



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements and Measurements (IGQ) Contact: contact@questforum.org	2. Alert Number: 09-002A
3. Documentation Affected: TL 9000 Quality Management System Measurements Handbook R4.0	4. Issue Date: June 15, 2009
5. Reason for Alert: Provide clarification that when calculating overall fix response time, customer agreement is required in order to exclude extraordinary delay time that is due to the customer.	
6. Description: Paragraph 5.2.4 b)7 provides reference to fix response time with specific examples of delays that may be excluded from the overall closure time, e.g., excessive delay in testing a proposed solution due to customer staffing constraints. Implied in this rule is the mutual agreement of the customer regarding extraordinary delays. This alert clarifies that where the organization is excluding excessive delay time attributed to the customer, objective evidence of agreement from the customer is required.	
7. Comments: This clarification directly impacts the Fix Response Time (FRT) and indirectly impacts Overdue Fix Responsiveness (OFR). The next revision of the Handbook will incorporate the clarification.	