To: Sam, Chris, Danny, Lee
cc: Signe
From: Nancy

As I discussed in staff meeting, here is the expanded
definition of a level one bug that has been proposed by
Signe and her team. Please take a look at it and see if
you agree, disagree, have additions, or better suggestions.

Signe is also having her staff review this with all of the
product managers. The objective is to expand the definitions
of bug levels to help make it easier for the teams to
establish the severity of a bug. As you will see, a big
message for the teams is still the need for of judgment in
this area.

Level 1:
  A bug is a level one bug if one or more of the
  following are true:
  . The bug produces false data and the user is not aware
    that the data is false.
  . It destroys a significant amount of data.
  . Within normal operation, it causes the program to crash
    or hang on a regular basis.
  . The program will not output (print or plot) or it outputs
    incorrectly. (I expect Signe meant that the wrong
    information gets output. This could be clarified.)
  . The bug causes the program to not be able to perform a
    major feature that has been advertised or is on the box.
    (Implication is that the feature may have been the reason
    that the product was purchased in the first place.)

If a bug is a level one bug, should the product be recalled?
To determine this, the team should look at both the % of
users affected as well as the absolute number of users
affected. Guidelines being recommended are these:

1.   If >10% of the product's users or >500 people are
affected by the bug, the product should be recalled.

2.   If <2% of the product's users are affected there should
be no recall.

3.   If it is between 2% and 10% the team needs to look at the
costs involved and make a judgment as to whether a recall is
the right business decision for SPC. One figure of interest
would be the Cost/Affected User. Potentially a solution
other than recall could be cost effective as well as solve
the customer's problem.

4. If there are several bugs, each of which affect only a very few people, recall may be the appropriate action. In other words, add up the affect of the bugs; it is cummulative.

5. Finally, if one product is on hold or recalled, all bundles containing that product are automatically on hold or recalled.

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