

WORK FORCE MANAGEMENT : BUSINESS INTELLIGENCE module

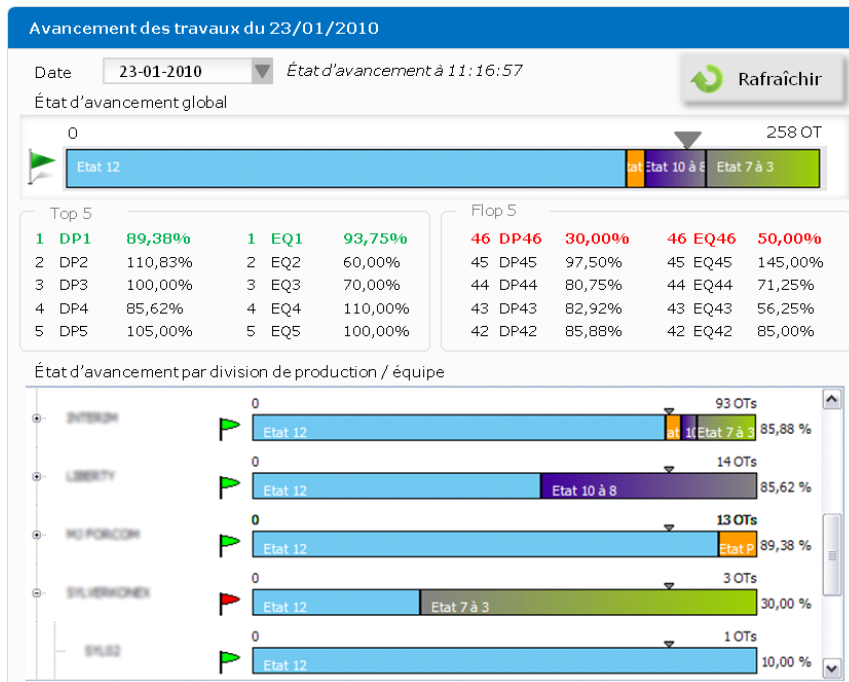
- Production monitoring
- Statistics
- Quality indicators
- Performance Indicators, KPI
- Financial control
- Alarms monitoring and history
- Exports
- Periodic Information bulletin



Business Intelligence

- ▶ Field activity management
- ▶ Individual and group performances
- ▶ Statistics & data exports

Production real time monitoring



Work load progress

- ▶ Real time status display
- ▶ Individual or group status display
- ▶ Teams busy time ratio
- ▶ Teams scoring

- Color coded status
- Top graphical display: Indicate the number of WO to complete within the day by all the teams, and the real time status
- Lower graphical displays Indicate the number of WO to complete by the production divisions, and the real time status
- Middle Chart Rating of the best 5 teams and the 5 last for the present day.

Flash Production

Number of WO for this period	55
Number of WO processed during the period	48
Number of WO in process	6
Number of WO temporary closed	1



Flash Production

- ▶ Monitor production progress during a given period of time
- ▶ Filtering per entity, time frame, and production type.

Calculation:

- Number of WO closed: Counts all the WO closed and sent back to the operator. by contractor
- Number of WO in process: counts all WO not closed
- Number of WO temporary closed: Counts all the corresponding WO

Statistics Applications

- Operator indicators monitoring:
 - Based on the operator KPI
 - Display per market, region, production zone, or team
 - Data from original WO in CSV format.
- Management Tools :
 - Production monitoring and comparison
 - Quality monitoring
 - Financial monitoring: Price valuation internal or external (cost and price)
 - Invoicing itemization or invoicing control.

Statistiques Télécom Mercredi 19 Mai 2010

Marché : Tous Se déconnecter

Indicateurs	Indicateurs R09	Outils
<ul style="list-style-type: none"> • GTR GP • SINA • RD2S • MELODI • FANATIC • Relèves • Respect RDV (RES RDV CLI) • RRDV (RES RDV CLI PDI) • Suivi des clôtures • Suivi des clôtures à J+1 	<ul style="list-style-type: none"> • GTR GP • SINA • RD2SEM • FANATIC • GTR_R09 • TREIN 	<ul style="list-style-type: none"> • Tableau de bord • OT non clôturés • Géo-activité • Suivi des relèves CA • Suivi des mutations • Suivi des formulaires • Suivi des versions SOFTS • Tests et mesures • Extraction des statistiques pour comparaison • Extraction des statistiques • Extraction des PIC • Export Provence

Statistics

Standard operator statistics available :

- Customer appointment time met ratio
- Guaranteed TTR ratio for residential customers
- Repair ratio
- Repeated new customer complain ratio within 2 weeks
- Repeated repair ratio within 2 weeks
- WO invoiced vs WO done
- Second repair ratio
- Pair change monitoring



Statistics

- ▶ Nationwide, and regional according to the operator KPI
- ▶ Global and individual display (per market, production zone, team).

Statistics - examples

Statistiques Télécom TRACE-IS

Paul Martin > Administrateur Jeudi 27 mai 2010

Accueil > Libellé indicateur SAV Se déconnecter ✖

Libellé indicateur SAV

Marché:

Date de début: Date de fin:

Tous
 Marché
 Division de production
 Équipe
 UI
 Afficher les statistiques ✓

Entité	Nombre d'OT SAV sur la période	Nombre de TREIN SAV sur la période	Taux de TREIN SAV sur la période
Toutes	32	4	12,5 %
Équipe 1	10	1	10 %
Équipe 2	3	0	0 %
Équipe 3	5	2	40 %
Équipe 4	10	1	10 %
Équipe 5	0	0	-
Équipe 6	4	0	0 %
Équipe 7	0	0	-

During a selected period of time, reports of:

- Number of repair WO
- Number of second repairs (TREIN)
- Second repair ratio (TREIN)

Statistiques Télécom TRACE-IS

Paul Martin > Administrateur Jeudi 27 mai 2010

Accueil > Libellé indicateur GTR Se déconnecter ✖

Libellé indicateur GTR

Marché:

Date de début: Date de fin:

Tous
 Marché
 Division de production
 Équipe
 UI
 Afficher les statistiques ✓

Entité	OT avec GTR sur la période	Nombre de GTR non respectés	Taux de GTR non respectés	Nombre de GTR non respectés cause interne	Taux de GTR non respectés cause interne
Toutes	32	4	12,5 %	2	6,25 %
Équipe 1	10	1	10 %		10 %
Équipe 2	3	0	0 %		0 %
Équipe 3	5	2	40 %		20 %
Équipe 4	10	1	10 %		0 %
Équipe 5	0	0	-		-
Équipe 6	4	0	0 %		0 %
Équipe 7	0	0	-		-

Number of GTR non respectés cause interne / nombre d'OT avec GTR

Les GTR non respectés avec cause interne correspondent aux OT dont l'heure de réception dans le système (état 3) est inférieure ou égale à 2H avant la GTR

During a selected period of time, display of:

- Number of WO with SLA (TTR)
- Number of TTR not on time
- Number of TTR not on time for internal reasons: (WO received within less than 2 hours before TTR)
- TTR not on time ratio

Performance Indicators (PIC)

- Monitoring and comparison of all indicators success and failure rates
- Comparison per market, production zone and team
- Trends display per day, week or month.
- WO data transfer files per indicator
- Automatic periodic data files transfer through e-mail
- Remote access through web service

PIC Mercredi 19 Mai 2010

Accueil > Extraction des PIC Extraction des PIC - DEMO [Se déconnecter](#)

Marché : 50019732

Date de début : 2010-05-19

Date de fin : 2010-05-19

A-BL-SYLVE
 RS
 ST-LTB
 Y-BL-GTS
 division : V-BL-NEO Equipe :

Onglet à extraire :

Marché Division Equipe

Liste des indicateurs à extraire :

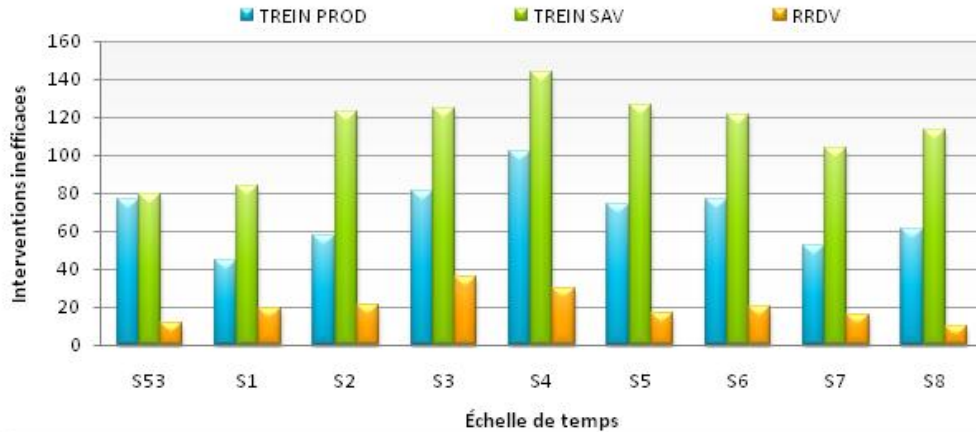
GTR GP GTR_R09 TREIN RELDEF RESDEL
 RRDV MELODI FANATIC PROD CASSAV
 FILDELO SIGNA (R09) RD2SEM (R09) Interventions Inefficaces

Tendance : Aucune

- Dedicated database
- Automated daily update
- Indicators selection among a list.
- Export as compressed file
- Daily, weekly, monthly reports;

Performances Indicators (PIC)

Tendance globale par marché – Suivi des TREIN et RRDV

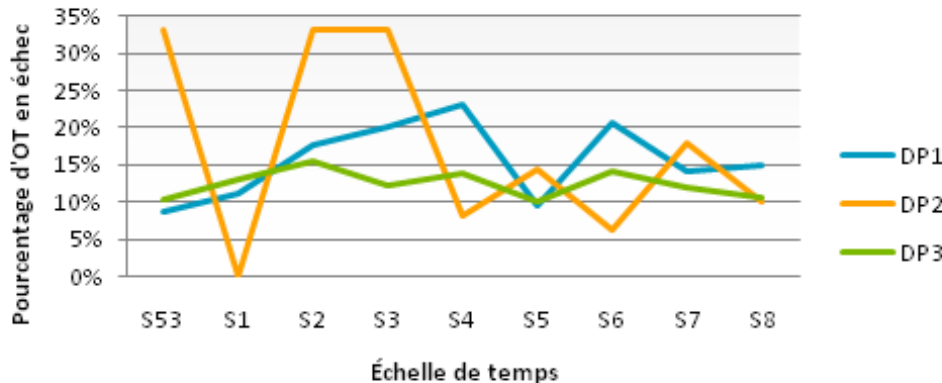


Performance statistics example:

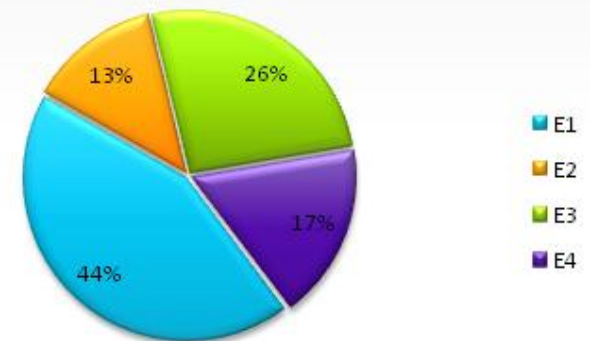
Performance monitoring of Second repair ratio (TREIN) and Appointment time compliance (RRDV) :

- ▶ Weekly evolution of inefficient activities per market. (1)
- ▶ Weekly evolution and divisions performances on selected market. (2)
- ▶ Failure rate distribution per team within a production division. (3)

Tendances comparées par Division de production
Suivi des TREIN SAV



Répartition des taux d'échecs par équipe
Suivi des TREIN PROD - DP1



Finance Short report

FLASH FINANCES **TRACE-IS**

Paul Martin > Administrateur Vendredi 21 mai 2010

Accueil > Libellé Flash Finances Se déconnecter ✖

Marché
Marché 1

Date de début: 17-05-2010 Date de fin: 17-05-2010 Calculer ✓

Tous
 Marché
 Division de production
 Équipe
 UI

Total planned turnover	€
Total turnover for the period	€
Total billable sales for the period	€

Flash Finance

- ▶ Estimates the planned turnover
- ▶ Exports data to the company accounting SW

Calculates and exports the following data:

- Planned turnover for the period : All the WO for the period
- Actual turnover of the period : Takes into account the closed WO for the period
- Billable sales : Takes into account the closed WO having the right indicators according to the parameters as defined.

Alarms monitoring and history

- WO start time delay, WO duration difference , closing time monitoring
- Alarms parameterization
- Alarms display by:
 - WO reference number
 - CLI
 - Alarm type
 - Date/time of alarm
 - In process
 - Team
 - Comment



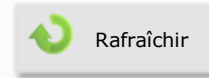
Alarms

- ▶ Highlight malfunctions
- ▶ Display differences with schedule
- ▶ Enforce work quality

Alarms monitoring and history

Suivi des alarmes

Date	Heure	OT	ND	Type Alarme	Equipe	Traiter
23/05/10	12:11:02	12411	66329864	Non chargement OT	PASL1	
23/05/10	12:11:02	12403	66128541	Non démarrage OT	PASL2	
23/05/10	12:11:02	12408	66336778	Dépassement de Temps	PASL1	
23/05/10	12:11:02	12417	66190724	Interruption activité	PASL2	
23/05/10	12:11:02	12420	66186523	Non respect GTR	PASL2	



Display filters:

- Start day and time
- Close day and time
- Alarm type
- Production division
- Teams

Alarm types:

- WO not downloaded: WO not downloaded x minutes after planned appointment time.
- WO not started: WO activities not started x minutes after planned appointment time
- WO activity too long: WO not closed x minutes after first line test.
- Activity stopped: No activity x minutes after latest line test.
- No closing: WO not approved by dispatcher x minutes after field activity report uploaded
- TTR not compliant: WO process out of commitment constraints.

Export Tools



Exports

- ▶ Export csv or Excel format
- ▶ To operator's own SW
- ▶ Programmable requests
- ▶ Personalization of the requests

Exports types:

- Invoicing
- Teams: Bonus calculation
- Attachments: Customer/work done list/ supplies used

Information periodic report

- Daily export file transfer:
 - WO list with planned appointment for the day
 - GTTR WO list planned for the day
 - Open WO list pending from the day before
- Periodic mail with the PIC :
 - Daily: concerning the WO form the day before
 - Weekly: Summary of the WO from the week (Monday to Sunday)
 - Monthly: Summary of the WO from the previous month (starting the 1st of the month).



Information

- ▶ Statistics transferred through e-mail
- ▶ Daily, weekly or monthly mail.