



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements and Measurements (IGQ) Contact: contact@questforum.org	2. Alert Number: 08-004A																																
3. Documentation Affected: Quality Management System Measurements Handbook Release 4.0	4. Issue Date: 2008/04/25																																
5. Reason for Alert: To report an error in Table 6.2-4 of the R4.0 Measurements Handbook																																	
6. Description: <p>In Version 4.0 of the TL 9000 Quality Management Systems Measurements Handbook there is an error in Table 6.2-4 on page 6-10. As you recall, the scope of the SONE measurements were changed in Version 4.0 to combine the Total Outages and Partial Outages together rather than having separate measurements. All the text and examples were updated to document the integrated measurements. But Table 6.2-4 was not expanded to include the partial outage components. This was an oversight.</p> <p>The current table reads:</p> <table border="1" data-bbox="393 1136 1291 1486"> <thead> <tr> <th>Identifier</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>MeasurementID</td> <td>SONE</td> </tr> <tr> <td>NEOa</td> <td>Afactor</td> </tr> <tr> <td>NEOs</td> <td>N_m (normalized units) – Number of network elements</td> </tr> <tr> <td>NEOec</td> <td>Outages for customer attributable causes– T_m</td> </tr> <tr> <td>NEOdc</td> <td>Weighted outage duration in minutes for customer attributable causes– TD_m</td> </tr> <tr> <td>NEOep</td> <td>Outages for product attributable causes– T_m</td> </tr> <tr> <td>NEOdp</td> <td>Weighted outage duration in minutes for product attributable causes– TD_m</td> </tr> </tbody> </table> <p>The table should say:</p> <table border="1" data-bbox="393 1577 1291 1927"> <thead> <tr> <th>Identifier</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>MeasurementID</td> <td>SONE</td> </tr> <tr> <td>NEOa</td> <td>Afactor</td> </tr> <tr> <td>NEOs</td> <td>N_m (normalized units) – Number of network elements</td> </tr> <tr> <td>NEOec</td> <td>Outages for customer attributable causes– $T_m + P_m$</td> </tr> <tr> <td>NEOdc</td> <td>Weighted outage duration in minutes for customer attributable causes– $TD_m + PD_m$</td> </tr> <tr> <td>NEOep</td> <td>Outages for product attributable causes– $T_m + P_m$</td> </tr> <tr> <td>NEOdp</td> <td>Weighted outage duration in minutes for product attributable causes– $TD_m + PD_m$</td> </tr> </tbody> </table>		Identifier	Value	MeasurementID	SONE	NEOa	Afactor	NEOs	N_m (normalized units) – Number of network elements	NEOec	Outages for customer attributable causes– T_m	NEOdc	Weighted outage duration in minutes for customer attributable causes– TD_m	NEOep	Outages for product attributable causes– T_m	NEOdp	Weighted outage duration in minutes for product attributable causes– TD_m	Identifier	Value	MeasurementID	SONE	NEOa	Afactor	NEOs	N_m (normalized units) – Number of network elements	NEOec	Outages for customer attributable causes– $T_m + P_m$	NEOdc	Weighted outage duration in minutes for customer attributable causes– $TD_m + PD_m$	NEOep	Outages for product attributable causes– $T_m + P_m$	NEOdp	Weighted outage duration in minutes for product attributable causes– $TD_m + PD_m$
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As noted earlier, all the verbiage in section 6.2 was modified to show the integrating of the total and partial outages into common measurements. The examples on the website show the integration of the data. This change was also covered at length in the R4.0 training materials and there is no indication the error in this table has had any impact on the submitted data.

Please update any local procedures that may have used this table as input. We apologize for any confusion caused by this error.

7. Comments:

Table 6.2-4 will be corrected in the next release of the Measurements Handbook