

New Mexico
Utility Case No. 3495, Phase B
Staff 03-025

INTERVENOR: New Mexico Public Regulation Commission (Staff)

REQUEST NO: 025

(Reference the Qwest document entitled "NONRECURRING ELEMENTS - NEW MEXICO" provided to Mr. Sid Morrison and Mr. Mark Stacy of QSI Consulting at the Qwest/New Mexico Technical conference held February 7 and 8, 2002 at the Qwest headquarters in Denver, at TAB 77, memorandum from Jeanette S. Cain to Dan Deffley:)

What process was used to determine the flow through and assignment consultant objectives for 2001?

RESPONSE:

The objectives are set based upon previous years actual results adjusted for planned system changes. The objectives are then used as a target for improvement. The following information identifies how the objectives are monitored and what is done to maintain and, whenever possible, effect positive change.

The Process Staff monitors error fallout and new product deployment. Error fallout analysis is routinely performed to determine: 1) the process or system conditions causing fallout, 2) the frequency of the fall out, 3) degree of difficulty to resolve the problem, and 4) feasibility of effecting a change that eliminates or reduces the fallout. Based upon the analysis, possible changes/improvements may include system enhancements, re-directing fallout to an 'artificial intelligence' system for resolution or, routing the fallout to a work center that can provide resolution more effectively. The feasibility part of the analysis may prove that it is not effective from a cost or productivity perspective to make a change. For example if the cost is too high or the adverse effect on productivity outweighs the improvement in the fallout rate. Thus, the decision would be to allow the fallout to continue.

With new product deployment the Process Staff attempts to ensure flow through or minimize the fallout. Again, frequency, degree of difficulty to resolve and cost effectiveness are all considered during this process.

Changes made that impact the quantity and type of error fallout also impact the Assignment Consultant objectives. The intent is for the improvements in fallout to also support an increase in the number of errors an Assignment Consultant can resolve. However, because remaining work may have a higher degree of difficulty it may increase rather than decrease resolution time. Thus, the Assignment Consultant objectives could remain the same in spite of fallout improvements.

Respondent: Terri Million

New Mexico
Utility Case No. 3495, Phase B
Staff 03-026

INTERVENOR: New Mexico Public Regulation Commission (Staff)

REQUEST NO: 026

(Reference the Qwest document entitled "NONRECURRING ELEMENTS - NEW MEXICO" provided to Mr. Sid Morrison and Mr. Mark Stacy of QSI Consulting at the Qwest/New Mexico Technical conference held February 7 and 8, 2002 at the Qwest headquarters in Denver, at TAB 77, memorandum from Jeanette S. Cain to Dan Deffley:)

In determining the flow through and consultant objectives for 2001, what other OSS were used as a basis for comparison?

RESPONSE:

While no specific other OSS are included in Qwest's review of the objectives within the loop provisioning center, Qwest continuously monitors new OSS to determine the cost/benefit of adopting new systems. Part of Qwest's ongoing effort to improve its processes includes evaluating the OSS and flow throughs of other systems available in the industry.

Respondent: Terri Million

New Mexico
Utility Case No. 3495, Phase B
Staff 03-027

INTERVENOR: New Mexico Public Regulation Commission (Staff)

REQUEST NO: 027

(Reference the Qwest document entitled "NONRECURRING ELEMENTS - NEW MEXICO" provided to Mr. Sid Morrison and Mr. Mark Stacy of QSI Consulting at the Qwest/New Mexico Technical conference held February 7 and 8, 2002 at the Qwest headquarters in Denver, at TAB 77, memorandum from Jeanette S. Cain to Dan Deffley:)

How was the average clearing time determined?

RESPONSE:

The average clearing time assumes an 8-hour workday minus two 15 minute breaks. The objective for the assignment technician is to complete 40 RMA's per day. The result is 11.25 minutes per RMA. $7.5 \text{ hours} = 450 \text{ minutes}$ divided by 40 = 11.25.

Respondent: Jennifer Peppers