



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b>  Workgroup: Integrated Global Quality Requirements & Measurements  Contact: Bob Schmitt (bob.schmitt@fnc.fujitsu.com)	<b>2. Alert Number:</b>  04-001A
<b>3. Documentation Affected:</b> TL 9000 Measurements Handbook, Release 3.5	<b>4. Issue Date:</b> 2004/02/02
<b>5. Reason for Alert:</b> Clarification of Counting Rule Exclusions 5.1.4 c) 1) for excluding information requests from the count of Problem Reports in the NPR measurement	
<b>6. Description:</b> TL 9000 Number of Problem Reports (NPR) Counting Rule Exclusions 5.1.4 part c) 1) states “a problem report determined to represent an information request (IR) or request for a feature by agreement between the organization and customer,” should be excluded from the problem report count for the NPR measurement. This alert is being issued to clarify that for information requests, formal agreement from the customer, such as a written document or e-mail, is not needed.	
<b>7. Comments:</b> Problem Reports classified as “Information Requests” do not require explicit customer approval to be excluded. This agreement is inherent in the nature of customer requests to the organization for information or assistance. If the organization misclassifies a Problem Report as an Information Request, the subsequent inquiry from the customer about the status of the investigation will identify the mistake. As noted in the TL 9000 definition of a Problem Report, there must be an expectation by the customer that the organization will investigate the issue. That lack of this expectation is clearly evident in an information request.  The next release of the Measurements Handbook will include clarification of the exclusion of information requests from the NPR measurement.	