



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b>  Workgroup: Integrated Global Quality Requirements & Measurements  Contact: Tom Yohe ( <a href="mailto:Thomas.F.Yohe@alcatel.com">Thomas.F.Yohe@alcatel.com</a> )	<b>2. Alert Number:</b>  03-004A
<b>3. Documentation Affected:</b> Release 3.5 of the TL 9000 Quality Management System Measurements Handbook	<b>4. Issue Date:</b> 09/01/03
<b>5. Reason for Alert:</b>  Clarify the impact a deferred fix for an overdue problem report has on the Overdue Fix Responsiveness (OFR) calculation.	
<b>6. Description:</b>  As noted in 5.3.4 b) Counting Rules on page 5-17– “In addition to all the counting rules in 5.2.4 b).....” This includes rule 5.2.4 b) 9), page 5-10, “ If, with customer consent, the implementation of a fix is deferred, such as waiting for the next software update versus a patch, then the deferral interval shall not be included. This deferral may be to an agreed scheduled date when the fix is to be delivered or simply to a specific new product release that will contain the fix....” Therefore the customer approved deferral of an overdue problem removes it from the overdue status. Failure to meet the deferred delivery commitment will cause the problem report to re-open and again be considered overdue.	
<b>7. Comments:</b>  Failure to meet the deferred delivery commitment will cause the problem report to re-open and again be considered overdue. This may happen more than once and will impact the OFR calculation each time. A problem is counted in Fix Response Time only once, based on it’s original due threshold time, even if it is deferred a second time. Multiple deferrals of a problem report are expected to be uncommon events.	