

**Quality Excellence for Suppliers of  
Telecommunications Forum  
(QuEST Forum)**

**TL 9000  
Quality Management System  
Measurements Handbook  
OFR Examples**

### 5.3 OFR Examples

Overdue problem reports are the result of problem reports that were not fixed on time. Like the FRT measurement, OFR is not normalized and is reported as a percentage of overdue problem reports that were fixed. An overdue problem report stays overdue until fixed.

#### 5.3.1 – OFR for Product Categories 1, 2, 3, 4, 5, 6, and 9

According to 5.2.4 d) 1) for product categories 1, 2, 3, 4, 5 and 6, major problem reports become overdue if not fixed within 30 calendar days or by a date established by a service level agreement with the customer. Minor problem reports become overdue if not fixed in 180 calendar days or by a date established by service level agreement. (For product category 9, due threshold time is 2 working days for major problem reports and 5 working days for minor problem reports respectively.)

- 1) At the beginning of the month, there were six major problem reports that were overdue, i.e., age greater than 30 calendar days or past a service level agreement date. Two of the six overdue reports were closed during the month. There were no overdue minor problem reports at the beginning of the month. However, by the end of the month five minor problem reports for which fixes had been due during the month had become overdue. One of these overdue minor problem reports was closed before the beginning of the next month.
- 2) The data reported is shown in Table 5.3.1-1.

**Table 5.3.1- OFR Data Table Report for Product Categories 1, 2, 3, 4, 5, 6, and 9**

Identifier	Value
Product Category	4.2.1
MeasurementID	OFR
Of2c	2
Of2d	6
Of3c	1
Of3d	5

- 3) The calculation of the measurement is shown in Table 5.3.1-2.

**Table 5.3.1-2 OFR Source Data and Measurement Calculation for Product Categories 1, 2, 3, 4, 5, 6, and 9**

Overdue Problem Reports Closed	Severity	Overdue Problem Reports Due	OFR Measurement Result – % Overdue Problem Reports Closed
Of2c = 2	Major	Of2d = 6	$OFR2 = 100 \times 2 / 6 = 33.3\%$
Of3c = 1	Minor	Of3d = 5	$OFR3 = 100 \times 1 / 5 = 20\%$

### 5.3.2 – OFR for Product Categories 7 and 8

The due date for closing an overdue problem report in product categories 7 and 8 is by agreement with the customer per counting rule 5.2.4 d) 1).

- 1) At the beginning of the month, there were two problem reports that were overdue, i.e., age greater than the agreed closure interval. One of the two overdue reports was closed during the month.
- 2) The data reported is shown in Table 5.3.2-1.

**Table 5.3.2-1 OFR Data Table Report for Product Categories 7 and 8**

Identifier	Value
Product Category	7.1
MeasurementID	OFR
Of4c	1
Of4d	2

- 3) The calculation of the measurement is shown in Table 5.3.2-2.

**Table 5.3.2-2 OFR Source Data and Measurement Calculation for Product Categories 7 and 8**

Overdue Problem Reports Closed	Overdue Problem Reports Due	OFR Measurement Result – % Overdue Problem Reports Closed
Of4c = 1	Of4d = 2	$OFR4 = 100 \times 1 / 2 = 50\%$

### 5.3.3 – OFR Resubmissions due to incomplete fix

A fix was delivered within the time required by an SLA (July 20). But at a later point in time (December 15) if the customer rejects the fix as incomplete, then the problem report must be reported as due but not fixed in July. This will require a resubmission of the July FRT data. Furthermore, it is now Overdue and according to counting rule 5.2.4 b) 3) must be reported as Overdue in all months from July through December and continuing until it is fixed. This will require resubmission of the July through November OFR data.

### 5.3.4 –OFR handling of overdue problem report encountering a long delay caused by and acknowledged by the customer

For example, assume the Supplier needs access to a site to work on a fix on an already overdue ticket, but after requesting access from the customer, they are informed that the site will not be available for 4 weeks. The Customer approves the delay and the ticket is put in a pending status on Jan 31. The Site becomes available on March 2<sup>nd</sup>.

This overdue ticket must be included in the OFR metric for January, would not be included in the OFR metric for the February and count again in OFR for the March reporting period (either overdue resolved or overdue open).