



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b> Workgroup: Oversight/IGQ	<b>2. Alert Number:</b> 09-001C
<b>3. Documentation Affected:</b> Data Submission Receipts	<b>4. Issue Date:</b> 26, August 2009
<b>5. Reason for Alert:</b> <p>The QuEST Forum strives to continually improve the value of the data provided through TL 9000 Performance Data Reports, which include industry statistic trends (Industry Average, Monthly Average, Best-in-Class, Worst-in-Class) as applicable for each product category and TL 9000 measurement. The more accurate and complete the data, the more useful it is to TL 9000 certified organizations and QuEST Forum members.</p> <p>A QuEST Forum initiative to further enhance data entry checking to identify and correct potential data errors before inclusion in the Measurements Repository System maintained by The University of Texas at Dallas, has been completed and trialed. The result of this initiative is an “Advisor” software application that will notify TL 9000 data submitters with “advisories” indicating a potential data integrity issue that should be investigated. The existence of an advisory does not prevent the data from being successfully submitted. However, Organizations are expected to review any advisories identified and verify integrity of the submitted data. If errors are found, the Organization’s data is required to be corrected and resubmitted. Also, during registration and surveillance audits, the registrar will be expected to follow-up with the organization to insure data integrity, as appropriate, for any measurement flagged with an advisory.</p> <p>Given the significance of this implementation to those responsible for measurements programs, the QuEST Forum has been cautious in rolling out “Advisor” and started with a single product category (1.2.9.2 Edge Routers). There were no problems detected and the new process was then applied to eleven additional product categories from a broad spectrum of product types. Lessons learned from this extension have been implemented. The “Advisor” software is now ready for full deployment to all product categories on the date listed in section 7 below.</p>	

Please submit questions via the contact function at [questforum.org](http://questforum.org) or by sending an e-mail to [contact@questforum.org](mailto:contact@questforum.org)



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### 6. Description:

The “Advisor” checks look at data across measurements within submissions and across submissions over time to better validate the integrity of the organization’s submission. Advisories will be highlighted on the summary status of Data Submission Receipts (DSRs). Each advisory is assigned an integer identifier, and is briefly described at the end of the DSR. Some advisories are common to all measurements (e.g. “Advisory #1 – the calculated measurement over the smoothed period is perfect”), while others may apply to certain measurements (e.g., NPR – “Advisory #5 - Data Element > 150% of the highest value reported over the previous 12 months”). After investigation of a potential problem indicated by an advisory, it is very possible that the organization may find the data is indeed correct and no resubmission is required. For example, when multiple measurements in the same submission have the same Normalization Unit (NU) defined in Table A-3 of the Product Category Table, if the measurement submission includes differing values for the denominators (i.e. NU’s) for those measurements, an advisory will be generated. However, this difference may be legitimate (e.g. for NPR and SONE where in a particular product category customers don’t report outage data, but do report problems). In cases where advisory investigation does identify a problem, the organization will correct it, resubmit and maintain records of this process for review in registration and surveillance audits.

### 7. Comments:

All data submissions submitted on or after 19, September 2009 will be processed with the Advisor code.

More detailed information on the Advisories can be found at:

[http://tl9000.org/alerts/data\\_submissions.html](http://tl9000.org/alerts/data_submissions.html)