

Independent Study Title	The Improvement of Service Delivery Process by eTOM with PERT. A Case study of Telecommunication provider
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### **Abstract**

The purpose of this research is to improve service delivery process for value added services at one of telecommunication service providers by developing new or refining current engineering process and operation; however, any impact of other related functions such as marketing and finance is not covered by this research. In shaping the new process, Program Evaluate and Review Technique or PERT was used as an evaluation tool to identify project duration, map any key critical activities, and study problems or obstacles that could arise in certain key process and activity. Afterward, Eliminate Combine Rearrange Simplify or ECRS will be utilized to help refine the new process under Enhanced Telecom Operations Map (eTOM) framework.

During process testing, we have found out that if the improved process is implemented in project that there is no addition of new hardware, the lead-time for the entire process will be reduced from 59 days to 51.83 days or 12.15% reduction over the current process. The improved process also performs well when applied to project in which there is installation of new hardware by lowering lead-time from 84.16 days to 77.5 days or 7.91% when compared with the as-is process. Furthermore, this new process will help promote employee's productivity and reduce other foreseeable problems.