



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b>  Workgroup: Integrated Global Quality Requirements & Measurements  Contacts: Ken Koffman ( <a href="mailto:kjkoffman@bellsouth.net">kjkoffman@bellsouth.net</a> ) or Tom Yohe ( <a href="mailto:thomas.f.yohe@alcatel.com">thomas.f.yohe@alcatel.com</a> )	<b>2. Alert Number:</b>  06-001A
<b>3. Documentation Affected:</b>  Not Applicable	<b>4. Issue Date:</b>  2006/08/16
<b>5. Reason for Alert:</b> Justifiable Version 3.5 Software Insertion & Maintenance (SWIM) Measurement exclusion for new and expanded TL 9000 registrations	
<b>6. Description:</b> <p>The TL 9000 Quality Management System Measurements Handbook Version 4.0 is in the final stages of assembly. Efforts are ongoing to submit it for approval to the QuEST Forum membership in 2006.</p> <p>The majority of the measurements will have relatively small but important and value added adjustments. However, there is one area that will undergo a major alteration, namely the Software Measurements (Section 8 of the TL 9000 Measurements Handbook). While the final adjustments are still being discussed, it is clear that the current mechanisms used for measuring patch and software update quality will be totally revised. The concepts of Dominant Releases and the Organization's selection of Options 1 – 4 to drive the collection of 3 to 21 measurements will be significantly simplified. The changes being introduced will also improve the comparability of the measurement results.</p> <p>QuEST Forum fully expects registered companies to continue to collect, validate, and submit their SWIM measurements for the existing products under their active TL 9000 registrations. This includes any new release, update, or patch of software issued to support the currently registered products. The use of these measurements should help assess the quality of their internal processes and drive continual improvement.</p> <p>But recognizing the major changes that are pending in the software measurements area, QuEST Forum is interested in minimizing an Organization's overhead involved in process creation to be immediately followed by rework for supporting the new measurement requirements. To this end, effective with this alert, exclusion of the TL 9000 Quality Management Systems Measurements Handbook 3.5 SWIM measures will be allowed <b>for currently unregistered products</b> if that Organization is building the infrastructure to support rapid (or timely) adoption of the Version 4.0 TL 9000 measurements.</p> <p>Use of this exclusion shall ONLY be limited to products currently not registered to TL 9000 (i.e., new TL 9000 registrations or product scope expansion occurring as part of surveillance). As always, written justification is required for any measurement exclusion and must be approved by the Organization's Registrar. For this case, the Organization can reference this Information Alert,</p>	



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clarifying which newly registered products are to be covered by the exclusion. If using this justification, the organization shall also be in the position to show how they are updating their infrastructure to support Version 4.0 measurement collection and validation.

We believe providing this flexibility is in the best interest of all parties. It continues to assure the measurement data submissions for all products under registration. But for those organizations which are enhancing and/or modifying their quality systems, it allows them an option to concentrate their resources on building an infrastructure to rapidly integrate the new measurement requirements.

### 7. Comments:

See Description above