

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

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

## 8.2 SPR Examples

### 8.2.1 Example 1 – SPR for Product Categories 1 through 6

- 1) Consider one month's data for an organization of a particular Operational Support System (OSS) reporting into Product Category 4.2.1. There are 30 systems in service during the entire month and NU is "network elements in service." The organization received no critical, 3 major and 45 minor software problem reports during the month on this product.
- 2) The data reported is shown in Table 8.2-1.

**Table 8.2-1 Example 1 – SPR Data Table Report for Product Categories 1 through 6**

Identifier	Value
MeasurementID	SPR
SPRa	12
SPRs	30
Sp1	0
Sp2	3
Sp3	45

- 3) The calculation of the measurement is shown in Table 8.2-2.

**Table 8.2-2 Example 1 – SPR Source Data and Measurement Calculations for Product Categories 1 through 6**

Problem Reports	Severity	Afactor	Normal-ization Factor	SPR Measurement Result – Problem Reports per system per year
Sp1 = 0	Critical	12	30	SPR1 = 0
Sp2 = 3	Major	12	30	SPR2 = 1.2
Sp3 = 45	Minor	12	30	SPR3 = 18

### 8.2.2 Example 2 – Use of Fiscal Months

If the data in Example 1 above were collected over a four-week fiscal month instead of a calendar month then the Afactor is 13 and

$$SPR1 = 0 \times 13 / 30 = 0.0$$

$$SPR2 = 3 \times 13 / 30 = 1.3$$

$$SPR3 = 45 \times 13 / 30 = 19.5$$

## 8.2.3 SPR or not?

### 8.2.3.1 Scenarios

There are six calls from the customer discussed below. Each call is the result of a SW bug the customer has experienced. Time is a distinguishing factor among them. For example, should the length of time a SW Release has been GA be used to determine whether or not an incident/problem is counted as an SPR or not.

- 1) Customer is using a GA release, which is several years old. There have been many subsequent releases, each of which contained the fix that the customer had ignored.
  - a) Organization had fixed the bug many years ago and notified the customer when the release (including the fix) became GA (several years ago). The customer ignored all of these notifications and continued to use the very old release.
  - b) Organization had fixed the bug many years ago but did NOT (actively) notify the customer when the release (including the fix) became generally available (several years ago). Instead, the organization had shown the customer (when it originally purchased the product) a website where it could enroll for notifications (SW Upgrades, Known Bugs, Field Notices, etc.) via email or RSS feeds and download future software releases as they became available. The customer had never taken advantage of this opportunity.
- 2) Customer is not using the most recent SW release.
  - a) Organization had fixed the bug recently (last week) and notified the customer when the release (including the fix) became GA. The customer has not had a chance to upgrade.
  - b) Organization had fixed the bug recently (last week) but never notified the customer when the release (including the fix) became GA. Instead, the organization had shown the customer (when it originally purchased the product) a website where it could download future software releases as they became available.
- 3) Customer is using the most recent GA release. Organization has fixed the bug and the release that contains the fix is in beta testing with another customer.
- 4) Customer is using the most recent GA release, which the organization does not yet have a fix.

### 8.2.3.2 - Which above six scenarios (1a, 1b, 2a, 2b, 3, 4) should be counted as an SPR?

The answer depends on which version of the Handbook you are using. In R4.5 there is no exclusion for problem reports where

there is a fix already available. So for R4.5 each of the above scenarios would result in a countable software problem report.

There is a new rule in R5.0, 5.1.4 c) 2) c) that states “The following problem reports shall be excluded ... a report for which there is a fix available at no cost and the customer has decided not to deploy the fix.” Therefore, under R5.0, both scenarios under 1 would not count as a problem report because the customer has decided not to deploy the fix. The two scenarios under 2 would still count as problem reports because there is no indication the customer has not decided to deploy the fix, there has simply not been an opportunity to do so. Obviously scenarios 3 and 4 would be problem reports as there has been no delivery of a fix to the reporting customer.