1. Originating Workgroup:	2. Alert Number:
Workgroup: Integrated Global Quality Requirements & Measurements Contact: Angela M Hall (angela.hall@tekelec.com)	03-006A

3. Documentation Affected:	4. Issue Date:
Release 3.5 of the TL 9000 Quality Management System Measurements Handbook	11/20/2003

5. Reason for Alert:

Discrepency between severity classifications in Requirements and Measurements Handbooks.

6. Description:

 In the Measurements Handbook R3.5, Counting Rule 8 for NPR (on page 5-2) states "To obtain a comparable measure, the organization and customers shall map the severity of problem reports according to the definitions contained in the glossary for critical, major, and minor problems. Whenever a problem clearly belongs in a given severity classification per the glossary definition, then that severity shall be used. If it is not clear which severity applies, the customer's assignment of severity shall be used."

The Requirements Handbook states "7.2.3.C.2 Problem Severity – The organization shall assign severity levels to customer reported problems based on the impact to the customer in accordance with the definitions of critical, major, and minor problem reports contained in the glossary of this handbook. The severity level shall be used in determining the timeliness of the organization's response. 7.2.3.C.2-NOTE 1: The customer and the organization should jointly determine the priority for resolving customer-reported problems."

7. Comments:

For product categories 1-6, the severity level to a customer reported problem is set in accordance with the definitions contained in the glossary. For all other product categories, no severity classification is required for measurement reporting.

As the Note from the Requirements Handbook states, the priority with which the organization treats any problem should be discussed with the customer for joint agreement. This priority is a separate consideration from the severity of impact the problem has on the network.

The next edition of the Requirements Handbook will be changed to reflect the current treatment for severity assignment contained in the Measurements Handbook.