



Has TL 9000 Improved Telecommunications Industry Quality?

With TL 9000 in its second decade, are TL 9000 certified companies demonstrating improved quality and performance? As the analysis below shows, the answer is a resounding "Yes".

Hardware Return Rates (FR) Wireless Network Infrastructure Study

The TL 9000 Hardware Return Rate measures for Wireless Network Infrastructure products were the subject of this study which examined the data from July 2008 through June 2010. This family of products was chosen because they are pervasive globally and their use is growing at unprecedented rates. The TL 9000 Return measures look at rates during three distinct periods of time. These are failures within the first six months (ERI), failures from month seven through eighteen (YRR), and failures after month 19 in the field (LTR).

- The monthly average ERI over the four categories improved 45% from 2.0% per year to 1.1 % per year.
- YRR showed dramatic improvement in 2 of 4 product categories.
 - Base Transceiver System with 75% Decrease in Returns.
 - WLAN Base Stations with 71% Decrease in Returns.
- The LTR average across the four categories showed an 80% improvement from 3.1% per year to 0.6% per year.

Number of Problem Reports (NPR) and Timeliness of Fix Delivery Study

This study examined the TL 9000 measures for Problem Report rate and the resolution of those problems within a predetermined period of time. Problem Reports, events with a significant impact but which do not immediately impact service, were used.

The study focused on the Switching Products which provide the core fabric for the interconnection of communication devices. The performance of these products is also a major factor in the customer's perception of network quality and stability. Data over a two year period from 2008 to 2009 was included in the study. Key observations from this study were:

- The Critical Problem Report Rate trend over all categories showed 33% improvement over the study period.
- The Best In Class (BIC) individual performance for the Critical Problem Rate combined across the categories showed continual improvement.
- The Major Problem Report Rate showed an almost a 33% improvement across the product family.
- The Industry Average trend for the number of problems with fixes delivered on time showed an improvement from 80% to 85% with all 6 of the Product Categories demonstrating positive trends over the 2 year period.

On Time Delivery (OTD) Study

OTD measures the ability of suppliers to deliver products to their customer's requested delivery date. It is used to evaluate the company's on time delivery performance with regards to meeting customer's needs and expectations. The OTD Study focused on a variety of product categories that form a representative sample of telecom hardware, software, and service products. This provided an overall picture of several key elements that comprise the end to end telecom experience. The data for the eight product categories over a two year period showed:

- Five categories experienced major delivery performance improvement.
- There were dramatic improvement in Edge Routers (130%), Base Transceiver Systems (50%), and Power Systems (13%). These are all key elements in providing high-speed mobile data access.
- The overall variability across categories reduced from (31% - 98%) to (72% - 99%).
- The Worst In Class delivery performance improved on average from 30% to 54%.

The Future is Bright For TL 9000 Certified Companies

This data illustrates the importance and benefits of TL 9000 Measurements and Benchmarking. Companies can look at their performance relative to Industry Average, Best In Class and Worst In Class and create a "Report Card" for use in their improvement activities



For additional information on QuEST Forum or TL 9000, please visit www.questforum.org or call +1-972-423-7360.

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