DISTRIBUTING FRAME OPERATIONAL REVIEW PROCEDURES

CONTENTS PAGE

CONTENTS PAGE

1. GENERAL

1.01 This section contains administrative and technical operational review 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.

1.02 This section is being reissued to cover major changes in the definitions and Tables D, E, G, and H that reflect frame operational review requirements. In addition to the specific changes, this section has been completely reorganized and is considered a general revision. As a result, revision arrows are not used.

1.03 The title for each figure includes a number(s) in parentheses which identifies the paragraph(s) in which the figure is referenced.

1.04 Recommendations for changes, additions, or deletions to this section should be made on Form E-3973 as specified in Section 000-010-015.

1.05 General procedures for performing central office operational reviews are outlined in Section 201-020-511.

1.06 The procedures in this section are used to evaluate distributing frame administration and operations. These procedures can apply to any frame administered by a Frame Control Center (FCC), a frame administered by a Frame Work Station (FWS), or a locally administered frame. Any procedure or reference made to a frame or FWS in an FCC also applies to the FWS located in the Switching Control Center (SCC), Network Terminal Equipment Center (NTEC), or any other centralized frame administration.

1.07 The extent to which all functions covered in the Operational Review should be evaluated will depend upon the size and structure of the organization being reviewed. For example, a small frame operation with two or fewer frame attendants or less than 10 attendants in a group of frames should not be evaluated the same as a full second-line frame organization. The evaluator must consider the benefits and costs of the full application when considering performance.

1.08 The minimum evaluation should ensure that the following functions are being performed:

- Loading—occurs either as a block of time (ie, one-half hour of work frame work detail) or items
- Forecasting
- Pricing
- Tracking
- Force Control
- Assignment of Personnel.

Note: In small frames, the pricing and tracking functions may be performed on completed work.

1.09 The checklists in this section indicate items to be evaluated; however, it is not intended to limit the scope of the review to these specific items. Additional items may be considered in the evaluation, even though they are not specifically covered in the preprinted questions. These additional items may then be used in subsequent evaluations for company-wide benefit. If a unique method exists for handling some particular problem or procedure, the reviewer should ask additional questions to expand the method for possible wider use.

1.10 The Distributing Frame Operational Review is designed to yield an overall view of the frame effort with emphasis on productivity and quality results. It can serve as a tool for self-review to indicate weak spots.

1.11 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 frame effort as administered through the Frame Performance Measurement Plan (FPMP), Frame Force Management Plan (FFMP), Controlled Maintenance Plan (CMP) for frame, and Frameworker Performance Plan (FPP). These plans are described in the following sections:

- FPMP—Section 201-200-005
- FFMP—Section 201-200-010
- CMP—Section 201-200-013
- FPP—Section 201-200-014.

(c) Need for policy changes.

1.12 The results of this review should permit one of the following decisions:

(a) No specific action is needed at the 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.

1.13 Refer to Table A for a list of Bell System Practices that will provide documentation information to the reviewing organization.

2. FCC EVALUATION

2.01 The evaluator must recognize the following areas of FCC operations:

- Pricing
- Assigning Priorities
- Loading
- Tracking
- Forecasting
- Reducing Interference With Production Field Work
- Roadblock Control.

2.02 A set of six indicators has been established on the FCC/FWS Evaluation Form (Fig. 1) that can be used to evaluate the processes and point out existing weak spots in the operation. The indicators are as follows:

- Loadable Hours Available
- Loaded Work Item Price
- Actual Work Time
- Loaded Work Hours Completed
- Completed Work Item Price
- Forecast Work Item Price.

Details concerning these indicators are contained in paragraphs 2.05 through 2.10.

2.03 Information to be used for the evaluation includes the following, or equivalent, items:

- Work Pricing Charts
- Work Assignment Lists
- Loading Guides
- Load and Work Time Records

Note: Any information on deficiencies should be discussed at the post review feedback meeting.

DEFINITIONS

2.04 The following definitions need to be understood before the FCC evaluation is attempted:

(a) ***Available Hours:*** This is the time available for assignment to work. Breaks, excused time, and undistributed time are excluded. All other hours (whether clerical, measured, or unmeasured) are included.

(b) ***Loaded Work Item Price:*** This is the standard or priced work time necessary to complete all work items loaded to individual workers by the FCC, either by individual work item or work description and forecast time (ie, test loops—240 minutes).

(c) ***Actual Work Time:*** This is the total hours charged by frameworkers and/or clerical workers to all work whether assigned by the FCC or not. Excused and undistributed time is excluded.

(d) ***Loaded Work Hours Completed:*** This is the total standard or priced work time for the loaded work items which were completed by the assigned frameworker. Loaded work items which were assigned to the frameworker but completed by others are excluded. Work time for items not assigned to the frameworker by the center are also excluded.

(e) ***Completed Work Price:*** This is the standard or priced work time for all work items completed by a frameworker whether loaded by the FCC or not.

(f) ***Forecast Work Price:*** This is the standard or priced work time of all work items (including work in-hand and predicted work not yet received) included in the forecast which is established before the tour begins.

(g) ***Priced Work:*** This includes all work items for which work prices have been established. Order work, nonorder work, trick, and routine work are included in this category that normally generate work unit credit. This includes "C" and "X" work.

(h) ***Other Work (Unpriced):*** This is the time of unpriced work performed by frameworkers. Forecast prices should be developed.

FCC EVALUATION FORM

2.05 The FCC/FWS Evaluation Form (Fig. 1) consists of items summarized from 1 week of

data. Each of the items are explained in the following paragraphs and identified in the formulas on the FCC/FWS Evaluation Form. Each type of work requires a separate form. The type of work is identified in the upper-left corner of the evaluation form.

2.06 In formula (1) of Fig. 1, the objective is to match the work force to the work load. The total price of the loaded work, measured against hours available, will determine the level of success. A high ratio of total hours loaded to total hours available is the objective. The percentage of total hours assigned equals loaded work price (Part B—Weekly Total) divided by loadable hours available (Part A—Weekly Total). An example for formula (1) is as follows:

(a) The weekly total of tour D1 on priced work was 30 hours.

(b) The loaded price was 25 hours.

(c) Divide 25 hours by 30 hours. The result is 0.83 or 83 percent.

2.07 In formulas (2) through (4) of Fig. 1, the objective is to measure loading adherence or how well the loaded hours completed compared to the loaded work price. By controlling the loading, the incidence of interrupted or broken loads can be reduced. If the end office attempts redistribution of assigned FCC items, a loss of control and efficiency may result.

2.08 Loading adherence measures the difference between the work loaded by the center and the portion of that work completed by the craft. Work completed by the craftperson, which was not loaded by the center, is not included in the "work completed" total. This is designed to measure the amount of control that the center has over the work being performed. It will also indicate the center's value as an information source for other work groups. When the center is informed and has direct control of the work in progress, the center will be able to answer all work queries without contacting field locations, breaking work loads, and disrupting the productive work flow.

2.09 An example for adherence that uses the FCC/FWS Evaluation Form (Fig. 1) is as follows:

(a) The loaded work price (Part B—Weekly Total) was 25 hours.

(b) The price of the loaded work actually completed (Part D—Weekly Total) was 22 hours.

(c) The adherence is computed to be 22 hours (Part D) divided by 25 hours (Part B). The results equals 0.88 or 88 percent adherence.

2.10 In formulas (5) through (7) of Fig. 1, the FCC can determine the efficiency of the work completed. The work efficiency is the ratio of the completed work price for all work to the actual work time. An example for work efficiency that uses the FCC/FWS Evaluation Form is as follows:

(a) The price for all work completed (whether loaded or not) (Part E—Weekly Total) was 22 hours.

(b) The actual work time (hours charged) (Part C—Weekly Total) was 40 hours.

(c) The work efficiency is 22 hours divided by 40 hours. The result is 0.55 or 55 percent.

2.11 In formulas (8) and (9) of Fig. 1, the FCC/FWS can determine the deviation between the expected load or forecast and the actual load worked. Poor forecasting limits the ability to properly utilize the available hours. The difference between the forecast load and the actual received load divided by forecast load is the forecast deviation. In formula (8), the priced work forecast deviation is computed by determining the difference between the forecasted work item price (Part F—Weekly Total) and the completed work price (Part B—Weekly Total). This result is divided by the forecast work price (Part E—Weekly Total). An example for priced work forecast deviation is as follows:

(a) The forecast work price (Part F—Weekly Total) was 40 hours.

(b) The completed work price (Part E—Weekly Total) was 50 hours.

(c) The difference between 40 hours and 50 hours is 10 hours.

(d) Divide 10 by 40. The result is 0.25 or 25 percent forecast deviation.

2.12 The relationship of priced and unpriced work to total work is by category of order, nonorder, etc. This may indicate problems with interface agreements, environments, work priorities, pricing tables, etc. These relationships (%) are developed by divid-

ing the actual hours in each category by the available hours. Determining the impact and/or the unreasonableness will require detailed investigation of the work items and work reporting. Objectively, unpriced work should be minimized by pricing studies and improved forecasting.

2.13 The percent of forecast work by category may indicate problems with work priority, interface agreements, or the environment. The percent priced work is the ratio of completed work hours to available work hours and is reflected in formula (10). Unpriced work is determined in formula (11). The percent unknown in formula (12) is the difference between the available hours and actual work hours for the work completed. An example for percent priced work is as follows:

(a) The priced work time (Part C—Weekly Total) was 30 hours.

(b) The loadable hours available (Part A—Weekly Total) were 40 hours.

(c) Divide 30 hours by 40 hours. The result is 0.75 or 75 percent priced work.

3. REVIEW OUTLINE

3.01 This part contains the specific review items to be used for evaluating distributing frame operations. This operational review package is divided into the following general categories:

- Administration
- Personnel
- Physical Environment
- Work Management
- Force Management
- Frame Control Center.

3.02 Each category is rated separately and may be used independently, if desired. The categories are defined as follows:

(a) ***Administration:*** This category addresses frame functions in administrating and coordinating procedures.

(b) ***Personnel:*** This category addresses the various forms for identifying training, absence and tardiness, productivity, and quality results of individual frameworkers. The reviewer will determine if both service order and work order activities are properly completed and whether jumpers are removed on disconnect, change, and transfer activity.

(c) ***Physical Environment:*** This category addresses the frame physical environment which should be reviewed to determine if it meets efficient, safe, and acceptable requirements. It is important that the general area conforms to the requirements of the Accident Prevention Plan.

(d) ***Work Management:*** This category addresses the various work items, eg, loading, packaging, tracking, Dedicated Inside Plant (DIP) administration, and trough congestion. It also addresses the administration of Special Service Protection/Special Safeguard Measures (SSP/SSM).

(e) ***Force Management:*** This category addresses the administration of pricing, tracking, and evaluation of matching the available force to the expected work. The review questions should allow the reviewer to determine if the FFMP is used to increase frame efficiency. The key points of the FFMP are that accurate load forecasts are made for craft work times and that action is taken to adjust work or force when a mismatch occurs. It is important that all items on the FFMP are recorded and accurate. Analyzation and tracking on completed work ensures that price and performance meet standards.

(f) ***Frame Control Center:*** This category addresses centralized administration.

3.03 The required forms and the point value relationships are as follows:

(a) Operational Review Checklist Format (Fig. 2)

(b) Checklist Summary Exhibit (Fig. 3)

(c) Specific Recommendations Form Exhibit (Fig. 4)

(d) Operational Review Categories and Point Values (Table B)

(e) Points Versus Band Relationships (Table C)

(f) Operational Review Checklist Exhibits (Tables D through I).

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 operations as desired or as indicated by service and production results.

OPERATIONAL REVIEW CHECKLISTS

3.04 The Operational Review Checklists contain a series of questions pertinent to the review. (See Fig. 2 for the Operational Review Checklist format.) The questions have been grouped into the categories outlined in paragraph 3.02 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 should be checked as to where it is answered (FCC, frame, etc). In accordance with local instructions, administrative work should be centralized where it is feasible and economical. Reports and tracking are examples of obvious center functions.

3.05 Satisfactory items are scored in the SAT column. Not applicable items are indicated as NA in the COMMENTS portion of the form. Items which are not in compliance with the indicated references (standard procedures) are scored in the EX column as an exception. Information that is applicable but not available is considered not in compliance. The reviewer should make comments on questions scored as exceptions and may make comments on satisfactory items that require elaboration. Sufficient details regarding discrepancies must be recorded so that responsible management personnel can take corrective measures. The reviewer should also comment on the location of work junctions which could be moved (ie, order completions or status in the center to field or statistical reports which could be moved from the field to the center).

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

3.07 An AVAILABLE POINTS column is provided at the end of each review category for the reviewer to apply allocated points to the category. An ACTUAL POINTS block is also included at the end of each review category to allow the reviewer to tally the satisfactory and exception items. These point values will ***not*** be discussed at the post feedback meeting.

3.08 The review questions are outlined by category to facilitate a partial or complete review of the frame operation. If additional questions are added, they should be placed in the applicable review category in order to maintain the flexibility built into the operational review.

OPERATIONAL REVIEW CHECKLIST SUMMARY

3.09 The Checklist Summary (Fig. 3) lists all review categories included in the checklists. This summary sheet will enable the reviewer to compile the total satisfactory and exception items taken from the total of each category on the checklist forms. The reviewer will 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. Refer to Section 201-020-511 for further information.

3.10 The Checklist Summary will also be used by the reviewer to summarize the service and productivity results and to provide specific and constructive recommendations that will permit and encourage improved performance.

3.11 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 should ***not*** contain the actual point rating of each review category. The reviewer may include the total point score so that local management will be aware of its relative position within the overall band rating.

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

4. RATING

4.01 Point values allocated to each review category are provided in Table B. Points versus band relationship for the distributing frame review are provided in Table C. The reviewer will use these tables to determine the portion of points allotted to

each review category, depending upon the significance of the discrepancies found. The overall band rating for the review is determined by the point total of the individual category scores.

4.02 Ratings for individual review categories and for the overall review will be expressed in one of the following four bands:

- Band H—High (90.0 to 100.0 percent)
- Band O—Objective (80.0 to 89.9 percent)
- Band L—Low (60.0 to 79.9 percent)
- Band U—Unsatisfactory (below 60.0 percent).

4.03 Several major items on the checklists, determined by their importance to an effective distributing frame operation, are 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 C).

4.04 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.

5. ORDERING INFORMATION

5.01 Operational Review Checklist forms will be reproduced (printed) and stocked at a central location within each operating company. This allows local company questions to be added to the review and also allows the forms to be updated as required.

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

USE ONE FORM PER TYPE OF WORK

FCC/FWS EVALUATION FORM

REFERENCE: 201-200-015
REPRODUCE LOCALLY

IDENTIFY TYPE OF WORK
☐ ORDER
☐ NONORDER

SUPERVISOR _____ SHIFT _____

DATE _____ FCC/FWS _____

	DATE	PRICED WORK (a)	UNPRICED WORK (b)	TOTAL (T)
(A) LOADABLE HOURS AVAILABLE				
A: WEEKLY TOTAL →				
(B) LOADED WORK ITEM PRICE				
B: WEEKLY TOTAL →				
(C) ACTUAL WORK TIME				
C: WEEKLY TOTAL →				
(D) LOADED WORK HOURS COMPLETED				
D: WEEKLY TOTAL →				
(E) COMPLETED WORK ITEM PRICE				
E: WEEKLY TOTAL →				
(F) FORECAST WORK ITEM PRICE				
F: WEEKLY TOTAL →				

In the following formulas:
a = priced work
b = other work (unpriced)
T = total = a + b

(1) Percent of Total Hours Assigned=
B_T/A_T = _____

(2) Percent Priced Work
Adherence = D_a / B_a = _____

(3) Percent Other Work
Adherence = D_b / B_b = _____

(4) Percent Total Loading Adherence =
D_T/B_T = _____

(5) Percent Priced Work Efficiency =
E_a / B_a = _____

(6) Percent Other Work
Efficiency = E_b / C_b = _____

(7) Percent Total Work Efficiency =
E_T/C_T = _____

(8) Percent Priced Work Forecast Deviation =
$(B_a - F_a)$ / B_a = _____

(9) Percent Other Work Forecast Deviation =
$(B_b - F_b)$ / B_b = _____

(10) Percent Priced Work =
C_a / A_T = _____

(11) Percent Other Work =
C_b/A_T = _____

(12) Percent Total Work =
C_T/A_T = _____

(13) Percent Unknown =
$(A_T - C_T)/A_T$ = _____

NOTES:
1. Loadable hours available are the total work hours available for all types of work. This number should be the same for all work categories evaluations.
2. In order to calculate true percentage with above values, multiply all values by 100.

Fig. 1—FCC/FWS Evaluation Form Exhibit (2.02, 2.05, 2.06, 2.07, 2.09)

OPERATIONAL REVIEW CHECKLIST

DISTRIBUTING FRAME

CATEGORY NO.	ITEM	FCC/FWS	FRAME	SAT	EX	COMMENTS

Fig. 2—Operational Review Checklist Format (3.03, 3.04)

OPERATIONAL REVIEW CHECKLIST SUMMARY

DISTRIBUTING FRAMES

OFFICE _____ DATE _____

DISTRICT _____ DIVISION _____

SIZE _____ VERTICALS REVIEWER _____

CATEGORY NO.	REVIEW CATEGORY	SAT ITEMS	EX ITEMS	BAND
1.	ADMINISTRATION			
2.	PERSONNEL			
3.	ENVIRONMENT			
4.	WORK MANAGEMENT			
5.	FORCE MANAGEMENT			
6.	FRAME CONTROL CENTER			
	TOTAL REVIEW			
	SUMMARY COMMENTS			

AVAILABLE POINTS	ACTUAL POINTS
100	

SERVICE AND PRODUCTION RESULTS FOR PAST 6 MONTHS						
MONTH						
SERVICE RESULTS						
COST RESULTS						
SUMMARY COMMENTS						

Fig. 3—Operational Review Checklist Summary Exhibit (3.03, 3.09)

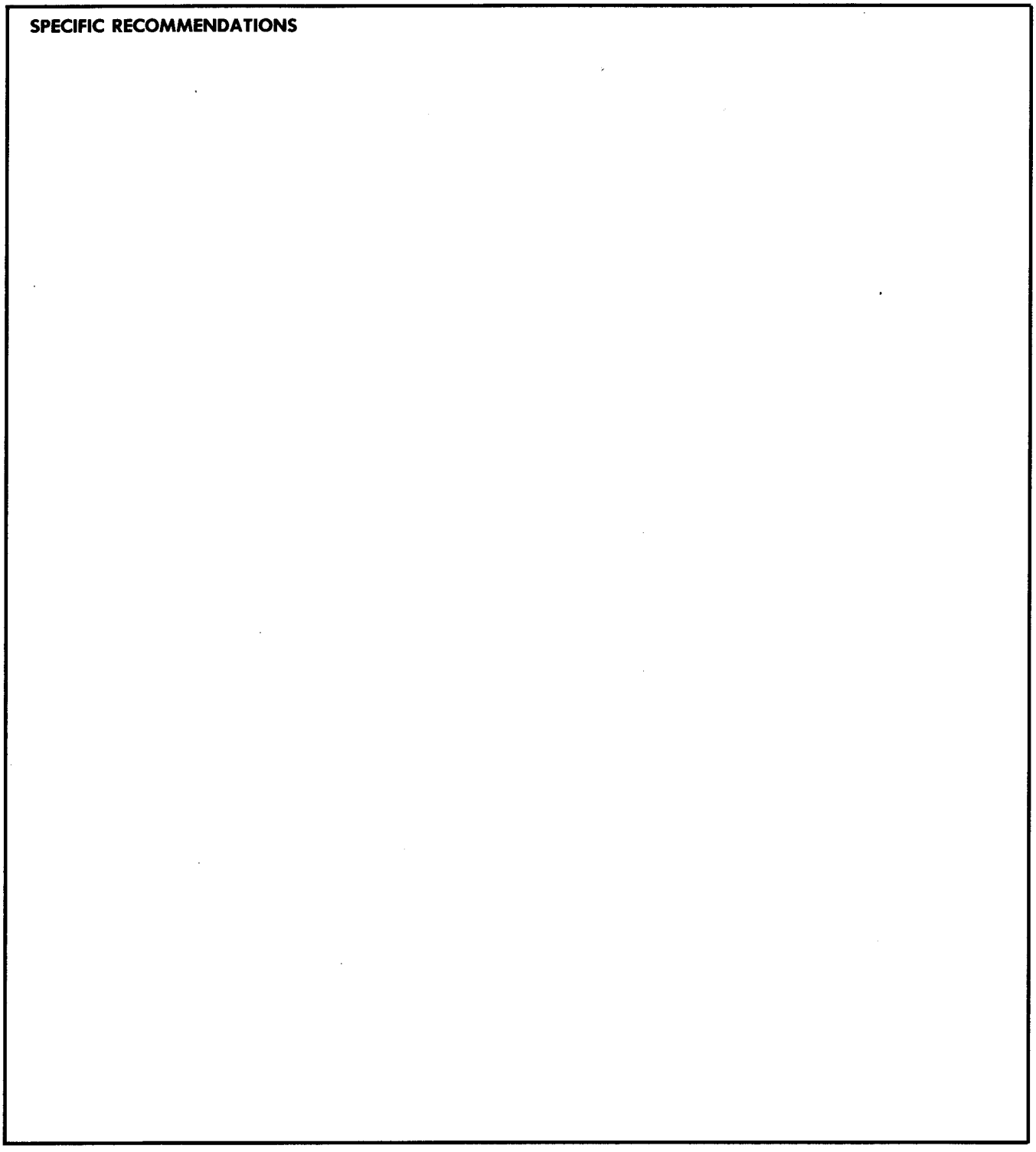

Fig. 4—Specific Recommendations Form Exhibit (3.03)

TABLE A

DOCUMENTATION REFERENCES

BELL SYSTEM PRACTICES	
SECTION	**TITLE**
201-020-511	Operational Reviews—General
201-200-005	Frame Performance Measurement Plan (FPMP)
201-200-010	Frame Force Management Plan (FFMP)
201-200-013	Controlled Maintenance Plan (CMP) for Frame
201-200-014	Frameworker Performance Plan (FPP)
201-200-015	Distributing Frame Operational Review—Procedures
780-125-500	Network Maintenance Management Plan (NMMP)
780-125-502	NMMP—Work Quality Inspection and Evaluation Program
780-125-504	NMMP—Cost Control and Measurement
PROGRAM APPLICATION	
OPA-1Y660-01	Frame Output
OPA-1Y661-01	Frame Work Management
OPA-1Y662-01	COSMIC Frame Management

TABLE B

DISTRIBUTING FRAME OPERATIONAL REVIEW CATEGORIES AND POINT VALUES

CATEGORY NO.	CATEGORY	POINT VALUE
1.	ADMINISTRATION	15
2.	PERSONNEL	15
3.	ENVIRONMENT	20
4.	WORK MANAGEMENT	20
5.	FORCE MANAGEMENT	20
6.	FRAME CONTROL CENTER	10
	TOTAL	100

TABLE C

DISTRIBUTING FRAME OPERATIONAL REVIEW POINTS VERSUS BAND RELATIONSHIP

CATEGORY NO.	BAND RANGE			
	H	O	L	U
1.	13.5— 15.0	12.0—13.4	9.0—11.9	Below 9.0
2.	13.5— 15.0	12.0—13.4	9.0—11.9	Below 9.0
3.	18.0— 20.0	16.0—17.9	12.0—15.9	Below 12.0
4.	18.0— 20.0	16.0—17.9	12.0—15.9	Below 12.0
5.	18.0— 20.0	16.0—17.9	12.0—15.9	Below 12.0
6.	9.0— 10.0	8.0— 8.9	6.0— 7.9	Below 6.0
TOTAL REVIEW	90.0—100.0	80.0—89.9	60.0—79.9	Below 60.0

TABLE D

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ADMINISTRATION

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
1.	**ADMINISTRATION**					
1.01	Are "fold down" (responsibility transfer) procedures established and available to personnel?					
1.02	Are Telephone Logs (E-6831), Central Office Logs (E-5457), Document Input Logs (E-10259), Other Work Logs (E-6623), and/or equivalent forms available?					
	(a) Are all verbal and written work or information requests logged properly?					
	(b) Is the logging procedure adequate for locating pending requests, monitoring status, and ensuring that the request is closed out properly?					
	(c) Are the logs reviewed to ensure that work time is not excessive, close-out time is reasonable, and information is complete?					
	(d) Can specific programmable items found on logs be readily located in the appropriate pending work file?					
	(e) Are there some telephone inputs which could or should be document inputs?					
1.03	Have priorities for handling short-term demand items been established and are they being followed?					
	(a) Is there a procedure list?					
	(b) Is there some action taken on all items?					
	Emergency Procedures					
1.04	Is an emergency procedure binder available?					
	(a) Does it contain current emergency procedures?					

TABLE D (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ADMINISTRATION

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
1.	**ADMINISTRATION (Contd)**					
	Emergency Procedures (Contd)					
	(b) Does it contain emergency telephone numbers of supervisors, craft personnel, building maintenance, etc?					
	(c) Are telephone numbers current?					
1.05	Are frameworkers aware of emergency procedures?					
1.06	Do frameworkers know the location of the emergency binder?					
1.07	Are all alarms and lights in working condition to indicate trouble conditions?					
	Security					
1.08	Are frame supervisors aware of identity and the security responsibilities of the building security persons?					
1.09	Is access to the frame controlled?					
1.10	Are approved admission procedures followed?					
	Cable Transfers					
1.11	Does the frame supervisor or appointed representative attend cable transfer meetings?					
1.12	Are the estimated times provided for completion of each individual cable transfer?					
	(a) Is the Cable Transfer Administration Plan (CTAP) log or equivalent used to summarize the status of cable transfers?					
	(b) Is cable transfer status current (CTS or OPN reports—Computer System for Main Frame Operations [COSMOS] or equivalent support system reports)?					

TABLE D (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ADMINISTRATION

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
1.	ADMINISTRATION (Contd)					
	Cable Transfers (Contd)					
	(c) Are all incompleted cable transfers less than 30 days old?					
	(d) What action was taken to clear or complete old (over 30 days) pending transfers?					
	(e) Are frame personnel adhering to CTAP procedures?					
	Document Availability					
1.13	Are the required documents readily available to the craft persons and supervisor?					
	(a) Are the documents in good condition and are the latest issues in the office?					
	• Bell System Practices (BSPs)? • Main frame equipment location charts? • Equipment Test Lists (ETLs)? • Support System Work Modules?					
	(b) Are all documents on standing order?					
1.14	Is the Frame Control Record (Form E-5497) maintained?					
1.15	Are all applicable distributing frame routines (ETLs) scheduled either by the use of Form E-5451 or a mechanized ETL system?					
	(a) Are routines completed as scheduled?					
	(b) If not, are explanations provided?					

TABLE D (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ADMINISTRATION

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
1.	ADMINISTRATION (Contd)					
	Document Availability (Contd)					
1.16	Compare entries on the trouble tickets for 5 consecutive days. Are figures accurately recorded?					
1.17	Are there trouble tickets or log records for all trouble reports?					
	Network Cost Results Plan					
1.18	Are results tabulated on a regular schedule?					
1.19	Are E-5214, E-4907, E-4419, or E-4420 forms used for results tabulation? If not, are forms in use compatible with plan? ***Note:*** COSMOS FOS will provide E-4420 data.					
1.20	Are the persons tabulating results trained adequately to provide accurate counting? Are there periodic checks by management to validate tabulation?					
1.21	Using available documentation, verify the reported result for two line items on the E-4419 form and two line items on the E-4420 form. (Use the last available month.) (a) Does the reported number agree with the available documentation? (b) Can the reason for the difference be established? Reasons could be tabulation error, interpretation, training, or unknown. Differences require investigation only where the published result is affected.					

TABLE D (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ADMINISTRATION

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
1.	ADMINISTRATION (Contd)					
	Frame Performance Measurement Plan					
1.22	Have service objectives been established?					
1.23	Are the objectives reasonable (attainable)?					
1.24	Are the established objectives being met?					
1.25	If results do not achieve the objective, is there local analysis to identify the reason?					
1.26	Are positive steps being taken to meet objective service results?					
1.27	Review FRMP forms (E-10341, E-10342) for the past 3 months? Are failure totals in agreement with adjusted Trouble Report Evaluation and Analysis Tool (TREAT) reports.					

CATEGORY 1.—ADMINISTRATION		
AVAILABLE POINTS	ACTUAL POINTS	BAND

TABLE E

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
PERSONNEL

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
2.	**PERSONNEL**					
	Training					
2.01	Is a training record (Form E-5491) established and kept current on each frameworker (see Section 201-200-010)?					
2.02	Is formal training followed with on-the-job training and evaluation?					
2.03	Are both formal and on-the-job training documented on the training record (Form E-5491)?					
2.04	Is the training keeping pace with the introduction of new features and equipment?					
2.05	Have all frameworkers with 6 months or more time on the job been adequately trained to perform all normal tasks (see Section 201-200-014)?					
	Craft Performance					
2.06	Are Forms E-6955-A and E-6955-B or equivalents maintained on each worker in accordance with local instructions?					
2.07	Are work items of each frameworker checked for quality?					
2.08	Are all types of work performed by frameworkers included in the quality checks?					
2.09	Are all frameworkers measured for quantity?					
2.10	Are FPP results documented as generated, even if the results appear abnormal (see Section 201-200-014)?					
2.11	Are performance checks for quality and quantity scheduled at reasonable intervals and performed regularly?					

TABLE E (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
PERSONNEL

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
2.	PERSONNEL (Contd)					
	Craft Performance (Contd)					
2.12	Are corrective action programs initiated to improve performance, when required?					
2.13	Are FPP items discussed with frameworkers on an ongoing basis?					
2.14	Is required training, as a result of unsatisfactory inspection items, noted on Form E-6954? Upon completion of training, is it entered on the frameworker's training record?					
	Absence and Tardiness					
2.15	Are absence and tardiness records kept on each employee?					
2.16	Is documentation detail adequate? Is documentation of discussions specific?					
2.17	If there are any absence or tardiness problems, has reasonable corrective action been taken?					
2.18	Are records periodically reviewed and noted by the manager?					
	Other					
2.19	Select a minimum of 10 completed Load and Work Time Records (E-6843 or equivalent) for frameworkers and determine the following: (a) Are hours worked ie, regular (REG), extra (EXT), premium (PREM) entered? (b) Are clock hours worked entered?					

TABLE E (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
PERSONNEL

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
2.	**PERSONNEL (Contd)**					
	Other (Contd)					
2.19 (Contd)	(c) Are the frameworker entries started on the next available line after the preloaded items?					
	(d) Are the WORK TYPE and ITEM IDENT columns used correctly when identifying items?					
	(e) Are START TIME, END TIME, and ACTUAL TIME entered?					
	(f) Are DISCP CODES (or % COMPLETION) entered when applicable?					
	(g) Are WORK CODES entered and are they correct?					
	(h) Are remarks entered when necessary and are they specific?					
	(i) Is the actual time spent on loaded work items recorded?					
	(j) When performing work that was not preloaded or when unable to complete work that was preloaded, are job entries complete?					
	(k) Are total hours summarized by WORK CODE (see Section 190-130-150)?					
	(l) In general, is there sufficient detail to determine how frameworker's time was spent?					
	(m) Is there a file for retaining copies of the Load and Work Time Record per local retention requirements?					
	(n) Is the actual time spent on trick work consistent with that estimated in the Loading Guide?					

TABLE E (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
PERSONNEL

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
2.	PERSONNEL (Contd)					
	Other (Contd)					
2.19 (Contd)	(o) Is time spent on loaded work items comparable with the time estimates found on the FCC copy of the work records?					
	(p) Does a review of completed work indicate work is charged to proper accounts?					
	(q) Are time charges checked each day by a supervisor?					
2.20	Taking a sample of ten recently completed service orders and one recently completed transfer (cable transfer, line equipment transfer, etc), evaluate the following (see Sections 201-200-001 and 201-200-013):					
	(a) Wire placement (proper shelf, routing rings, slack, etc)					
	(b) Wire removal on change, disconnect, and transfer activity					
	(c) Proper wire type (gauge, 2-wire versus 4-wire, color, etc)					
	(d) Terminations (solder, wire wrap, etc)					
	(e) Protection (coils, special protection, etc)					
	(f) Completion, all main distributing frame (MDF) and equipment (EQUIP) jumpers ran and terminated (verify all leads associated with billing)					
	(g) Properly intercepted					
	(h) T-zone areas					
	(i) Tests					

TABLE E (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
PERSONNEL

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
2.	PERSONNEL (Contd)					
	Other (Contd)					
2.20 (Contd)	(j) Completion of logs and records					
	(k) Filing					
	(l) COSMOS or equivalent — verify that data base reflects same information as work orders.					
2.21	Is the quality of the overall job satisfactory?					
2.22	Is there evidence that training is needed in particular areas?					
2.23	Are all temporary shoes, which are still connected, logged on the Speaker Activity Log (Form E-6625) or equivalent?					

CATEGORY 2.—PERSONNEL		
AVAILABLE POINTS	ACTUAL POINTS	BAND

TABLE F

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ENVIRONMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
3	ENVIRONMENT					
	Safety					
3.01	Is the Accident Prevention Plan in effect (see Accident Prevention Plan Administration Guide)?					
3.02	Are both safety knowledge reviews and safety observations being performed in accordance with the Accident Prevention Plan?					
3.03	Are environmental reviews conducted semiannually?					
3.04	Are all reviews, safety and environmental, scheduled and loaded by the control centers?					
3.05	Is the building and surrounding property observed to be free of safety hazards?					
3.06	Are safety programs and safety meetings scheduled and loaded by the control center?					
3.07	Were all craft persons observed by the reviewer working safely?					
3.08	Is approved eye protection worn by all personnel whenever they are performing, observing, or supervising a work operation?					
3.09	Are electrical tools and wiring free of safety hazards?					

TABLE F (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ENVIRONMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
3	ENVIRONMENT (Contd)					
	Safety (Contd)					
3.10	Are ladder ETLs scheduled and performed?					
	(a) Are rolling and platform ladders free of safety hazards?					
	(b) Do ladders and ladder seats pass tests?					
3.11	Is the frame free of housekeeping hazards (wire coils, cords, etc, on floor)?					
3.12	Are sufficient pairs of rubber gloves available and safe for use (valid inspection date)?					
3.13	Are local company-approved scrap wire containers in use?					
3.14	Is Accident Prevention Plan inspection and review up to date for all personnel?					
	Fire					
3.15	Is there an adequate fire alarm system installed and operative in the distributing frame area (see Section 770-340-300)?					
3.16	Are smoke detection devices and/or fire alarms routined at scheduled intervals?					

TABLE F (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ENVIRONMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
3.	ENVIRONMENT (Contd)					
	Fire (Contd)					
3.17	Are routines scheduled and loaded by the control center?					
3.18	Are procedures posted for responding to a fire alarm?					
3.19	Is NO SMOKING enforced in unauthorized areas?					
3.20	Are exits, stairways, and outside fire escapes free of obstructions?					
3.21	Are exits clearly marked?					
3.22	Is combustible trash (scrap wire, etc) removed daily?					
3.23	Is an evacuation plan available and are employees aware of their duties under the plan?					
3.24	Are craft persons knowledgeable about fire alarms and fire-fighting procedures?					
3.25	Does the supervisor periodically review fire-fighting procedures with craft persons?					
3.26	Are all necessary fire extinguishers, gloves, and tarpaulins available, properly inspected (inspection tags up to date, etc), and in satisfactory condition?					
	First Aid					
3.27	Is there an adequate first aid kit located in the frame area?					

TABLE F (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ENVIRONMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
3.	ENVIRONMENT (Contd)					
	First Aid (Contd)					
3.28	Are the contents of this kit checked regularly to ensure that expended items are replaced?					
3.29	Are lighting, temperature, and background noise levels acceptable?					
3.30	Is there adequate space for efficient operation?					
3.31	Is there adequate space available for all personnel?					
3.32	Are display/status boards in plain view and do they reflect the current status of the area, ie, personnel, office, frame?					
	Station Layout					
3.33	Are workstations and file layout structured for efficient operation?					
	(a) Are workstation, computer, communication, and lighting on standby power?					
	(b) Is there an emergency network communications system provided?					
	(c) Are there proper security measures?					

TABLE F (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
ENVIRONMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
3.	ENVIRONMENT (Contd)					
	Station Layout (Contd)					
3.33 (Contd)	(d) Are documents and records stored in a neat, tidy, and easily accessible manner?					
	(e) Are closets and storage rooms orderly?					
	(f) Is furniture clean and free of defects?					
	(g) Are lights turned off in unoccupied areas?					
	Administrative Roadblock Elimination (See Sections 201-200-001 and 201-200-010)					
3.34	Are adequate quantities of frame supplies and spare tools conveniently available?					
	(a) Are charts and diagrams provided to assist frameworkers with complex work?					
	(b) Have location guides been posted to assist in the location of blocks or terminals?					
	(c) Does stenciling provide easy and accurate identification of cable pairs and equipment terminals?					
	(d) Are sufficient rolling and platform ladders available for use and are they maintained properly?					

CATEGORY 3.—ENVIRONMENT		
AVAILABLE POINTS	ACTUAL POINTS	BAND

TABLE G

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.	**WORK MANAGEMENT**					
	General					
4.01	Are all frameworkers loaded for their total shift length?					
4.02	Does the loading method (or report-back method) allow sufficient time to reload for the next day? Is this a problem?					
4.03	Are Work File Face Sheets (or equivalent) being used on work items requiring multiple loading steps, coordination efforts, completion notification, or other tracking requirements?					
4.04	Is there a pricing guide established for all wire work?					
4.05	Is there a pricing guide established for all nonwire work, Maintenance Center assistance, desk work, etc?					
4.06	Are work prices reviewed periodically to ensure it represents optimum work times?					
	Work Files					
4.07	Are work orders (service orders, etc) destroyed after the required retention period (company record retention schedule)?					
	DIP Administration (See Section 190-520-007)					
4.08	Are load factor parameters set as directed in Section 190-520-007?					

TABLE G (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.	WORK MANAGEMENT (Contd)					
	DIP Administration (See Section 190-520-007)(Contd)					
4.09	Are "M," "JL," and "R" set for maximum DIP creation and reuse? ***Note:*** This should also include all classes of service within load guidelines set to DIP (residential, business centrex, circuit numbers).					
4.10	Is their DIP reuse reasonable? Has reason been identified for unreasonable rate?					
	Trough Congestion					
4.11	If purge is required, are purge routines maintained to meet spare OE requirements (1 week)?					
4.12	Is trough buildup and tie pair usage plotted monthly on COSMOS FDR report?					
4.13	Is there distributing frame shelf or through congestion?					
4.14	Has the cause for congestion been determined?					
4.15	Has a corrective action program been established and in use to control or reduce shelf congestion (see Section 190-520-220)?					

TABLE G (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.0	WORK MANAGEMENT (Contd)					
	SSP/SSM Verification					
4.16	Compare special protection on distributing frame with Loop Assignment Center (LAC) records in two entire cable counts and verify the following: (a) Of the sample inspected, are all SSP/SSM circuits properly protected? (Verify that all terminations are protected per Bell System Practices.) (b) Is the proper type of protection being used? (c) Of the sample inspected, are there circuits which have special protection, but do not require it? (d) Are LAC SSP/SSM records accurate? (Further investigation beyond records and frame wiring may be required.) (e) Is the error rate acceptable? • Distributing frame? • LAC records?					
	Questions 4.17 through 4.22 apply to COSMOS Frame Work Management (FWM) environments.					
	COSMOS					
4.17	Are all orders which can be priced identified and priced in the work package table? If not, what is the reason?					
4.18	Are work package types designed to provide: (a) Reasonably sized work packages? (b) Simplified order statusing and completion?					

TABLE G (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.0	WORK MANAGEMENT (Contd)					
	COSMOS (Contd)					
4.19	Are work orders assembled in accordance with local instructions?					
	(a) Are there instructions on using PAK A transactions?					
	• When to review pending work? • When to assemble packages? • What order types to assemble?					
	(b) Are there instructions on using PAK summaries?					
	• Overdue packaged work? • Overdue unpackaged work? • Future work?					
	(1) Is frequency reasonable?					
	(2) Is UFO used whenever possible instead of PAK summary?					
	(c) Are there instructions for craft detailing:					
	• When to print work packages (verbal go ahead or at a specific time)? • Which work packages to print?					
	(d) Are there detailed instructions for the following functions?					
	• Discrepancy reporting? • Order statusing? • Completions?					

TABLE G (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.0	WORK MANAGEMENT (Contd)					
	COSMOS (Contd)					
4.19 (Contd)	(e) Is advance assembly and packaging limited to minimize the Administrative Messages (ADM) created by changes to orders pulled far in advance?					
4.20	(a) Are there instructions for handling ADM, assignment change ticket (ACT), maintenance change ticket (MCT), and Circuit Provision Center (CPC) orders?					
	(b) Do the instructions provide for proper surveillance and response, and eliminate intercenter calls?					
4.21	Are ADM orders analyzed to ensure work orders are not bypassing the packaging table?					
4.22	Are non-FWM compatible transactions effectively blocked by using FWM?					
	Questions 4.23 and 4.24 apply to the COSMOS non-FWM environment.					
4.23	Are there instructions handling routines with COSMOS transactions? (printing, sorting, pricing, packaging)?					
4.24	Are machines monitored for HOT messages?					
	Questions 4.25 through 4.31 apply to all COSMOS environments.					
4.25	Are change due date (CDD), modification, correction, and withdrawal messages promptly matched to ensure that the correct action is taken?					

TABLE G (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.0	WORK MANAGEMENT (Contd)					
	COSMOS (Contd)					
4.26	Are the COSMOS reports used daily to identify active work? • Overdue frame orders? • Pending frame orders? • Go aheads due and overdue? • Discrepancies? • Special service design orders, etc? • Future work?					
4.27	Are too many reports pulled? Are reports pulled too frequently? Do the reports that are pulled have a purpose?					
4.28	Is statused overdue work list excessive? Is there an action plan set up to control the list?					
4.29	Are orders/packages statused or completed promptly by frame attendants (within 2 hours, not later than the end of the tour)?					
4.30	Are manual logs used where COSMOS could be used?					
4.31	(a) Has data base accuracy evaluation procedure (eg, VER routine) been established with the data base manager (see Section 201-200-013)? (b) Does the frame complete the VER routine promptly (see Section 201-200-013)? (c) COSMIC* main distributing frames or modular frames: Are data base generator circuit checking routines regularly scheduled and completed (see OPA-1Y662-01)?					

* Trademark of Western Electric.

TABLE G (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.0	WORK MANAGEMENT (Contd)					
	Other					
4.32	Are written work requests being generated by the supervisors when required (interview supervisor)?					
4.33	Review a sample of completed work request: (a) Is it being completed properly? (b) Is there a difference in the time estimates of estimated and actual? (c) Are actual times posted on the completed Work Request? Are the actual times compared to estimated times?					
4.34	Is the completed work properly identified?					
4.35	Taking a recently completed Form E-6622 or equivalent form and a sample (ten) of the associated work orders or work packages, verify the following: (a) Is the appropriate number of items or lines entered in the ITEMS or LINES column? (b) Is the appropriate information being recorded in the proper columns? (c) Are all ***completed*** bulk service order items recorded on lines 30 and 31? (d) Is all ***completed*** productive work being entered on the Daily Central Office Frame Activity Log (Form E-6622) or equivalent form?					

TABLE G (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.0	WORK MANAGEMENT (Contd)					
	Other (Contd)					
4.36	Select Form E-6622 for the 5 preceding days and verify the following: (a) Are TOTALS (line 32) being accurately computed? (b) Do the hours recorded in Section E of E-6622 include borrowed hours, if applicable?					
4.37	Review a recently completed E-6624 form or equivalent form for the following: (a) Is the E-6624 or an equivalent form maintained and reviewed on a monthly basis? (b) Is discrepancy rate high, consistently 5 percent or more of the total lines? (c) Are zero due dates excessive, ie, do zero due date orders prevent efficient force loading? (d) Is the level of late orders excessive? For example, if the late order cutoff is 3:00 pm, does the number of orders received after 3:00 pm usually require overtime to complete? (e) Do nonorder hours seem to be used to fill the work day? Does percent efficiency appear constant while nonorder hours fluctuate significantly?					

TABLE G (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
WORK MANAGEMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
4.0	WORK MANAGEMENT (Contd)					
	Other (Contd)					
4.38	If questions 4.37(a), (b), (c), or (d) are answered "yes" or exception (EX), determine what actions have been taken; such as, analysis of the problem, interface agreements, and corrective action. Is the action adequate?					

CATEGORY 4.—ADMINISTRATION		
AVAILABLE POINTS	ACTUAL POINTS	BAND

TABLE H

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
FORCE MANAGMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
5.	FORCE MANAGEMENT					
	Force Management					
5.01	Are force assignments designed to meet incoming work in the most efficient manner?					
5.02	Are productive tours scheduled to obtain minimum number of maximum size packages?					
5.03	Is programmable work used to complete full tour work packages rather than pulling future due dates (in excess of 4 days) except when the job size warrants the advance?					
5.04	Are work assignments adjusted to meet forecast work volumes?					
5.05	Are programmable work assignments established at the start of the tour?					
5.06	Are daily load and work time records prepared for all employees?					
5.07	Does the daily load and work record show the preloaded work or work assignment?					
	Forecasting					
5.08	The following applies to forecasting methods: (a) Is there a daily forecast (Form E-6619 or equivalent) prepared? (b) Are all significant work categories included?					

TABLE H (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
FORCE MANAGMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
5.	FORCE MANAGEMENT (Contd)					
	Forecasting (Contd)					
5.09	How have category forecasts been developed for demand load? • Plain Old Telephone Service (POTS), Maintenance Center, etc. • Special Service • Routine.					
5.10	Is the actual work load regularly matched with the forecast load?					
5.11	What is the forecast accuracy? (a) If there is a consistent and significant variation; has it been analyzed? (b) What is the cause? (c) What action has been taken?					
	Work Assignment Lists					
5.12	Are job descriptions (Work Assignment Lists) and trick duty descriptions posted in a conspicuous place? (a) Do the job descriptions and trick duties contain a description of all applicable work tasks?					

TABLE H (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
FORCE MANAGMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
5.	FORCE MANAGEMENT (Contd)					
	Work Assignment Lists (Contd)					
5.12 (Contd)	(b) Are job and duty descriptions specific enough, so that frameworkers and/or clerks are aware of their responsibilities when working on a particular assignment (see Section 201-200-010)?					
5.13	Are job descriptions, work assignments, and work schedules current?					
5.14	Are there guides or job aids available which would allow a "fill-in" clerk/analyzer to perform the job assigned (interview the supervisor)?					
5.15	Is there consolidation of trick work items into a minimum number of tricks?					
5.16	Is there a specific job assignment for each craft person?					
5.17	Do work assignments indicate that all craft personnel are efficiently utilized for the full tour?					
5.18	Are the personnel working on their assigned duties?					
5.19	Is there a program to identify and eliminate roadblocks as a result of the supervisor's work observations?					
	Loading Sheets (Forms E-6843 or E-6620)					
5.20	Are there copies of the loading sheets in the FCC and/or frame area?					
	(a) Are they properly completed?					
	(b) Are they current?					

TABLE H (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
FORCE MANAGMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
5.	FORCE MANAGEMENT (Contd)					
	Loading Sheets (Forms E-6843 or E-6620) (Contd)					
5.21	Does the distribution of time and types of work reflect the Work Assignment Lists?					
	Efficiency (see Section 201-200-010)					
5.22	Are daily time and work logs returned to the FCC?					
5.23	Is a check made that all the loaded work is completed and in the time allocated?					
5.24	Are frame attendant load efficiencies developed?					
5.25	Are building load efficiencies developed?					
	Load Effectiveness					
5.26	Using the work force load and work time records for 2 days or a minimum of 25 records, verify loading effectiveness and efficiency. Refer to Part 2 and Fig. 1 of Section 201-200-015 to compute the following items: (a) ***% Loaded Hours:*** Verify that all available work hours are allocated and/or loaded by the control center at the start of work tours. (b) ***% Loaded Hours Completed:*** Check the amount of loaded work (hours) that are indicated as completed against the hours that are loaded.					

TABLE H (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
FORCE MANAGMENT

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
5.	FORCE MANAGEMENT (Contd)					
	Load Effectiveness (Contd) (c) ***% Work Efficiency:*** Measure the priced hours for all work completed against the hours charged for the work. (d) ***Loading Adherence:*** Measure the hours performed on the work loaded to the frame worker by the control center against the total hours charged by the frameworker.					

CATEGORY 5.—FORCE MANAGEMENT		
AVAILABLE POINTS	ACTUAL POINTS	BAND

TABLE I

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
FRAME CONTROL CENTER

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
6.	FRAME CONTROL CENTER					
	This part may relate to an actual point in one or more of the following: • A frame in an FWS environment • A frame in an FCC environment • A frame in an SCC environment • A frame in an NTEC environment.					
6.01	Does the FCC perform time-reporting functions for the frame forces?					
6.02	Does the FCC perform work unit tallies for controlled frame locations?					
6.03	Does the FCC prepare all administrative reports?					
6.04	Is material ordering for controlled frames centralized in the FCC?					
6.05	Does the FCC intercept all telephone and mail for supported wire center?					
6.06	Is the FCC providing trouble ticket number and class to the frame?					
6.07	Are all types of frame oriented work loaded by the FCC?					
6.08	Has there been any change in overall productivity since FCC implementation?					

TABLE I (Contd)

DISTRIBUTING FRAME OPERATIONAL REVIEW CHECKLIST
FRAME CONTROL CENTER

CATEGORY NO.	ITEM	FCC	FRAME	SAT	EX	COMMENTS
6.	FRAME CONTROL CENTER (Contd)					
6.09	Has there been an improvement in overall performance since FCC implementation? (a) Missed due dates? (b) Number or type of craft, technical versus clerical? (c) Frame trouble codes, etc?					
6.10	(a) Are completed trouble tickets forwarded to the FCC, if appropriate? (b) Are tickets properly completed and coded? (c) Are trouble tickets generated in the frame initialed by the frame supervisor?					
6.11	Are the administrative functions listed in other sections centralized properly in the center or are these functions being performed in the field?					
6.12	Is the center performing field reporting functions which can better be performed in the field? ***Note:*** All or a major part of the administrative functions listed in the preceding sections should be performed in the centralized frame administration location.					

CATEGORY 6.—FRAME CONTROL CENTER		
AVAILABLE POINTS	ACTUAL POINTS	BAND