



August-September, 2010 Topic Thread: TL 9000 Measurements Handbook Release 4.5: Important Points Clarified

Presented By: Bob Clancy, SVP of BIZPHYX

[TL 9000 Measurements Handbook Release 4.5 Series Begins: EIO Is Now SSO \(Post 1\):](#)

This month we begin a new series for users of the TL 9000 Quality Management System. Many of you may know that release 4.5 of the TL 9000 Quality Management System Measurements Handbook was approved by member vote in 2010. Release 4.5 can be used for all data submissions to QuEST Forum beginning with January of 2011. Certified organizations are required to use Release 4.5 beginning with July of 2011. With Release 4.5 there are many clarifications and several significant changes. Over the next month we will be addressing many of these changes. This week we are focusing on changes to the category known as “EIO” or “Installation or Engineering Caused Outage Measurement”.

Among the several outage measurements that are being reported by applicable organizations is a category known as EIO (Installation or Engineering Caused Outage Measurement). This measurement was intended to provide insight into the impact of Installation and Engineering activities on network elements in the field. It only applied to two product categories, Installation, 7.1.1 and Engineering, 7.2.1. Release 4.5 changes all that.

EIO has been replaced by a broader measurement called “SSO” or “Support Service Caused Outage Measurement”. Member companies realized that the measure as it stood was too narrow and did not apply to other appropriate certified organizations. Therefore, the measurement was broadened and with Release 4.5 it will apply to 9 product categories. Next week, grab a pen and paper as we outline these 9 categories and the net effect of the changes with Release 4.5. Until then, if you need immediate assistance with upgrades, please contact: bclancy@bizphyx.com

[TL 9000 Measurements R4.5: SSO Product Categories and The Net Effect \(Post 2\):](#)

Last week we began a new series on the TL 9000 Measurements Handbook Release 4.5. As discussed, in Release 4.5 EIO has been replaced by the broader measurement called SSO or “Support Service Caused Outage Measurement”. This change is intended to ensure that the measurement can be applied to more than just Installation or Engineering organizations.

SSO now applies to the following 9 product categories: 7.1.1 Installation, 7.1.2 Provisioning, 7.1.3 Construction, 7.2.1.1 Fixed Network Engineering Services, 7.2.1.2 Mobile Network Engineering Services, 7.3.1 Network Field Maintenance, 7.3.2 Network Operations Center, 7.3.3 Network Support Services, and 7.5 Customer Support Services. **Here is the net effect beginning with the use of Release 4.5:**

Certified or Certifying Organizations currently in Categories 7.1.1 Installation and/of 7.2.1 Engineering:

1. You will continue to report the same numbers for Installation and Engineering Caused outages.
2. You will need to change any references to EIO in your local documentation to SSO.
3. You will need to change any references to Neo and Nio, (current data points) to Nso (number of Support Service Caused Outage) and any reference to Ne and Ni to Ns (number of normalization units)

Other certifying organizations in the product categories listed above:

You will need to begin reporting outage data based on product category table A-2 beginning July 2011. The table will give you the required normalization unit to use for Nso.

There are several significant changes with R4.5. We hope this post helped clarify the movement from EIO to SSO. If you require further information or upgrade support, contact: bclancy@bizphyx.com. Next week, we discuss other changes with R4.5.

TL 9000 Measurements R4.5: Treatment of FRT-Fixed Response Time (Post 3):

This week, we are addressing the changes to FRT in Release 4.5 of the TL 9000 Measurements Handbook. As you may know, the TL 9000 Measurement FRT is a common measurement reported by all certifying organizations. **FRT stands for Fix Response Time**. The idea behind FRT is to measure the organization's overall responsiveness to customer reported problems. These are problems reported by your direct customer. FRT is a measurement of the interval between the time an organization receives a customer problem report and the time a fix is delivered and accepted by the customer. This measure allows organizations to benchmark their responsiveness to customer problems and to improve their fix delivery performance against industry standards.

For companies in categories 1-6, the thresholds for fix intervals are 30 days for major problem reports and 180 days for minor problem reports. For organizations in categories 7 and 8, fix response time intervals can be negotiated through service level agreements with your customer and become what you and your customer agree they should be. In the absence of service level agreements to define fix intervals you can document and perform to your own intervals.

Since categories 7 and 8 only report one problem report measure, you can have a single FRT interval instead of intervals for major and minor problem reports. This is only true if none of your customers prevent you from doing it by specifying fix response time intervals through contractual agreements. Note that **these intervals have changed in release 4.5 of the Measurements Handbook for Product Category 9, End Customer Services**. The new intervals have been provided by consensus of the membership to be more realistic for this type of service and will be 2 working days for major problem reports and 5 working days for minor problem reports, beginning with R4.5 of the Measurements Handbook.

Also note that there is no fix response time interval for critical problem reports because QuEST Forum member companies assume that by definition, critical problems are worked on until they are resolved. We hope this post helped clarify aspects of Fixed Response Time. If you require further information or upgrade support, contact bclancy@bizphyx.com. Tune in next week, as we discuss DSR (Data Submission Report) Advisories.

[TL 9000 Measurements: DSR Advisories \(Post 4\):](#)

As we continue the discussion on recent measurement changes, there are some changes that do not necessarily accompany the Release 4.5 Measurements Handbook, but are important to know. One such change is the **introduction of advisories on the DSR (Data Submission Report)** that QuEST Forum emails to users of the Measurements Repository System, to confirm that measurements data has been received. The DSR contains useful information including the submission date, which helps the auditor and your management determine whether or not the data was submitted timely.

At the bottom of the DSR, you will see a notation called Advisory Message(s). There may be one or more advisories listed along with an explanation as to what they mean. This is due to the fact that QuEST Forum has upgraded their measurements repository algorithms to look for anomalies in your data submission. There are thirteen such advisories. You can find the list and guidance on the TL 9000 website under alerts and news/data submissions. Advisories are designed to tell you that something odd was noticed in the data. **Here is an example message:** “NPR1 >>>> Advisory #1 – the calculated Measurement over the smoothed period is perfect.” This doesn’t mean that something is necessarily wrong with the data, but it looks odd since the measure has been perfect (i.e. no problem reports) over the period monitored.

What does this mean to you? **As a certified organization you are required to analyze the data and determine if it was wrong.** If there is no issue, no action is required. If the data is wrong, you are required to resubmit it. More importantly, you will be required to demonstrate conformance with this requirement. Therefore, you should use a text or word document to record that you investigated the data in question and that there was nothing wrong, or record what was wrong and what corrective action was taken. This should answer any questions you have regarding DSR Advisories. If you require further information or upgrade support, contact bclancy@bizphyx.com.

####

During this series, we also posted the answer to an important question on 7.3.1.C.6 Estimation. As added support, we have included that post in this PDF:

[TL 9000 Clause 7.3.1.C.6 Estimation: Defined and How To Document:](#)

We were recently asked an excellent question about **7.3.1.C.6 Estimation**. Here is a definition of that clause and support on how to document that the requirement is being met:

Estimation is usually led by a program or project management function before a project can begin to evaluate how much development or delivery of a service will cost and what risks are involved, along with staffing, schedules, cost, quality, reliability, and productivity estimates. The responsible manager obtains input from other functional organizations and so the evidence for conformity can come from many places.

Therefore, many companies will use a program or project management plan template to create specific project plans in order to record variables including estimation requirements. Using the template, the responsible program manager will complete a specific project plan containing the appropriate factors including those required by **7.3.1.C.6 Estimation**.

The manager will require functional departments to provide specific estimates for the plan along with the sources of data for recording performance against that plan. The plan is updated with the estimates and once they are all recorded, the plan is submitted for approval. Then it is reviewed at various stages using the data.

Again, because the estimate sources and data are normally diverse, having them recorded in a central place like a project plan is a necessity. To the question, the completed project plan becomes the main body of evidence for conformity along with the data from the various sources called out in the plan. This method is not the only method in use so when auditing, you may need to ask where the project estimates and data are recorded and follow that audit trail.

If you have any more questions on TL 9000 clauses, please feel free to contact bclancy@bizphyx.com.

