

**Q1: Maintenance performance**

Supplier's hotline shall analyze 95 percentages of all incoming reports in at most 120 minutes.

**Q2: Maintenance performance**

When the maintenance team repairs a defect they should also repair related defects. A related defect may only in exceptional case and after consultation with the customer not be repaired. The rate of unrepaired defects should be kept below one percentage of all inquiries.

**Q3: Development process**

Every program module must be assessed for maintainability according to organization's standards OST-1.12.x. At least 70 percentages of the modules have to be "High maintainable" and none "poor" as defined in the standard.

**Q4: Development process**

Development must use regression tests allowing full re-testing in at most 15 minutes.

**Q5: Program Complexity**

The average number of code lines in Java should not rise above eight lines per method. No method in any object may contain more than 22 lines.