TL 9000 Informational Alert

1. Originating Workgroup:	2. Alert Number:
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3. Documentation Affected:	4. Issue Date:
Metric Applicability Table (Normalized Units) A-2 & Quality System Metrics Handbook	09 - Feb - 2000

5. Reason for Alert:

Clarification of normalization factor counting rules for product categories 1.x and 3.2.x to ensure consistency of the reported metrics.

6. Description:

When calculating the normalization factor to be used with the compared metrics, it is important to remember the normalization factors have been chosen to make the measures as architecture independent as possible. The goal is for the metrics to not favor one architecture over another, leaving the supplier free to design as they see fit to meet their customers requirements. The normalization factors are based on the function or useable capacity the equipment represents and not how that function or capacity is achieved.

The clearest example of this is where the normalization factor is systems. It does not matter whether a system is made up of six circuit packs or sixty circuit packs, each counts equally as one system. It is important to remember this when determining the traffic based normalization factors. For example, suppose a shipment count of the various port cards associated with a given system is used to determine the total number of DS1's. This count must be adjusted downward to account for those cards which will be used for protection of the main traffic carrying units. Protect cards do not add to the useable capacity and therefore are not counted.   The essential concept to remember is the normalization factors are based on the capacity from the customer's view and are not just counts of shipments of units.

Stated as a requirement, where the normalization factor is traffic capacity based such as DS1, OC-1, DSL line or 10,000 terminations, the calculation shall be based on the true useable traffic capacity. Equipment within the system used to provide protection for the main traffic path shall not be included as it does not add useable capacity to the system.

It should also be noted that when the normalization factor is a multiple such as 10,000 terminations, the figure to report is units of 10,000 terminations, and not the total number of terminations.

7. Comments:

These clarifying requirements will be incorporated into the material preceding the Metric Applicability Table (Normalized Units) A-2 at the next opportunity and into the next release of the Quality System Metrics Handbook.