

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

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

5.3 OFR Examples

Overdue problem reports are the result of problem reports that were not fixed on time. Like the FRT measurement, OFR is not normalized and is reported as a percentage of overdue problem reports that were fixed on time. An overdue problem report stays overdue until fixed.

5.3.1 – OFR for Product Categories 1, 2, 3, 4, 5, 6, and 9

According to 5.2.4 d) 1) major problem reports become overdue if not fixed within 30 days or by a date established by a service level agreement with the customer. Minor problem reports become overdue if not fixed in 180 days or by a date established by service level agreement.

- 1) At the beginning of the month, there were six major problem reports that were overdue, i.e., age greater than 30 calendar days or past a service level agreement date. Two of the six overdue reports were closed during the month. There were no overdue minor problem reports at the beginning of the month. However, by the end of the month five minor problem reports for which fixes had been due during the month had become overdue. One of these overdue minor problem reports was closed before the beginning of the next month.
- 2) The data reported is shown in Table 5.3.1-1.

Table 5.3.1-1 OFR Data Table Report for Product Categories 1, 2, 3, 4, 5, 6, and 9

Identifier	Value
Product Category	4.2.1
MeasurementID	OFR
Of2c	2
Of2d	6
Of3c	1
Of3d	5

- 3) The calculation of the measurement is shown in Table 5.3.1-2.

Table 5.3.1-2 OFR Source Data and Measurement Calculation for Product Categories 1, 2, 3, 4, 5, 6, and 9

Overdue Problem Reports Closed	Severity	Overdue Problem Reports Due	OFR Measurement Result – % Overdue Problem Reports Closed
Of2c = 2	Major	Of2d = 6	$OFR2 = 100 \times 2 / 6 = 33.3\%$
Of3c = 1	Minor	Of3d = 5	$OFR3 = 100 \times 1 / 5 = 20\%$

5.3.2 – OFR for Product Categories 7 and 8

The due date for closing an overdue problem report in product categories 7 and 8 is by agreement with the customer counting rule 5.2.4 d) 1).

- 1) At the beginning of the month, there were two problem reports that were overdue, i.e., age greater than the agreed closure interval. One of the two overdue reports was closed during the month.
- 2) The data reported is shown in Table 5.3.2-1.

Table 5.3.2-1 OFR Data Table Report for Product Categories 7 and 8

Identifier	Value
Product Category	7.1
MeasurementID	OFR
Of4c	1
Of4d	2

- 3) The calculation of the measurement is shown in Table 5.3.2-2.

Table 5.3.2-2 OFR Source Data and Measurement Calculation for Product Categories 7 and 8

Overdue Problem Reports Closed	Overdue Problem Reports Due	OFR Measurement Result – % Overdue Problem Reports Closed
Of4c = 1	Of4d = 2	$OFR4 = 100 \times 1 / 2 = 50\%$