

## FIELD SURVEYS OF PRODUCTS

### GENERAL DESCRIPTION

	CONTENTS	PAGE
1.	<b>GENERAL</b> . . . . .	1
2.	<b>DESCRIPTION</b> . . . . .	1
3.	<b>OBJECTIVES</b> . . . . .	1
4.	<b>INITIATION</b> . . . . .	1
5.	<b>PARTICIPANTS</b> . . . . .	2
6.	<b>OPERATING COMPANY RESPONSIBILITY</b>	2
7.	<b>SELECTION OF PRODUCT TO BE SURVEYED</b>	
	. . . . .	3
8.	<b>SURVEY PUBLICATIONS</b> . . . . .	3
9.	<b>SURVEY CONFERENCES</b> . . . . .	3

**1. GENERAL**

**1.01** This practice provides a general description of Quality Service Management (QSM) Field Surveys of Products, which is a service of the Western Electric Company. An outline of the objectives, procedures, and responsibilities in connection with a survey is also provided.

**2. DESCRIPTION**

**2.01** The survey is a technique for gathering information about a product in order to detect and rectify problems in manufacturing, installation, and design. The product or products selected for surveillance will be standard items manufactured by Western Electric Company in regular production or items purchased by Western Electric Company from outside suppliers for the operating companies of the Bell System. The items will normally be newly designed products, but older vintage or significantly modified existing items may be surveyed. Surveys are initiated as a supplement to, and are in no way intended to serve as a substitute for, established procedures,

such as Equipment Appraisal, Engineering Complaints, Job Information Memoranda (JIM), etc. Surveys are not to be used to delay or circumvent the normal research associated with equipment problems. Specifically, they are designed to detect problems, encourage speedy solutions, upgrade subsequent models, improve the overall product and service, and insure product conformance.

**3. OBJECTIVES**

**3.01** Field Surveys of Products are coordinated by Western Electric Company for the following purposes:

- (a) To determine the level of operating company acceptance of the product
- (b) To immediately identify and rectify troubles or shortcomings of any nature that are observed during the survey in order to prevent recurrences in succeeding installations
- (c) To advise manufacturing and installation of the problems observed and resolved in order that the resolutions may be applied to orders in the manufacturing and installation processes
- (d) To advise the responsible design engineering organization at Bell Telephone Laboratories, Western Electric Company, or an outside supplier of design discrepancies and/or suggested improvements
- (e) To reduce engineering complaints.

**4. INITIATION**

**4.01** Surveys are normally initiated by the Headquarters QSM Organizations. Requests for surveys may be initiated by AT&T, operating companies, Regional QSM Organizations, and other interested groups through the Regional QSM Departments. All requests for the surveys shall be forwarded to Product Surveys Department Chief, Quality Service Management, 222 Broadway, who

## SECTION 010-701-010

is responsible for overall selection and coordination of product surveys.

### 5. PARTICIPANTS

**5.01** A survey is conducted by a team representing all responsible organizations and is referred to as the survey team. Team members are charged with prompt resolution of all survey problems and conditions in which they are functional. Western Electric Installation and the operating company plant and engineering departments will be the prime sources of reportable items to be acted upon by team members. The Western Electric Company Regional QSM Engineer will be the Team Coordinator and Liaison among the team members for the purpose of exchanging information. The typical team may consist of any combination of the following organizations:

- (a) American Telephone and Telegraph Company
  - (1) Engineering
  - (2) Operations (Plant, Traffic, or others)
- (b) Operating Company
  - (1) Plant Operations
  - (2) Engineering
- (c) Bell Telephone Laboratories, Inc
  - (1) System
  - (2) Circuit
  - (3) Equipment
  - (4) Quality Assurance
- (d) Engineering Division (WECO)
  - (1) Headquarters Quality Service Management
- (e) Service Division
  - (1) Regional Equipment Engineering
  - (2) Installation
  - (3) Regional Quality Service Management

- (4) Service Center
- (5) Merchandise
- (f) Product Engineering Control Center (PECC)
  - (1) Installation Engineering
  - (2) System Standard Engineering
  - (3) Manufacturing Engineering
  - (4) Repair Engineering
- (g) Manufacturing Division
  - (1) New and Changed Design
  - (2) Packaging Engineering
- (h) Defense Activities Division
  - (1) Bell System Data Design Engineering
- (i) Manufacturing Administration and Quality Assurance
  - (1) Quality Assurance
- (j) Purchasing and Transportation
  - (1) Purchased Product Inspection
  - (2) Purchased Product Engineering
- (k) Customer Planning Division
  - (1) Product Information Organization.

**5.02** The above should not be interpreted as a mandatory list of organizations to be represented. All organizations listed will not always be required for all surveys. Conversely, if representation from any organizations not listed is required, they will be invited to participate.

### 6. OPERATING COMPANY RESPONSIBILITY

**6.01** The operating company will furnish team representative(s) who shall:

- (a) Notify the Survey Team through the Team Coordinator of any specific problem that affects the operating company maintenance and

operation of this product. This will include a review of all documentation for clarity and accuracy.

(b) Evaluate the product for performance and reliability. In addition, it is expected that they will provide an evaluation of the services associated with the product.

## 7. SELECTION OF PRODUCT TO BE SURVEYED

7.01 Surveys may be initiated on standard products or products accepted for system use. Surveys may also be initiated on products with a past history of documented problems and complaints.

## 8. SURVEY PUBLICATIONS

8.01 The following survey publications are prepared periodically by the QSM Organization, depending on the type and quantity of problems encountered during the life of the survey:

- (a) Preliminary Report—The report is issued after initial problems have been identified and assigned to responsible team members.
- (b) Integrated Reports—Identified by issue date and updates and replaces previous reports.
- (c) Final Report—Issued upon receipt of satisfactory resolution of all outstanding items and upon conclusion of evaluation period.
- (d) QSM Engineering Bulletins—Issued to provide system-affecting engineering problems and

solutions to all interested organizations. They require the approval of AT&T Engineering and Western Electric Contract Manager.

(e) QSM Product Survey Memoranda—Advise current installations of beneficial information and are released in advance of survey publications.

## 9. SURVEY CONFERENCES

9.01 During a survey, situations may arise that would necessitate meetings of team members. These meetings will not always be required, but when called will fall into the following categories:

- (a) A presurvey conference may be called by the Team Coordinator, prior to the installation start, with representatives of QSM, Installation, and Operating Company Engineering in order to discuss product survey objectives and procedures and to insure prompt notification of problems to the Team Coordinator by Installation and Engineering.
- (b) If significant problems arise, individual team members may be requested to visit the job site to investigate them and provide solutions.
- (c) A formal conference may be convened by the Team Coordinator after cutover, allowing sufficient time for the operating company to evaluate the equipment. The purpose of the conference is to apprise all members of the survey status, to assign responsibility for any open items, and to review survey developments.