



Top Workmanship Quality Issues:

Timeframe: June 2006

Snap Shots of the Month



Americas Top 5 Defects MTD

June Statistics

Final Audits:	May	June
•Securing H/W	.000	.023 ↑
•Protecting Cables	.003	.019 ↑
•Securing Cables	.040	.047 ↑
•Housekeeping	.007	.023 ↑
•Cabling (Non-Fiber)	.027	.028 ↑

In-Process Audits:	May	June
•Bent Pins	.000	.018 ↑
•Frame of Bay	.010	.009 ↓
•Grounding	.010	.009 ↓
•Cabling (Non-Fiber)	.000	.027 ↑
•Batter Return Conn.	.000	.009 ↑

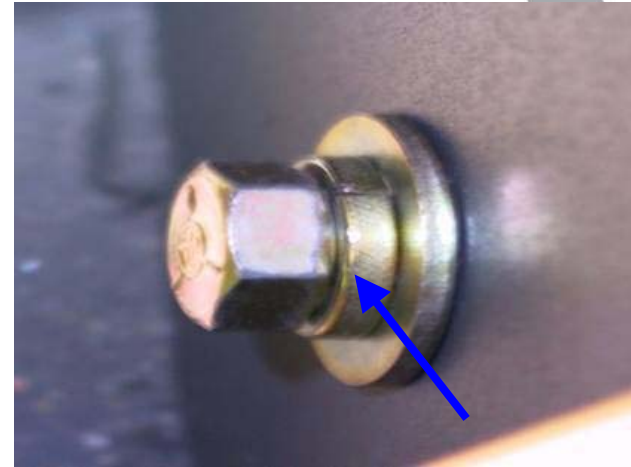
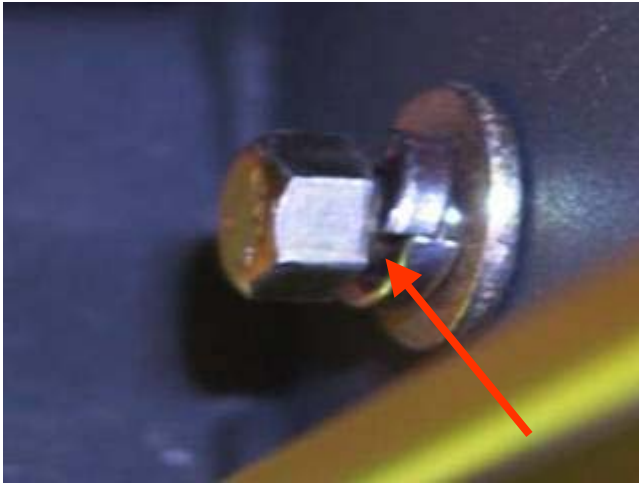
Previous Month Top 5 Statistics

Final Audits:	Apr	May
•Securing Cables	.027	.040
•Routing Cables	.027	.017
•On-Site Requirement	.014	.023
•Frame of Bay	.007	.020
•Cabling (Non-Fiber)	.021	.027

In-Process Audits:	Apr	May
•Securing H/W	.019	.030
•Frame of Bay	.000	.010
•Grounding	.000	.010

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

Americas Final Audits



Securing H/W: Junction Bolt not torqued as required.

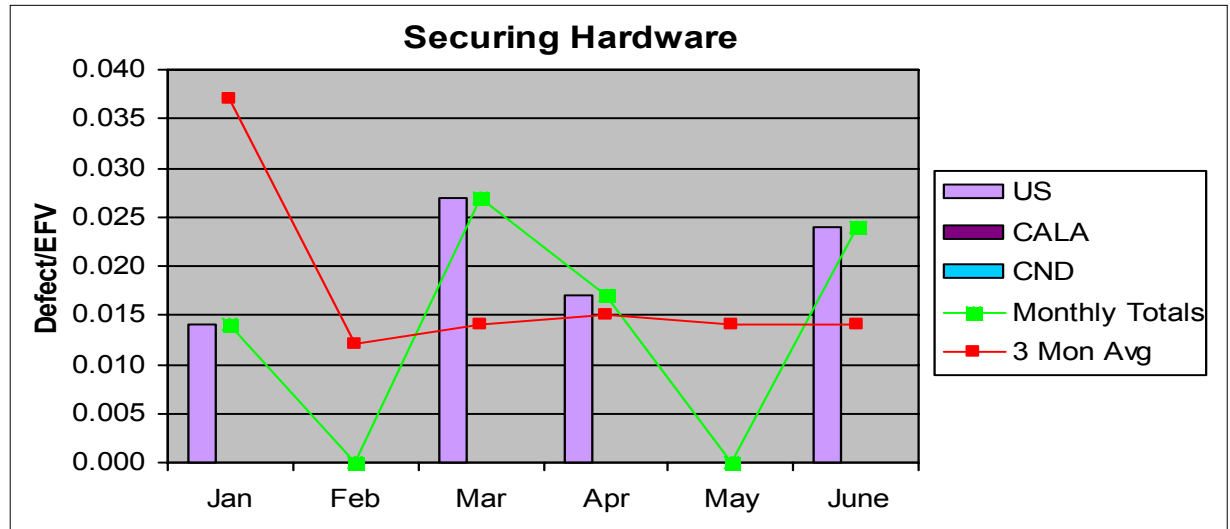
Correct Method : Junction Bolt torqued appropriately

Impact

Loose junction bolt may lead to instability to the frame and line-up. Also may violate EMI grounding issue if mesh gaskets are required between bays.

Root Cause

Failure to follow proper procedure during the H/W installation. Over look during final site inspection.



Americas Final Audits



Securing Cables: Cables are not secured and no cable protection added.

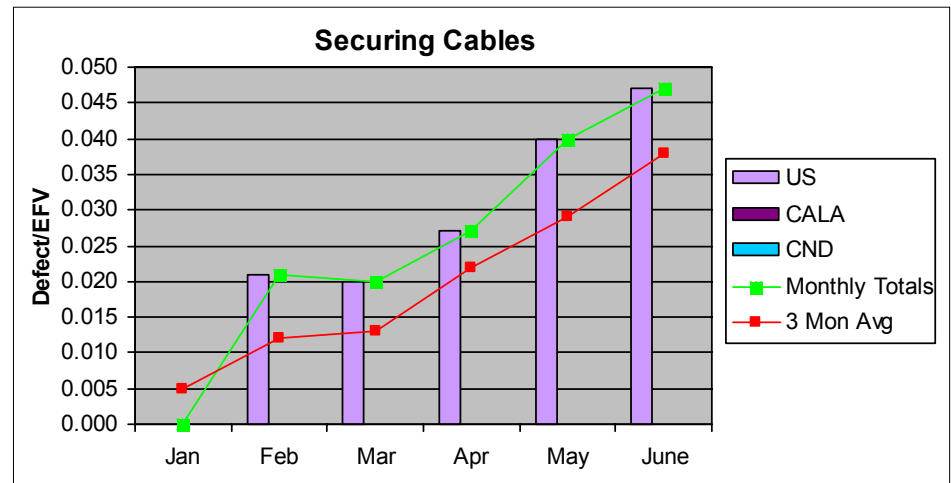
Correct Method : Cables are properly secured to the cable rack.

Impact

Improper, not securing cables and not cable protection can create a risk of damaging the cables. Which can lead to a service interruption.

Root Cause

Technician forgot to add the protection on secure the cable at the drop off point on the cable rack.



Americas Final Audits



Cabling (Non-Fiber) designations : The cable designations are peeling and don't include all of the required info..

Cabling (Non-Fiber) designations : Proper information captures and applied on the cable designation label.

Impact

This will lead to confusion and may cause service interruption if wrong leads are removed due to incorrect or missing information on the cable designation labels.

Root Cause

The technician was not aware the cable flag tags may have been dirty prior to applying the designation labels.

