



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Measurements Contact: Richard Morrow	2. Alert Number: 01-001A
3. Documentation Affected: TL 9000 Quality System Metrics Book Two Release 2.5	4. Issue Date: 02/23/01
5. Reason for Alert: Notify users of an error in the calculation of the Normalized First Year Return Rate	
6. Description: The formula for calculating the normalized FYR is incorrect in Table 6.1-1 on page 6-4. The formula as shown requires multiplication by 100. This is incorrect. The correct formula for the normalized FYR should be: $\text{FYR} = \text{Afactor} * \text{Rf} / \text{S}$	
7. Comments: The DSSP and MRS software implemented the formula as shown and thus produce results that are 100 times too large. The software will be modified during the next release. Users of the DSSP do not need to change any of their inputs.	