



***Top Workmanship Quality Issues:***

**Timeframe:** August 2006

**Snap Shots of the Month**



# Americas Top 5 Defects MTD

## August Statistics

<b>Final Audits:</b>	<b>July</b>	<b>Aug</b>
•Securing H/W	.000	.020 ↑
• <b>Routing Cables</b>	<b>.010</b>	<b>.026</b> ↑
•Fiber Connections	.000	.020 ↑
• <b>Cabling (Non-Fiber)</b>	<b>.005</b>	<b>.033</b> ↑
•Securing Cables	.000	.026 ↑

<b>In-Process Audits:</b>	<b>July</b>	<b>Aug</b>
•Frame of Bay	.000	.020 ↑
•Routing Cables	.000	.039 ↑
•Securing Cables	.000	.039 ↑
•Cabling (Non-Fiber)	.000	.059 ↑
•Connectorized Cables	.000	.039 ↑

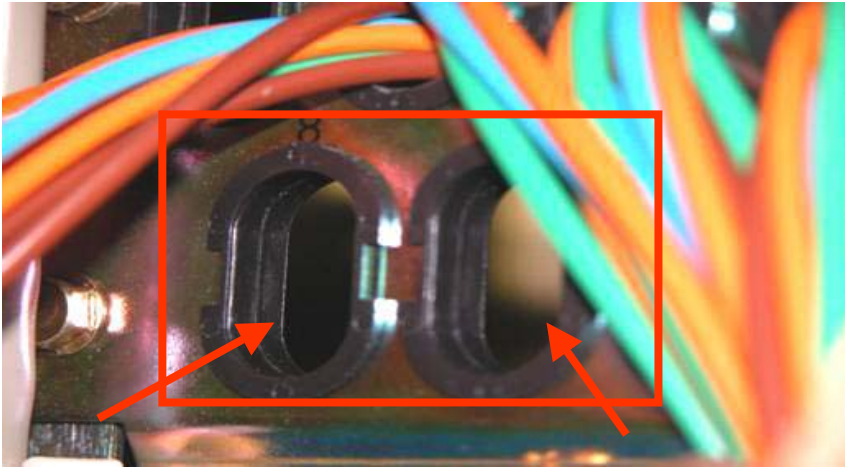
## Previous Month Top 5 Statistics

<b>Final Audits:</b>	<b>June</b>	<b>July</b>
•Frame of Bay	.009	.016
•Routing Cables	.014	.010
•Grounding	.019	.005
• <b>Cabling (Non-Fiber)</b>	<b>.028</b>	<b>.005</b>
• Only 4 top defect came in our measuring trend due to low defect counts in July.		

<b>In-Process Audits:</b>	<b>June</b>	<b>July</b>
<b>Note:</b> Due to other auditing commitments there was only 3 (0 DPO) In-Process audits conducted during the month of July.		

Note: Defect categories in RED represent carry-overs from the previous month.

# Americas Final Audits



**Figure 338 – Cable Routing Through Bulkhead To Card Slot**

Through: Port Hole	To: Card Slot	Through: Port Hole	To: Card Slot
Right Rear Bulkhead		Left Rear Bulkhead	
1	7R	1	20R
2	8R	2	21R
3	9R	3	22R
4	10R	4	23R
5	11R	5	24R
6	12R	6	25R
7	13R	7	26R
8	14R	8	27R
9	15R	9	28R
10	16R	10	29R
11	17R	11	30R
12	18R	12	31R
13	19R	13	32R

**Routing Cable :** Incorrect fiber port used on the ENC 00 right bulkhead:  
 C/P 14R -. Prt hole No.11 used. Must use port hole 8  
 C/P 15R -. Prt hole No. 6 used. Must use port hole 9  
 Both portholes 8 & 9 are empty

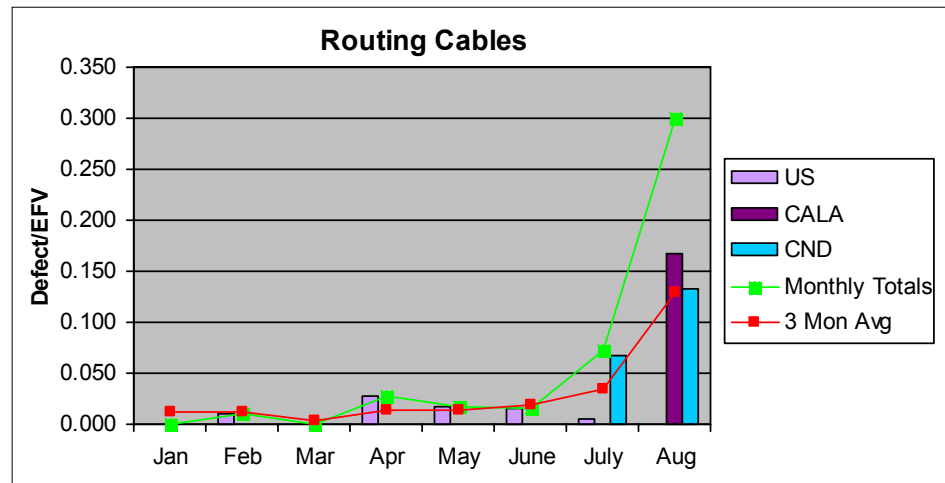
**Correct Method :** Fiber cables properly routed thru port hole 12.

## Impact

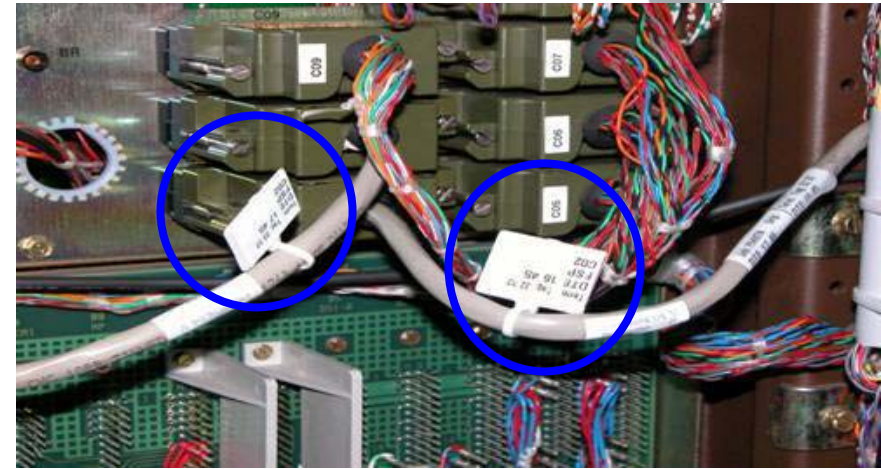
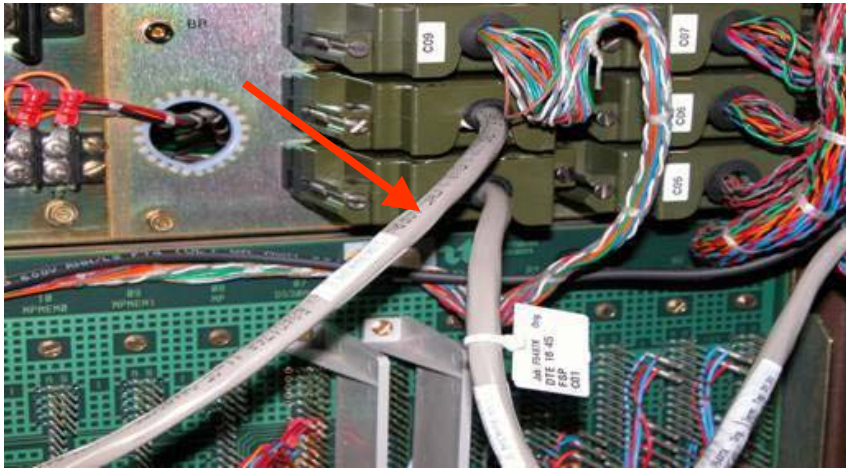
Improper routing of fiber cable thru the bulkhead will cause congestion pile-up and confusion for future expansions.

## Root Cause

The job was incorrectly captured as closed from the contracting company and a final/checklist was not completed. Also, the technician was new and was not aware of the standards requirements.



# Americas Final Audits



**Cabling (Non-Fiber) designations:** Missing Aisle Alarm cable designation label at C02 connection

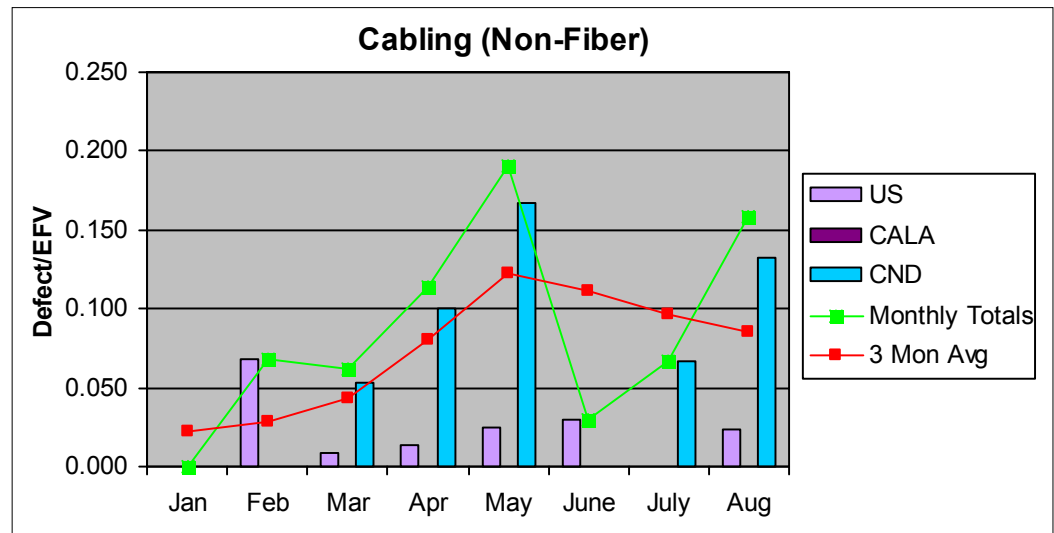
**Cabling (Non-Fiber) designations :** Proper way to label the Aisle Alarm Cables

## Impact

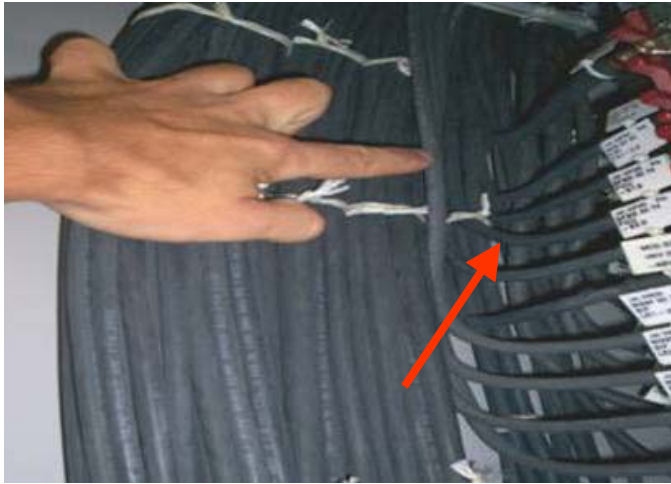
Incorrect cable designation may lead to service interruption if incorrect leads are removed or may cause confusion and time loss in trying to troubleshoot or identify the cable in the future.

## Root Cause

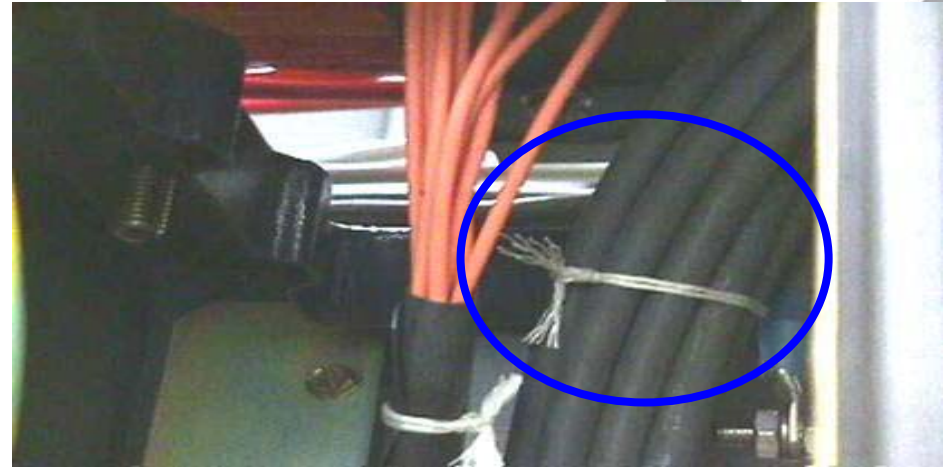
Technician had forgotten to apply the flag ty-rap designation to the Aisle Alarm cable.



# Americas Final Audits



**Routing Cable :** Power cables are not secured within the frame or within the previous cable forms.



**Routing Cable :** Proper way is to add the additional cables within the previous cable form.

## Impact

Not securing cables may create a risk of damaging the cables or exerting stress on the connection which can lead to a service interruption.

## Root Cause

A different crew had completed the job assuming that all prior work was done as per standard. A complete check was not done after completion of the job.

