



RCOM INDIA MSTOP FIELD OPERATIONS PROCESS

ROLL-OUT CLOSURE REPORT

MSTOP PROJECT : RINA RCOM INDIA

DATE : 05.08.2016

PROCESS GO LIVE DATE : 26.11.2014

OBSERVATION PERIOD : DECEMBER 2014- JUNE 2016

PREPARED BY : RAJDEEP BANERJEE
GLOBAL PC-GDF

RCOM INDIA FIELD OPERATION PROCESS DEPLOYMENT PROCESS REPORT SUMMARY



- > THE FIELD OPERATION PROCESS WENT LIVE ON 26/11/2014.
- > THE FIELD OPERATION PROCESS WAS UNDER OBSERVATION FROM DECEMBER 2014 TO JUNE 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 WEEKLY BASIS IN ORDER TO OBSERVE THE EFFECTIVENESS OF THE PROCESS DEPLOYMENT AND SHARED WITH ALL THE STAKEHOLDERS
- > **RAJESH KUMAR (LEAD OPERATIONS PERFORMANCE RINA FSO)** WOULD BE TAKING OVER THE OWNERSHIP OF THIS PROCESS DOCUMENT AND WILL BE RESPONSIBLE FOR GOVERNANCE AND ANY DAY TO DAY PROCESS IMPROVEMENT INITIATIVES TO UPKEEP THE PROCESS SANITY.
- > **NIPUN KAKKAR AND AJAY KUMAR MISHRA (WFM)** WILL BE THE RESPONSIBLE TO MEASURE THE AGREED PROCESS KPIS.
- > THE PROCESS KPI WILL BE MONITORED ON AN MONTHLY BASIS FOR ALL THE CIRCLES PRESENTLY UNDER THE SCOPE OF THE CONTRACT.

PROCESS CUSTOMIZATION LIFE CYCLE

PROCESS ACTIVITY	ACTIVITY	ACTIVITY
	START	END
PROCESS IMPLEMENTATION KICK OFF	29-04-2014	29-04-2014
CREATION OF LEVEL 4.5	05-05-2014	25-08-2014
ACCEPTANCE OF LEVEL 4.5	26-08-2014	25-09-2014
UPLOAD LEVEL 4.5 ON WIKI	26-09-2014	30-09-2014
TRAINING EXECUTION	13-09-2014	20-11-2014
KPI SIGN OFF	14-09-2014	14-09-2014
PROCESS GO-LIVE	26-11-2014	26-11-2014
OBSERVATION PERIOD TO CORRECT DEVIATIONS AND MITIGATE RISKS OF IMPLEMENTATION	07-11-2014	30-06-2016
PROCESS ROLL OUT	05/08/2016	

RCOM INDIA PROCESS KPIS DATA

FIELD OPERATION PROCESS-LIST OF AGRRED KPI FOR MEASUREMENT DURING OBSERVATION PERIOD



FIELD OPERATIONS PROCESS KPI MEASUREMENT ACCEPTANCE

KPI no	Defination	Measurable/Non measurable	Frequency	Baseline data available
FO001	% of corrective TT completed within SLA-Critical	Measurable	Monthly	Yes
FO002	% of corrective TT completed within SLA-Major	Measurable	Monthly	Yes
FO003	% of corrective TT completed within SLA-Medium	Measurable	Monthly	Yes
FO004	% of corrective TT completed within SLA-Low	Measurable	Monthly	Yes
FO005	% of preventive maintenance TT completed within SLA	Measurable	Monthly	Yes
FO006	% of planned maintenance completed within SLA	Measurable	Monthly	Yes
FO007	% of Implemented WO completed within SLA	Measurable	Monthly	Yes
FO008	% of provisioning WO completed within SLA	Measurable	Monthly	Yes
FO009	Number of TT completed outside SLA time due to missing spare parts /Tools	Measurable	Monthly	Yes
FO010	Number of failures to provide physical site access	Measurable	Monthly	Yes

PROCESS KPI PERFORMANCE

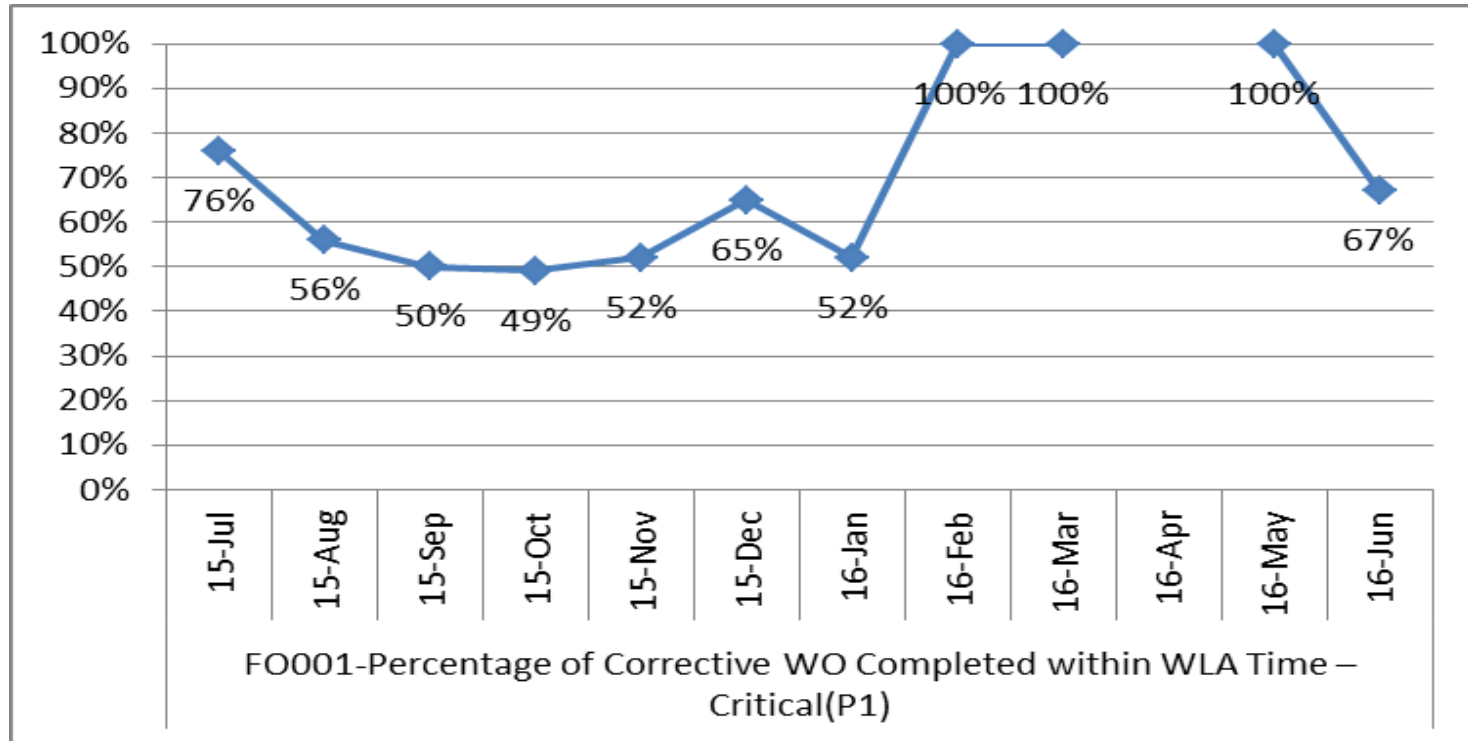
FIELD OPERATIONS PROCESS



FO001-Percentage of Corrective WO Completed within WLA Time – Critical(P1)												
Circles	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
IN Andhra Pradesh	100%	44%	25%	62%	88%	33%	43%	100%	No WO	No WO	No WO	100%
IN Assam	No WO	38%	20%	20%	No WO	33%	51%	No WO	No WO	No WO	No WO	No WO
IN Bihar	No WO	6%	No WO	No WO	8%	No WO	No WO	No WO	No WO	No WO	No WO	No WO
IN Chennai	41%	19%	19%	20%	40%	No WO	44%	No WO	No WO	No WO	No WO	No WO
IN Delhi	No WO	50%	77%	82%	58%	33%	68%	No WO	No WO	No WO	No WO	No WO
IN Gujarat	67%	50%	62%	67%	100%	100%	67%	No WO	No WO	No WO	No WO	No WO
IN Haryana	100%	67%	No WO	50%	No WO	No WO	61%	No WO	No WO	No WO	No WO	No WO
IN HP	No WO	76%	80%	56%	62%	100%	81%	No WO	No WO	No WO	No WO	100%
IN J n K	No WO	No WO	33%	No WO	67%	No WO	57%	No WO	No WO	No WO	No WO	No WO
IN Karnataka	50%	45%	No WO	33%	No WO	No WO	21%	No WO	No WO	No WO	No WO	No WO
IN Kerala	No WO	25%	No WO	50%	50%	No WO	68%	No WO	No WO	No WO	No WO	No WO
IN Kolkata	No WO	13%	No WO	50%	33%	No WO	No WO	No WO	No WO	No WO	No WO	No WO
IN Maharashtra	100%	82%	75%	71%	75%	No WO	100%	No WO	No WO	No WO	No WO	No WO
IN MP n CG	No WO	79%	100%	60%	30%	83%	No WO	No WO	No WO	No WO	No WO	No WO
IN Mumbai	No WO	70%	33%	No WO	11%	33%	18%	No WO	No WO	No WO	No WO	No WO
IN North East	No WO	60%	12%	26%	10%	57%	28%	No WO	No WO	No WO	No WO	No WO
IN Orissa	No WO	38%	No WO	No WO	50%	No WO	No WO	No WO	100%	No WO	No WO	No WO
IN Punjab	100%	70%	No WO	No WO	100%	No WO	51%	No WO	No WO	No WO	No WO	No WO
IN Rajasthan	No WO	92%	60%	50%	No WO	No WO	40%	No WO	No WO	No WO	No WO	No WO
IN Tamil Nadu	No WO	100%	50%	50%	No WO	75%	38%	No WO	No WO	No WO	No WO	No WO
IN UP East	50%	56%	No WO	No WO	No WO	No WO	49%	No WO	No WO	No WO	No WO	No WO
IN UP West	No WO	88%	No WO	No WO	No WO	No WO	48%	No WO	No WO	No WO	No WO	No WO
IN West Bengal	No WO	No WO	No WO	40%	No WO	100%	No WO	No WO	No WO	No WO	100%	0%

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



OVERALL KPI PERFORMANCE WAS CONSISTENT WITH NO MAJOR DEVIATIONS. NO WO RECEIVED FOR APRIL 2016

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS

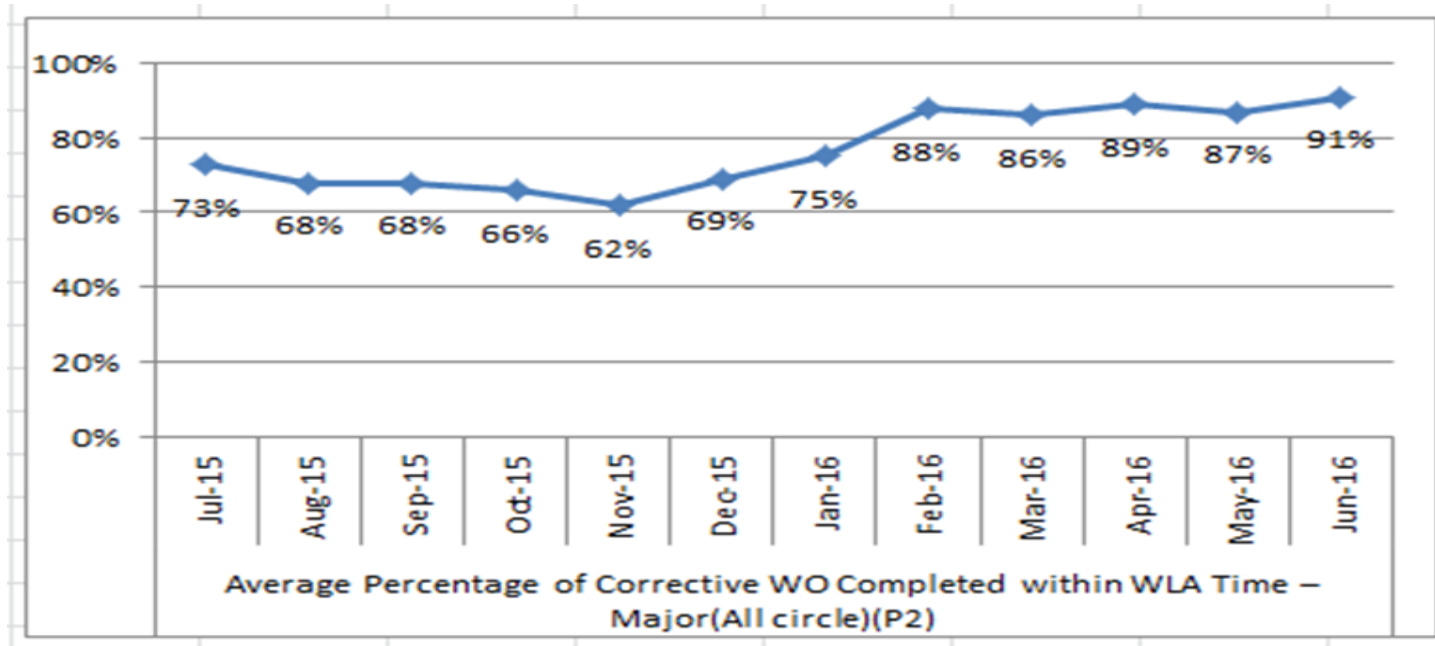


FO002-Percentage of Corrective WO Completed within WLA Time – Major

Circles	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
IN Andhra Pradesh	89%	76%	76%	85%	79%	81%	81%	90%	90%	86%	84%	76.78%
IN Assam	52%	36%	37%	22%	29%	46%	65%	87%	90%	94%	86%	48.11%
IN Bihar	24%	39%	30%	25%	26%	42%	56%	83%	94%	97%	89%	96.53%
IN Chennai	74%	53%	42%	28%	23%	43%	76%	97%	94%	80%	64%	72.59%
IN Delhi	90%	86%	86%	78%	76%	73%	77%	70%	75%	72%	51%	62.43%
IN Gujarat	90%	86%	77%	94%	90%	98%	94%	87%	91%	95%	70%	68.88%
IN Haryana	84%	82%	77%	71%	60%	67%	80%	88%	90%	91%	85%	94.24%
IN HP	74%	77%	81%	79%	77%	76%	89%	99%	99%	95%	96%	98.47%
IN J n K	73%	69%	70%	63%	70%	82%	67%	86%	79%	78%	89%	95.38%
IN Karnataka	63%	63%	67%	78%	42%	72%	45%	56%	50%	36%	41%	42.94%
IN Kerala	75%	78%	75%	52%	66%	89%	82%	93%	84%	74%	32%	66.72%
IN Kolkata	73%	60%	57%	42%	47%	46%	85%	97%	98%	98%	88%	66.96%
IN Maharashtra	99%	97%	97%	99%	99%	98%	97%	100%	99%	98%	95%	0.00%
IN MP n CG	82%	69%	76%	90%	89%	81%	81%	94%	94%	96%	89%	33.33%
IN Mumbai	64%	57%	75%	72%	44%	43%	67%	84%	86%	87%	78%	31.15%
IN North East	47%	40%	47%	42%	47%	64%	65%	85%	94%	83%	88%	42.42%
IN Orissa	72%	54%	47%	46%	50%	65%	80%	83%	89%	81%	83%	94.24%
IN Punjab	85%	86%	86%	85%	75%	89%	80%	94%	97%	95%	89%	93.84%
IN Rajasthan	83%	84%	86%	88%	79%	78%	69%	92%	92%	94%	85%	87.57%
IN Tamil Nadu	58%	69%	68%	71%	66%	70%	70%	90%	87%	82%	85%	91.67%
IN UP East	70%	63%	69%	72%	61%	68%	73%	99%	98%	98%	93%	97.68%
IN UP West	90%	83%	84%	80%	72%	81%	71%	82%	79%	84%	82%	86.76%
IN West Bengal	63%	59%	57%	48%	48%	44%	80%	93%	95%	94%	88%	60.04%

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



OVERALL IMPROVEMENT IS OBSERVED IN KPI ADHERENCE FOR MAJOR WO'S

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS

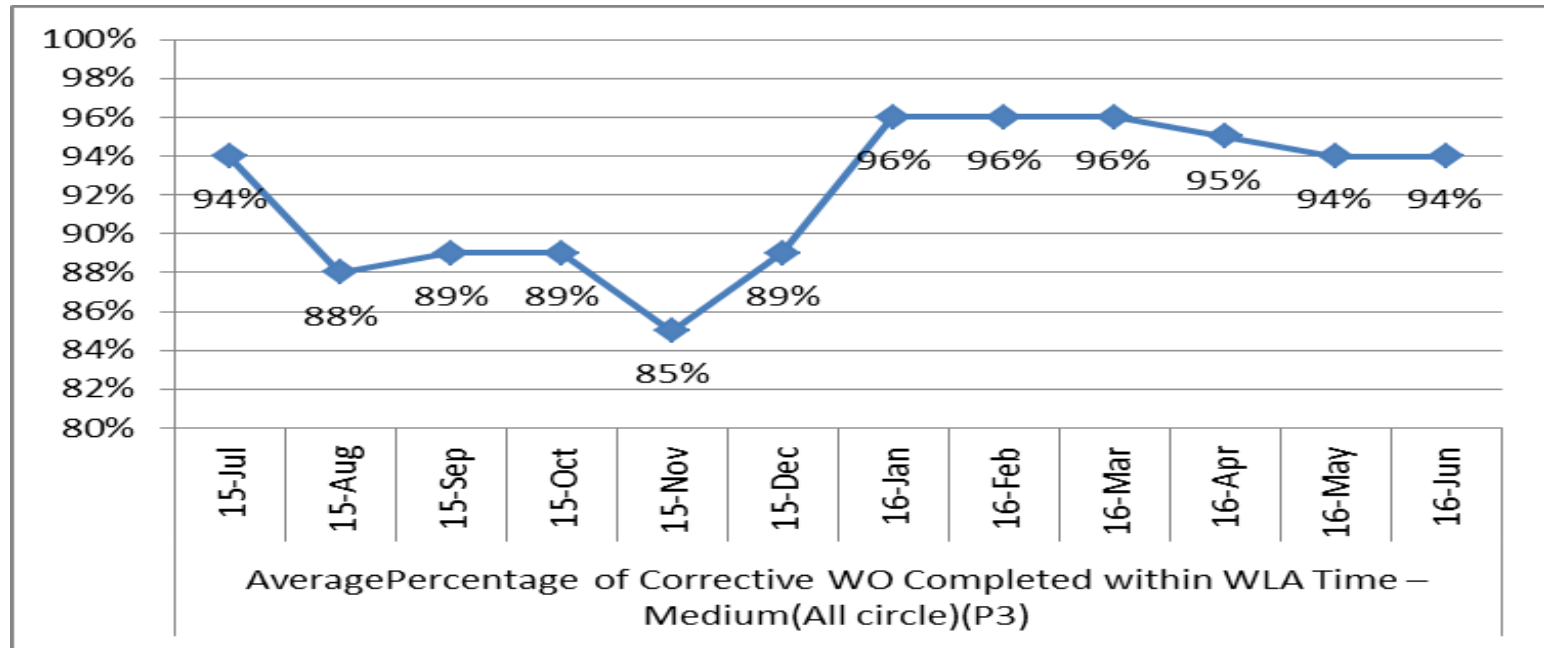


FO003-Percentage of Corrective WO Completed within WLA Time – Medium

Circles	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
IN Andhra Pradesh	95%	97%	92%	96%	93%	87%	94%	94%	95%	97%	97%	96.78%
IN Assam	81%	68%	68%	80%	66%	68%	99%	99%	100%	100%	92%	93.82%
IN Bihar	97%	81%	75%	89%	78%	94%	98%	98%	99%	100%	99%	99.74%
IN Chennai	100%	96%	98%	91%	36%	100%	97%	97%	97%	96%	98%	98.82%
IN Delhi	100%	96%	89%	98%	94%	92%	91%	91%	87%	93%	87%	84.88%
IN Gujarat	100%	97%	97%	95%	97%	100%	92%	92%	96%	98%	98%	98.75%
IN Haryana	98%	94%	98%	98%	92%	91%	94%	94%	93%	94%	95%	93.73%
IN HP	79%	87%	82%	87%	97%	96%	100%	100%	99%	98%	99%	98.96%
IN J n K	100%	99%	98%	99%	99%	97%	100%	100%	91%	93%	96%	95.74%
IN Karnataka	94%	88%	88%	99%	67%	62%	88%	88%	94%	85%	87%	92.62%
IN Kerala	83%	90%	91%	92%	81%	100%	89%	89%	97%	100%	93%	95.67%
IN Kolkata	95%	98%	98%	94%	76%	72%	100%	100%	100%	99%	99%	96.39%
IN Maharashtra	90%	94%	98%	96%	99%	98%	100%	100%	100%	98%	98%	95.30%
IN MP n CG	80%	89%	92%	93%	99%	98%	98%	98%	99%	99%	99%	96.12%
IN Mumbai	96%	92%	94%	97%	72%	65%	97%	97%	97%	96%	95%	96.02%
IN North East	100%	93%	98%	95%	87%	92%	100%	100%	-	87%	90%	87.91%
IN Orissa	89%	71%	74%	60%	78%	95%	97%	97%	96%	85%	88%	86.36%
IN Punjab	100%	86%	96%	85%	95%	96%	100%	100%	100%	99%	97%	98.00%
IN Rajasthan	94%	96%	89%	88%	94%	93%	98%	98%	94%	96%	90%	92.23%
IN Tamil Nadu	100%	75%	88%	71%	93%	83%	86%	86%	93%	92%	93%	96.00%
IN UP East	100%	82%	83%	84%	93%	94%	100%	100%	99%	98%	93%	97.38%
IN UP West	96%	65%	76%	83%	92%	96%	93%	93%	90%	93%	89%	82.26%
IN West Bengal	99%	90%	90%	83%	84%	80%	99%	99%	100%	99%	100%	98.61%

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



OVERALL IMPROVEMENT IS OBSERVED IN KPI ADHERENCE FOR MEDIUM WO'S

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



F004-Percentage of Corrective WO Completed within WLA Time – Minor

Circles	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
IN Andhra Pradesh	No WO Received	No WO Received	No WO Received	No WO Received	100%	No WO Received	98%	No WO Received	No WO Received	No WO Received	100%	No WO Received
IN Assam	No WO Received	No WO Received	100%	37%	No WO Received	No WO Received	98%	100%	85%	88%	66%	45.95%
IN Bihar	100%	No WO Received	No WO Received	50%	29%	100%	98%	97%	88%	100%	95%	No WO Received
IN Chennai	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	99%	No WO Received	No WO Received	No WO Received	-	No WO Received
IN Delhi	No WO Received	No WO Received	No WO Received	100%	No WO Received	100%	99%	No WO Received	No WO Received	No WO Received	100%	No WO Received
IN Gujarat	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN Haryana	100%	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	100%	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN HP	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	100%	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN J n K	100%	No WO Received	50%	76%	No WO Received	67%	100%	No WO Received	No WO Received	No WO Received	100%	100%
IN Karnataka	100%	No WO Received	No WO Received	No WO Received	No WO Received	100%	87%	100%	No WO Received	No WO Received	100%	No WO Received
IN Kerala	100%	No WO Received	No WO Received	No WO Received	100%	No WO Received	97%	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN Kolkata	100%	No WO Received	No WO Received	No WO Received	No WO Received	93%	95%	98%	100%	No WO Received	No WO Received	No WO Received
IN Maharashtra	No WO Received	100%	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN MP n CG	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN Mumbai	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	85%	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN North East	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	94%	75%	40%	No WO Received	60%	0.00%
IN Orissa	95%	88%	84%	68%	82%	92%	92%	90%	100%	89%	89%	0.00%
IN Punjab	84%	100%	No WO Received	No WO Received	88%	No WO Received	99%	80%	No WO Received	No WO Received	No WO Received	0.00%
IN Rajasthan	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	98%	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN Tamil Nadu	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received	99%	No WO Received	79%	50%	86%	100%
IN UP East	No WO Received	No WO Received	100%	No WO Received	No WO Received	81%	98%	No WO Received	100%	82%	100%	No WO Received
IN UP West	No WO Received	No WO Received	100%	No WO Received	No WO Received	-	100%	No WO Received	No WO Received	No WO Received	No WO Received	No WO Received
IN West Bengal	93%	100%	-	No WO Received	79%	94%	94%	99%	100%	50%	No WO Received	No WO Received

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS

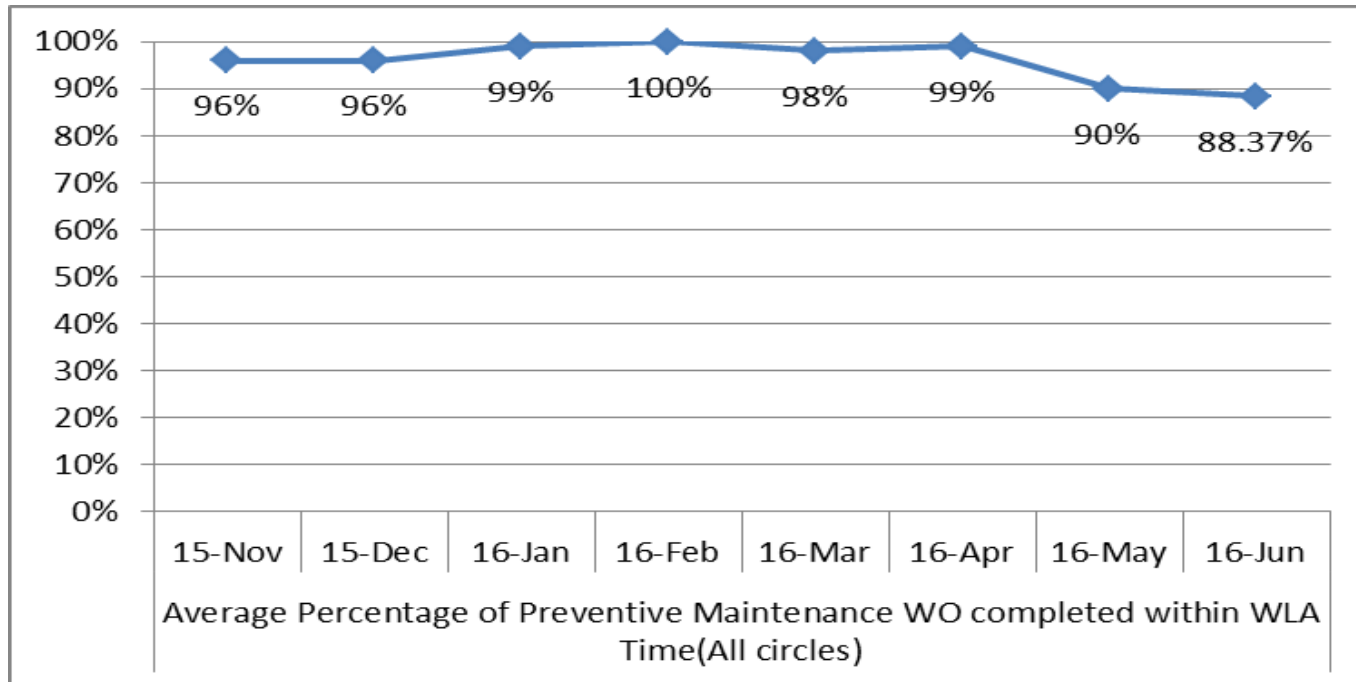


FO005-Percentage of Preventive Maintenance WO completed within WLA Time

Circles	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
IN Andhra Pradesh	100%	100%	100%	98%	100%	97%	89%	99.37%
IN Assam	No WO Received	No WO Received	100%	100%	100%	99%	52%	56.76%
IN Bihar	100%	100%	98%	100%	100%	100%	90%	82.50%
IN Chennai	No WO Received	No WO Received	100%	100%	99%	100%	98%	95.72%
IN Delhi	43%	100%	100%	99%	99%	100%	95%	94.30%
IN Gujarat	93%	100%	93%	100%	95%	100%	95%	86.42%
IN Haryana	99%	100%	100%	99%	99%	99%	84%	92.13%
IN HP	99%	100%	100%	100%	100%	100%	98%	99.40%
IN J n K	100%	100%	100%	100%	100%	100%	100%	100%
IN Karnataka	100%	No WO Received	100%	100%	96%	100%	100%	99.81%
IN Kerala	100%	100%	100%	100%	100%	100%	100%	100%
IN Kolkata	No WO Received	100%	99%	100%	100%	100%	98%	96.59%
IN Maharashtra	100%	100%	100%	100%	100%	100%	99%	100%
IN MP n CG	100%	100%	100%	100%	100%	100%	99%	98.44%
IN Mumbai	No WO Received	100%	94%	100%	100%	100%	95%	99.70%
IN North East	No WO Received	No WO Received	100%	100%	-	100%	40%	3.49%
IN Orissa	100%	100%	99%	100%	81%	91%	80%	65.93%
IN Punjab	100%	100%	100%	100%	100%	100%	95%	99.21%
IN Rajasthan	91%	29%	100%	100%	89%	95%	90%	75.00%
IN Tamil Nadu	100%	No WO Received	100%	100%	100%	100%	100%	100%
IN UP East	100%	99%	100%	99%	89%	95%	84%	93.36%
IN UP West	100%	100%	100%	100%	100%	100%	97%	98.55%
IN West Bengal	100%	95%	100%	100%	100%	100%	98%	95.87%

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



OVERALL CONSISTENCY IS OBSERVED IN KPI ADHERENCE FOR PREVENTIVE WO'S

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS

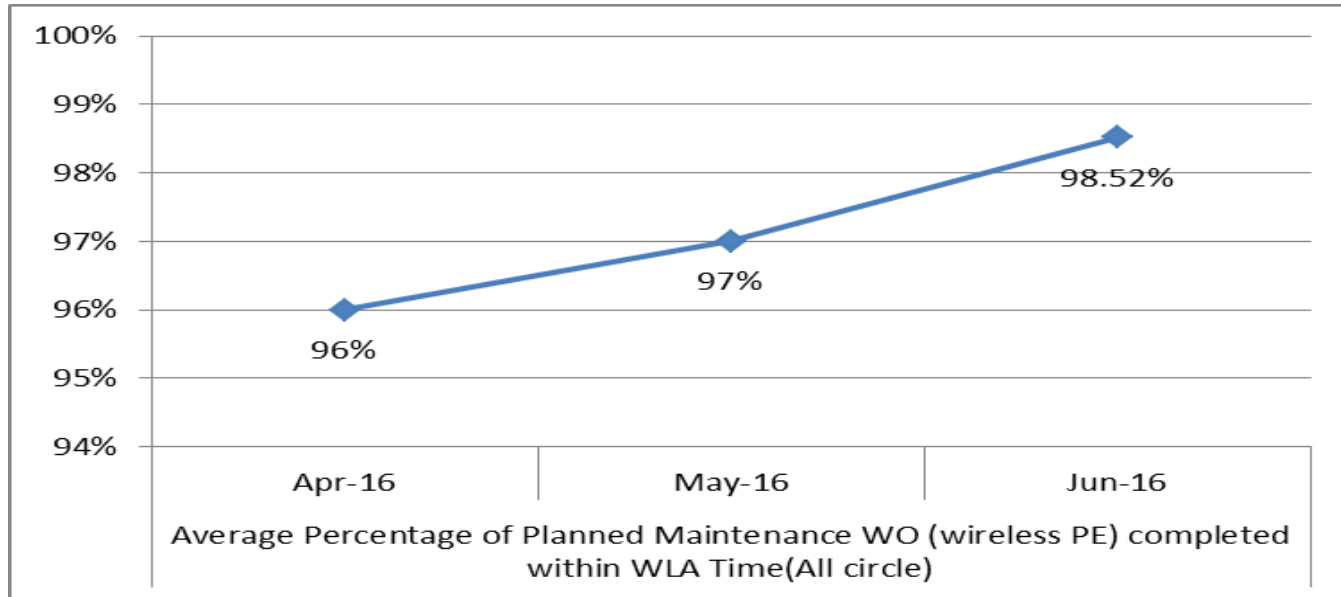


FO006-Percentage of Planned Maintenance WO (wireless PE) completed within WLA Time

Circles	Apr-16	May-16	Jun-16
IN Andhra Pradesh	95%	90%	98.59%
IN Assam	97%	94%	91.30%
IN Bihar	99%	99%	98.78%
IN Chennai	98%	97%	99.91%
IN Delhi	97%	96%	96.16%
IN Gujarat	100%	99%	99.05%
IN Haryana	86%	85%	95.63%
IN HP	99%	98%	99.41%
IN J n K	99%	100%	100%
IN Karnataka	96%	96%	98.70%
IN Kerala	100%	99%	99.87%
IN Kolkata	96%	98%	99.10%
IN Maharashtra	100%	100%	100%
IN MP n CG	100%	100%	99.96%
IN Mumbai	100%	97%	99.58%
IN North East	62%	89%	97.89%
IN Orissa	99%	95%	98.36%
IN Punjab	99%	100%	99.59%
IN Rajasthan	98%	100%	98.52%
IN Tamil Nadu	99%	100%	99.82%
IN UP East	96%	97%	97.26%
IN UP West	99%	99%	98.96%
IN West Bengal	99%	100%	99.43%

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



OVERALL IMPROVEMENT IS OBSERVED IN KPI ADHERENCE FOR PLANNED MAINTENANCE WO'S

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS

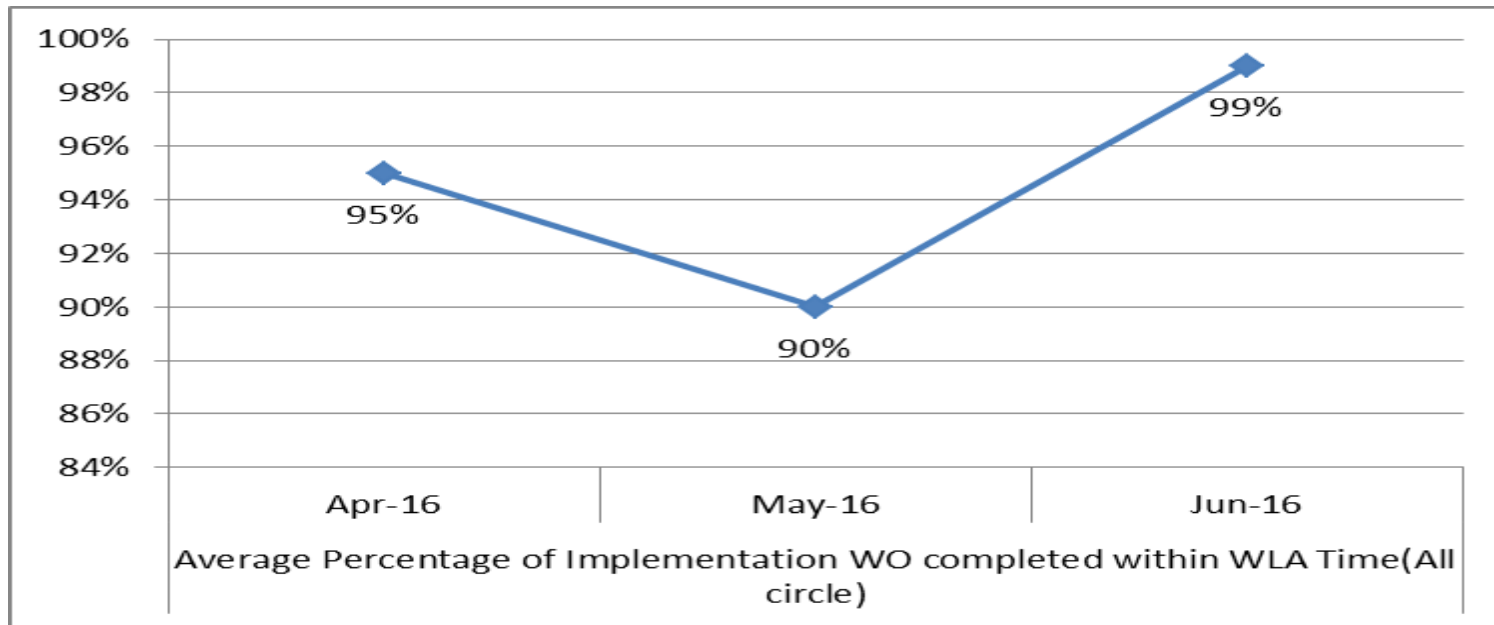


FO007-Percentage of Implementation WO completed within WLA Time

Circles	Apr-16	May-16	Jun-16
IN Andhra Pradesh	100%	100%	100%
IN Assam	100%	43%	100%
IN Bihar	100%	100%	92.86%
IN Chennai	81%	100%	100%
IN Delhi	100%	100%	100%
IN Gujarat	100%	100%	100%
IN Haryana	No WO Received	100%	100%
IN HP	100%	No WO Received	100%
IN J n K	44%	No WO Received	100%
IN Karnataka	100%	83%	91.67%
IN Kerala	100%	100%	100%
IN Kolkata	100%	-	100%
IN Maharashtra	No WO Received	No WO Received	No WO Received
IN MP n CG	100%	100%	100%
IN Mumbai	100%	100%	94.44%
IN North East	No WO Received	No WO Received	No WO Received
IN Orissa	100%	16%	92.86%
IN Punjab	No WO Received	No WO Received	No WO Received
IN Rajasthan	No WO Received	100%	100%
IN Tamil Nadu	92%	100%	100%
IN UP East	100%	No WO Received	No WO Received
IN UP West	100%	100%	100%
IN West Bengal	100%	100%	100%

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



OVERALL IMPROVEMENT IS OBSERVED IN KPI ADHERENCE FOR IMPLEMENTED WO'S

PROCESS KPI PERFORMANCE

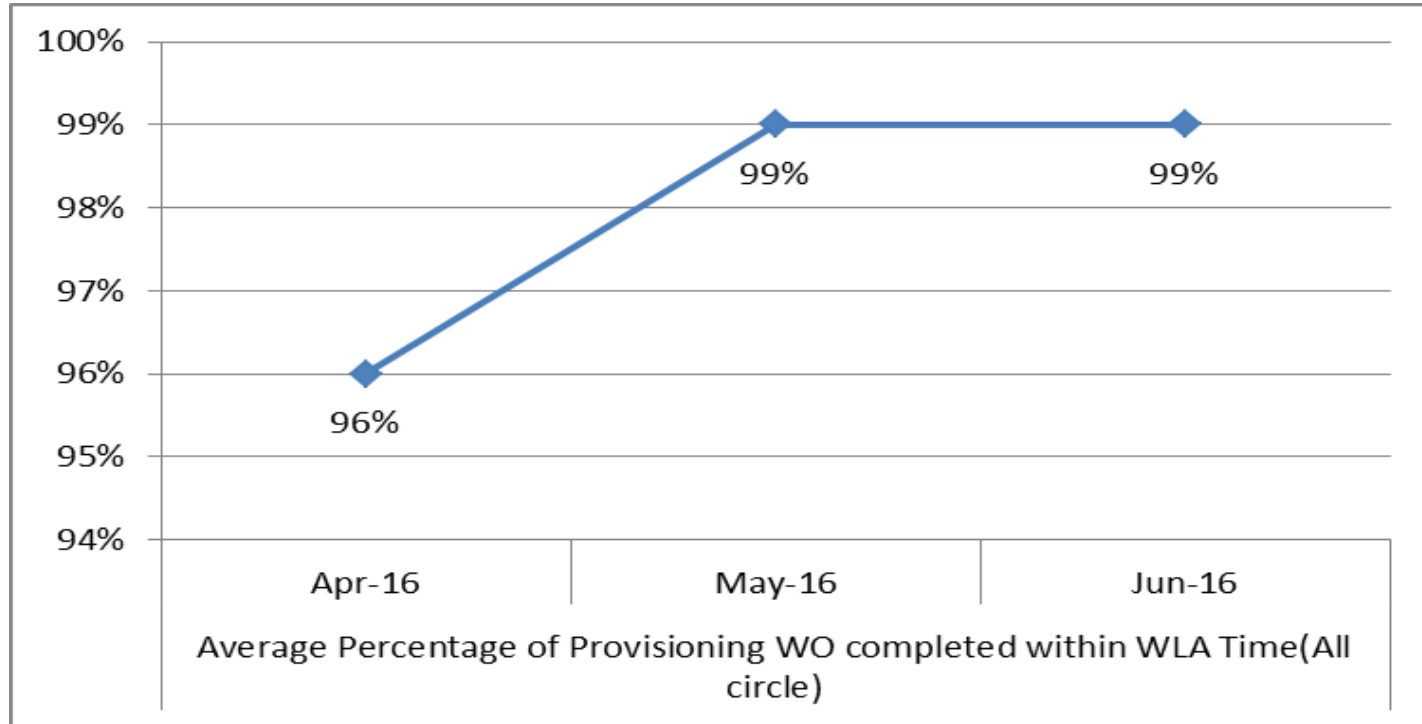
FIELD OPERATIONS PROCESS



FO008-Percentage of Provisioning WO completed within WLA Time			
Circles	Apr-16	May-16	Jun-16
IN Andhra Pradesh	90%	96%	100%
IN Assam	98%	96%	93.18%
IN Bihar	100%	94%	92.86%
IN Chennai	100%	100%	100%
IN Delhi	No WO Received	No WO Received	100%
IN Gujarat	99%	100%	100%
IN Haryana	100%	100%	97.07%
IN HP	100%	100%	100%
IN J n K	100%	100%	100%
IN Karnataka	100%	100%	100%
IN Kerala	100%	100%	100%
IN Kolkata	100%	100%	100%
IN Maharashtra	No WO Received	No WO Received	No WO Received
IN MP n CG	100%	100%	100%
IN Mumbai	100%	86%	100%
IN North East	38%	100%	100%
IN Orissa	100%	100%	100%
IN Punjab	100%	No WO Received	100%
IN Rajasthan	100%	100%	No WO Received
IN Tamil Nadu	100%	100%	100%
IN UP East	100%	100%	100%
IN UP West	100%	100%	100%
IN West Bengal	100%	100%	97.87%

PROCESS KPI PERFORMANCE

FIELD OPERATIONS PROCESS



OVERALL IMPROVEMENT IS OBSERVED IN KPI ADHERENCE FOR PROVISIONING WO'S

OBSERVATION PERIOD SUMMARY KPI MEASUREMENT REPORT & ANALYSIS



The Process KPI data for all the 23 circles were taken into consideration for measurement purpose.

KPI measurement analysis (based on the KPI data for more than 17 month are captured from December '14 to June 2016 with November 2014 data as baseline.

****During the initial 6 months of the Observation period efforts were made to deploy the WFM tool across all the 23 circles.****

FOR FO001(Percentage of Corrective WO Completed within WLA Time – Critical)- There has been a gradual improvement in the % beginning from below 80% in the month of July 2015 to average above 100% in the month of June 2016.

FOR FO002(Percentage of Corrective WO Completed within WLA Time – Major)- Although no data was available from November 2014 to June 2015 we have started collecting the data from July 2015 onwards and have reported significant improvement in this process KPI.

>

OBSERVATION PERIOD SUMMARY KPI MEASUREMENT REPORT & ANALYSIS



- > **FOR FO003(Percentage of Corrective WO Completed within WLA Time – Medium)-)-** Although no data was available from November 2014 to June 2015 we have started collecting the data from July 2015 onwards and have reported significant improvement in this process KPI.
- > **For FO004-Percentage of Corrective WO Completed within WLA Time – Minor-** Although no data was available from November 2014 to June 2015 we have started collecting the data from July 2015 onwards and process KPI have been found to be stable.
- > **FO005(Percentage of Preventive Maintenance WO completed within WLA Time)-** Although no data was available from November 2014 to October 2015 . We have started collecting the data from November 2015 onwards and process KPI has been found to be stable.
- > **FOR FO006(Percentage of Planned Maintenance WO (wireless PE) completed within WLA Time) –** Although data were available for this KPI from July 2015 onwards but the data was not found to be in line with the MSTOP guidelines till March 2016. April 2016 onwards the KPI data is lined with the MSTOP guidelines. A significant improvement in this process KPI has been observed.

OBSERVATION PERIOD SUMMARY KPI MEASUREMENT REPORT & ANALYSIS



FOR FO007(Percentage of Implementation WO completed within WLA Time)- Although data were available for this KPI from July 2015 onwards but the data was not found to be .in line with the MSTOP guidelines till March 2016.april 2016 onwards the KPI data is lined with the MSTOP guidelines. A significant improvement in this process KPI has been observed.

FOR FO008(Percentage of Provisioning WO completed within WLA Time)- Although data were available for this KPI from July 2015 onwards but the data was not found to be .in line with the MSTOP guidelines till March 2016.april 2016 onwards the KPI data is lined with the MSTOP guidelines. A significant improvement in this process KPI has been observed.

There has been no data available during the Observation period for the below mentioned process KPI.Moving forward the WFM team have assured that the data for the same will get reflected in the WFM tool by Q4.

1) FO009- Number of WO completed outside WLA Time, caused by missing Spare Parts / Tools.

2)FO010- Number of failures to provide physical site access

OBSERVATION PERIOD SUMMARY KPI MEASUREMENT REPORT & ANALYSIS

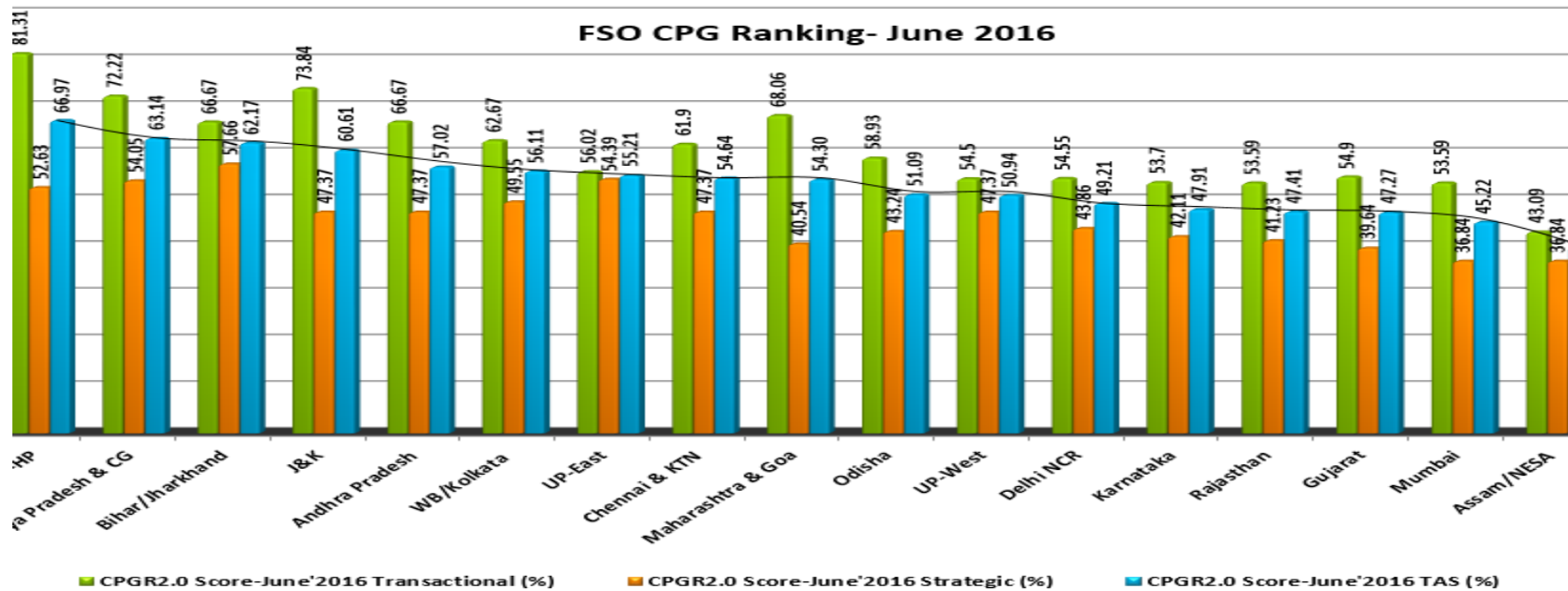


- > **Apart from the process KPI the WFM team has stated measuring and reporting the following Performance Indicators on monthly basis.**
- >
- > MTTR from Assignment Start Date & Time
- > MTTR from Creation Date & Time
- > MTTR from Creation Date & Time(Excluding Waiting External)
- > Average Corrective WO/Site/Month
- > Average Corrective WO/Site/Month - SVD
- > Average Manual WO/Site/Month
- > Actual WO/Engineer/Day (As per WO Handled by Engineer)
- > WO Handled by Engineer
- > Actual WO/Engineer/Day (As per Engineer In WFM)
- > Engineer In WFM
- > Site
- > MTTR(Corrective SVD) from Assignment Finish Date & Time
- > MTTR(Corrective SVD) from Creation Date & Time
- > MTTR(Corrective SVD) from Creation Date & Time(Excluding Waiting External)
- > WO/Engineer/Day



FSD PERFORMANCE GOVERNANCE STRUCTURE IN PLACE

- > A well defined governance structure(CPGR 2.0) has been put in place for the monitoring of the performance of all the 23 circles in terms of Transactional Parameter and Strategic Parameters.

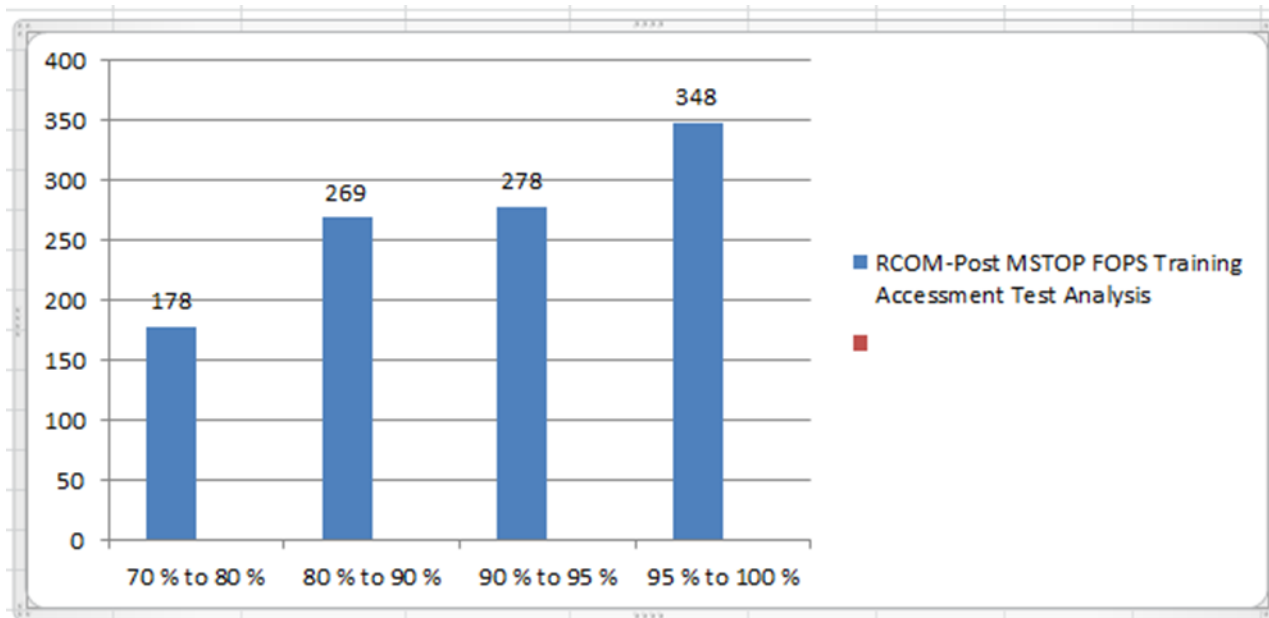


PROCESS TRAINING ANALYSIS FOR RCOM FSO



- ✓ During the Observation Period all total 1073 Field technician were trained on this process.(Face to Face + On FRESCOM(Remote))

Post Training Assessment Test Completed for the Employees.



FURTHER IMPROVEMENTS & CHALLENGES



- As the Volume of Manpower involved in the RCOM is of considerable amount so we need to keep track of the new entrant and provide training to them on the field operations process.
- Going forward we need to keep the process kpi data for all the circles within RCOM account.
- 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
- For 2 out of the 10 process KPI currently data is not available for the below mentioned Process KPI. We need to start the measurement of the following process KPI.
- FO009- Number of WO completed outside WLA Time, caused by missing Spare Parts / Tools.
- FO010- Number of failures to provide physical site access

LOCAL PROCESS SPOC RESPONSIBILITIES FOR DRIVING IMPROVEMENTS



- Regular Monitoring of KPI; To ensure KPI accuracy & performance
- Drive Improvement projects; Quality drives basis on MSTOP learning's & Improvisation in case of KPI data deviation from the Contractual Targets.
- Keep a check on Document Repository; This is to ensure that information is always up to date at all the web-links (Eridoc/ Shared drives/ Ericoll)
- Modifications on Wiki (if any); Up to date L 4.5 wiki page and communication to all relevant stakeholders regarding changes made on wiki.
- Maintaining Level 5 on wiki; Maintenance of local procedures/ ways of working documents.



ERICSSON