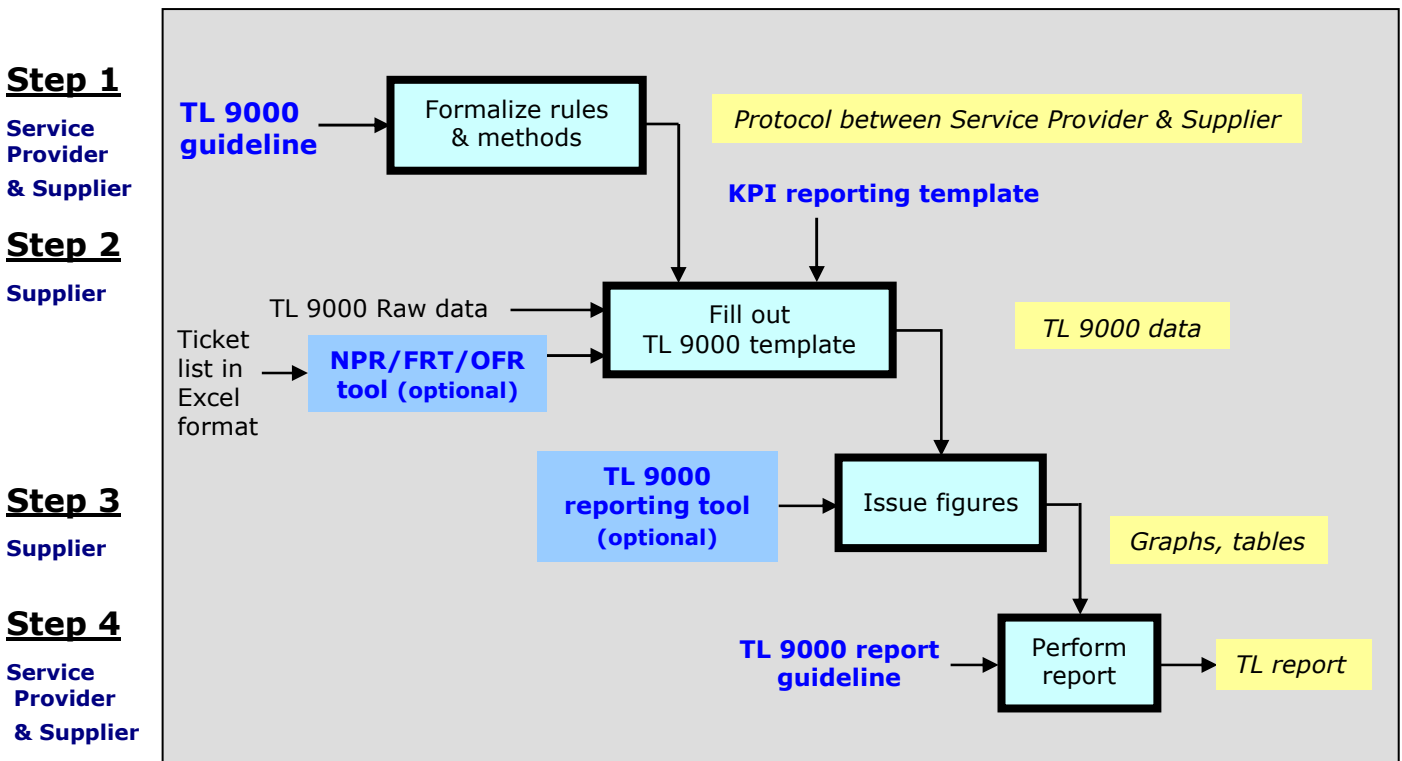


TL 9000 Toolkit

Author: Jean-Marie Vital (ALCATEL-LUCENT)

Process description

Overview



All guidelines, tools & templates (Blue Bold) may be downloaded.

Step 1: Define Service Provider and Supplier "protocol" describing a procedure for defining process, methods and tools to provide TL 9000 data and reports on a regular basis.

The TL 9000 guideline below is identifying the main steps and is highlighting useful recommendations for selection of parameters per metric and product (scope, granularity...) This guideline framework can be reused as is to formalize as "protocol" or "agreement" between the Service Provider and Supplier.

To download the **TL 9000 guideline**, click on the link below:



TL9000guideline
April2009

Step 2: Based on rules predefined in Step 1 between Service Provider and Supplier, **fill out the KPI reporting template.**

The documentation is limited to the Microsoft Excel Workbook. The archive File now contains one consolidated template covering the product and service related Measurements.

To download the [KPI reporting template](#), click on the link :



Package

NPR/FRT/OFR Tool in addition to KPI reporting template

Among the list of TL 9000 metrics, NPR, FRT, and OFR are the most difficult to capture within the KPI reporting template due to volume of data.

The following Tool and associated Work Instruction allow facilitating this capture from any Ticket List in Excel format provided by Contract Maintenance Team (under condition that some mandatory fields for TL 9000 reporting are included in this ticket list).

Note: This tool has to be considered as a "demonstrator" to show how we may move forward with more user-friendly and robustness tool.

To download the [NPR/FRT/OFR tool](#), click on the link :



NPRFRTOFR toolkit
April2009

At first, start to read the Worksheet Work Instructions.

Step 3: Once the TL 9000 reporting template has been filled out, you may generate automatic **trend reports to share** between Service Provider and Supplier, and also between Quality team and Operational team.

These reports will facilitate benchmarks per technology and facilitate common analysis as source for improvement action plans.

TL9000 reporting tool:

A certain number of useful figures have been suggested in order to analyse the TL 9000 raw data. These figures are regrouped per topic:

- a) SLA performance
- b) Product performance
- c) Availability / outage performance
- d) Installation performance
- e) Hardware performance

Note: This tool has to be considered as a "demonstrator" to show how we may move forward with more user-friendly and robustness tool.

To download the [TL 9000 reporting tool](#), click on the link :



TL9000reportingtool
it April2009

At first, start to read the Worksheet Work Instructions.

Step 4: Graphs and tables are jointly analyzed between Service Provider and Supplier, root cause are identified with relevant improvement action plan.

TL 9000 figures allow tracking improvement plan efficiency month over month.

As best practices, you may use the [TL 9000 report guideline](#). Click on the link below :



TL9000reportguidelin
e April2009