			
2.21	Are the objectives reasonable (attainable) and consistent with published AT&T objectives (Band 0)?			
2.22	Are established objectives being met?			
2.23	If the service performance is far below the objective level (Band U), have interim objectives been established?			
2.24	Are positive steps being taken to meet objective service results?			
2.25	Do service performance levels (Band L or U) require that a Frame Control Record (Form E-5497) be maintained?			
2.26	If not, is there current written approval of the District Network Manager (or equivalent), on file making the use of this form optional?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
2.0	<b>ADMINISTRATIVE – FIRST LEVEL – CMP (Contd)</b>			
2.27	If Form E-5497 is required, is it used in accordance with instructions in analyzing frame troubles?			
2.28	Are 10-day, 20-day and monthly objectives established and entered on Form E-5497 each month?			
2.29 #	Are Distributing Frame Trouble Tickets (Form E-10260) used as a work order for recording and clearing frame troubles?			
2.30	Are trouble tickets maintained properly and with sufficient detail in order to be used effectively in the analyzation of frame troubles?			
2.31	Are the trouble tickets serially numbered as outlined in paragraph 4.17?			
2.32	Are all trouble reports entered on the Central Office Log (Form E-5457)?			
2.33	Is Form E-5457 maintained in accordance with instructions?			
2.34	Are details of frame trouble tickets, which have not been closed out for a previous period, been carried over to the central office log for the next period?			
2.35	Has a systematic ticket file for Distributing Frame Trouble Tickets been established?			
2.36	Are all trouble tickets filed in accordance with instructions?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS						
<b>2.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – CMP (Contd)</b>									
2.37	Does the ticket file contain three (3) months of trouble tickets (current month and two previous months)?									
2.38	Are the tickets in each bin separated (by paper clip, etc) by month for easy reference?									
2.39	When trouble tickets are filed in the three (3) month moving file, are the tickets for the oldest month, now in the file, removed?									
2.40	Is the use of Form E-5497, Form E-5457 and Form E-10260 (Trouble Ticket) being used to establish an effective Corrective Action Program?			<table border="1" data-bbox="1276 1354 1692 1500"> <thead> <tr> <th data-bbox="1285 1360 1453 1435">AVAILABLE POINTS</th> <th data-bbox="1453 1360 1579 1435">ACTUAL POINTS</th> <th data-bbox="1579 1360 1684 1435">BAND</th> </tr> </thead> <tbody> <tr> <td data-bbox="1285 1435 1453 1494"></td> <td data-bbox="1453 1435 1579 1494"></td> <td data-bbox="1579 1435 1684 1494"></td> </tr> </tbody> </table>	AVAILABLE POINTS	ACTUAL POINTS	BAND			
AVAILABLE POINTS	ACTUAL POINTS	BAND								



**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>3.0</b>	<b>ADMINISTRATIVE – FIRST LEVEL – FJPEP</b>			
	<i>Reference:</i> Section 201-200-014			
3.01 #	Is the Frameworker Job Performance Evaluation Plan (FJPEP) being used to measure the productivity and quality of individual frameworkers?			
3.02 #	Selecting Forms E-6620, E-6954 and E-6955 for a given month for each individual frameworker but no more than three (3), verify the following:  (a) Is the information on the Frameworker Job Performance Summary (Form E-6955) accurate and complete?  (b) Are Forms E-6955 maintained in accordance with the instructions provided?  (c) Is there a build-up of excessive NON-ORDER time for any individual over the month?  (d) If so, have the circumstances which negated proper loading or trick rotation been noted on Form E-6955?  (e) Are individual low percent efficiencies caused by inadequate trick rotation or improper loading?  (f) Are FJPE results documented as generated, even though they may seem abnormal?			
3.03	Is a six (6) month “rolling” figure used for the basis of individual evaluations?			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS						
3.0	<b>ADMINISTRATIVE – FIRST LEVEL – FJPEP (Contd)</b>									
3.04	Is Form E-6955 used in tracking and controlling inadequate trick rotation and improper load assignments?									
3.05	Are FJPE results documented on new frameworkers from the beginning, with evaluations being made after the initial six (6) month period?									
3.06	Have standards and rating tables been established by the designated person in the company?									
3.07	Are FJPE results analyzed to determine the cause, if they consistently appear out of line?									
3.08	Have questionable results been analyzed as poorly made time and motion studies, inadequate loading, lack of trick rotation, or improperly completed Daily Work Logs (Form E-6621)?									
3.09	If so, has a corrective action program been initiated?									
3.10	Are FJPE results discussed with frameworkers on an ongoing basis?			<table border="1" data-bbox="1312 1320 1724 1466"> <thead> <tr> <th data-bbox="1312 1320 1486 1401">AVAILABLE POINTS</th> <th data-bbox="1486 1320 1608 1401">ACTUAL POINTS</th> <th data-bbox="1608 1320 1724 1401">BAND</th> </tr> </thead> <tbody> <tr> <td data-bbox="1312 1401 1486 1466"></td> <td data-bbox="1486 1401 1608 1466"></td> <td data-bbox="1608 1401 1724 1466"></td> </tr> </tbody> </table>	AVAILABLE POINTS	ACTUAL POINTS	BAND			
AVAILABLE POINTS	ACTUAL POINTS	BAND								

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
4.0	<b>ADMINISTRATIVE – FIRST LEVEL – PERSONNEL</b>			
4.01	<p>Are job descriptions and trick duties described and posted in a conspicuous place?</p> <p><i>Reference:</i> Section 201-200-010</p>			
4.02 #	<p>Do they contain a description of all applicable work tasks, and are they specific enough, so that framewokers are aware of their responsibilities when working a particular assignment?</p> <p><i>Reference:</i> Section 201-200-010</p>			
4.03 #	<p>Have procedures been established for distributing frame personnel in cases of emergency (fire, bomb threat, etc)?</p> <p><i>Reference:</i> Local Company Emergency Procedures</p>			
4.04	<p>Are these procedures posted in a prominent location?</p>			
4.05	<p>Is a training record established and kept current on each framewoker (Form E-5491)?</p> <p><i>Reference:</i> Plant Management Instructions or Equivalent</p>			
4.06	<p>Is formal training followed with on-the-job training and evaluation?</p> <p><i>Reference:</i> Section 201-200-013</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
4.0	<b>ADMINISTRATIVE – FIRST LEVEL – PERSONNEL (Contd)</b>			
4.07	<p>Have all frameworkers, with six (6) months or more on the job, been adequately trained to perform all normal frame tasks?</p> <p><i>Reference:</i> Section 201-200-014</p>			
4.08	<p>Are both formal training and on-the-job training documented on the training records?</p> <p><i>Reference:</i> Plant Management Instructions or Equivalent</p>			
4.09	<p>Is a complete set of “frame” Bell System Practices available to the frame force?</p> <p><i>Reference:</i> Section 201-200-001</p>			
4.10	<p>Administrative Roadblock Elimination:</p> <p><i>Reference:</i> Plant Management Instructions or Equivalent</p> <p>(a) Are adequate quantities of frame supplies and spare tools conveniently available?</p> <p>(b) Are charts and diagrams provided to assist frameworkers with complex work?</p> <p>(c) Have location guides been posted to assist in the location of blocks or terminals?</p> <p>(d) Does stenciling provide easy and accurate identification of cable pairs and equipment terminals?</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS						
4.0	<b>ADMINISTRATIVE – FIRST LEVEL PERSONNEL (Contd)</b>									
4.10 (Contd)	(e) Are sufficient rolling and platform ladders available for use, and are they maintained properly?									
4.11	Are copies of forms associated with the Frame Force Administrative Plans filed in a neat and orderly manner to facilitate easy reference?  <i>Reference:</i> Section 201-200-013									
4.12	Are these records retained in accordance with local company retention schedule or until they no longer have any possible usefulness?  <i>Reference:</i> Local Company Record Retention Schedule									
				<table border="1"> <thead> <tr> <th data-bbox="1304 1367 1480 1453">AVAILABLE POINTS</th> <th data-bbox="1480 1367 1602 1453">ACTUAL POINTS</th> <th data-bbox="1602 1367 1713 1453">BAND</th> </tr> </thead> <tbody> <tr> <td data-bbox="1304 1453 1480 1511"></td> <td data-bbox="1480 1453 1602 1511"></td> <td data-bbox="1602 1453 1713 1511"></td> </tr> </tbody> </table>	AVAILABLE POINTS	ACTUAL POINTS	BAND			
AVAILABLE POINTS	ACTUAL POINTS	BAND								



**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
5.0	<b>TECHNICAL – CURRENT WORK</b>			
5.01	<p>Taking a sample of ten (10) recently completed service orders and one (1) recently completed transfer (cable transfer, LET, etc), evaluate the following:</p> <p><i>Reference:</i> Section 201-200-001</p> <p>(a) Wire placement (proper shelf, routing rings, slack, etc).</p> <p>(b) Wire removal on change, disconnect, and transfer activity.</p> <p>(c) Proper wire type (gauge, 2 wire vs. 4 wire, color, etc).</p> <p># (d) Terminations (solder, wire wrap, etc).</p> <p># (e) Protection (coils, special protection, etc).</p> <p># (f) Completion, <i>all</i> MDF &amp; EQUIP jumpers ran and terminated. (Verify all leads associated with billing).</p> <p>(g) Properly intercepted.</p> <p>(h) T-Zone Areas.</p> <p>(i) Tests.</p> <p>(j) Completion of Logs and Records.</p> <p>(k) Filing.</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS						
5.0	<b>TECHNICAL – CURRENT WORK (Contd)</b>									
5.02	Is the quality of the overall job, now being done satisfactory?  <i>Reference:</i> Section 201-200-013									
5.03	Is there evidence that training is needed in particular areas?  <i>Reference:</i> Section 201-200-013			<table border="1" data-bbox="1276 1305 1692 1448"> <thead> <tr> <th data-bbox="1276 1305 1455 1390">AVAILABLE POINTS</th> <th data-bbox="1455 1305 1581 1390">ACTUAL POINTS</th> <th data-bbox="1581 1305 1692 1390">BAND</th> </tr> </thead> <tbody> <tr> <td data-bbox="1276 1390 1455 1448"></td> <td data-bbox="1455 1390 1581 1448"></td> <td data-bbox="1581 1390 1692 1448"></td> </tr> </tbody> </table>	AVAILABLE POINTS	ACTUAL POINTS	BAND			
AVAILABLE POINTS	ACTUAL POINTS	BAND								

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>6.0</b>	<b>TECHNICAL – GENERAL CONDITIONS</b>			
6.01	<p>Is there distributing frame shelf or trough congestion?</p> <p><i>Reference:</i> Section 201-200-013</p>			
6.02	<p>Has the cause for congestion been determined?</p> <p><i>Reference:</i> Section 201-200-013</p>			
6.03	<p>Has a corrective action program been established and in use to control or reduce shelf congestion?</p> <p><i>Reference:</i> Section 201-200-013</p>			
6.04	<p>Are there visible “dead” jumpers still remaining on either the MDF or EQUIP. frames?</p> <p><i>Reference:</i> Section 201-200-013</p>			
6.05	<p>In general, are distributing frame blocks free of solder splashes and wire clippings?</p> <p><i>Reference:</i> Section 201-200-013</p>			
6.06	<p>In general, are all jumpers terminated properly?</p> <p><i>References:</i> Section 201-200-001 Section 201-200-013</p>			
6.07	<p>Is there a scheduled routine to periodically free blocks of wire clippings and solder splashes?</p> <p><i>References:</i> Section 201-200-013 Section 201-200-012</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>6.0</b>	<b>TECHNICAL – GENERAL CONDITIONS (Contd)</b>			
6.08	<p>Are frameworkers using wire bags when terminating jumpers?</p> <p><i>Reference:</i> Section 201-200-013</p>			
6.09	<p>Is there evidence that reconditioning is required in order to improve production and general conditions?</p> <p><i>Reference:</i> Section 201-200-012 (Conventional Frames)</p>			
6.10	<p>Is the necessary reconditioning work scheduled and completed per schedule.</p>			
6.11 #	<p>Is the whole frame properly coiled-up?</p> <p><i>Reference:</i> Section 201-220-501</p>			
6.12	<p>Are all temporary shoes removed in an acceptable time period?</p>			
6.13	<p>Are all temporary shoes, which are still connected, logged on Form E-6625?</p>			
6.14	<p>SSM/SSP Verification – Compare special protection on distributing frame with PSC records in at least two (2) entire cable counts and verify the following:</p>			
#	<p>(a) Of the sample inspected, are all SSP/SSM circuits properly protected? (Verify that all terminations are protected per Bell System Practice.)</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS						
6.0	<b>TECHNICAL – GENERAL CONDITIONS (Contd)</b>									
6.14 (Contd)	<p><i>References:</i> Section 201-220-103 Section 201-221-103 Section 201-222-103 Section 460-110-100</p> <p>(b) Is the proper type of protection being used?</p> <p>(c) Of the sample inspected, are there circuits which have special protection, but do not require it?</p> <p>(d) Are PSC SSP/SSM records accurate? Further investigation beyond PSC records and frame wiring may be required.</p> <p>(e) What is the percentage of error?</p> <p>— Distributing Frame _____</p> <p>— PSC Records _____</p>			<table border="1" data-bbox="1255 1360 1671 1507"> <thead> <tr> <th data-bbox="1255 1360 1432 1448">AVAILABLE POINTS</th> <th data-bbox="1432 1360 1554 1448">ACTUAL POINTS</th> <th data-bbox="1554 1360 1671 1448">BAND</th> </tr> </thead> <tbody> <tr> <td data-bbox="1255 1448 1432 1507"></td> <td data-bbox="1432 1448 1554 1507"></td> <td data-bbox="1554 1448 1671 1507"></td> </tr> </tbody> </table>	AVAILABLE POINTS	ACTUAL POINTS	BAND			
AVAILABLE POINTS	ACTUAL POINTS	BAND								



**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>7.0</b>	<b>QUALITY ASSURANCE – SECOND LEVEL</b>			
7.01	<p>Is the manager performing work evaluations in accordance with instructions?</p> <p><i>Reference:</i> Section 201-200-013</p>			
7.02	<p>Are work evaluations by both the manager and supervisor performed according to standard Bell System Practices and/or documented local frame procedures?</p> <p><i>References:</i> Section 201-200-013 Section 201-200-001</p>			
7.03	<p>If not, has the manager provided the supervisor with adequate training for the job?</p> <p><i>Reference:</i> Section 201-200-013</p>			
7.04	<p>Has a supervisor training record been established and is it current?</p>			
7.05 #	<p>Is there documentation supporting the fact that the manager is performing horizontal shelf and/or trough pile-up on all distributing frames, semi-annually?</p> <p><i>Reference:</i> Section 201-200-013</p>			
7.06 #	<p>Are monthly visits made to each frame location to review the administrative procedures as outlined in paragraphs 5.11 through 5.14?</p> <p><i>Reference:</i> Section 201-200-013</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS						
7.0	<b>QUALITY ASSURANCE – SECOND LEVEL (Contd)</b>									
7.07	Are results critiqued with the supervisor and documented?  <i>Reference:</i> Section 201-200-013									
7.08	Is the manager performing work evaluations on frameworkers in the absence of the supervisor?  <i>Reference:</i> Section 201-200-013			<table border="1" data-bbox="1285 1300 1698 1446"> <thead> <tr> <th data-bbox="1285 1300 1461 1386">AVAILABLE POINTS</th> <th data-bbox="1461 1300 1585 1386">ACTUAL POINTS</th> <th data-bbox="1585 1300 1698 1386">BAND</th> </tr> </thead> <tbody> <tr> <td data-bbox="1285 1386 1461 1446"></td> <td data-bbox="1461 1386 1585 1446"></td> <td data-bbox="1585 1386 1698 1446"></td> </tr> </tbody> </table>	AVAILABLE POINTS	ACTUAL POINTS	BAND			
AVAILABLE POINTS	ACTUAL POINTS	BAND								

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
8.0	<b>SAFETY – SECURITY – HOUSEKEEPING</b>			
8.01 #	<p>Is approved eye protection worn by all personnel whenever they are performing, observing or supervising a work operation?</p> <p><i>Reference:</i> Section 010-100-005</p>			
8.02 #	<p>Were all frameworkers observed to be working safely?</p>			
8.03 #	<p>Are electrical tools and wiring free of safety hazards?</p> <p><i>References:</i> Section 075-190-501 Section 770-340-507</p>			
8.04 #	<p>Are rolling and platform ladders free of safety hazards?</p> <p><i>References:</i> Section 065-105-501 Section 010-110-004</p>			
8.05	<p>Is the frame free of housekeeping hazards (wire, coils, cords, etc, on floor)?</p> <p><i>Reference:</i> Section 770-340-507</p>			
8.06 #	<p>Are required fire protection devices available and ready for use?</p> <p><i>References:</i> Section 010-105-001 Section 010-105-002 Section 770-340-503</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
<b>8.0</b>	<b>SAFETY – SECURITY – HOUSEKEEPING (Contd)</b>			
8.07	<p>Are sufficient pairs of rubber gloves available and safe for use (valid inspection date)?</p> <p><i>References:</i> Section 081-710-200 Section 075-141-501</p>			
8.08	<p>Are local company approved scrap wire containers in use?</p>			
8.09 #	<p>Is there a fire alarm system installed and operative in the distributing frame area?</p> <p><i>Reference:</i> Section 770-340-300</p>			
8.10	<p>Are all personnel knowledgeable of alarms and fire fighting procedures?</p> <p><i>Reference:</i> Accident Prevention Plan (Safety Knowledge Reviews)</p>			
8.11 #	<p>Is NO SMOKING enforced in unauthorized areas?</p> <p><i>Reference:</i> Section 770-340-507</p>			
8.12	<p>Are exits, stairways and outside fire escapes free of obstructions?</p> <p><i>Reference:</i> Section 770-340-507</p>			
8.13	<p>Is combustible trash (scrap wire, etc.) removed daily?</p> <p><i>Reference:</i> Section 770-340-507</p>			

**OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME**

ITEM NO.	ITEM	SAT.	EX.	COMMENTS
8.0	<b>SAFETY – SECURITY – HOUSEKEEPING (Contd)</b>			
8.14	<p>Are steps being taken by both first and second level supervisors to maintain frame area in an accident-free environment?</p> <p><i>Reference:</i> Accident Prevention Plan</p>			
8.15	<p>Is there an adequate FIRST AID KIT located in the frame area?</p> <p><i>Reference:</i> Section 010-100-009</p>			
8.16	<p>Are the contents of this kit checked weekly to insure that expended items are replaced?</p> <p><i>Reference:</i> Section 010-100-009</p>			
8.17	<p>In general, is the frame area maintained in an orderly manner?</p>			
8.18	<p>Are all supplies, equipment, tools, etc, stored in an adequate and appropriate place?</p>			
8.19	<p>Is distributing frame access controlled?</p> <p>#</p>			
8.20	<p>Are emergency lights installed in the distributing frame area?</p>			
8.21	<p>Are both safety knowledge reviews and safety observations being performed in accordance with the system standard Accident Prevention Plan?</p> <p><i>Reference:</i> Accident Prevention Plan</p>			

OPERATIONAL REVIEW CHECKLIST  
DISTRIBUTING FRAME

ITEM NO.	ITEM	SAT.	EX.	COMMENTS						
				<table border="1" data-bbox="305 401 448 814"> <thead> <tr> <th data-bbox="305 638 391 814">AVAILABLE POINTS</th> <th data-bbox="305 506 391 638">ACTUAL POINTS</th> <th data-bbox="305 401 391 506">BAND</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	AVAILABLE POINTS	ACTUAL POINTS	BAND			
AVAILABLE POINTS	ACTUAL POINTS	BAND								