

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.