

BULK DISPATCH—TROUBLE REPORTS

1. GENERAL

1.01 This section outlines the general procedures to be followed under the bulk method of dispatching trouble reports and has been reissued to remove lines completely out of service from bulk dispatch, to have outside craftspersons verify access, and to activate the "BULK" entry in Field 8 on the Trouble Ticket (Form E-4732-3).

1.02 "Bulk Dispatch" is a method that permits troubles to be cleared in a more efficient manner. Improvement in clearing time is obtained through the elimination of roadblocks. Pre-routing and calling ahead for access will prevent long travel time between jobs and no-access conditions. Other savings can be realized by reducing answer time delays from the Repair Service Bureau and return trips to the supply location to obtain required material.

1.03 The immediate objective of bulk dispatch is to use the repair force more efficiently making manpower available to perform preventive maintenance routines. These routines could consist of line insulation tests, coin inspection, PBX routines, etc.

1.04 The long-range of the bulk dispatch program is the *reduction of customer trouble reports* by the completion of programmable betterment routines.

2. DEFINITION OF BULK DISPATCH

2.01 An outside craftsperson should be considered as fully loaded with a bulk dispatched load when the jobs assigned first thing in the morning are of sufficient number to constitute a full day's work. Maximum benefits are obtained by bulk loading for a full day.

Note: Operational reviews of bulk loading have demonstrated that employees assigned to bulk dispatch can clear up to 25 troubles per man per day.

2.02 Bulk dispatching troubles for less than a full day may be considered under the following circumstances:

- (a) Where there is an insufficient number of troubles in a particular geographical area.
- (b) When an employee is working an evening tour, for example, the outside craftsperson assigned from 1 PM to 9 PM could be bulk dispatched for the hours of 1 PM to 5 PM.
- (c) Where dispatchable trouble reports are combined with installation service orders and given to the same outside craftsperson.

2.03 In all cases of a partial bulk load, the supervisor should inform the outside craftsperson of the expected completion time and should also give definite work instructions for the balance of the day.

3. REPAIR SERVICE BUREAU (RSB) PROCEDURES

3.01 To create a sufficient number of productive bulk loads, repair clerks should be instructed to offer "by 5 PM tomorrow" appointment times on as many trouble reports as possible.

3.02 Trouble reports from hospitals, fire, police departments, doctors, or any other emergency reports should not be given a bulk dispatch appointment time.

3.03 The repair clerk should be alert to determine from the tone of conversation whether any trouble report warrants prompt handling.

3.04 Should any customer object to the offered bulk dispatch appointment time, a satisfactory time should be negotiated. The trouble ticket should indicate when it would be unwise for an attempt to be made to renegotiate an established appointment.

NOTICE

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SECTION 660-101-313

3.05 All trouble tickets to be bulk dispatched should be marked as "Bulk" in Field 8 as described in Section 660-100-018.

4. DISPATCH PROCEDURES

4.01 A continual review should be made of troubles awaiting dispatch for additional jobs that qualify for bulk dispatch.

4.02 Out-of-service extensions, as well as specific appointments such as AM or PM, can be included in the bulk dispatch load. These troubles should be conspicuously marked in a manner to attract attention.

4.03 Troubles should be grouped by geographical area keeping in mind travel distance between troubles, specific appointment times, out-of-service extensions, and total number of troubles in a bulk load.

4.04 The supervisor responsible for dispatching should review each bulk dispatch load to determine an estimated time for completion.

4.05 The method of providing the outside craftsman with the trouble data will depend on the existing procedures within the Repair Service Bureau. If a multipart ticket is used, the duplicate copy of the ticket, with the necessary information posted and a copy of the line card should be forwarded to the outside craftsman. In bureaus using a single part ticket, copies of the ticket and the line card should be forwarded to the outside craftsman. All bulk dispatch loads should be delivered to the work location prior to 8 AM.

5. FIELD PROCEDURES

5.01 An outside supervisor should verify the individual bulk loads to determine that the geographical concentration and the estimated time for completion are correct and reasonable.

5.02 Assignment of outside craftsman to bulk loads should be the duty of the responsible supervisor in order to ensure proper rotation. This will help develop a group awareness of bulk dispatch and further develop the *work itself* concept.

5.03 After receiving the bulk dispatch load and before leaving the garage, the outside craftsman should examine the sequence in routing as assigned by the dispatcher, recognize any special notation (ie, out-of-service extensions and access arrangements as outlined in 4.02), and determine the type and quantity of equipment that will be needed for the entire load.

5.04 Trouble completions should be called into the Repair Service Bureau after every fifth or sixth job. This is necessary in order to determine restoration progress and to be kept informed of any messages or change in work plans. This call could be made to an answering machine to eliminate roadblocks in answering.

5.05 The outside craftsman should inform the Repair Service Bureau when a bulk trouble will require an abnormal amount of time to correct. A supervisor in the Repair Service Bureau should decide whether the outside craftsman on the customer's premise should complete the job or to dispatch another employee to complete the repair work, permitting the original craftsman to continue with the bulk lineup. If the supervisor decides to have the original craftsman complete the job, a review must be made of the remaining bulk lineup to ensure that all appointments will be met.

6. EFFECTIVENESS OF BULK LOADING

6.01 Analysis data should periodically be compiled and analyzed by management to measure the effectiveness of the bulk dispatch loading program. This data should include key items such as:

- (a) The percent of the total trouble-clearing force assigned to bulk loads.
- (b) The percent of troubles cleared using the bulk dispatch method in relation to total dispatch troubles.
- (c) The number of troubles assigned, number cleared, and total time spent by each bulk dispatched outside craftsman.
- (d) The average clearing time for all bulk troubles.

(e) The number of employees assigned to preventive maintenance routines as a result of bulk dispatch.

line insulation tests, coin inspection, PBX routines, etc) as a result of bulk dispatch.

(f) The number of programmable routines completed by type of work performed (ie,