

Date: January 6, 2004

Topic: Automation of TL 9000 Measurements

How did you accomplish this topic during your implementation?

We initially attempted to automate the TL 9000 Reporting aspects through a Microsoft Access database. Due to multiple issues, such as limitations to formats and query potential, other automation tools were reviewed. Tekelec purchased SAS Software to custom build a TL 9000 Reporting mechanism.

Two staff members were then tasked with learning the TL 9000 Measurements Standard, determining the portions that applied to Tekelec, determining data locations, and documenting any gaps in data collection. The SAS Program was then custom built to pull all relevant data and export to the multiple formats required.

Two procedures were written to use the custom built tool and address the TL 9000 Internal Review.

- o The TL 9000 Measurements Collection, Analysis and Reporting process discusses responsibilities of various data inputs (such as Customer Service for Trouble Tickets), applicability of measurements, and data validation. It also references procedures that discuss various inputs and thresholds for continuous improvement opportunities. In addition, this process provides the framework for the Tekelec Measurement Review meetings that occur monthly.
- o The TL 9000 Metric Report Generation Work Instruction provides a step-by-step process of using and maintaining the SAS Custom Built TL 9000 Reporting Solution.

What resources/tools/vendors were used to accomplish this task?

SAS Software (Specifically, SAS PC Bundle and SAS Access to Oracle)

Was there any benchmarking activity?

No

What lead you to use this method?

Based on low software costs and already existing employee skill sets.

What worked and what didn't work?

What recommendations do you have for others attempting to use your method?

How did you measure the effectiveness of this method?

The cost savings of automation was estimated at \$80,000 annually. This was largely due to the automatic ability to produce TL 9000 internal reports on a monthly basis for monitoring as well as the customer specific TL 9000 reports for Tekelec's customers supplier quality programs.

The SAS Custom Built programs were also featured by SAS in their Customer Success Stories.

(<http://www.sas.com/success/tekelec.html>)