TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality (IGQ) Contact: contact@questforum.org	2. Alert Number: 11-007A
3. Documentation Affected: Product Category Tables R4.5 and R4.6	4. Issue Date: 2011/10/14

5. Reason for Alert:
To announce the release of a new edition of the TL 9000 Product Category Tables – Version R4.6

6. Description:
A new version of the TL 9000 Product Category Tables has been approved for use. The new Tables may be used to submit November 2011 data to the Measurements Repository System and must be used for May 2012 data and forward. PCT 4.5 can continue to be used through the April 2012 data submission. See the Product Category Tables page on the tl9000.org website for more details including a document listing the specific changes in R4.6.

7. Comments:
The primary changes in the R4.6 Tables are:
- Added new category 3.2.6.4 Ad Servers
- Consolidated categories 4.1.1 Test Access Equipment, 4.1.2 Test Equipment, Embedded, and 4.1.3 Test Support Software into a single 4.1 Test Systems category
- Expanded definition of 7.1.3 Construction to include internal as well as contracted services
- Changed the normalization factor for SO for 2.6 Network Access Control from "Network Element" to "Subscriber"
- Changed the NPR normalization from "Finished product meters shipped" to "Finished product million meters shipped" for 3.1.1.1.1 Metallic Conductor Cable and 3.1.1.2.1 Fiber Optic Cable
- Changed the normalization factor for SO for 3.3.1 Base Station Equipment from "Maximum Configured Call Capacity" to "Network Element"
- For 7.4 Repair Services changed:
  - SQ numerator to: "Units returned in the report month that were shipped by the repair organization within the last 12 months:
  - SQ denominator to: "Number of repaired units shipped by the repair organization in the previous 12 months"
  - Notes/comments to" The glossary definition of "return" applies. Returns are counted when received by the organization."
- For 7.6.1 Procurement Services changed:
  - SQ numerator to: "Units returned in the report month that were procured within the last 12 months:
  - SQ denominator to: "Number of units procured in the previous 12 months"
  - Notes/comments to" The glossary definition of "return" applies. Returns are counted

when received by the organization."

- Changed NPR and SQ normalization for 7.8.3 Training from "Courses" to "Courses Conducted"
- Removed FR from the reported measurements for 8.3 Cable Assemblies
- Changed the NPR and SO normalization from "Network Capacity (Mobile)" to "Active Subscribers" for 9.2 Wireless End-Customer Services
- Partial outage definition for 1.1 MSC/ISC changed from "Loss of greater than 10% of the provisioned capacity for origination and/or terminations of combined voice and/or data traffic." to "Loss of greater than 5% of the provisioned capacity for origination and/or terminations of combined voice and/or data traffic." Also made the same partial outage definition change made for 3.3.1 Base Station Equipment, 3.3.2.1 Basic BTS, 3.3.2.2 Advanced BTS, and 3.3.2.3 4g BT

Please see the change document noted above on the tl9000.org web site for full details on these changes.