



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b>  Workgroup: Integrated Global Quality Requirements & Measurements  Contact: Tom Yohe (Thomas.F.Yohe@alcatel.com)	<b>2. Alert Number:</b>  03-003A
<b>3. Documentation Affected:</b> Measurements Handbook Release R3.5	<b>4. Issue Date:</b> 09/01/2003
<b>5. Reason for Alert:</b>  Correct omission in Table A-2 Measurement Applicability Table (Normalized Units)	
<b>6. Description:</b>  During final preparation of the material for the Measurements Handbook Release R3.5, the entry in Table A-2 for Product Category 7.6.2 Sourcing/Purchasing Services page A-42 was inadvertently changed from "Transactions" to "NA". It should be "Transactions". Reporting of the Service Quality measure to the MRS <u>is</u> required for this product category.	
<b>7. Comments:</b>  This will be corrected in the next update to the Product Category Tables. The information for Product Category 7.6.2 will appear as shown below.	

Table A-2 Measurement Applicability Table (Normalization Units)					
Product Category					
Code	Description	Problem Reports H,S,V	Outage Frequency V	Service Quality V	Return Rate H
TL 9000 Measurement Symbols (see Table A-6)		NPR	EIO	SQ	FR
7.6.2	Sourcing/Purchasing Services	Transactions	NA	Transactions	NA