



HUTCH ITALY MSTOP FIELD OPERATIONS PROCESS PROCESS ROLL-OUT CLOSURE REPORT

MSTOP PROJECT : RMED HUTCH ITALY

PROCESS ROLL OUT DATE : 02.11.2016

PROCESS GO LIVE DATE : 29.02.2016

OBSERVATION PERIOD : MARCH 2016-SEPTEMBER 2016

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GLOBAL PC-GDF

HUTCH ITALY FIELD OPERATION PROCESS DEPLOYMENT PROCESS REPORT SUMMARY



- ❑ THE FIELD OPERATION PROCESS WENT LIVE ON 29/02/2016.

- ❑ THE FIELD OPERATION PROCESS WAS UNDER OBSERVATION FROM MARCH 2016 TO SEPTEMBER 2016

- ❑ DURING THE OBSERVATION PERIOD REGULAR GOVERNANCE MEETING WERE CONDUCTED ON BIWEEKLY BASIS OR AS ON REQUIRED IN ORDER TO MONITOR THE EFFECTIVE IMPLEMENTATION OF THE PROCESS AND ALSO TO OBSERVE THE BOTTLENECKS IN THE PRACTICAL IMPLEMENTATION OF THE PROCESS DOCUMENT.

- ❑ THE PROCESS KPI'S WERE MEASURED ON MONTHLY BASIS IN ORDER TO OBSERVE THE EFFECTIVENESS OF THE PROCESS DEPLOYMENT AND SHARED WITH ALL THE STAKEHOLDERS

- ❑ GOING FORWARD THE PROCESS DOCUMENT OWNER WILL BE DOMENICO FRANCO(DISPATCHING CENTER MANAGER)

- ❑ GOING FORWARD THE PROCESS KPI OWNER WILL BE DOMENICO FRANCO(DISPATCHING CENTER MANAGER).

HUTCH ITALY-FIELD OPERATION PROCESS

PROCESS KPIS DATA OWNERSHIP AND FREQUENCY



MSTOP Field operations Process KPI measurement-Hutch Italy			
KPI	Measurable/Non Measurable	Responsible	Frequency
FO001-(Percentage of Corrective WO Completed within WLA Time – Serious)	Measurable	DC governance team(Domenico Franco)	Monthly
FO002-(Percentage of Corrective WO Completed within WLA Time – Major)	Measurable	DC governance team(Domenico Franco)	Monthly
FO003-Percentage of Corrective WO Completed within WLA Time – Medium	Measurable	DC governance team(Domenico Franco)	Monthly
FO004-(Percentage of Corrective WO Completed within WLA Time – Minor)	Measurable	DC governance team(Domenico Franco)	Monthly
FO005-Percentage of Preventive Maintenance WO completed within WLA Time	Non Measurable Under Present Contract	DC governance team(Domenico Franco)	Monthly
FO006-Percentage of Planned Maintenance WO completed within WLA Time;	Measurable	DC governance team(Domenico Franco)	Monthly
FO007-Percentage of Implementation WO completed within WLA Time;	Measurable	DC governance team(Domenico Franco)	Monthly
FO008-Percentage of Provisioning WO completed within WLA Time;	Measurable	DC governance team(Domenico Franco)	Monthly
FO009-Number of WO completed outside WLA Time, caused by missing Spare Parts / Tools;	Measurable	DC governance team(Domenico Franco)	Monthly
FO010-Number of failures to provide physical site access;	Non Measurable Under Present Contract	DC governance team(Domenico Franco)	Monthly
FO011-Average Travel Time;	Measurable	DC governance team(Domenico Franco)	Monthly

HUTCH ITALY-FIELD OPERATION PROCESS

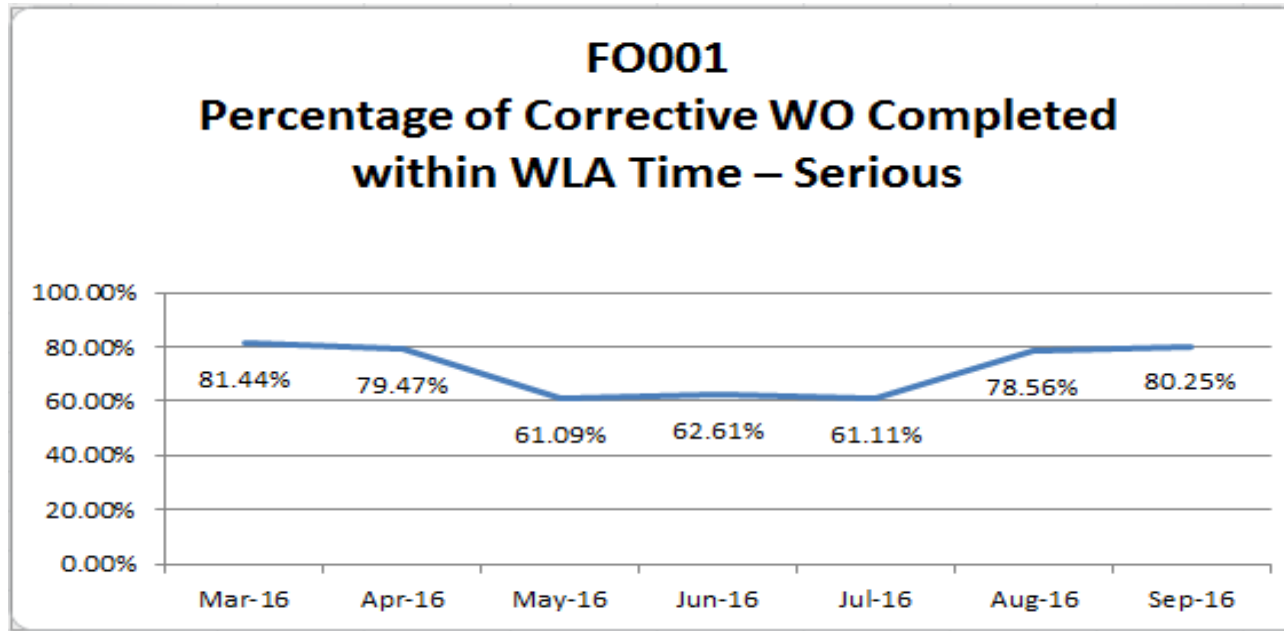
PERFORMANCE INDICATORS DATA OWNERSHIP AND FREQUENCY



Performance indicators related to Field Operations processes			
PI	Description	Measurable/Non measurable	Frequency
1	Number of repetitive visits per site per corrective WO during the month	Measurable	Monthly
2	Number of total deferred internal WO's during the month	Measurable	Monthly
3	Number of total deferred external WO's during the month	Measurable	Monthly
4	Average response time for corrective Priority 1 (till FT accept)	Measurable	Monthly
5	Average response time for field tech (dispatched till FT accept)	Measurable	Monthly
6	Average Time on Site of resolved corrective WO's	Measurable	Monthly
7	Average Time on Site of resolved preventive WO's	Measurable	Monthly
8	Average Time on Site of resolved planned WO's	Measurable	Monthly
9	Average Time on Site of resolved provisioning WO's	Measurable	Monthly
10	Average Time on Site of resolved implementation WO's	Measurable	Monthly
11	Average Number of total WO's resolved per technician during the month	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
12	Field technicians utilization during the month	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
13	Number of Site / FT	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
14	Number of corrective / site	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
15	Number of Dispatcher / FT	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
16	Total WO handled per month/ dispatcher	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
17	Number of FT experienced / FT assessed	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
18	Number of Manager /FT	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
19	Number of supervisor /FT	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly
20	Open WO past due date more than a month	Measurable (Common for Both Vodafone and Hutch Italy)	Monthly

PROCESS KPI PERFORMANCE

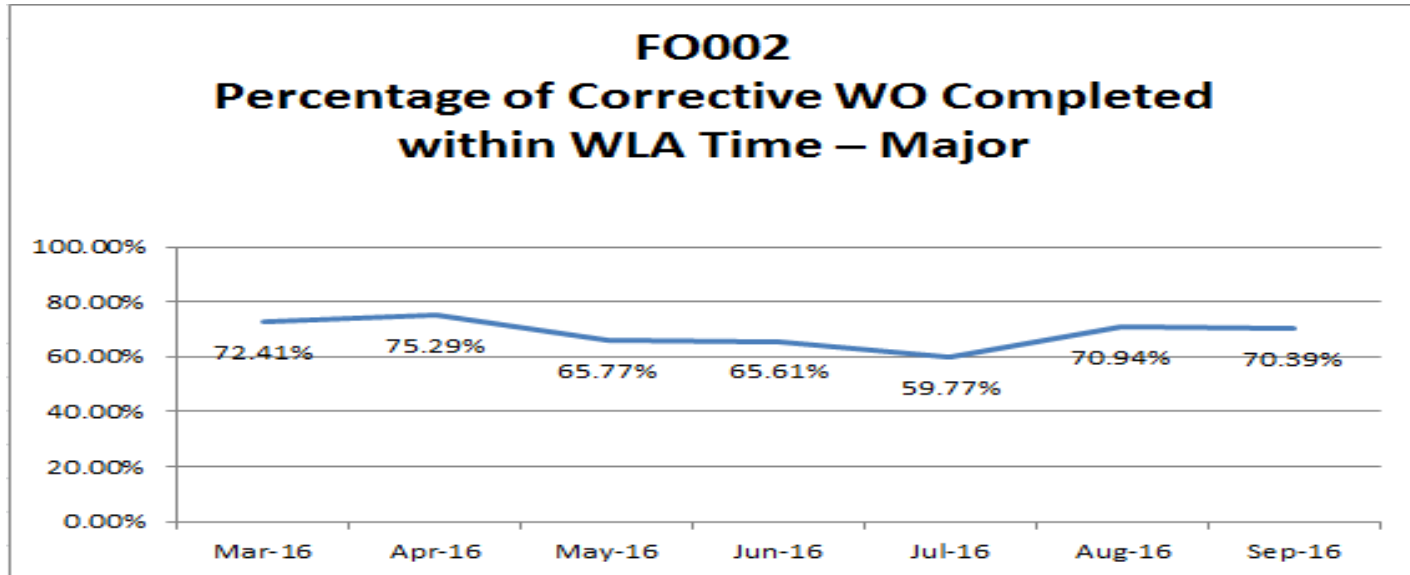
FIELD OPERATIONS PROCESS



FO001(% OF CORRECTIVE WO COMPLETED WITHIN WLA TIME) –A DOWNWARD TREND WAS OBSERVED DURING THE MONTH OF (MAY 2016 TO JULY 2016).HOW EVER A GRADUAL IMPROVEMENT AND STABILITY HAS BEEN OBSERVED FROM AUGUST 2016 TOWARDS. THIS CAN BE ATTRIBUTED TO THE IMPROVED CO ORDINATION AND SUPERVISION BETWEEN CENTRAL DISPATCH AND FIELD TECHNICIAN FOR WORK ORDER(SERIOUS).

PROCESS KPI PERFORMANCE

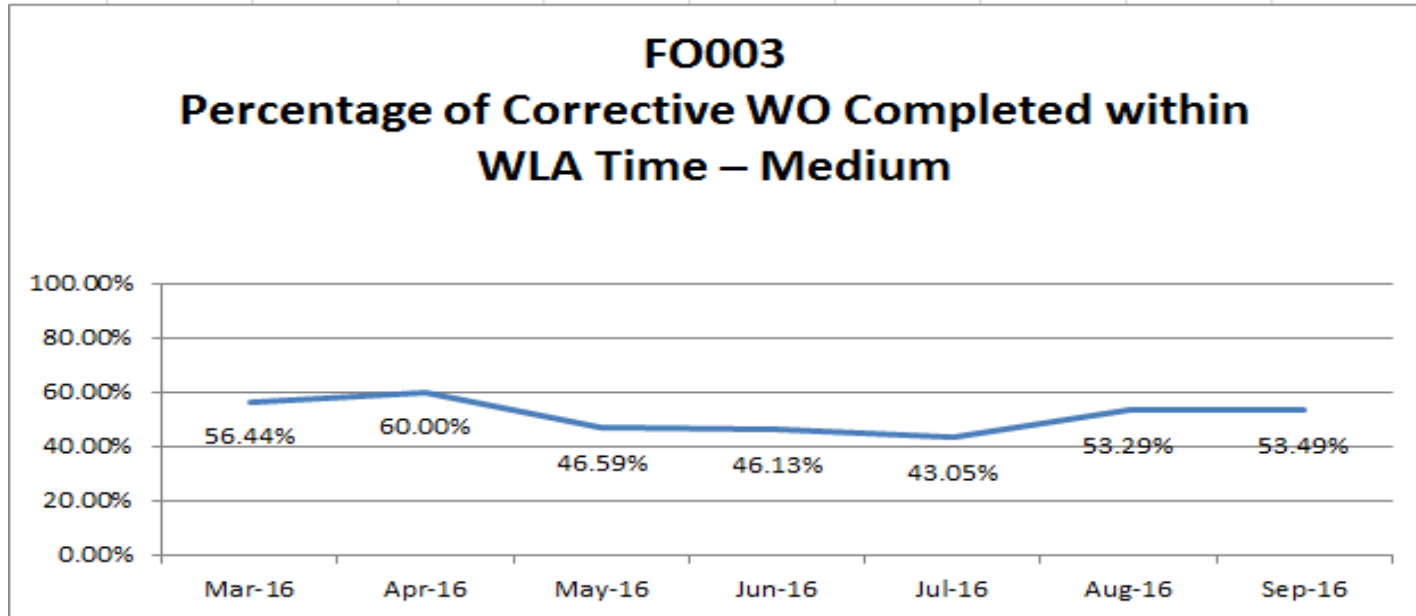
FIELD OPERATIONS PROCESS



FO002(% OF CORRECTIVE WO COMPLETED WITHIN WLA TIME-MAJOR) –A DOWNWARD TREND WAS OBSERVED DURING THE MONTH OF (MAY 2016 TO JULY 2016).HOW EVER A GRADUAL IMPROVEMENT AND STABILITY HAS BEEN OBSERVED FROM AUGUST 2016 TOWARDS. THIS CAN BE ATTRIBUTED TO THE IMPROVED CO ORDINATION AND SUPERVISION BETWEEN CENTRAL DISPATCH AND FIELD TECHNICIAN FOR WORK ORDER(MAJOR).

PROCESS KPI PERFORMANCE

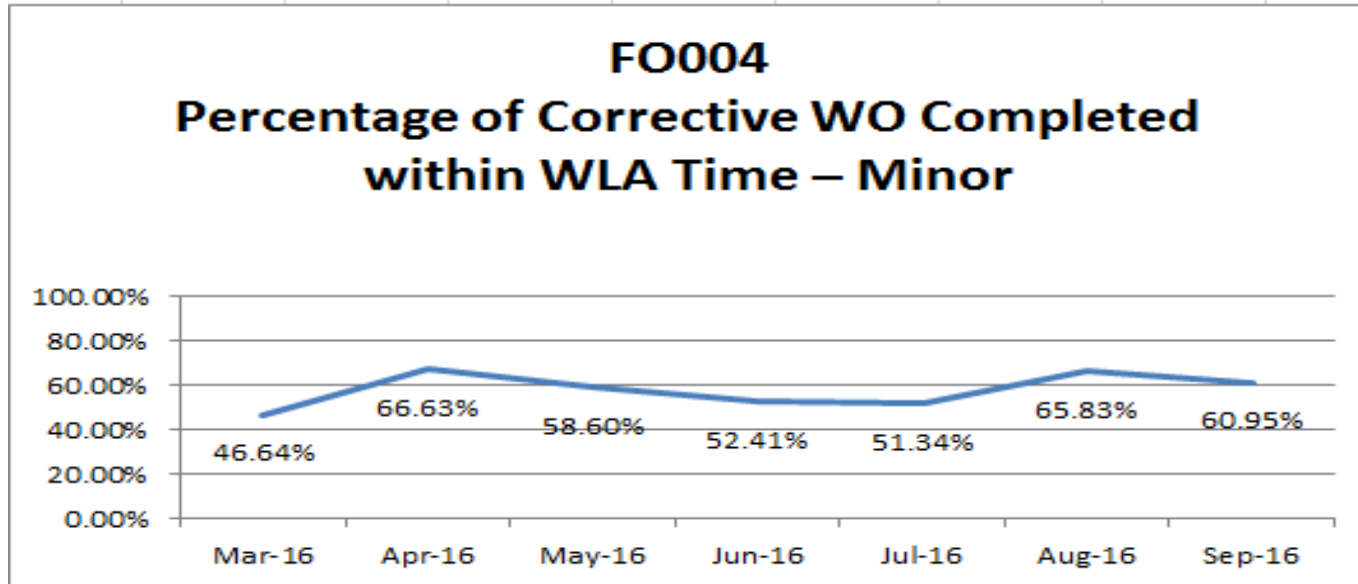
FIELD OPERATIONS PROCESS



FO003(% OF CORRECTIVE WO COMPLETED WITHIN WLA TIME-MEDIUM) –A DOWNWARD TREND WAS OBSERVED DURING THE MONTH OF (MAY 2016 TO JULY 2016).HOW EVER A GRADUAL IMPROVEMENT AND STABILITY HAS BEEN OBSERVED FROM AUGUST 2016 TOWARDS. THIS CAN BE ATTRIBUTED TO THE IMPROVED CO ORDINATION BETWEEN CENTRAL DISPATCH AND FIELD TECHNICIAN FOR WORK ORDER(MEDIUM).

PROCESS KPI PERFORMANCE

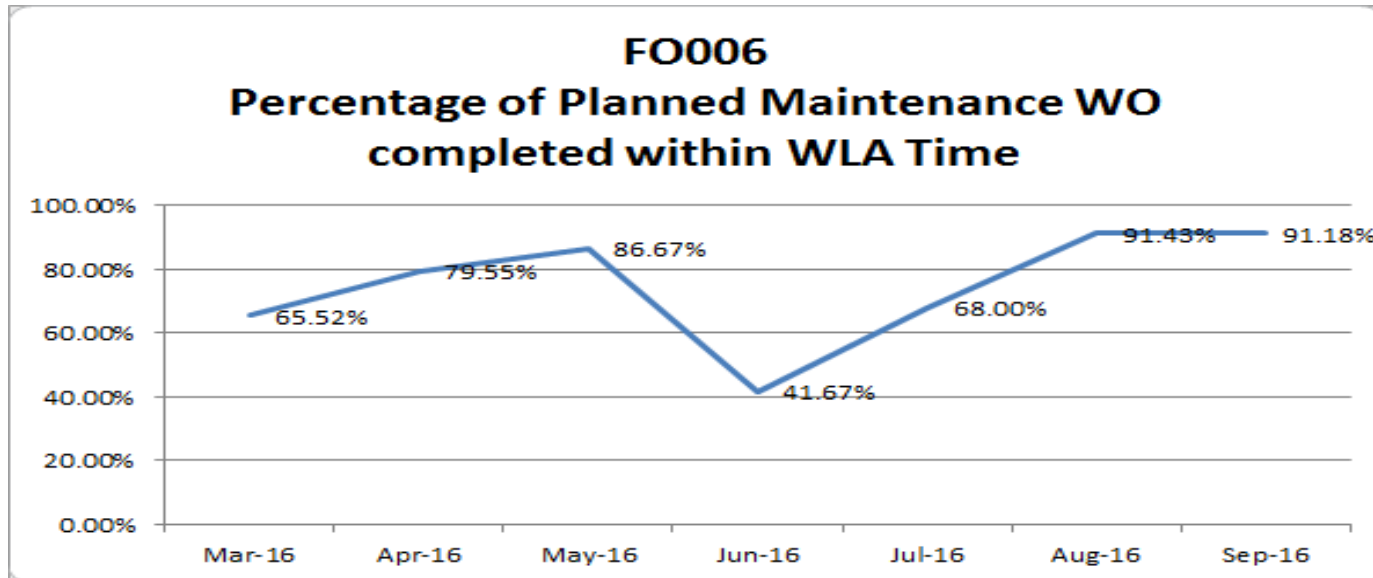
FIELD OPERATIONS PROCESS



FO004(% OF CORRECTIVE WO COMPLETED WITHIN WLA TIME-MINOR) –A DOWNWARD TREND WAS OBSERVED DURING THE MONTH OF (MAY 2016 TO JULY 2016).HOW EVER A GRADUAL IMPROVEMENT HAS BEEN OBSERVED FROM AUGUST 2016 TOWARDS. THIS CAN BE ATTRIBUTED TO THE IMPROVED CO ORDINATION BETWEEN CENTRAL DISPATCH AND FIELD TECHNICIAN FOR WORK ORDER(MEDIUM).

PROCESS KPI PERFORMANCE

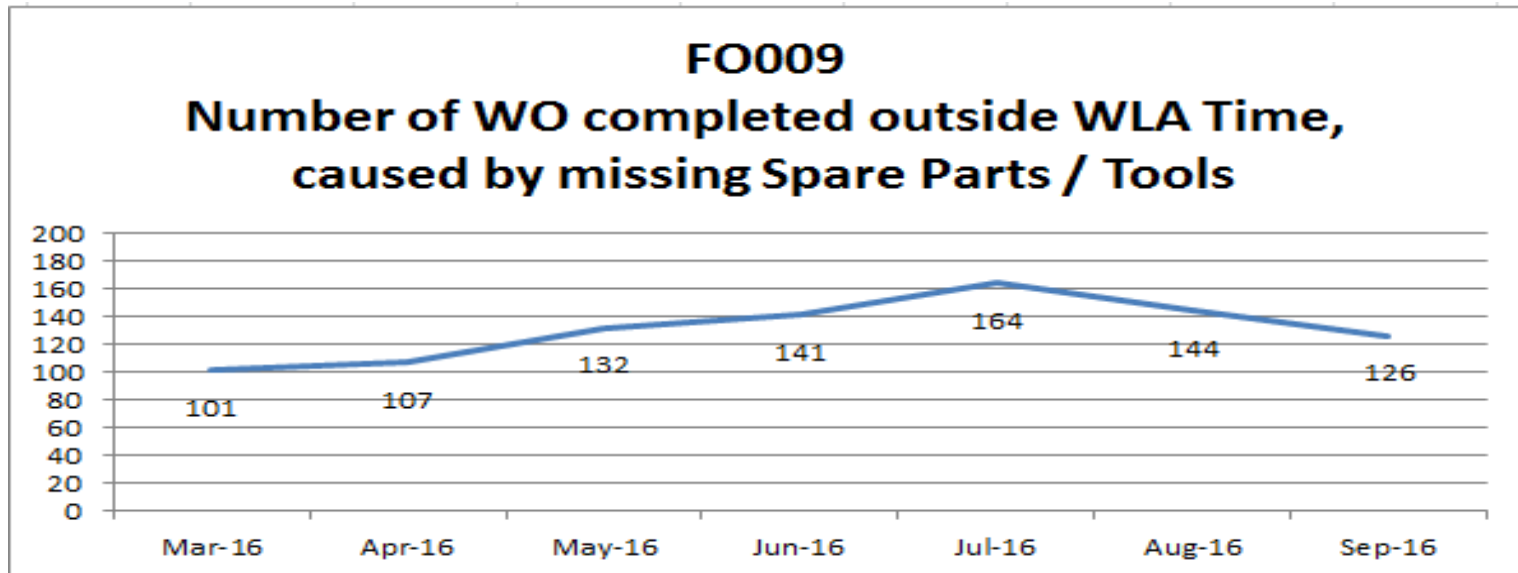
FIELD OPERATIONS PROCESS



FO006(% OF PLANNED MAINTENANCE WO COMPLETED WITHIN WLA TIME) –A DOWNWARD TREND WAS OBSERVED DURING THE MONTH OF JULY 2016.HOW EVER A GRADUAL IMPROVEMENT AND STABILITY HAS BEEN OBSERVED FROM JULY 2016 TOWARDS. SEGREGATION OF WORK ORDERS INTO PREVENTIVE PLANNED, PROVISIONING AND IMPLEMENTATION NEEDS TO BE EXECUTED.

PROCESS KPI PERFORMANCE

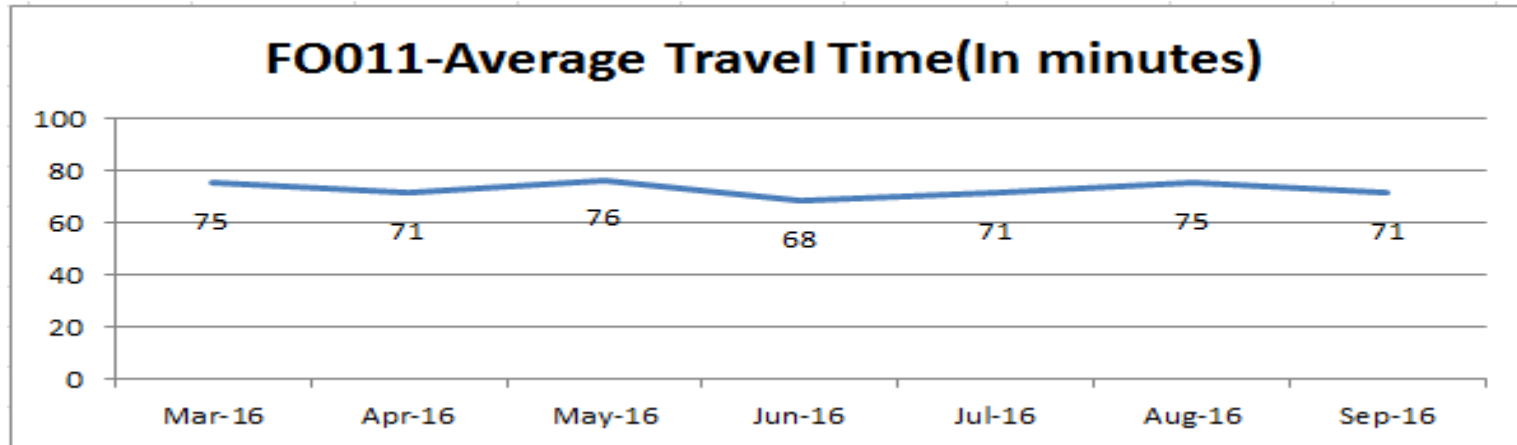
FIELD OPERATIONS PROCESS



FO009- (NUMBER OF WO COMPLETED OUTSIDE WLA TIME, CAUSED BY MISSING SPARE PARTS / TOOLS)-THIS KPI HAS UNDERGONE A GRADUAL IMPROVEMENT FROM AUGUST 2016 ONWARDS. THIS CAN BE ATTRIBUTED TO THE IMPLEMENTATIONS OF THE SPM PROCESS AS RECOMMENDED BY MSTOP .

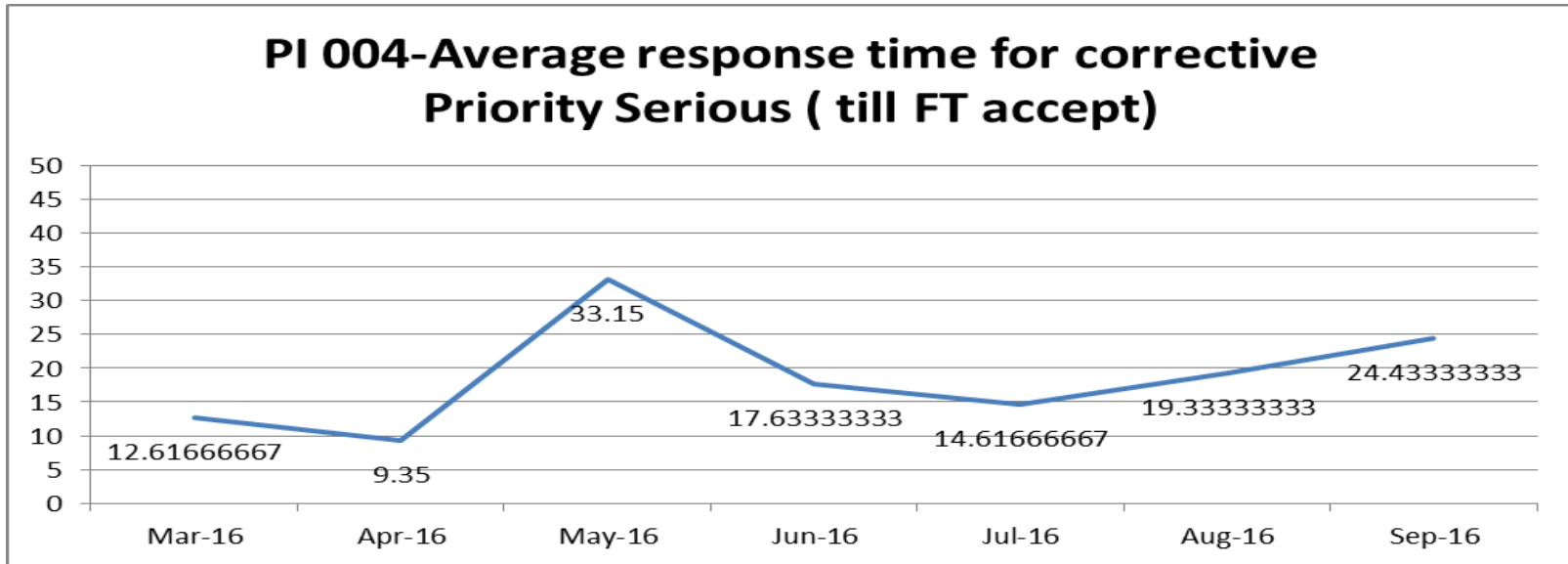
PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



FO011-AVERAGE TRAVEL TIME-THIS KPI HAS BEEN STABLE THROUGH THE OBSERVATION PERIOD.

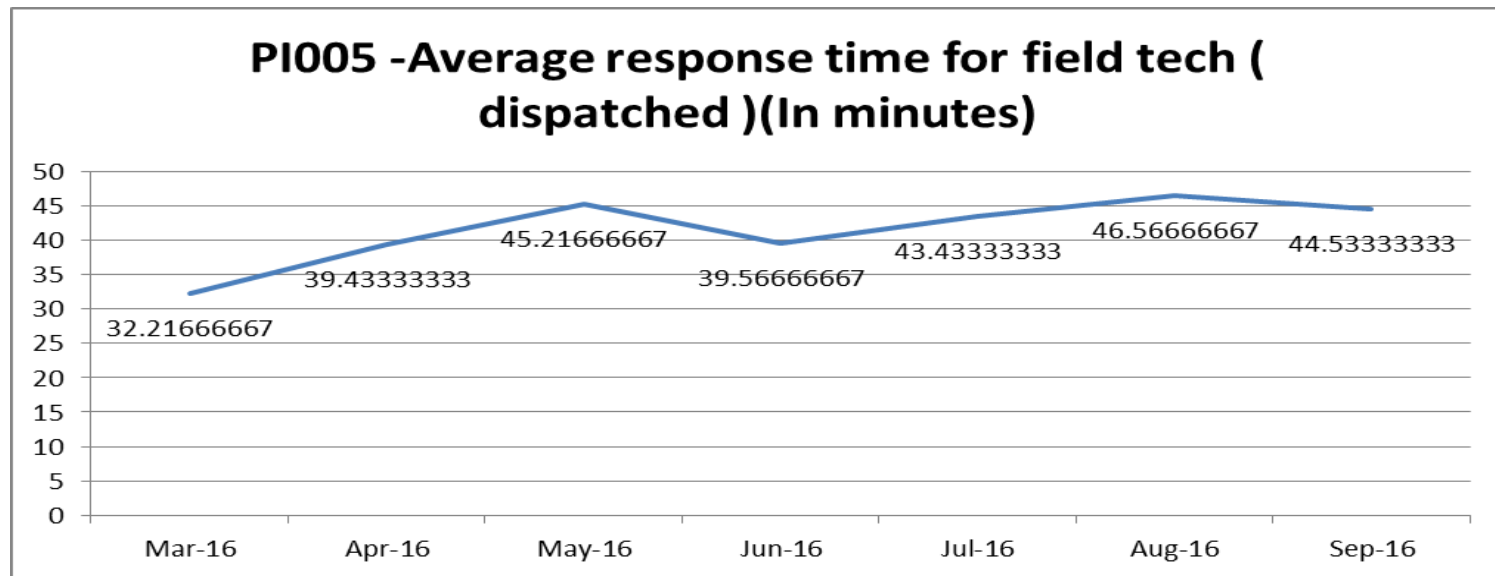
PROCESS PERFORMANCE INDICATOR FIELD OPERATIONS PROCESS



PI004(AVERAGE RESPONSE TIME FOR CORRECTIVE PRIORITY SERIOUS)-THIS PI HAS BEEN STABLE AND IMPROVEMENT OBSERVED FROM JULY 2016 ONWARDS. FSO TEAM WILL FOCUS ON IMPROVING FURTHER.

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



PI005-AVERAGE RESPONSE TIME (DISPATCHED)-
THERE HAS BEEN AN UPWARD TREND OBSERVED FOR
THIS P.I.A MORE IMPROVED CO ORDINATION AND
SUPERVISION BETWEEN CENTRAL DISPATCH AND
FIELD TECHNICIAN HAS BEEN AGREED UPON AS AN
WAY FORWARD.

OBSERVATION PERIOD SUMMARY KPI MEASUREMENT REPORT & ANALYSIS



- ❑ THE PROCESS WAS KEPT UNDER OBSERVATION FOR 7 MONTHS STARTING 1ST MARCH 2016.
- ❑ KPI MEASUREMENT ANALYSIS (BASED ON THE KPI DATA FOR MORE THAN 7 MONTH ARE CAPTURED FROM MARCH' 2016 TO SEPTEMBER' 2016..
- ❑ PERIODIC REVIEW MEETINGS WERE CONDUCTED WITH STAKEHOLDERS TO CHECK THE WORKING OF THIS PROCESS ON GROUND LEVEL. NO DEVIATION IN THE WAYS OF WORKING WAS OBSERVED.

- ❑ THE PROCESS IS FOUND TO BE STABLE WITHOUT ANY NEGATIVE IMPACT IN CONTRACT FULFILLMENT.

- ❑ THE PROCESS BRINGS IN CLEAR IDENTIFICATION IN ROLES AND RESPONSIBILITIES (THROUGH RASCI MATRIX IN PLACE) OF DIFFERENT TEAMS INVOLVED WHILE CARRYING OUT THEIR ACTIVITIES.

OBSERVATION PERIOD SUMMARY KPI MEASUREMENT REPORT & ANALYSIS



- FO001(% OF CORRECTIVE WO COMPLETED WITHIN WLA TIME) –A DOWNWARD TREND WAS OBSERVED DURING THE MONTH OF (MAY 2016 TO JULY 2016).HOW EVER A GRADUAL IMPROVEMENT AND STABILITY HAS BEEN OBSERVED FROM AUGUST 2016 TOWARDS. THIS CAN BE ATTRIBUTED TO THE IMPROVED CO ORDINATION AND SUPERVISION BETWEEN CENTRAL DISPATCH AND FIELD TECHNICIAN FOR WORK ORDER(SERIOUS).

- > FO002(% OF CORRECTIVE WO COMPLETED WITHIN WLA TIME-MAJOR) –A DOWNWARD TREND WAS OBSERVED DURING THE MONTH OF (MAY 2016 TO JULY 2016).HOW EVER A GRADUAL IMPROVEMENT AND STABILITY HAS BEEN OBSERVED FROM AUGUST 2016 TOWARDS. THIS CAN BE ATTRIBUTED TO THE IMPROVED CO ORDINATION AND SUPERVISION BETWEEN CENTRAL DISPATCH AND FIELD TECHNICIAN FOR WORK ORDER(MAJOR).

OBSERVATION PERIOD SUMMARY KPI MEASUREMENT REPORT & ANALYSIS



- > FO003(% OF CORRECTIVE WO COMPLETED WITHIN WLA TIME-MEDIUM) –A DOWNWARD TREND WAS OBSERVED DURING THE MONTH OF (MAY 2016 TO JULY 2016).HOW EVER A GRADUAL IMPROVEMENT AND STABILITY HAS BEEN OBSERVED FROM AUGUST 2016 TOWARDS. THIS CAN BE ATTRIBUTED TO THE IMPROVED CO ORDINATION BETWEEN CENTRAL DISPATCH AND FIELD TECHNICIAN FOR WORK ORDER(MEDIUM).
- > FO009- (NUMBER OF WO COMPLETED OUTSIDE WLA TIME, CAUSED BY MISSING SPARE PARTS / TOOLS)-THIS KPI HAS UNDERGONE A GRADUAL IMPROVEMENT FROM AUGUST 2016 ONWARDS. THIS CAN BE ATTRIBUTED TO THE IMPLEMENTATIONS OF THE SPM PROCESS AS RECOMMENDED BY MSTOP

FURTHER IMPROVEMENT ACTION POINTS



- ❑ A BETTER COORDINATION BETWEEN CENTRAL DISPATCH AND FIELD TECHNICIAN ON SERIOUS CASE WITH TIMELY FOLLOW UP AND AN ESCALATION MATRIX FORMULATION FOR SERIOUS CASES AS RECOMMENDED BY MSTOP PROCESS.
- ❑ .A SEGREGATION BETWEEN PREVENTIVE ,PLANNED , PROVISIONING, IMPLEMENTATION WORK ORDERS WORK WITHIN THE WFM TOOLS. THIS WILL ENABLE BETTER PRESENTATION OF THE EFFORTS AND BETTER VISIBILITY ON THE PAIN AREA.AS OF NOW THERE IS NO VISIBILITY ON THESE ASPECTS.
- ❑ MORE FOCUS IS REQUIRED TO BE GIVEN IN IMPROVING THE "PERCENTAGE OF PREVENTIVE MAINTENANCE WO COMPLETED WITHIN WLA TIME (MAJOR)". ALSO THE FSO ORGANIZATION NEEDS TO ENSURE THAT THE PREVENTIVE MAINTENANCE CHECK LIST IS PROPERLY REVIEWED AND EXECUTED AS RECOMMENDED BY MSTOP PROCESS
- ❑ THIS PROCESS DOCUMENT HAS BEEN MADE IN ACCORDANCE WITH THE WLA AND OLA. THIS PROCESS DOCUMENT SHOULD BE REVIEWED AND UPDATED ON HALF YEARLY BASIS.
- ❑ A KNOWLEDGE SHARING SESSION SHOULD BE INITIATED FOR THE SUPERVISORS ON REGULAR INTERVAL SO THAT THEY ARE IN SYNC WITH ANY NEW UPDATE/MODIFICATION WITHIN THE CONTRACTUAL WLA DOCUMENT BETWEEN FSO AND MSIP OPERATION .THIS WILL ENABLE THEM TO TRANSFER THE RELEVANT INFORMATION TO THE FIELD TECHNICIANS AS RECOMMENDED BY MSTOP PROCESS.
- ❑ AN EFFECTIVE UTILIZATION OF THE EXISTING MANPOWER THROUGH A WELL DEFINED RASCI MATRIX.

Value Add and benefits



Description of process scenario

- ✓ No Process Document in place.
- ✓ No Process document available to train the new resources on the ways of working.
- ✓ No segregation of work orders into Preventive, Planned, Provisioning and implementation
- ✓ Lack of awareness on the effective utilization of SPM process for the Spare part maintenance.

Description of Benefits

- ✓ Process was customized (level 4.5) based on the contract scope.
- ✓ Clarity on end-to-end Process scope, roles and responsibility, ownership of activities between teams involved in delivery for Hutch Italy.
- ✓ All the F&E Engineers and dispatch team have been aligned to work in accordance with WFM and Process.

Business Value of deployed process

Monetary Value

- ✓ A remarkable improvement and stability has been observed in with regards FO001, FO002, FO003, FO004. This has resulted in improved WLA compliance.
- ✓ Performance indicators (PI 004 and PI 005) have shown remarkable improvement which displays the proactive approach from the F&E Technician in the resolution of the corrective work orders.

"Soft" Value

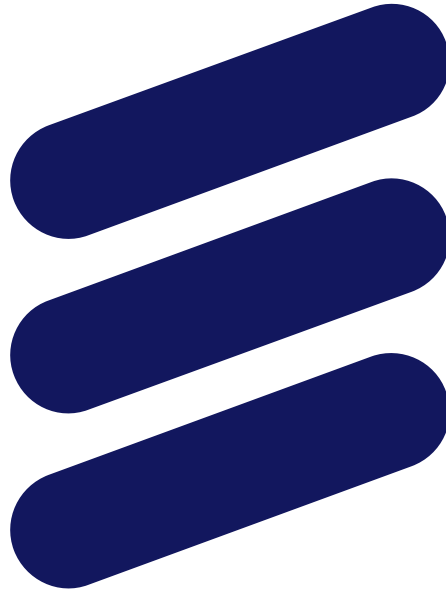
- ✓ Process KPI's have been introduced to measure the effectiveness of the process. This will help in finding out the focus area for the delivery organization
- ✓ 'External F&E Site' on Ercole is developed for F&E Services. This is to allow access of MSTOP F&E Operations Process across F&E organization without ECN connectivity.
- ✓ Process KPIs (internal) to track and improve team's contribution towards F&E Operations process. This in turn would bring the efficiency within Operation Team to proactively minimize the adverse impact on the Customer's business operations.

PROCESS CUSTOMIZATION



- › There are a total of 132 Work Instructions (Level 4.0) for Field Operations Processes
 - › 20 Work Instructions have been customized for HUTCH ITALY

- › Wiki Links for Field Operations Processes:
 - [Field Operations Processes Home Page](#)
 - [Field Operations Management Level 4.0 Index Page](#) (complete list with all generic Work Instructions)
 - [Hutch Italy Level 4.5 Index page](#) with all customized Work Instructions



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