



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality (IGQ) Contact: contact@questforum.org	2. Alert Number: 17-004B						
3. Documentation Affected: TL 9000 Quality Management System Measurements Handbook	4. Issue Date: 31 May 2017						
5. Reason for Alert: Clarify the rules for the implementation of the R5.5 Point Release of the TL 9000 Measurements Handbook							
6. Description: The newly released R5.5 Measurements Handbook Point Release has a publication date of June 30, 2017. The Point Release consists of: <ul style="list-style-type: none">• Revised Section 7.1 (FR) - Removal of the Normalized One-Year Return Rate (NYR) measure• Revised Section 8.1 (SFQ) - Modification of the Software Fix Quality denominator• New Section 9.3 (IRR) - Addition of the Incident Restore Rate (IRR) measure• Revised R5.5 TL 9000 Product and Service Category Tables The rest of the Sections in the R5.0 Measurements Handbook carry forward unchanged. The Organization may submit data using the R5.5 rules starting with their July 2017 data and must use the R5.5 rules starting with their December 2017 data. Whenever the organization chooses to upgrade to R5.5, all changes from the R5.0 Handbook in the R5.5 Point Release which impact the organization must be implemented. For example, if the Organization chooses to stop submittals of the NYR measurement for their products, then they must also have implemented and submitted data utilizing the modified counting rules for SFQ. Once all R5.5 changes have been implemented, the Organization must be assessed to the R5.5 version during their next audit (surveillance, certification or recertification). The table below from the Handbook shows the usage dates. Table 4.1-1 Release 5.5 Usage Dates <table border="1" data-bbox="490 1669 1352 1795"><thead><tr><th>Data Period</th><th>R5.5 Usage</th></tr></thead><tbody><tr><td>July 2017</td><td>Recommended</td></tr><tr><td>December 2017</td><td>Mandatory</td></tr></tbody></table> <p>Prior to the July 2017 data submission, the current R5.0 Handbook rules must continue to be used.</p>		Data Period	R5.5 Usage	July 2017	Recommended	December 2017	Mandatory
Data Period	R5.5 Usage						
July 2017	Recommended						
December 2017	Mandatory						



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Please note that, when an organization upgrades its registration to a new release of the Measurements Handbook as part of its surveillance or recertification audit, at least the most recent month's data submission shall have used the rules of the new release of the handbook.

Prior to conducting an audit to the R5.5 Measurements Handbook Point Release, the Certification Body auditor must have completed the TL 9000 Release R5.0 to R5.5 Measurements Delta training class available through the TL 9000 website at http://www.tl9000.org/training/delta_training.html. This class will be available by June 1, 2017.

The R5.5 Point Measurements Release material is available without charge via download from the tl9000.org website at <http://tl9000.org/handbooks/overview.html>.

In addition, site licenses and single user electronic copies of a full version of the TL 9000 R5.5 Measurements Handbook will be available for purchase in the future from the website at http://www.tl9000.org/handbooks/buy_handbooks.html

7. Comments:

Work is in progress on translations of the new R5.5 TL 9000 Measurements Handbook material into Korean, Japanese, Chinese, and Spanish.