



TL 9000 Informational Alert

1. Originating Working Group: Working Group: Integrated Global Quality (IGQ) Contact: contact@questforum.org	2. Alert Number: 21-003A
3. Documentation Affected: None	4. Issue Date: March 22, 2021
5. Reason for Alert: To announce the mapping of similar product categories for use with the 2020 annual PDR (Performance Data Report) data.	
6. Description: This mapping addresses situations where a product category has less than three participating organizations, and as a result no PDRs are available. As described in previous Alerts, these situations reduce the value of TL 9000 certification to organizations in these product categories, since a main benefit of certification is access to benchmark data, either through a full set of PDRs (for TIA QuEST Forum Members), or Annual PDRs (for non-TIA QuEST Forum member certified organizations). Certified organizations in these low participation product categories receive annual PDR reports for a “similar” product category (i.e., one that has similar functionality, reliability expectation, and/or technology). Section 8 of this alert is an example of the report for Product Category 2.4 Service Logic (SL), which has fewer than three participants: the report therefore provides the organization with data from 6.1 Enhanced Services (Intelligent Peripherals). Following is a link to the PDR Sub-team recommended mapping of low participation product categories to “similar” ones. These are reviewed on at least an annual basis. https://tl9000.org/pdrs/related_pc_table.html	
7. Comments: The TIA QuEST Forum Leadership Committee continues to sponsor the TL 9000 PDR Improvement Strategic Initiative to increase the value of PDRs to TIA QuEST Forum members and TL 9000 certified organizations. The initiative is managed by the PDR Sub-team of the Integrated Global Quality (IGQ) Working Group (responsible for the TL 9000 Handbooks). This enhancement is over and above other actions from IGQ and the PDR Sub-team, such as identifying candidate companies for recruitment into low participation product categories and on-going review of categories to look for opportunities for consolidation or expansion as technology evolves.	



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Section 8:

TIA QuEST TL 9000 Annual Data Report For The Year 2020

Product Category 2.4
Service Logic (SL)

The TIA QuEST requires that at least three companies submit data in a measurement to produce an average performance. There are not enough companies submitting data in this product category to produce any outputs. However, the PDR enhancement team determined that the results from product category 6.1 may be useful for this category. Below are the numbers from 6.1

Go to <https://tl9000.org/pdrs/overview.html> for more information about this report

Measurement	Average Value	Data Points	Companies	Best in Class	Average NU Value
NPR1	0.0	61	6		99846
NPR2	0.0000911	61	6		
NPR3	0.00141	61	6		
FRT2	95.9	61	6		
FRT3	100.	61	6		
OFR2	100.	61	6		
OFR3	80.6	61	6		
OTI	16.9	37	4		5001
OTIP	63.2	61	6		3923
SO1	0.0	25	3		516
SO2	0.0	25	3		
SO3	0.0	25	3		
SO4	0.0	25	3		
NEO1	0.0	25	3		516
NEO2	0.0	25	3		
NEO3	0.0	25	3		
NEO4	0.0	25	3		
ERI	1.21	36	3		28141
YRR	2.74	36	3		44673
LTR	3.74	36	3		24117
SFQ	18.1	25	3		
SPR1	0.0	38	5		416
SPR2	0.0	38	5		
SPR3	0.0360	38	5		
eSPR1	0.0	11	4		30
eSPR2	0.0	11	4		
eSPR3	0.876	11	4		