



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b>  Workgroup: Integrated Global Quality  Contact: <a href="mailto:contact@questforum.org">contact@questforum.org</a>	<b>2. Alert Number:</b>  07-002A
<b>3. Documentation Affected:</b> <a href="#">“TL 9000 Measurements and Calculations”</a>	<b>4. Issue Date:</b>  2007/06/01
<b>5. Reason for Alert:</b>  To announce an update of the TL 9000 Measurements and Calculations document	
<b>6. Description:</b> The subject document has been updated to reflect the changes in the TL 9000 Quality Managements Systems Measurements Handbook Release 4.0. It also contains information on a separate change to the method for calculating the smoothed values used in the Best In Class, Worst In Class, and Industry Average calculations for the Fix Response Time (FRT) and Overdue Fix Responsiveness (OFR) measures.	
<b>7. Comments:</b> The above changes in the Performance Data Reports were implemented starting with the June 2007 Trend Report run which included the 24 months of data through March 2007.  The direct link to the document on the public tl9000.org web-site is:  <a href="http://www.tl9000.org/tl_resources/TL_9000_Measurement_Outputs_and_Calculations.pdf">http://www.tl9000.org/tl_resources/TL_9000_Measurement_Outputs_and_Calculations.pdf</a>  The document is also available on the Performance Data Reports page in the QuEST Forum Member’s area of the questforum.org web-site.	