



## Overview

# Performance Data Reports (PDR)

Measuring process effectiveness is fundamental to successful quality management and continual improvement of business processes. The TL 9000 quality system provides a standardized set of performance measurements that are useful for both purposes — and more.

TL 9000 registration mandates the fulfillment of the TL 9000 Quality Management System requirements and the reporting of the measurements data specific to that registration to QuEST Forum. This exhaustive database of measurements of all certified TL 9000 registrations is the source of the **Performance Data Reports**.

**Performance Data Reports** provide reliable trend data and robust industry benchmark numbers for each measurement in the product categories. Statistics like the industry mean, monthly mean, best-in-class and worst-in-class are compiled for each product category.

QuEST Forum has appointed the University of Texas at Dallas to manage the database, oversee operations and produce the PDRs. This autonomous arrangement also guarantees data integrity, security and anonymity to all contributors.

“QuEST Forum provides quality standards and measurements relative to the industry and competition. For Nortel, this has been the catalyst to reaching new heights in operations as well as customer satisfaction.”

**Jeff Harpe**  
Director, Core Processes & Systems  
Nortel Networks

## The Value of PDR

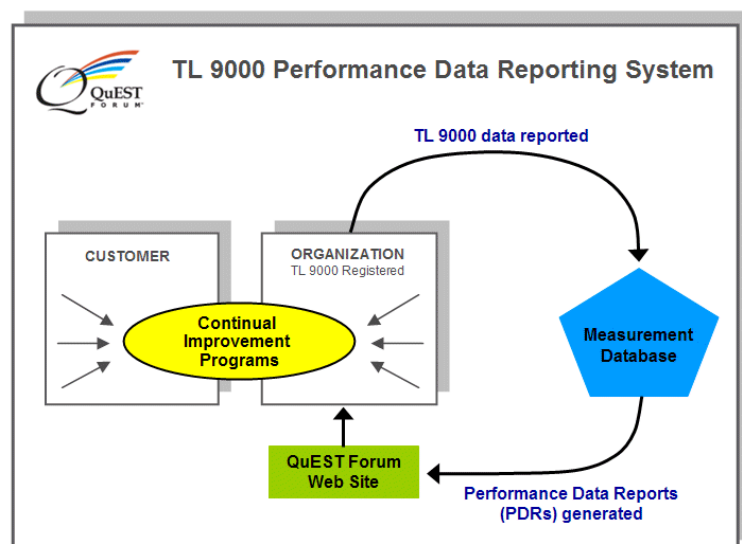
- Based on a centralized database of industry-wide measurements
- Truly comparable trend data for 60 product categories in the telecommunications industry
- Development of measurements that are meaningful and add value
- Access to industry performance data suitable for benchmarking

## Measurement Input and Flow Process

The TL 9000 Quality Management System enables organizations to input measurement data and access benchmarkable data through the QuEST Forum web site.

PDRs capture hardware, software, and service quality measurements for over 100 product categories. Categories are constantly refined to reflect the evolving technologies and new products.

PDRs can be customized for language, product category and reporting period.



## The Benefits to You

- Benchmark with industry best-in-class data
- Identify and improve telecom processes, products and services
- Standardize customer reports and assessments using TL 9000
- Provide basis for vendor performance appraisals and comparison to industry standards
- Impart verifiable data on industry trends and performance to regulatory and other third parties

“The industry-wide measurements have given us the most effective vendor management tools that we ever could have hoped for.”

**Brendan Pelan**  
**TL 9000 Project Leader**  
**Verizon**

## The Features of PDRs

- Easy-to-use Web interface for selecting and displaying trend data
- Improved analytical tools for comparing TL 9000 industry trend data such as Best in Class, Industry Average and Worst in Class
- Measurements and product category descriptions available in multiple languages
- Instantaneous confirmation of data submissions
- Advanced data validation processes to eliminate erroneous or questionable data

Quest Forum Trend Reports - Microsoft Internet Explorer provided by SBC Services

Address: http://questforumrns.utdallas.edu/MultiChartByMeasurement.jsp

QUALITY EXCELLENCE FOR SUPPLIERS OF TELECOMMUNICATIONS

OTIS On-Time Installed System Delivery

**Data Results**

Product Category	Measurement	Date	Best In Class	Industry Avg.	Monthly Avg.	Worst In Class
7.1	OTIS	Jun-03	100.0	74.55539	88.6016	51.7155
7.1	OTIS	Jul-03	96.7742	82.7947	97.5057	74.4275
7.1	OTIS	Aug-03	94.9153	83.43979	96.1802	77.2068
7.1	OTIS	Sep-03	90.5741	89.7397	98.602	87.4525
7.1	OTIS	Oct-03	89.2751	86.8748	98.7862	82.4191
7.1	OTIS	Nov-03	95.5882	86.9328	95.1709	81.9912
7.1	OTIS	Dec-03	95.3846	82.80819	97.1351	72.89969

OTIS On-Time Installed System Delivery

**# Of Data Points In Calculation**

Product Category	Measurement	Date	Best In Class	Industry Avg.	Monthly Avg.	Worst In Class
7.1	OTIS	Jun-03	22	22	22	22
7.1	OTIS	Jul-03	16	16	16	16
7.1	OTIS	Aug-03	16	16	16	16
7.1	OTIS	Sep-03	16	16	16	16
7.1	OTIS	Oct-03	14	14	14	14
7.1	OTIS	Nov-03	14	14	14	14
7.1	OTIS	Dec-03	14	14	14	14

Done Local intranet

Calculated results

Number of data points in the calculation