

CHAPTER X

OPERATION AND MAINTENANCE ASPECTS

10.1 Improvement of maintenance

It is obvious that poor standards of operation and maintenance are a major cause of network congestion - and therefore of loss of revenue. Thus the viability of the network could be improved, without major capital investments, by a determined effort to remove the causes of the congestion followed by an organised maintenance programme to ensure that the resulting improvement in the quality of service is maintained.

This was the philosophy adopted by the ITU PANAFTEL project in several African countries for which national plans for the improvement of maintenance (NPIM) were prepared. However, the implementation of these plans requires, in addition to support from the top management, training and assistance in the form of manuals and management information systems (MIS) for the responsible staff.

The provision of this training and assistance is now the subject of Programme 7 of the Buenos Aires Action Plan (Improvement of Maintenance) which aims to improve the maintenance organisation, including the MIS which is designed to monitor the quality of service indicators, handling of customers' complaints, fault repair times, etc., and to improve material and spare parts management in developing countries so that the standards achieved in developed countries can be reached.

Reference should therefore be made to this documentation as it becomes available.