

# FIELD OPERATIONS PROCESS

## Scenario - I

### Description of process scenario

- **Longer average time on site** to resolve corrective work orders
- **Lack of proper coordination between WFM-GNOC-FT** in terms of critical WO resolution and closure.
- **Work Orders not timely resolved/Closed** by Field Technicians.

### Description of Benefits

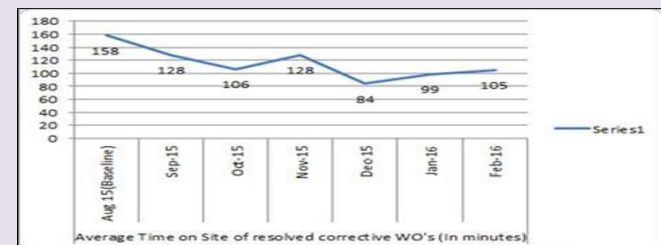
- **Process Awareness** to complete Field Operations Team(1450 employees).
- **Establishment of an effective coordination system** between GNOC-WFM-FT for resolution of the corrective work orders
- **35 % reduction in average time on site** to resolve corrective work orders(in minutes) .

## Business Value of deployed scenario

### Monetary Value

- **Savings:** SEK 215 K in first year.
- **Amount Invested:** SEK 59 K as initial one time cost.
- **ROI:** SEK 156 K in first year.

### “Soft” Value



--Average time on site to resolve corrective work orders--

# FIELD OPERATIONS PROCESS

## Scenario - Ii

### Description of process scenario

- **Higher Volume/Percentage(More than 12 %)** of rejected work orders wrt to total work orders generated in a month.
- **Lack of proper awareness about the severity criteria** and monitoring of its implementation during TT to Work order generation(1TM to WFM)
- **Higher volume of rejection of work orders from field** effecting the proper manpower utilization.

### Description of Benefits

- **Process Awareness** to complete Field Operations Team(1450 employees).
- **Establishment of an effective coordination system** between GNOC-WFM-FT for resolution of the corrective work orders and Severity criteria implementation
- **Reduction in composite ratio of the rejected work order wrt to total work order generated in a month** was from **13.5 % to 3.5 %** .

## Business Value of deployed scenario

### Monetary Value

- **Savings:** SEK 190 K in first year.
- **Amount Invested:** SEK 59 K as initial one time cost.
- **ROI:** SEK 131 K in first year.

### “Soft” Value



--Composite ratio for the rejected work orders with respect to total Work orders--

# FIELD OPERATIONS PROCESS

## Scenario - Iii

### Description of process scenario

- For 12 out of 15 circles the % of corrective WO(Critical –P1) completed within WLA time was below 45% .
- Lack of proper coordination between WFM-GNOC-FT in terms of critical WO closure.
- Work Orders not timely closed by Field Technicians.

### Description of Benefits

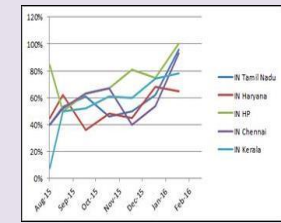
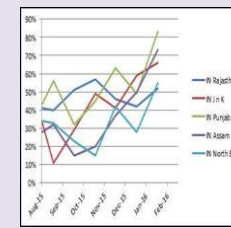
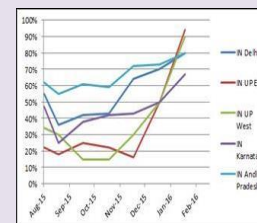
- Process Awareness to complete Field Operations Team(1450 employees).
- Development and deployment of an effective escalation matrix for Critical Work orders within RINA FSO organization.
- All the 15 circles have shown positive improvement trends in terms compliance of corrective work orders completed within WLA time-Critical(P1) .

## Business Value of deployed scenario

### Monetary Value

- **Savings:** Huge reduction in penalties paid to customer for non compliance to SLA.
- **Amount Invested:** SEK 59 K as initial one time cost.

### “Soft” Value



--Percentage of Corrective WO Completed within WLA Time – Critical(P1)(circle wise)--

# FIELD OPERATIONS PROCESS

## Scenario - iv

### Description of process scenario

- **WLA compliance for Major(P2) Work orders considerably low.**
- **Lack of proper coordination between WFM-GNOC-FT in terms of Major WO closure.**
- **Work Orders not timely closed by Field Technicians.**

### Description of Benefits

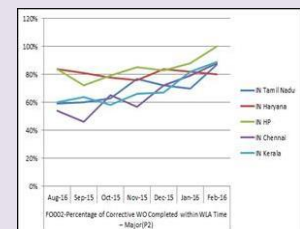
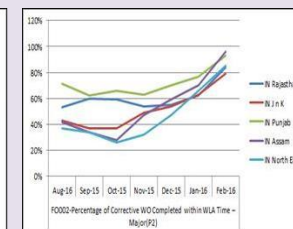
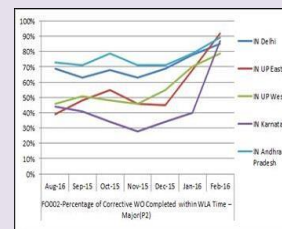
- **Effective and well planned utilization the existing manpower for Work order assignment and corresponding activity closure.**
- **All the 15 circles have shown positive improvement trends in terms compliance of corrective work orders completed within WLA time-Major(P2) through effective tracking of the Work orders by WFM team.**

## Business Value of deployed scenario

### Monetary Value

- **Savings:** Huge reduction in penalties paid to customer for non compliance to SLA.
- **Amount Invested:** SEK 59 K as initial one time cost.

### “Soft” Value



--Percentage of Corrective WO Completed within WLA Time - Major(P2)(circle wise)--

# FIELD OPERATIONS PROCESS

## Scenario - v

### Description of process scenario

- **Average number of corrective work orders/site was considerably high.**
- **Lack of proper synchronization** and effective analysis/planning/execution of preventive maintenance plan in circle teams .

### Description of Benefits

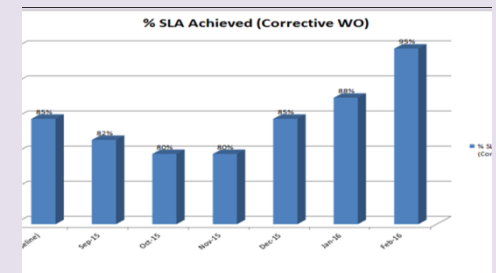
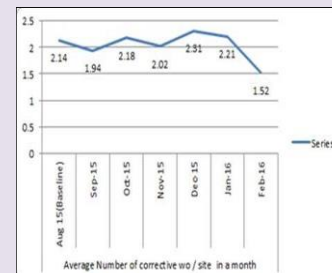
- **Effective analysis/planning/execution** of preventive maintenance in circle teams .
- **80% reduction** in Average Number of corrective wo / site in a month .
- **Overall % SLA achieved** for corrective work orders improved from **85 % to 95 %** over a period of 6 moths

## Business Value of deployed scenario

### Monetary Value

- **Savings:** Huge reduction in penalties paid to customer for non compliance to SLA.
- **Amount Invested:** SEK 59 K as initial one time cost.

### “Soft” Value



--Percentage of Corrective WO Completed within WLA Time – Major(P2)(circle wise)--



# BHARTI INDIA RINA NEW MSTOP FIELD OPERATIONS PROCESS ROLL OUT REPORT

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MSTOP project : RINA BHARTI INDIA

PROCESS GO LIVE DATE : 31.08.2015

OBSERVATION PERIOD : 6 MONTHS (FROM SEPTEMBER 2015 to FEBRUARY 2015)

PREPARED BY : Rajdeep Banerjee  
**Global PC-GDF**

# PROCESS GOAL & OBJECTIVE



## ✓ GOAL

Secure that the customer's Telecom or IT infrastructure operates at defined performance levels ensuring high Availability and Reliability, while making the most effective utilization of resources, both competence and cost-benefit wise.

## ✓ OBJECTIVE

All Corrective, Preventive and Planned Maintenance activities are concluded successfully within schedule, as agreed in the WLA;

Spare Parts and Tools are obtained, distributed and stored correctly in the appropriate locations, and its dimensioning is adequate to meet the agreed service levels;

Required resource capabilities and skills are available In the field workforce (internal and/or external) and utilized properly as required for the business success;

Configuration, inventory and site conditions are constantly verified and feedback is given to the responsible organization;

Physical access to sites is granted to authorized personnel as needed, according to customer security policies.

# PROCESS CUSTOMIZATION



- › There are a total of 132 Work Instructions (Level 4.0) for Field Operations Processes
- › 19 Work Instructions have been customized for BHARTI INDIA India
  
- › 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)
  - [Bharti India, Level 4.5 Index page](#) list with all customized Work Instructions)



# PROCESS CUSTOMIZATION LIFECYCLE



Process Activity	Activity Start	Activity End
Process Implementation Kick Off	21-April-2015	21-April-2015
Creation of Level 4.5	22-April-2015	15-June-2015
Acceptance of Level 4.5 and KPI Sign Off	15-June-2015	10-August-2015
Upload Level 4.5 on Wiki	10-August-2015	11-August-2015
Training execution	12-August-2015	25-August-2015
Process Go-Live	31-August-2015	31-August-2015

# BHARTI INDIA FSO MOVING FORWARD AFTER THE PROCESS ROLL OUT



- ❑ THE PROCESS KPI'S & PERFORMANCE INDICATORS WILL BE MEASURED ON MONTHLY BASIS IN ORDER TO OBSERVE THE EFFECTIVENESS OF THE PROCESS DEPLOYMENT AND SHARE WITH ALL THE STAKEHOLDERS DURING THE GOVERNANCE MEETING TO BE HELD MONTHLY
- ❑ GOING FORWARD THE PROCESS DOCUMENT OWNER WILL BE WITH FROM PERFORMANCE TEAM FSO (RAJESH KUMAR).
- ❑ GOING FORWARD THE PROCESS KPI OWNER(JOINTLY) BY ANIL KUMAR GUPTA AND RAMAVTAR SHARMA (RINA FSO) .
- ❑ MSTOP PROCESS IMPROVEMENT DRIVER WILL BE SUNIL DATT SHARMA(MSIP) & RAJESH KUMAR(PERFORMANCE TEAM-FSO)

# BHARTI INDIA-FIELD OPERATION PROCESS

## PROCESS KPIS DATA OWNERSHIP AND FREQUENCY



KPI	DESCRIPTION	Measurable/Not measurable	Ownership	Frequency
FO001	Percentage of Corrective WO Completed within WLA Time - <b>Critical</b>	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO002	Percentage of Corrective WO Completed within WLA Time - <b>Major</b>	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO003	Percentage of Corrective WO Completed within WLA Time - <b>Medium</b>	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO004	Percentage of Corrective WO Completed within WLA Time - <b>Minor</b>	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO005	Percentage of Preventive Maintenance WO Completed within WLA Time	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO006	Percentage of Planned Maintenance WO Completed within WLA Time	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO007	Percentage of Implementation WO Completed within WLA Time	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO008	Percentage of Provisioning WO Completed within WLA Time	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO009	Number of WO completed outside WLA Time, caused by missing Spare Parts / Tools	Measurable	WFM TEAM	Monthly (For all the 15 circles)
FO0010	Number of failures to provide physical site access;	Not covered under present Contract	NA	NA
FO011	Average Travel Time;	Measurable	WFM TEAM	Monthly (For all the 15 circles)

# BHARTI INDIA-FIELD OPERATION PROCESS

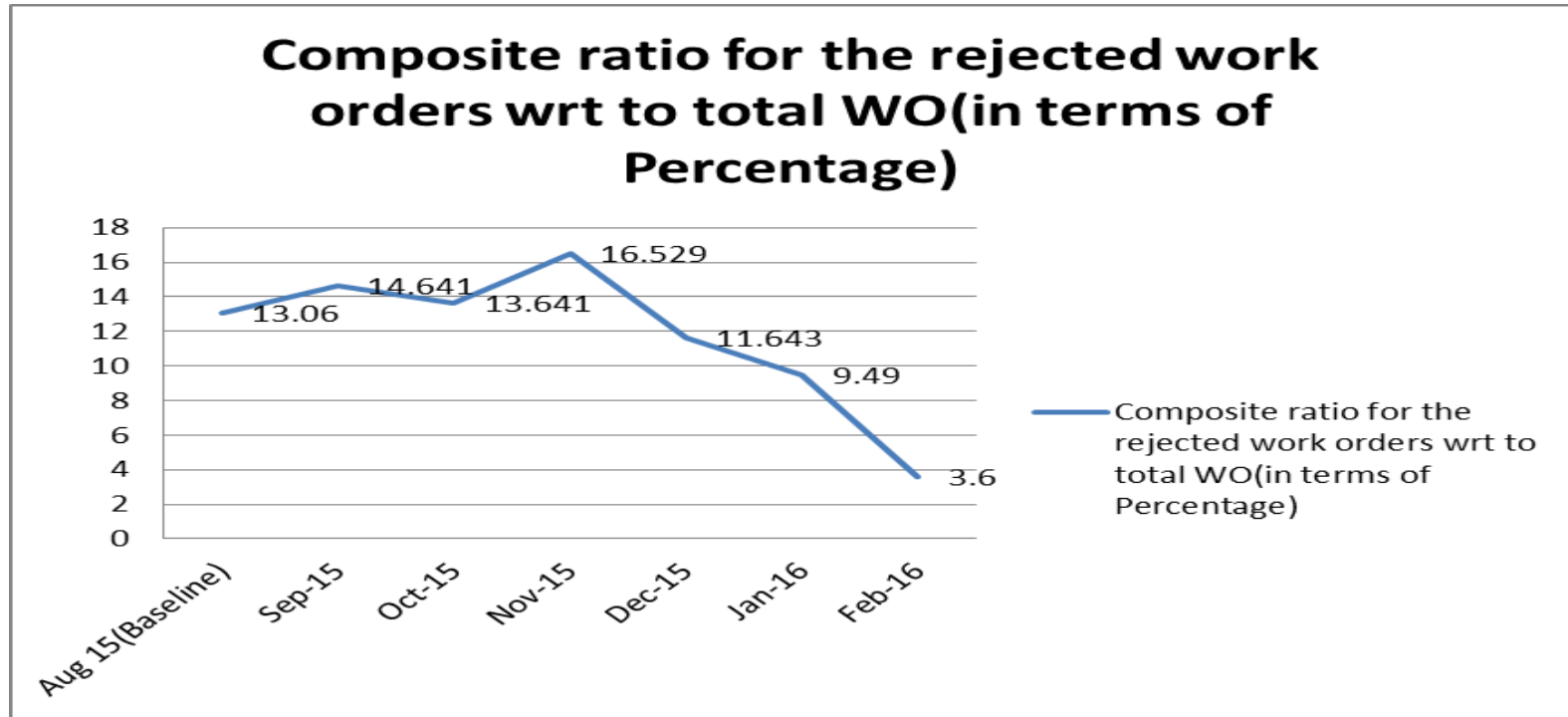
## PERFORMANCE INDICATORS DATA OWNERSHIP AND FREQUENCY



PI	Description	Measurable/Non measurable	Frequency	Circulation	Ownership
1	Number of repetitive visits per site per corrective WO during the month	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
2	Number of total deferred internal WO's during the month	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
3	Number of total deferred external WO's during the month	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
4	Average response time for corrective Priority 1 ( till FT accept)	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
5	Average response time for field tech ( dispatched till FT accept)	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
6	Average Time on Site of resolved corrective WO's	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
7	Average Time on Site of resolved preventive WO's	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
8	Average Time on Site of resolved planned WO's	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
9	Average Time on Site of resolved provisioning WO's	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
10	Average Time on Site of resolved implementation WO's	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
11	Average Number of total WO's resolved per technician during the month	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
12	Field technicians utilization during the month	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
13	Number of Site / FT	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
14	Number of corrective / site	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
15	Number of Dispatcher / FT	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
16	Total WO handled per month/ dispatcher	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team
17	Open WO past due date more than a month	Measurable	Monthly (For all the 15 circles)	Monthly Governance Meeting	WFM Team

# BHARTI INDIA-FOPS PROCESS-PERFORMANCE INDICATOR

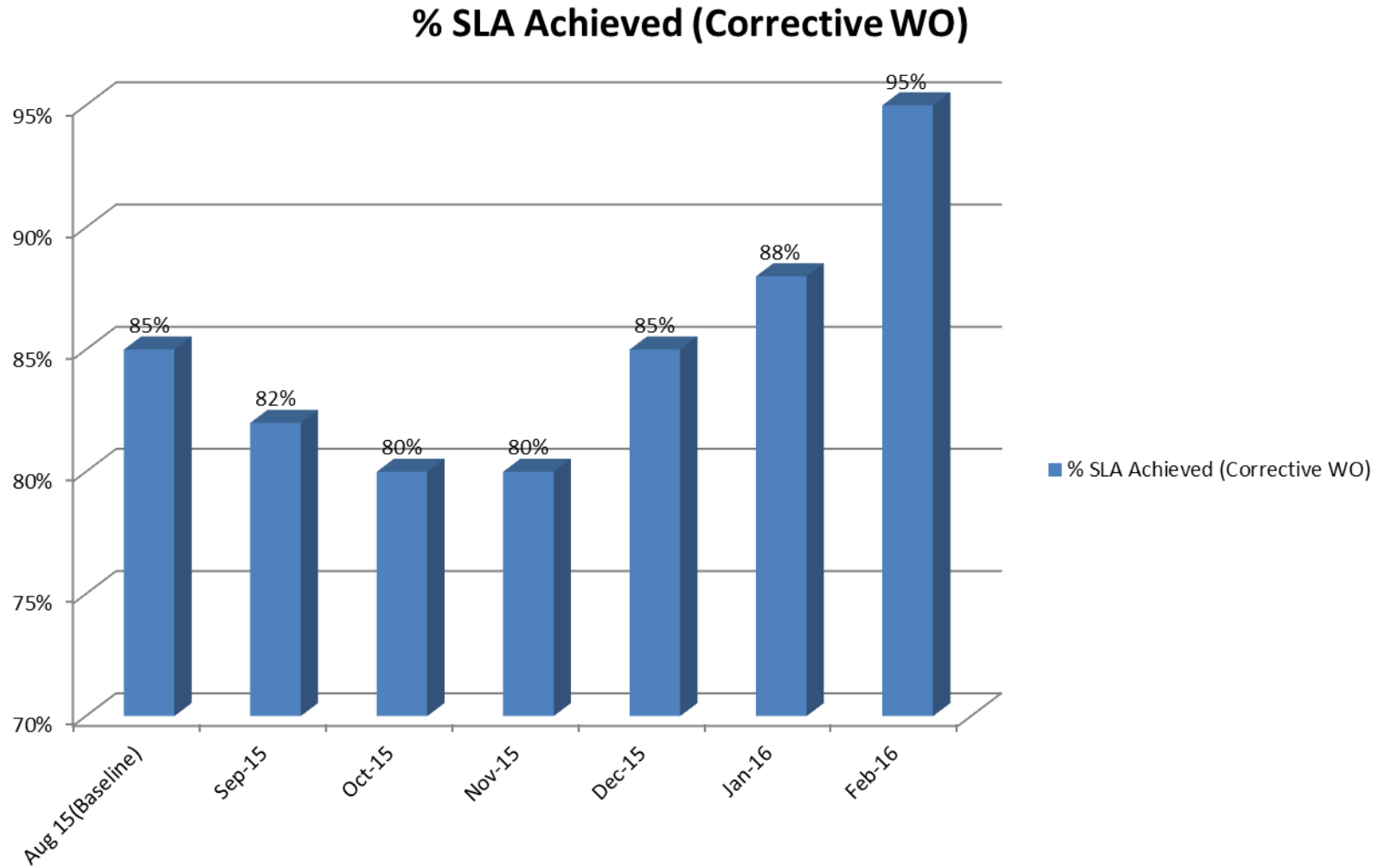
## COMPOSITE RATIO FOR THE REJECTED WORK ORDERS WRT TO TOTAL WORK ORDERS



THE REJECTED WO RATIO HAS REDUCED DRASTICALLY AND WAS BROUGHT DOWN BELOW THE MSTOP PRESCRIBED LEVEL. THIS EXPLAINS A BETTER COORDINATION BETWEEN GNOC AND FSO TEAM IN TERMS OF WORK ORDER GENERATION QUALITY COMPLIANCE .



## % SLA ACHIEVED (CORRECTIVE WO)



# BHARTI INDIA-FIELD OPERATION PROCESS

## FO001-PERCENTAGE OF CORRECTIVE WO COMPLETED WITHIN WLA TIME – CRITICAL(CIRCLE WISE)



Circle	FO001-Percentage of Corrective WO Completed within WLA Time – Critical						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	55%	36%	42%	43%	64%	70%	80%
IN UP East	22%	18%	25%	22%	16%	50%	94%
IN UP West	34%	30%	15%	15%	30%	50%	90%
IN Karnataka	47%	25%	38%	42%	43%	50%	67%
IN Andhra Pradesh	62%	55%	61%	59%	72%	73%	80%
IN Rajasthan	41%	40%	51%	57%	46%	42%	52%
IN J n K	34%	11%	29%	49%	41%	59%	66%
IN Punjab	43%	56%	32%	45%	63%	49%	83%
IN Assam	28%	32%	15%	20%	37%	50%	73%
IN North East	34%	33%	23%	15%	42%	28%	55%
IN Tamil Nadu	40%	53%	61%	46%	50%	62%	96%
IN Haryana	45%	62%	36%	48%	45%	68%	65%
IN HP	84%	50%	63%	67%	81%	75%	100%
IN Chennai	40%	52%	63%	67%	40%	54%	93%
IN Kerala	8%	50%	52%	61%	60%	74%	78%

ALL THE 15 CIRCLES HAVE SHOWN POSITIVE IMPROVEMENT TRENDS IN TERMS OF % OF CORRECTIVE WO COMPLETED WITHIN WLA TIME – CRITICAL

# BHARTI INDIA-FIELD OPERATION PROCESS

## FO002-PERCENTAGE OF CORRECTIVE WO COMPLETED WITHIN WLA TIME – MAJOR(CIRCLE WISE)



Circle	FO002-Percentage of Corrective WO Completed within WLA Time – Major						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	69%	63%	68%	63%	69%	78%	85%
IN UP East	39%	48%	55%	46%	45%	68%	92%
IN UP West	46%	51%	48%	46%	55%	70%	79%
IN Karnataka	44%	41%	34%	28%	34%	40%	87%
IN Andhra Pradesh	73%	71%	79%	71%	71%	79%	89%
IN Rajasthan	53%	60%	59%	54%	55%	62%	84%
IN J n K	43%	37%	37%	49%	54%	63%	79%
IN Punjab	71%	62%	66%	63%	70%	77%	93%
IN Assam	42%	34%	28%	47%	59%	70%	96%
IN North East	37%	34%	26%	32%	47%	66%	85%
IN Tamil Nadu	59%	60%	63%	77%	72%	70%	87%
IN Haryana	84%	81%	78%	76%	84%	82%	80%
IN HP	84%	72%	79%	85%	83%	88%	100%
IN Chennai	54%	46%	65%	57%	72%	79%	88%
IN Kerala	60%	64%	58%	66%	67%	82%	89%

ALL THE 15 CIRCLES HAVE SHOWN POSITIVE IMPROVEMENT TRENDS IN TERMS OF % OF CORRECTIVE WO COMPLETED WITHIN WLA TIME – MAJOR (P2)



# BHARTI INDIA-FIELD OPERATION PROCESS PI-NUMBER OF REPETITIVE VISITS PER SITE PER CORRECTIVE WO DURING THE MONTH



Circle	Number of repetitive visits per site per corrective WO during the month						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan'16	Feb-16
IN Delhi	0.09	0.10	0.13	0.10	0.07	0.07	0.05
IN UP East	0.09	0.09	0.11	0.11	0.18	0.26	0.23
IN UP West	0.09	0.22	0.17	0.13	0.13	0.07	0.06
IN Karnataka	0.09	0.05	0.07	0.06	0.05	0.07	0.02
IN Andhra Pradesh	0.09	0.10	0.09	0.09	0.06	0.06	0.06
IN Rajasthan	0.09	0.11	0.11	0.08	0.12	0.11	0.10
IN J n K	0.09	0.09	0.09	0.07	0.06	0.05	0.02
IN Punjab	0.09	0.12	0.11	0.08	0.09	0.05	0.04
IN Assam	0.09	0.05	0.14	0.09	0.07	0.10	0.16
IN North East	0.09	0.10	0.17	0.14	0.13	0.23	0.21
IN Tamil Nadu	0.09	0.03	0.03	0.03	0.03	0.04	0.03
IN Haryana	0.09	0.08	0.11	0.13	0.09	0.03	0.01
IN HP	0.09	0.20	0.19	0.18	0.11	0.04	0.01
IN Chennai	0.09	0.03	0.09	0.02	0.00	0.07	0.08
IN Kerala	0.09	0.02	0.02	0.02	0.02	0.03	0.07
<b>Average</b>	<b>0.09</b>	<b>0.09</b>	<b>0.11</b>	<b>0.09</b>	<b>0.08</b>	<b>0.08</b>	<b>0.08</b>

# BHARTI INDIA-FIELD OPERATION PROCESS



## PI-AVERAGE TIME ON SITE TO RESOLVE CORRECTIVE WORK ORDERS

Circle	Average Time on Site of resolved corrective WO's (In minutes)						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	102	113	55	45	37	33	38
IN UP East	59	88	104	106	72	74	91
IN UP West	164	74	54	62	50	28	31
IN Karnataka	161	67	98	139	160	230	53
IN Andhra Pradesh	142	153	102	113	117	86	73
IN Rajasthan	100	78	85	104	96	98	46
IN J n K	106	172	52	36	40	45	31
IN Punjab	124	90	71	55	43	35	20
IN Assam	311	89	126	71	43	123	35
IN North East	156	84	79	113	50	125	34
IN Tamil Nadu	110	146	137	136	163	28	115
IN Haryana	46	41	46	63	27	32	25
IN HP	83	57	50	54	51	50	22
IN Chennai	499	546	360	678	118	110	549
IN Kerala	204	113	178	146	185	382	412
<b>Average</b>	<b>158</b>	<b>128</b>	<b>106</b>	<b>128</b>	<b>84</b>	<b>99</b>	<b>105</b>

35 % REDUCTION IN AVERAGE TIME ON SITE TO RESOLVE CORRECTIVE WORK ORDER. THIS REFLECTS BETTER CO ORDINATION BETWEEN GNOC-WFM-FT

# BHARTI INDIA-FIELD OPERATION PROCESS

## FO005-PERCENTAGE OF PREVENTIVE MAINTENANCE WO COMPLETED WITHIN WLA TIME



Circle	FO005-Percentage of Preventive Maintenance WO completed within WLA Time						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	92%	95%	98%	100%	100%	100%	100%
IN UP East	0%	100%	99%	99%	99%	100%	100%
IN UP West	0%	0%	100%	100%	100%	100%	100%
IN Karnataka	50%	100%	100%	100%	100%	100%	100%
IN Andhra Pradesh	100%	98%	100%	100%	100%	100%	100%
IN Rajasthan	99%	100%	95%	100%	96%	100%	100%
IN J n K	0%	0%	100%	100%	100%	100%	100%
IN Punjab	0%	100%	100%	100%	100%	100%	100%
IN Assam	0%	0%	100%	100%	100%	100%	100%
IN North East	87%	77%	100%	100%	100%	100%	100%
IN Tamil Nadu	0%	100%	100%	100%	100%	100%	100%
IN Haryana	0%	0%	100%	98%	100%	100%	99%
IN HP	0%	99%	93%	92%	100%	100%	100%
IN Chennai	100%	50%	100%	100%	-	-	100%
IN Kerala	0%	0%	100%	100%	100%	100%	100%

100 % SLA COMPLIANCE IN TERMS OF PERCENTAGE OF PREVENTIVE MAINTENANCE WORK ORDERS COMPLETED WITHIN WLA

# BHARTI INDIA-FOPS PROCESS-PERFORMANCE INDICATOR

## PI-AVERAGE TIME ON SITE TO RESOLVE PREVENTIVE MAINTENANCE



Circle	Average Time on Site of resolved preventive WO's						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	66	273	70	31	44	28	78
IN UP East	264	290	235	182	155	241	405
IN UP West	295	119	75	604	80	74	66
IN Karnataka	88	98	123	100	105	134	71
IN Andhra Pradesh	247	293	358	276	341	232	198
IN Rajasthan	196	565	625	44	407	129	85
IN J n K	193	100	104	170	99	82	54
IN Punjab	279	490	472	223	156	97	104
IN Assam	1185	1	175	30	72	176	99
IN North East	279		83	13	11	15	135
IN Tamil Nadu	96	246	126	203	196	69	106
IN Haryana	484	10	363	120	239	229	347
IN HP	830	394	820	534	7	150	137
IN Chennai	1219	764	1425	136		0	1152
IN Kerala	418	210	257	213	66	57	796
<b>Average</b>	<b>410</b>	<b>275</b>	<b>354</b>	<b>191</b>	<b>141</b>	<b>114</b>	<b>255</b>

**38 % REDUCTION IN AVERAGE TIME ON SITE TO RESOLVE PREVENTIVE MAINTENANCE ORDER.**

# BHARTI INDIA-FOPS PROCESS-PERFORMANCE INDICATOR

## PI-AVERAGE NUMBER OF CORRECTIVE / SITE IN A MONTH .



Circle	Number of corrective wo / site in a month						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	2.04	2.07	2.27	3.21	2.10	2.38	1.30
IN UP East	3.31	3.41	3.67	3.06	3.33	4.12	2.62
IN UP West	4.79	4.57	5.62	3.36	4.81	3.85	2.83
IN Karnataka	0.98	2.01	2.34	2.00	2.26	2.57	0.85
IN Andhra Pradesh	1.01	0.92	0.83	0.88	0.72	0.73	0.75
IN Rajasthan	2.36	2.21	1.97	1.48	1.85	2.12	1.82
IN J n K	2.06	1.62	1.85	1.71	3.33	3.08	1.02
IN Punjab	1.42	1.37	1.56	1.36	1.74	2.55	1.18
IN Assam	1.67	1.37	1.92	1.56	1.63	1.66	2.09
IN North East	3.75	3.25	3.48	3.41	3.05	4.17	4.34
IN Tamil Nadu	1.03	1.11	0.90	1.25	0.90	0.91	0.69
IN Haryana	2.11	1.73	2.60	2.60	4.10	2.42	1.02
IN HP	4.49	2.52	2.26	2.14	2.35	1.27	0.88
IN Chennai	0.69	0.49	0.79	1.53	1.78	0.54	0.64
IN Kerala	0.39	0.47	0.63	0.69	0.73	0.85	0.72
<b>Average</b>	<b>2.14</b>	<b>1.94</b>	<b>2.18</b>	<b>2.02</b>	<b>2.31</b>	<b>2.21</b>	<b>1.52</b>

**80 % REDUCTION IN THE AVERAGE NUMBER OF CORRECTIVE / SITE  
IN A MONTH**

# BHARTI INDIA-FIELD OPERATION PROCESS

## FO006-PERCENTAGE/COUNT OF PLANNED MAINTENANCE WO COMPLETED WITHIN WLA TIME (CIRCLE WISE)



Circle	FO006-Percentage/Count of Planned Maintenance WO completed within WLA Time						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	6543	7001	8155	4356	6487	8429	10684
IN UP East	4036	3400	4226	3640	4541	10864	9199
IN UP West	2693	3134	2175	2602	2856	3026	4043
IN Karnataka	4145	7364	7600	8123	7320	9041	7389
IN Andhra Pradesh	10647	12109	13263	14555	16303	16793	16868
IN Rajasthan	1953	1978	2263	1774	3081	7081	7335
IN J n K	3652	2863	2895	2963	3053	3600	3401
IN Punjab	4027	3818	3908	3364	5353	6211	10000
IN Assam	1118	2027	2327	1781	2812	4644	3441
IN North East	578	816	1041	1303	910	1687	1479
IN Tamil Nadu	5629	5065	4927	4715	5596	9912	11496
IN Haryana	1587	2356	2532	3079	2826	2280	2420
IN HP	1253	1408	1283	1143	846	1349	1394
IN Chennai	2148	1652	1411	1117	1398	1888	3874
IN Kerala	1040	919	831	619	635	1394	2874
<b>Average</b>	<b>3403</b>	<b>3727</b>	<b>3922</b>	<b>3675</b>	<b>4267</b>	<b>5879</b>	<b>6349</b>

86 % INCREASE IN THE COUNT OF PLANNED WORK ORDERS EXECUTED (AVERAGE).SLA COMPLIANCE IS 100 % THROUGH ALL THE CIRCLES

# BHARTI INDIA-FOPS PROCESS-PERFORMANCE INDICATOR

## PI-AVERAGE TIME ON SITE TO RESOLVE PLANNED WORK ORDERS



Circle	Average Time on Site of resolved planned WO's						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	1364	743	488	789	480	59	68
IN UP East	126	130	179	186	79	389	101
IN UP West	184	124	115	86	122	79	54
IN Karnataka	114	112	187	105	168	126	118
IN Andhra Pradesh	139	156	148	139	150	192	117
IN Rajasthan	344	365	642	1064	549	276	284
IN J n K	183	272	108	109	97	87	77
IN Punjab	923	488	580	230	219	160	117
IN Assam	405	199	207	920	219	148	130
IN North East	427	264	244	513	801	326	201
IN Tamil Nadu	87	107	92	64	122	130	165
IN Haryana	598	798	477	265	308	290	512
IN HP	637	1079	712	1136	612	158	194
IN Chennai	1226	618	1117	102	117	991	103
IN Kerala	204	216	226	173	76	111	629
<b>Average</b>	<b>464</b>	<b>378</b>	<b>368</b>	<b>392</b>	<b>275</b>	<b>235</b>	<b>191</b>

30 % REDUCTION IN AVERAGE TIME ON SITE TO RESOLVE PLANNED WORK ORDERS.

# BHARTI INDIA-FIELD OPERATION PROCESS



## FO007-PERCENTAGE /COUNT OF IMPLEMENTATION WO COMPLETED WITHIN WLA TIME (CIRCLE WISE)

Circle	FO007-Percentage of Implementation WO completed within WLA Time						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	399	1016	2069	704	1548	2063	1787
IN UP East	147	524	1336	864	106	13	303
IN UP West	35	5	11	79	38	113	224
IN Karnataka	219	52	78	43	103	217	325
IN Andhra Pradesh	1091	580	564	1117	1406	1299	3474
IN Rajasthan	185	392	209	64	166	368	490
IN J n K	1	5	10	39	49	30	52
IN Punjab	63	6	5	7	10	1	16
IN Assam	349	384	313	502	207	436	491
IN North East	166	165	172	254	283	248	230
IN Tamil Nadu	58	47	52	104	100	135	209
IN Haryana	33	23	9	2	14	-	13
IN HP	132	7	42	18	54	95	69
IN Chennai	31	12	2	4	-	25	93
IN Kerala	31	14	5	32	37	86	112
<b>Average</b>	<b>196</b>	<b>215</b>	<b>325</b>	<b>255</b>	<b>294</b>	<b>366</b>	<b>525</b>

86 % INCREASE IN THE NUMBER OF IMPLEMENTATION WORK ORDERS EXECUTED (AVERAGE).SLA COMPLIANCE IS 100 % FOR ALL THE CIRCLES.



# BHARTI INDIA-FIELD OPERATION PROCESS



## FO008-PERCENTAGE /COUNT OF PROVISIONING WO COMPLETED WITHIN WLA TIME (CIRCLE WISE)

Circle	FO008-Percentage of Provisioning WO completed within WLA Time						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	0	0	-	-	1	-	-
IN UP East	0	0	-	-	-	-	-
IN UP West	83	167	160	98	397	125	334
IN Karnataka	666	799	494	80	300	304	218
IN Andhra Pradesh	492	271	154	312	217	286	348
IN Rajasthan	50	13	334	41	36	484	48
IN J n K	48	19	133	80	95	122	156
IN Punjab	108	19	13	24	5	26	1
IN Assam	0	0	-	-	-	-	53
IN North East	0	0	-	-	-	-	38
IN Tamil Nadu	505	393	448	474	458	707	809
IN Haryana	1	5	1	5	11	22	49
IN HP	31	10	6	73	31	15	23
IN Chennai	76	61	66	16	5	53	123
IN Kerala	321	243	255	240	158	255	801
<b>Average</b>	<b>158</b>	<b>133</b>	<b>187</b>	<b>131</b>	<b>142</b>	<b>218</b>	<b>230</b>

45 % INCREASE IN THE COUNT OF PROVISIONING WORK ORDERS EXECUTED (AVERAGE).

# BHARTI INDIA-FOPS PROCESS-PERFORMANCE INDICATOR

## PI-AVERAGE NUMBER OF TOTAL WO RESOLVED PER TECHNICIAN DURING A MONTH



Circle	Average Number of total WO's resolved per technician during the month						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	125.29	132.84	128.81	185.66	129.68	125.68	119.12
IN UP East	200.88	198.87	83.38	145.96	71.61	160.82	145.60
IN UP West	146.60	141.76	83.61	109.05	120.40	188.49	143.48
IN Karnataka	106.53	181.22	169.06	176.88	136.86	143.80	133.86
IN Andhra Pradesh	153.53	150.40	126.05	154.40	138.71	62.18	154.25
IN Rajasthan	120.24	113.68	86.86	74.47	83.96	92.33	160.66
IN J n K	75.53	56.80	48.09	65.63	73.23	70.73	45.09
IN Punjab	116.16	107.16	88.43	120.51	142.63	150.89	111.03
IN Assam	76.79	69.91	81.40	92.50	88.53	70.70	116.16
IN North East	117.08	101.00	95.32	119.16	103.78	137.43	145.11
IN Tamil Nadu	174.52	174.09	110.48	183.27	123.85	110.99	207.96
IN Haryana	143.04	133.95	143.35	248.09	220.40	192.62	131.24
IN HP	114.30	78.68	51.64	79.39	53.44	61.34	57.03
IN Chennai	102.84	74.64	89.36	167.74	25.74	89.60	189.66
IN Kerala	50.42	53.24	50.10	68.94	66.75	59.72	113.33
<b>Average</b>	<b>122</b>	<b>117</b>	<b>95</b>	<b>132</b>	<b>105</b>	<b>135</b>	<b>136</b>

10 % INCREASE IN AVERAGE NUMBER OF TOTAL WO ORDERS RESOLVED PER TECHNICIAN IN A MONTH

# BHARTI INDIA-FOPS PROCESS-PERFORMANCE INDICATOR

## FIELD TECHNICIANS UTILIZATION DURING THE MONTH.



Circle	Field technicians utilization during the month (In terms of Work orders)						
	Aug 15(Baseline)	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
IN Delhi	4.15	4.66	5	6.5	4.74	5.52	4.8
IN UP East	3.35	2.72	3.25	2.31	2.63	5.25	5.88
IN UP West	3.48	3.66	3.39	3.03	4.28	5.81	5.77
IN Karnataka	3.96	6.76	6.68	6.34	4.99	6.25	5.39
IN Andhra Pradesh	5.49	5.25	4.92	5.45	4.98	5.36	6.23
IN Rajasthan	4.43	4.03	3.39	2.61	3.03	4.06	6.45
IN J n K	2.52	1.84	1.87	2.09	2.64	2.74	1.8
IN Punjab	3.68	3.51	3.48	3.68	5.17	5.8	4.45
IN Assam	2.11	2.23	3.13	3.32	3.22	4.1	4.66
IN North East	3.82	3.2	3.65	4.41	3.8	5.66	5.82
IN Tamil Nadu	4.94	4.83	4.32	4.02	4.48	6.74	8.36
IN Haryana	4.73	4.31	5.48	8.23	7.97	7.56	5.29
IN HP	3.27	2.26	2	2.47	1.94	2.67	2.28
IN Chennai	3.81	2.43	3.46	1.64	0.93	4	7.8
IN Kerala	1.74	1.79	1.93	2.04	2.41	2.39	4.56
<b>Average</b>	<b>3.69</b>	<b>3.56</b>	<b>3.73</b>	<b>3.8</b>	<b>3.81</b>	<b>4.92</b>	<b>5.30</b>

# WIKI ACCESS DETAILS IMPORTANT INFORMATION



- › Wiki Read Access is available to all Ericsson Employees (login with respective Signum ID)
  
- › Wiki Write/ Editing Access could be asked from the MSTOP Manager- Jonas Sjöström
  
- › If the Changes to Level-4.5 are required (i.e. Account Specific Customized Work Instruction) The Local Process SPOC should follow the mentioned steps:
  - Request should be submitted to the New MSTOP Wiki Manager
  - Only Approved Changes to be performed
  - Changes should be carried out as per MSTOP Training Modules-IX & X
  - Communication to all the Impacted Process users as well as the assigned Process Champion.

# IMPORTANT WIKI LINKS FIELD OPERATIONS



1. [FSO MSTOP Wiki Home Page](#)
2. [Field Operations Process Description](#)
3. [Expanded Level 3 Process Flow \(Flow Chart\)](#)
4. [Field Operations Hierarchic Escalation Procedure](#)
5. [Field Operations Management Level 4.0 Index Page](#)
6. [Link to Level 4.5 \(Customization\) for Bharti India](#)



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