CUSTOMER TROUBLE REPORT ANALYSIS PLAN

GENERAL

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1.01 The Customer Trouble Report Analysis Plan (CTRAP) is designed to assist the repair service people in achieving complete customer satisfaction, minimum customer trouble reports and low operating costs. It provides manual and mechanized procedures for:

— Recording trouble reports and developing trouble history on individual customer's service.

— Accumulating trouble statistics for service measurement and administrative purposes.

— Providing broad-gauge report trend data on customer service that will help determine what analysis and corrective action might be necessary.

1.02 This Plan includes new mechanized features. These substantially ease the burdens of summarizing trouble reports, collecting daily administrative statistics, and accumulating analysis data. Some analysis data are furnished regularly. Other analysis data, in many useful arrangements, can be readily obtained from Data Processing as needed locally. *But remember,* a computer cannot think and analyze. It can only accumulate and arrange data as directed. Only repair service people can analyze. They *must* apply the thinking that finds reasons and develops plans for the corrective action that will result in better service and lower costs. However, remember that a computer will pour out paper on demand. *Therefore, when a particular analysis has solved a problem, stop collecting data on that one.*

1.03 The Customer Trouble Report Analysis Plan (CTRAP) has eleven parts:

(a) 660-100-010 General — discusses the purpose of the Plan.

(b) 660-100-011 Categories of Trouble Reports and Classes of Service Measured — defines trouble reports and the services covered in this Plan and the Exchange Maintenance Service Results (EMSR) Plan.

(c) 660-100-012 Customer Service Quality Indicators — MC SIRBAN — defines service quality indicators used for analysis of customer trouble reports.

(d) 660-100-013 Trouble Reports — Classification Codes and Definitions for the Handling and Analysis of Trouble Reports — Forms E-4736 and E-4736A — covers codes and definitions for manual and mechanized handling of trouble reports to simplify record keeping.

(e) 660-100-014 Manual Trouble Report Ticket — Forms E-4732-1 and E-4732-2 — describes how to use the trouble ticket to record information, to close out, and to file.

(f) 660-100-015 Summaries — Forms E-4737, E-4737A, and E-2700 — describes methods used to summarize trouble data.

(g) 660-100-016 Analyzing Trouble Reports — Manual — tells why we analyze trouble reports and describes the methods, procedures, and forms used to make analyses.

(h) 660-100-017 Mechanization — General Description procedures and Forms — gives an outline of preparations necessary to implement a Mechanized CTRAP program. The forms used to forward information to Data Processing and the forms used to forward information to Plant are covered in detail.

(i) 660-100-018 Mechanized Trouble Report Ticket — Forms E-4732-3 and E-4732-4 — tells how to use the trouble ticket to record information, close out, furnish this information to Data Processing, and file.

(j) 660-100-019 Analyzing Trouble Reports — Mechanized — tells why we analyze trouble reports and describes the methods, procedures, and forms to be used when making analyses.

(k) 660-100-020 Exchange Maintenance Service Results Plan — describes the measurement of repair service from the customer's viewpoint.

2. OBJECTIVES OF THE PLAN

2.01 This Plan will:

(a) Help to meet — and keep — repair service standards with minimum clerical work.

(b) Provide ways to analyze trouble and service data in detail, when needed.

(c) Provide summarized results.

(d) Give information needed to prepare the Exchange Maintenance Index.

(e) Show trends in trouble reports (volumes, causes, etc).

3. HOW THE PLAN WORKS

3.01 The forms used to record trouble report information are described in other sections of this Plan. Provision has been made for procedures to be used for Plant Service Centers that are on:

(a) Manual handling of trouble reports.

(b) Mechanized handling of trouble reports.

3.02 The trouble records required under this Plan are the trouble ticket and the *date-stamped* line card. Trouble tickets, properly completed, and filed in the Plant Service Centers are the trouble histories.

4. SUMMARIES

4.01 To make use of the trouble ticket data, it must be summarized. Plant Service Centers on *manual* reporting do this by needle-sorting. Plant Service Centers on *mechanized* reporting receive summaries from the Data Processing Center. So the Plan provides for summarizing only key items for each report period — the suggested report period being from the 23rd of one month through the 22nd of the next month. Summaries used to record this information are described in other sections of this Plan.

4.02 "Measured stations" as defined in the Exchange Maintenance Service Results (EMSR) Plan, have a trouble report summary form prepared for each report period. Trouble report summaries should be prepared for "unmeasured stations" for local administration.

5. FORWARDING REPORTS

5.01 Send copies of the E-2700 for measured stations in each Company and each Area or State, monthly and annually, to:

Plant Statistics Supervisor
American Telephone and Telegraph Company
195 Broadway
New York, New York 10007

5.02 Send Area or State results as soon as they are available — with Company results following as promptly as possible. Please be sure your reports reach New York as follows:

Monthly — by the 15th of the month following the end of the report period.

Annually — by January 31st of the following year.