



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements & Measurements Contact: Dean Henderson (dhenders@nortelnetworks.com)	2. Alert Number: 03-001A
3. Documentation Affected: Release 3.5 of the TL 9000 Quality Management System Measurements Handbook	4. Issue Date: 09/01/2003
5. Reason for Alert: Clarification of NPR counting rule exclusion 5.1.4 c) 4) page 5-3	
6. Description: To drive the correct organizational behavior concerning outages received “after their occurrence”, the following rule clarification is issued: From Section 5.1.4 c) 4) (NPR Exclusion Rules): “Routine reports of outages received after their occurrence, such as Service Failure Analysis Reports (SFAR).” If there is an expectation for investigation, corrective and or preventive actions, these outages are to be included in the NPR measurement.	
7. Comments: The above referenced counting rule exclusion for Number of Problem Reports (NPR) might be interpreted in such a way that would cause the organization to exclude problem reports that should be counted in NPR. In some cases, due to the nature of the product or the outage recovery behavior of the customers, certain problems can only be called into the organization after their occurrence. Many products (typically those that can impact service in categories 1 through 6) have mechanisms that allow the Network Element to recover from an outage, expeditiously, in real-time, with or without manual intervention. Also, in some situations, customers will choose to resolve outage situations on their own before calling the organization. Clearly, in these cases, the Network Element will be recovered before the customer notifies/calls the respective organization of the problem. When this situation occurs the problem report can only be received “after the occurrence”. When there is an expectation from the customer that the organization will be fixing the problem, the counting rule exclusion may lead the organization not to count the problem report in question or the subsequent follow-up report (see Problem Report Fix Response Time 5.2.4 b)10) page 5-9. The intent of the counting rule exclusion is to exclude events that are reported, days, weeks or sometimes even months, after the occurrence. When this happens, the organization has little or no information to act upon to resolve the issue. This data are typically sent in electronically (e-mail, fax, mail) to the organization with no expectation of corrective action. It is then the responsibility for the organization only to track these events accordingly within the respective outage measurements (Section 6).	