



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements and Measurements (IGQ) Contact: contact@questforum.org	2. Alert Number: 07-004A
3. Documentation Affected: TL 9000 Quality Management System Measurements Handbook R4.0	4. Issue Date: 2007/07/16
5. Reason for Alert: Provide clarification on the defective fixes reported under the Software Fix Quality (SFQ) measurement.	
6. Description: There have been questions raised regarding the relationship between problem report severity levels (i.e. critical, major, minor) and what is expected to be reported for the defective fixes in the SFQ measurement. In the nutshell, this excerpt from section 8.1.4.d.2 captures the expectation: “For SFQ, the organization shall provide the total monthly number of official software fixes delivered and the number of official software fixes identified as defective.” While the glossary definition for a defective fix was intended to provide additional elaboration by offering specific characteristics for what shall be considered a defective fix, there has been a misperception that the criteria in d) in the definition is an overarching consideration. This is not correct. It was not the intention of IGQ to exclude ‘minor’ defects from the total number of software fixes nor from the total number of defective fixes for SFQ. Rather, each glossary example shall be used as an independently sufficient qualifier to determine if the fix provided was defective. Meeting any one of the four criteria qualifies the fix as a defective fix. Repeating the criteria from the definition (<i>along with explanatory notes</i>), a defective fix is a fix that: <ul style="list-style-type: none">a) cannot be installed, (<i>irrespective of it being a fix for critical, major or minor defect</i>)b) does not correct the intended problem, (<i>irrespective of it being a fix for critical, major or minor defect</i>)c) is withdrawn because of potential or actual problems, or (<i>irrespective of it being a fix for critical, major or minor defect</i>)d) causes a critical or major problem, attributable to the fix, within the first 6 months of fix release. Therefore: If the fix was able to be installed, corrected the intended problem, was not	



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withdrawn because of potential or actual problems, but introduced a new minor problem, it WOULD NOT be counted as defective. However, if the fix did not totally address the intended problem, even if the remaining issue was minor, it MUST be counted as defective. As a practical matter, it is unlikely that a customer would accept a fix that caused any new problem, even a minor one.

7. Comments: