



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b>  Workgroup: Integrated Global Quality Requirements & Measurements Contact: Tom Yohe (thomas.f.yohe@alcatel.com)	<b>2. Alert Number:</b>  04-004A
<b>3. Documentation Affected:</b>  TL 9000 Measurements Handbook, Release 3.5	<b>4. Issue Date:</b>  2004/06/01
<b>5. Reason for Alert:</b>  Clarification of OTD counting rule 5.4.4 b) 5 and 8	
<b>6. Description:</b>  5.4.4 b) Counting Rule  5) A service order or installed system order is considered delivered on the date when service is complete at the job site and accepted by the customer.  8) For service or installed system orders, the CRD is the customer requested date for completion of the service or system installation.  The intent of the above rules is to make the delivery date for such orders to be the date the service has been completed by the organization. It is not the date the customer completes their acceptance testing, unless so specified by contract .	
<b>7. Comments:</b>  The clarification described in 6 above will be added to the next revision to the Measurements Handbook.	