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# ***Quality of Personal Workmanship (QPW) in the D side network***

*D side Quality Manual for engineers*

## ***About this document ...***

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### **Content approval**

This is the Issue 11 of this document.

The information contained in this document was approved on 27-Jun-2022  
by Sarah Hogan-Berrow, National Quality and Audit Standards  
Professional, Chief Eng

## Version History

Version No.	Date	Author	Comments
Issue 11	27-Jun-2022	Quality Standards Network Performance	Broken links fixed.
Issue 10	20-May-2022	Quality Standards Network Performance	BT logo changed to Openreach logo. Audience amended. Due to difficulty opening the embedded documents from within some apps, additional links have been provided in Sec 1 & 2.
Issue 9	28-Sep-2021	Quality Standards Network Performance	Document review. Section 5 of the D side manual updated. Manual now at v8. Addition of references.
Issue 8	06-May-2021	Quality Standards Network Performance	Document review. Section 4 of the D side manual updated. Manual now at v7
Issue 7	03-Jun-2020	Quality Standards Network Performance	Author/Approver details updated. Change of author & approver details.
Issue 6	25-Jun-2019	Quality Standards & Accreditation .	Document review. Links to external sources validated/updated where appropriate. Change summary removed from section 2. Addendum updates incorporated into issue 6 of the manual.
Issue 5	05-Mar-2019	Quality Standards & Accreditation .	Approver update
Issue 4	04-Apr-2018	Quality Standards & Accreditation .	New addendum added as attachment to detail some recent minor changes – full up issue of manual not required. Simple quality standards updated to issue 4
Issue 3	23-Aug-2017	Quality Standards & Accreditation .	DSQM attachment updated with new OR branding. No other changes.
Issue 2	27-Jan-2017	Quality Standards & Accreditation .	Reinstatement, review date extended
Issue 2	26-Jan-2016	Quality Standards & Accreditation .	D side quality manual attachment updated to issue 5 and word document added to summarise changes from Issue 4 to 5.
Issue 1	15-May-2015	Quality Standards & Accreditation .	New document with attachments issued after

			review
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# 1 ***Introduction***

This best practice guide has been introduced to provide all Openreach people and our partner's access to the latest quality practices and standards to support Quality of Personal Workmanship (QPW) in the D side network.

*Note:* This document is undergoing a gradual review. Completed updates have been carried out on Section 4 PCP/SCP and Section 5 Overhead. The next update will be Section 6 Customer and Love Our Network quality standards

## 2 ***D Side Quality Manual for Engineers***

This is a reference guide for all Openreach people and our partners carrying out work in the access network, primarily on provision and repair activities.

It is formatted to allow printing and binding and is contained in a pdf



here

attachment that is available

If you are trying to open this document from an iPhone or other equipment that doesn't allow opening of the pdf above, or for some other reason, can't open it, please use this [link](#).

The current version is Issue 8, 28<sup>th</sup> Sep 2021.

## 3 ***Love Our Network Quality Standards***

A simplified version of quality standards for the D side network by key work area, designed as a look up reference for all Openreach people and our



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partners, is contained in a pdf attachment that is available

If you are trying to open this document from an iPhone or other equipment that doesn't allow opening of the pdf above, or for some other reason, can't open it, please use this [link](#).

It can also be accessed:

- from the following link, which also has word and power point versions, [Quality Standards & Guidance](#)

The current version is Issue 4, 31<sup>st</sup> March 2018

## 4 ***References***

[Technical Library](#)

[EPT/ANS/A024](#) – Copper Quality Standards

Media Store via an Openreach iPhone

Policy and Build app on Openreach iPhone

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