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DoD 5010.15.1-M
VOLUME III

STANDARDIZATION OF WORK MEASUREMENT

Defense Work Measurement Standard Time Data Program

VOLUME III
SERVICE OCCUPATIONS

June 1975

DEPARTMENT OF DEFENSE
DEFENSE INDUSTRIAL RESOURCES SUPPORT OFFICE
CAMERON STATION
ALEXANDRIA, VIRGINIA 22314

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IN REPLY REFER TO CHANGE NO. 1

STANDARDIZATION OF WORK MEASUREMENT
SERVICE OCCUPATIONS

I. DoD 5010.15.1-M, Volume III, 1 Dec 75, is changed as follows:

A. Page v, Part Two, Section I, Line 1: Delete the word "three" and substitute "four."

B. Page v, Part Two, Section I: Add the following paragraph:

The Verb Index which is an alphabetical listing of the "title" line of the DWMSTDP Operation/Element Description sequenced by the verb, page D-1.

C. Add pages D-1 thru D-4 after page C-4.

II. This change is an administrative addition of an index for the elements published in the volume.

III. This change sheet will be filed in front of the publication for reference purposes, after changes have been made.

RICHARD J. POWER
Director

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VOLUME III

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INSTALLATIONS AND LOGISTICS

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FOREWORD

This volume of DoD 5010.15.1-M, "Standardization of Work Measurement," is one of a series published under the authority of DoD Directive 5010.15, Defense Integrated Management Engineering System (DIMES). It provides standard time data for Service Occupations as classified by Department of Labor codes and includes guidelines for uniform application. Some of the tasks covered in these occupations are janitorial, shoe repair, and others of this nature.

Maximum use of the guidelines and standard time data is mandatory at each Department of Defense activity where Labor Performance Standards are developed and applied.

All of the included standard time data have been reviewed and approved by a Joint Service/Agency Standard Time Data Group prior to publication.

John J. Bennett
Acting Assistant Secretary of Defense
(Installations and Logistics)

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STANDARD TIME DATA FOR SERVICE OCCUPATIONS

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DEFENSE WORK MEASUREMENT STANDARD TIME DATA PROGRAM (DWMSTDP)

SERVICE OCCUPATIONS

PART ONE - GUIDANCE

CHAPTER I - GENERAL INFORMATION

1.1 PURPOSE

This volume of Service Occupations Standard Time Data is one of ten volumes of standard time data in the 11 volume series included in DWMSTDP. Service Occupations as categorized by the Department of Labor includes those occupations concerned with performing tasks in and around private households; serving individuals in institutions and in commercial and other establishments; and protecting the public against crime, fire, accidents, and acts of war. This volume provides a single DoD source for Standard Time Data elements which can be used in the development of labor standards for:

1.1.1 Organizations, activities, or functional areas whose primary missions correlate to service occupations, e.g., an activity whose primary responsibility is janitorial laundry, food services, shoe repair, health service attendants, etc.

1.1.2 For service operations within organizations, activities, or functional areas engaged in other than service occupations, e.g., a janitor assigned to a machine shop.

1.1.3 Elements of work performed by personnel whose primary jobs are other than service, but who may actually do that type work as a part of their jobs; e.g., a mechanic in a maintenance shop performing janitorial duties.

1.2 SCOPE

This publication applies to all military services and defense agencies. The data contained herein will be used to the maximum extent practicable in the development of labor performance standards in compliance with DoD Directive 5010.15.

1.3 APPLICATION

The Service Occupations Standard Time Data contained in this volume must be applied in accordance with the general information contained in the Basic Volume and the specific instructions contained in this volume.

1.4 SUBMISSION OF NEW ELEMENTS

All newly developed or existing Service Occupations Standard Time Data element(s) not now included herein will be submitted with back-up motion pattern analysis to the Defense Industrial and Management Engineering Office (DIMEO) for review and possible inclusion in the updating changes to this volume. The Basic Volume contains procedures for submitting this input.

CHAPTER II - CODING

2.1 GENERAL

2.1.1 Information requirements applicable to DWMSTDP have been standardized. Applicable DoD Standard Data Elements have been utilized and all other data elements have been proposed for data representation standardization action in accordance with the provisions of DoD Instruction 5000.12, "Data Elements and Codes Standardization Procedures" and DoD 5000.12-M.

2.1.2 The complete coding structure for a Defense Work Measurement Standard Time Data Program element is explained in the Basic Volume. Figure 1 highlights a typical Occupation Code, Work Category Code, and Work Sub-Category Code for Service Data.

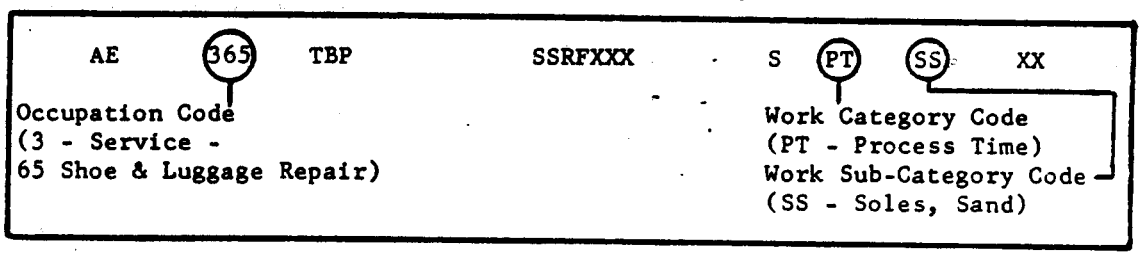

Figure 1. - DWMSTDP Coding Structure

2.2 TYPES OF CODES

2.2.1 Occupation Codes

The Occupation Codes for DWMSTDP elements in this volume conform to the numeric codes of Service Occupations listed in the U.S. Department of Labor Dictionary of Occupational Titles. All Department of Labor Service Occupations are shown in Figure 2. Figure 3 identifies the work ascribed to the specific occupations contained in this volume. There are occasions when a standard time data element may have common application to two or more Divisions of the total 3 Service Occupational Category. If this is the case, an X is used in the Occupation Division position (second numeric) and the Group position (third numeric), e.g., 3XX. If the common application occurs only within the Occupation Division, an X is used in the Group position only (third numeric), e.g., 30X, 32X.

2.2.2 Work Category Code

The two position Work Category Code encircled in Figure 1 further identifies the various types of work performed within the occupation groups. This classification category indicates the major action being performed or major equipment involved in the DWMSTDP element. Figure 4 lists and defines the work categories used in coding Service Occupations standard time data.

2.2.3 Work Sub-Category Code

The two position Work Sub-Category Code encircled in Figure 1 is a sub-division of the Work Category Code and identifies the object, process, or condition associated with the action or equipment. This code is generally oriented to a noun-verb relationship, e.g., SS is the code for "Soles, Sand" in the element description header line. However, if the noun-verb sequence in the element code causes a duplication of the code, the sequence has been modified. The noun-verb sequence will remain in the verbage of the element title whenever possible.

2.3 FUNDAMENTAL STANDARD TIME DATA

Every occupation includes general purpose data such as get, place, read or write which are fundamental to each occupation but not specific to any one. These elements are called "Universal" and are contained in Volume X - Universal Standard Time Data.

3 - SERVICE OCCUPATIONS

(SERVICES)

30 Domestic Service Occupations
(Domestic Services)

301. Day workers
(Day work)
302. Laundresses, private family
(Laundry work, private family)
303. Housekeepers, private family
(Housekeeping, private family)
304. Housemen and yardmen
(Housemen and yard work)
305. Cooks, domestic
(Domestic cooking)
306. Maids, domestic
(Housework, domestic)
307. Nursemaids
(Nursemaid work)
309. Domestic service occupations, n.e.c.
(Domestic services, n.e.c.)

31 Food and Beverage Preparation and Service Occupations
(Food and Beverage Preparation and Service)

310. Hostesses and stewards, food and beverage service, except ship stewards
(Food and beverage service, except ship stewards)
311. Waiters, waitresses, and related food serving occupations
(Food serving)
312. Bartenders
(Bartending)
313. Chefs and cooks, large hotels and restaurants
(Cooking, large hotels and restaurants)
314. Chefs and cooks, small hotels and restaurants
(Cooking, small hotels and restaurants)
315. Miscellaneous cooks, except domestic
(Miscellaneous cooking, except domestic)
316. Meatcutters, except in slaughtering and packing houses
(Meatcutting, except in slaughtering and packing houses)
317. Miscellaneous food and beverage preparation occupations
(Miscellaneous food and beverage preparation)
318. Kitchen workers, n.e.c.
(Kitchen work, n.e.c.)
319. Food and beverage preparation and service occupations, n.e.c.
(Food and beverage preparation and service, n.e.c.)

n.e.c.-not elsewhere classified

Figure 2 - Service Occupations Codes

32 Lodging and Related Service Occupations
(Lodging and Related Services)

320. Boardinghouse and lodginghouse keepers
(Boardinghouse and lodginghouse keeping)
321. Housekeepers, hotels and institutions
(Housekeeping, hotels and institutions)
323. Maids and housemen, hotels, restaurants, and related establishments
(Maid and related services, hotels, restaurants, and related establishments)
324. Bellmen and related occupations
(Bellman and related services)
329. Lodging and related service occupations, n.e.c.
(Lodging and related services, n.e.c.)

33 Barbering, Cosmetology, and Related Service Occupations
(Barbering, Cosmetology, and Related Services)

330. Barbers
(Barbering and related services)
331. Manicurists
(Manicuring)
332. Hairdressers and cosmetologists
(Beautician services)
333. Make-up occupations
(Make-up, theatrical)
334. Masseurs and related occupations
(Masseur and related services)
335. Bath attendants
(Bath attendant work)
338. Embalmers and related occupations
(Embalming)
339. Barbering, cosmetology, and related service occupations, n.e.c.
(Barbering, cosmetology, and related services, n.e.c.)

34 Amusement and Recreation Service Occupations
(Amusement and Recreation Services)

340. Attendants, bowling alley and billiard parlor
(Bowling alley and billiard services)
341. Attendants, golf course, tennis court, skating rink, and related facilities
(Golf course, tennis court, skating rink, and related services)
342. Amusement device and concession attendants
(Amusement device and concession work)
343. Gambling hall attendants
(Gambling hall services)
344. Ushers
(Ushering)
346. Wardrobe and dressing-room attendants
(Wardrobe and dressing-room services)
349. Amusement and recreation service occupations, n.e.c.
(Amusement and recreation services, n.e.c.)

n.e.c.-not elsewhere classified

Figure 2 - Service Occupations Codes (Continued)

35 Miscellaneous Personal Service Occupations
(Miscellaneous Personal Services)

350. Ship stewards and related occupations
(Ship steward service)
351. Pullman porters and train attendants
(Rail passenger service)
352. Hostesses and stewards n.e.c.
(Hostess and steward service, n.e.c.)
353. Guides, except hunting and fishing
(Guide service, except hunting and fishing)
354. Unlicensed midwives and practical nurses
(Unlicensed midwife and practical nursing services)
355. Attendants, hospitals, morgues, and related health services
(Attendant work, hospitals, morgues, and related health services)
356. Occupations in animal care, n.e.c.
(Animal care, n.e.c.)
357. Baggage porters
(Baggage porter service)
358. Checkroom, locker room, and restroom attendants
(Checkroom, locker room, and restroom services)
359. Miscellaneous personal service occupations, n.e.c.
(Miscellaneous personal services, n.e.c.)

36 Apparel and Furnishings Service Occupations
(Apparel and Furnishings Services)

361. Laundering occupations
(Laundering service)
362. Dry cleaning occupations
(Dry cleaning service)
363. Pressing occupations
(Pressing service)
364. Dyeing and related occupations
(Dyeing and related services)
365. Shoe and luggage repairmen and related occupations
(Shoe and luggage repair and related services)
366. Bootblacks and related occupations
(Shoe shining and related services)
369. Apparel and furnishings service occupations, n.e.c.
(Apparel and furnishings services, n.e.c.)

37 Protective Service Occupations
(Protective Services)

371. Crossing watchmen and bridge tenders
(Bridge tending and crossing guard services)
372. Guards and watchmen, except crossing watchmen
(Guard and related services)
373. Firemen, fire department
(Fire protection service)

n.e.c.-not elsewhere classified

Figure 2 - Service Occupations Codes (Continued)

375. Policemen and detectives, public service
(Police and related work, public service)
376. Policemen and detectives, except in public service
(Police and related work, except in public service)
377. Sheriffs and bailiffs
(Law enforcement work, n.e.c.)
378. Soldiers, sailors, marines, airmen, and coast guardsmen, n.e.c.
(Military service)
379. Protective service occupations, n.e.c.
(Protective services, n.e.c.)

38 Building and Related Service Occupations
(Building and Related Services)

381. Porters and cleaners
(Cleaning and related services)
382. Janitors
(Janitorial service)
388. Elevator operators
(Elevator service)
389. Building and related service occupations, n.e.c.
(Building and related services, n.e.c.)

n.e.c. - not elsewhere classified

Figure 2 - Service Occupations Codes (Continued)

DWMSTDP SERVICE OCCUPATIONS CODES

Code	Occupation	Work Description
365	Shoe and luggage repairmen and related occupations. (Shoe and luggage repair and related services.)	Resoling, reheeling, and otherwise repairing shoes. Includes repair and renovation of hand luggage, such as handbags, briefcases, golf club bags, and hatboxes, and also trunks and other heavy luggage made of leather, plastic, fiber, and other materials.
381	Porters and cleaners (Cleaning and related services.)	Cleaning buildings, furniture, and equipment. Includes sweeping, dusting, mopping, polishing floors and walls, and disposing of trash.
389	Building and related service occupations, n.e.c. (Building and related services, n.e.c.)	Building and related service occupations not elsewhere classified.

n.e.c. - not elsewhere classified

Figure 3 - Work Description of DWMSTDP Service Occupations Codes

SERVICE OCCUPATIONS WORK CATEGORY CODES

Work Category	Code	Definition
Clean	CL	The removal of foreign matter by chemical, mechanical, or manual process. (Examples: ultrasonic cleaning, abrasive cleaning, use of solvent, rubbing, wiping, sweeping.)
Disassembly/Assembly	DA	The action(s) required to remove, install or replace assemblies or components parts when the primary purpose is to place an object(s) or part(s) on or into another object or part so that they fit, connect or are secured to each other to form a unit. These actions do not include fabrication of parts or items. This category generally applies to special or higher level data.
Job Preparation	JP	The actions required to prepare an object(s), work place, or employee, or any combination of the three for ensuing work. NOTE: Excluded from this category are layout, packaging and machine setup.
Non-threaded Fastener	NF	The permanent or semipermanent holding or locking of mating objects by other than threads or clamping actions.
Object Handling	OH	The process of manually moving an object for the purpose of changing its location, position, or alignment. The movement path may or may not be fixed. The primary purpose of this handling is not to activate another object or device.
Paint	PA	To cover a surface by applying and spreading liquid or paste with a brush, spray gun, or roller. (Examples: paint, varnish lacquer, shellac, wax.)
Process Time	PT	The interval of time made up of a combination of manual and machine time components, so integrated that it would be impossible or impractical to separate and analyze them with Methods Time Measurement. Process time may be obtained by stopwatch, manufacturers' specifications or formulae.

Figure 4 - Major Categories of Work Used in Coding Service Occupations Data

SERVICE OCCUPATIONS WORK CATEGORY CODES

Work Category	Code	Definition
Threaded Fastener	TF	Tightening or loosening a threaded object--bolt, nut, screws, or hand-knob by hand. (Examples: fingerturn-per thread, spin, tighten or loosen-moderate pressure.)
Tool Use Hand Operation-Non-powered	TL	The use or preparation for use of any non-powered implement, instrument or utensil held in the hand and used for cutting, hitting, digging, rubbing, etc. (Examples: knife, saw, hammer, shovel, rake, prybar, needle for sewing.)

Figure 4 - Major Categories of Work Used in Coding Service Occupations Data