

List of Acronyms and Glossary of Terms

Acronyms

ACD	—Automated Call Distribution
BOSS	—Business Office Support Systems
CC	-Credit Consultant
CCA	-Customer Credit Approval
CCS	---center for Customer Service
CMC	-credit Management Center
CMR	-Customer Mail Remittance
CSM	—Corporate Service Measurement
CSR	—Customer Service Representative
CVC	—Credit Verification Center
CWA	-Communications Workers of America
DBO	—Days Billing Outstanding
EIQC	—Employee Involvement Quality Council
FAC	—Facilities Assignment Center
FMcs	—Federal Mediation and Conciliation Service
FCC	—Federal Communications Commission
GM	-General Motors (Corporation)
HPs	—Home and Personal Services (Division of u s WEST)
IBEW	—International Brotherhood of Electrical Workers
JDT	—Job Design Team
MET	—Maintenance Loop Technician
NLRA	—National Labor Relations Act (Wagner Act)
NLRB	—National Labor Relations Board
NTS	—Network and Technology Services (Division of US WEST)
NUMMI	—New United Motor Manufacturing Incorporated

OECD	-Organization for Economic Cooperation and Development
QWL	-Quality of Worklife
RBoc	—Regional Bell Operating Company
RC MAC	—Recent Change/Memory Administration Center
RHC	—Regional Holding Company
RMc	—Residential Marketing Center
SBS	—Small Business Services (Division of u s WEST')
SC	-Service Consultant
SONAR	—Service Order Notification and Retrieval
SQI	-Service Quality Indicator
STS	-Socio-Technical Systems
TQM	—Total Quality Management
UK	—United Kingdom
UAW	—United Auto, Aerospace, and Agricultural Implement Workers of America
WPOF	—Workplace of the Future

Glossary of Terms

Bunts and Singles teams-in the Home and Personal Services division of U S WEST, joint labor-management teams that attempt to produce incremental improvements in work processes.

collective bargaining-bargaining over wages, benefits, and/or working conditions on behalf of a group; typically refers to bargaining by a union with management on behalf of a group of workers.

collective participation-providing a vehicle for a group of employees to participate with management to solve problems in production or other aspects of

work. Used to describe the key function of works councils.

Communications Workers of America-union representing about 560,000 workers. 80% are employed in the telephone industry, which is the traditional base of this union.

Credit Consultant-in the Home and Personal Services Division of U S WEST, Credit Consultants verify the credit history of those seeking telephone service.

Credit Management Center—in the Home and Personal Services Division of U S WEST, the organizational entity concerned with billing. Currently staffed by Credit Consultants.

Customer Credit Approval-in the Home and Personal Services Division of U S WEST, the organizational entity concerned with verification of customer credit. currently staffed by Credit Consultants and Customer Service Representatives.

Customer Service Representative-in the Home and Personal Services Division of U S WEST, an employee whose primary job is selling new services to residential customers.

divestiture in 1983 the Supreme Court ruled AT&T a monopoly and required the company to separate (divest) its regional telephone services. Seven Regional Bell Operating Companies (RBOCS) were formed, one of which was U S WEST Communications.

Employee Involvement Quality Council-joint union-management steering committees that oversee employee involvement and quality improvement activities; for example, the EIQC in the Home and Personal Services Division of U S WEST approves new Bunts and Singles projects.

Residential Marketing Center—in the Home and Personal Services Division of U S WEST, the organizational entity concerned with sales of new telecommunications services. Currently staffed by Customer Service Representatives.

U S WEST Communications-one of seven regulated telephone companies that arose from the Supreme Court divestiture requirement imposed on AT&T

U S WEST, Inc.-a Regional Holding Company that includes a regulated Regional Bell Operating Company (US WEST Communications) and four unregulated subsidiaries for international ventures, cellular communications, financial services, and telephone marketing services (e.g., telephone directories and Yellow Pages).

works councils-institutions in most industrialized western countries (Ireland, the United Kingdom and the United States are exceptions) that give workers rights to information and consultation on production processes. In some counties, joint agreement between labor and management on actions affecting production is also required.