



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Oversight Work Group Contact: contact@questforum.org	2. Alert Number: <p style="text-align: center;">08-003A</p>
3. Documentation Affected: TL 9000 Data Submittal Templates	4. Issue Date: <p style="text-align: center;">2008/03/31</p>
5. Reason for Alert: Data submission errors in the Field Replaceable Unit Returns (FR) measurement due to a change in the data submission template.	
6. Description: <p>This Alert applies only to TL 9000 Certified organizations who submit Field Replaceable Unit Returns (FR) data.</p> <p>The TL 9000 data submission templates were updated in conjunction with the release of the R4.0 version of the Measurements Handbook. One of the changes made was to match the order of the data elements for the FR measurement as listed in the Data Table shown in Table 7.1-3. This was the only measurement where the templates did not match the Data Table in the Handbook. If organizations use the previous template order for inputting FR data using the web interface for data validation or submittal, the FR measurement results shown in the on-line report will be clearly incorrect. And in most cases, if the data is submitted in the old order using an R4.0 template, the checks built into the data submission process catch the problem and prevent the error. However, it is apparent from the current processed data that multiple cases of reversed inputs were successfully submitted. Therefore it is requested that all organizations who have submitted FR data using the R4.0 templates, either on line or with a text file, immediately verify the FR data was entered in the correct sequence. The correct sequence using the standard templates is:</p> <ul style="list-style-type: none"> FRri Number of returns from the ERI basis shipping period FRry Number of returns from the YRR basis shipping period FRrt Number of returns from the LTR basis shipping period FRsi Number of FRUs shipped during the ERI basis shipping period FRsy Number of FRUs shipped during the YRR basis shipping period FRst Number of FRUs shipped during the LTR basis shipping period <p>If you find that the data has been submitted incorrectly, you should re-submit the data as soon as possible.</p> <p>During the next audit of the area responsible for FR data submission all TL 9000 auditors, internal and external, will confirm that the above verification has occurred. Any needed resubmission of the data shall occur within thirty days of the publication date listed above.</p>	



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Note: There is no issue if the data are being submitted via an XML interface. There is also no problem if a text file is being generated with a script that generates the full data element entry line consistently of the data element name and data value, no matter what order those data lines are in the text file.

7. Comments:

QuEST Forum realizes we should have publicized this change to the submission templates. We apologize for this omission and the inconvenience and additional work it may have caused. Any future template changes will be clearly indicated in the forms themselves. We also recommend that all organizations make full use of the validation capabilities during data submission to assure that the measurement results used internally by the Organization match those calculated during your TL 9000 data submissions.