



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements and Measurements (IGQ) Contact: contact@questforum.org	2. Alert Number: 09-004A
3. Documentation Affected: TL 9000 Quality Management System Measurements Handbook R4.0	4. Issue Date: July 22, 2009
5. Reason for Alert: Provide clarification on the problem reports counted in the Number of Problem Reports (NPR) measurement.	
6. Description: Recently there have been questions about whether or not problems caused by the customer environment or configuration are counted as problem reports for NPR reporting. Per the glossary definition of Problem Report, problem reports are associated with defects or deficiencies in the product or process. As such, problems caused by customer support activities, such as environmental set-up or customer procedural errors are not counted. Similarly, problems caused by third-party support activities are not counted.	
7. Comments: While this alert is in effect immediately, to alleviate this confusion, in the next edition of the Measurements Handbook the NPR measurement counting rule exclusions will be clarified to add the exclusion of: “A problem report attributable to a customer procedural error or one associated with providing support for resolving issues in third party equipment.” This clarification also indirectly impacts the Fix Response Time (FRT), Overdue Fix Responsiveness (OFR), and Software Problem Reports (SPR) measurements as they reference the Number of Problem Reports (NPR) counting rule exclusions in their counting rule exclusions.	