

**Quality Excellence for Suppliers of
Telecommunications Forum
(QuEST Forum)**

**TL 9000
Quality Management System
Measurements Handbook
SSO Examples**

6.3 SSO Examples

6.3.1 – Example 1 – Fixed network engineering

A fixed network engineering company reporting into product category 7.2.1.1 recorded 198 jobs completed in May, 202 completed in June, and 189 completed in July. Due to network engineering attributable causes, no outages were recorded in May, two in June, and one in July. This information is shown in Table 6.3.1-1.

Table 6.3.1-1 Example of Support Service Caused Outages for a Fixed Network Engineering Service Company

Item	May	June	July
Number of network engineering caused outages (Nso)	0	2	1
Total number of completed network engineering jobs (Ns)	198	202	189
Support Service caused Outage Frequency (SSO)	0%	1.0%	0.5%

The computation of SSO for the month of June is

$$SSO = 100 \times (Nso/Ns) = 100 \times 2/202 = 1.0\%$$

The Data Report for June is shown in Table 6.3.1-2.

Table 6.3.1-2 Example 1 Data Table Report for June

Identifier	Value
Product Category	7.2.1.1
MeasurementID	SSO
Nso	2
Ns	202

6.3.2 – Example 2 - Installation services

An installation company reporting into product category 7.1.1 completed 250 jobs in May, 300 jobs in June, and 175 jobs in July. Due to installation-attributable causes, two outages were recorded in May, two in June, and one in July. This information is shown in Table 6.3.2-1.

Table 6.3.2-1 Example of Support Service Caused Outages for an Installation Service Company

Item	May	June	July
Number of installation service caused outages (Nso)	2	2	1
Total number of completed installations (Ns)	250	300	175
Support Service caused Outage Frequency (SSO)	0.8%	0.7%	0.6%

The computation of SSO for the month of June is
 $SSO = 100 \times (N_{so}/N_s) = 100 \times 2/300 = 0.7\%$

The Data Report for June is shown in Table 6.3.2-2.

Table 6.3.2-2 Example 2 Data Table Report for June

Identifier	Value
Product Category	7.1.1
MeasurementID	SSO
Nso	2
Ns	300

6.3.3 – Frequently Asked Questions

6.3.3.1 – What types of outages count in SSO?

SSO uses the same outage definition rules as used for SO. Any event which meets those rules that is caused by a network support service would be counted in SSO.

6.3.3.2 – What is the minimum amount of customer impact for an outage to be counted in the SSO measure?

As long as the primary function is unavailable to a single customer for more than 15 seconds, the outage counts in SSO.