

# R5.6 Measurements Change Summary

# Content for R5.6 MHB Point Release

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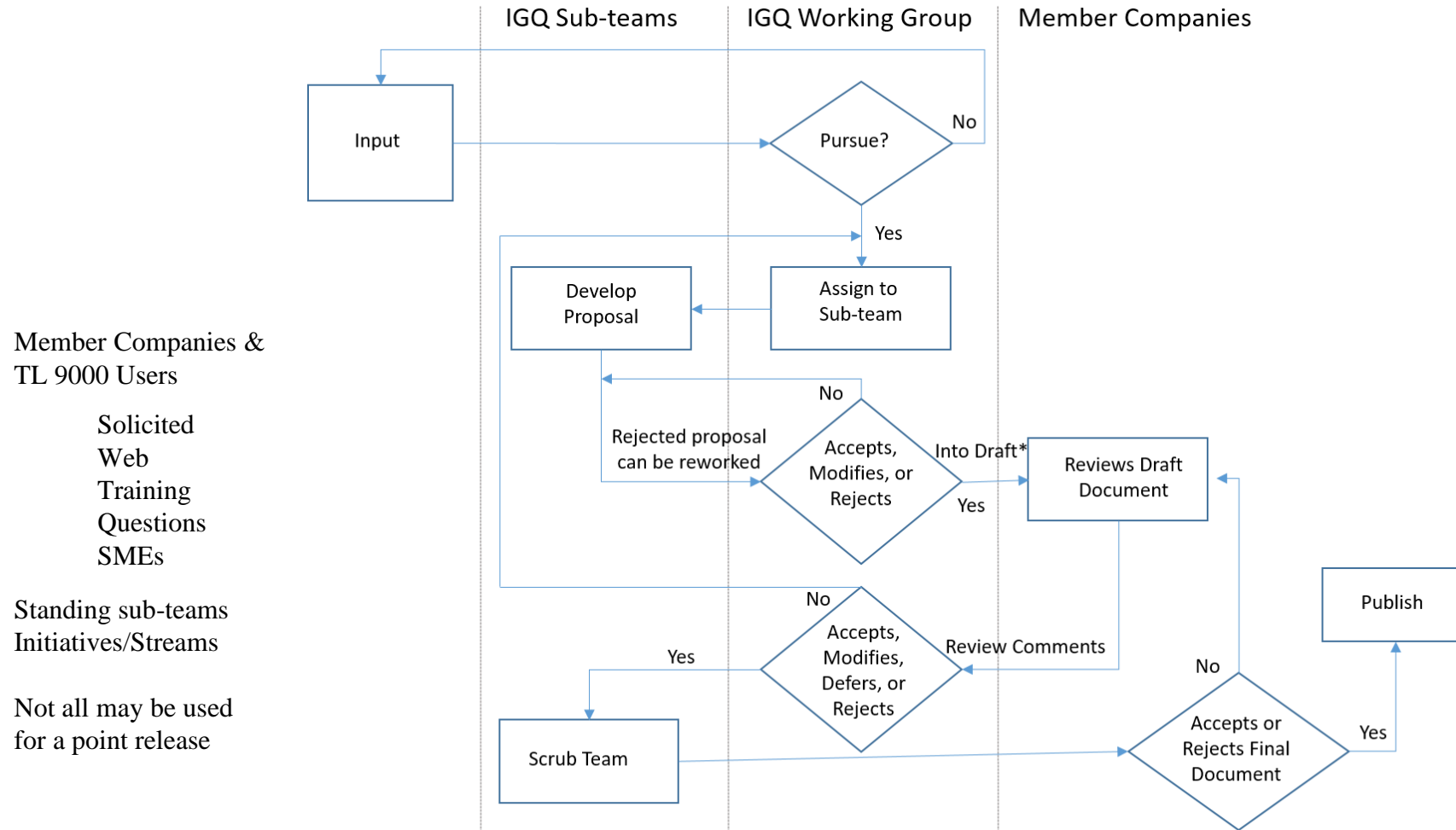
- Revised Sections 4.2.5, 4.2.6, and 5.1.2 to remove reporting of data during the retirement phase of life cycle
- Product and Service Category Tables update

# MHB / PCT 5.6 Release Milestones

- Product Exclusion Changes (4.2.5-2.6) - Approved 4/18/2018
- Product Category Table (PCT) Changes for 5.6 - Approved 9/19/2018
- Final Delivery of Any Additional Content 12/31/2018
- Develop MHB 5.6 Point Release (PR) & 5.6 PCT Draft 12/31/2018
- Create Scrub Sub-Team 2/1/2019
- Issue Draft to IGQ ahead of February Meeting 2/13/2019
- Approval for TIA-BPC Review of PR & PCT 2/20/2019
- Submit PR & PCT for TIA-BPC Comment Review 2/27/2019
- TIA-BPC PR & PCT Comment Review Ends (was 3/12) 3/15/2019
- Results of PR & PCT TIA-BPC Comment Review 3/20/2019
- Implement Any Corrections for PR & PCT 3/20/2019
- Vote by IGQ to Initiate the Vote for TIA-BPC 3/20/2019
- Vote by TIA-BPC to Approve PR & PCT for Release Ends 5/01/2019
- Submit PR & PCT for Publishing 5/01/2019
- Publish the PR & PCT 5/14/2019
- Issue the PR & PCT Alert 5/14/2019
- Effective Date of PR & PCT 6/30/2019
- Mandatory Adoption of PR & PCT 12/31/2019

# Revision Process

# Handbook Production Process BPCP-031



Member Companies & TL 9000 Users

Solicited  
Web  
Training  
Questions  
SMEs

Standing sub-teams  
Initiatives/Streams

Not all may be used  
for a point release

\* New measurements can be added to the draft Handbook at any time. See 6.5 Addendum Process.



**Why are sub-teams important?**



**Sub-teams are where  
new ideas are developed...**

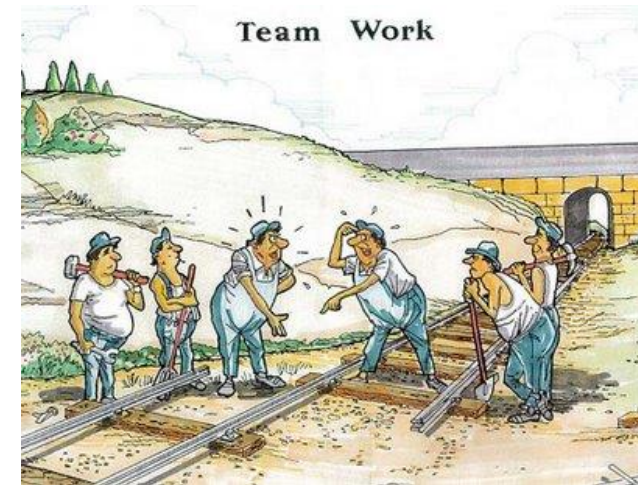


# Contributing Sub-teams

PDR Evaluation

MHB R5.6

Product & Service Categories



# Why Join a Sub-team?

## Sub-teams:

- Are where ideas are turned into reality
- Are key to enhancing TL 9000 and the Forum
- Meet “virtually” and don’t require travel
- Great opportunities for sharing, learning, and networking
- Provide leadership opportunities
- Support professional growth
- Support requirements for individual TL certification

**Thank-you to the many who participated in IGQ and Oversight Workgroups and sub-teams to make TL 9000 Measurements Point Release 5.6 possible!**





# Changes

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# Description of Handbook change

Stops the reporting of data for products in the retirement phase of their life cycle.

- Modified text in sections 4.2.5 and 4.2.6
- Modified Figure 4.2.6-1 Product Life Cycle and TL 9000 Data Submission
- Modified text in section 5.1.2

The reason for this change is it was found that products where no new software features are being developed were impacting the NPR, FRT, and OFR data in a number of categories. This is due to the low number of problem reports associated with such products.

# Section 4.2.5 with changes marked

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## 4.2.5 Product and Service Exclusions

The organization ~~may~~ shall exclude data for products that are no longer fully supported for its general customer base. This exclusion shall apply only after formal notification has been made to the customers. This includes any product or service ~~Formal notification of placement of the product, including generic or specific software releases,~~ on Additions and Maintenance (A&M), Manufacturing Discontinued (MD) status, New Service Supply Discontinued Status, End of Support (EOS), or End of Life (EOL) ~~and/or formal notification of cessation of support for the product (End of Life) shall have been made to customers for this exclusion to apply.~~

For software related products or services, the exclusion applies to generic releases as well as specific software releases. It also applies to any software product where new software feature releases are not deployed.

This exclusion does not apply to ~~individual~~ Field Replaceable Units that have been made obsolete by a later version unless those units are completely recalled from the field.

# Section 4.2.5 with changes accepted

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For software related products or services, the exclusion applies to generic releases as well as specific software releases. It also applies to any software product where new software feature releases are not deployed.

This exclusion does not apply to Field Replaceable Units that have been made obsolete by a later version unless those units are completely recalled from the field.

# Section 4.2.6 with changes marked

## 4.2.6 Product Measurement

Unless otherwise stated, measurements shall apply to products only during **the** General Availability **Phase** ~~and Retirement Phases~~ of their life cycle. The terms General Availability **Phase** and Retirement Phase are defined in the glossary. To assist in a common understanding of a product's life cycle, see Figure 4.2.6-1.

**The organization shall retain the capability to report all applicable TL 9000 measurements during the product's or service's Retirement Phase.**

# Section 4.2.6 with changes accepted

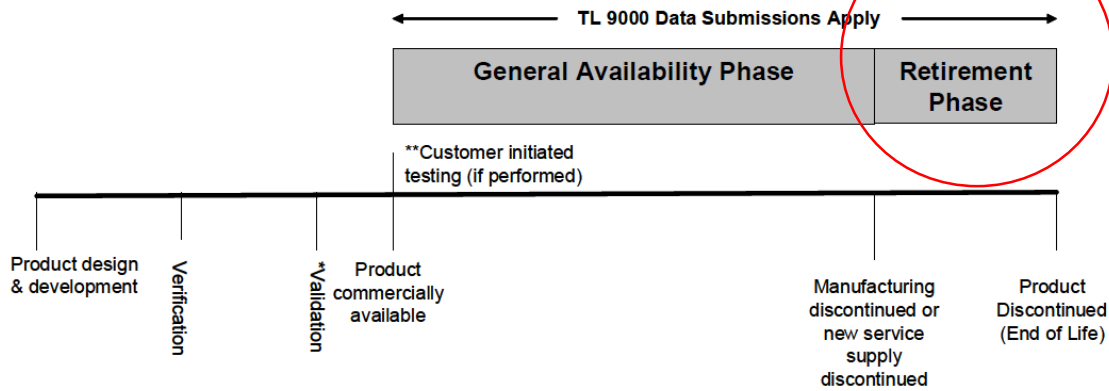
## **4.2.6 Product Measurement**

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The organization shall retain the capability to report all applicable TL 9000 measurements during the product's or service's Retirement Phase.

# Figure 4.2.6-1 Product Life Cycle and TL 9000 Data Submission with changes marked

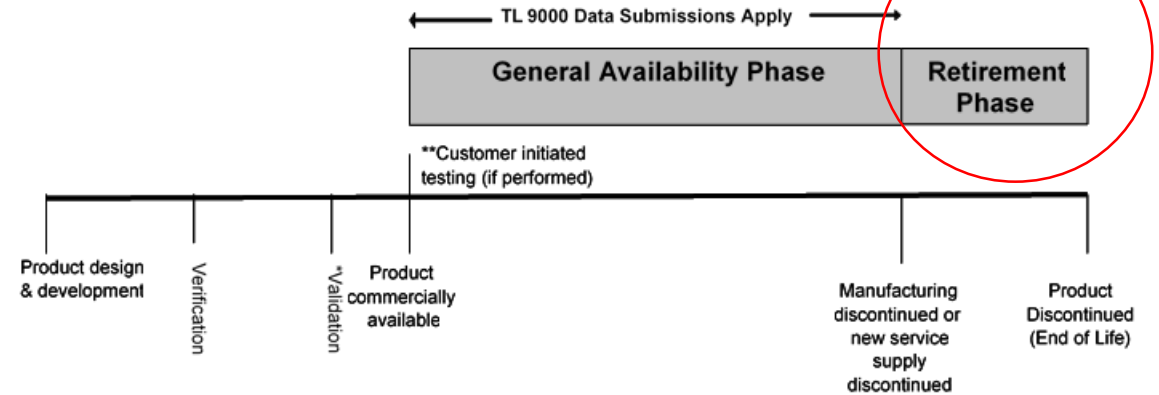
Figure in MHB R5.0



\*External testing initiated by the organization that is deemed necessary to qualify the product would be included during Validation and executed prior to General Availability, and therefore would not be included in measurement reporting.

\*\*Testing initiated by the customer that occurs after the start of the General Availability phase would be included in measurement reporting. Examples of customer initiated testing include customer acceptance testing, field trials, First Office Applications (FOAs)

Figure in MHB PR R5.6



\*External testing initiated by the organization that is deemed necessary to qualify the product would be included during Validation and executed prior to General Availability, and therefore would not be included in measurement reporting.

\*\*Testing initiated by the customer that occurs after the start of General Availability phase would be included in measurement reporting. Examples of customer-initiated testing include customer acceptance testing, field trials, and First Office Applications (FOAs).

# Section 5.1.2 with changes marked

## 5.1.2 Purpose

This measurement is used to evaluate the number of customer-originated problem reports related to the product and its associated processes during its General Availability (GA) **Phase and Retirement Phases**. Problem reports may have a negative impact on the organization (such as rework), on the customer (such as scheduling repeat site visits) and may jeopardize or affect the customer's business operations. Problem reports contribute to loss of end-user loyalty and customer satisfaction. This measurement is intended to stimulate continuous improvements resulting in a reduction of the number of problem reports, associated costs and potential revenue losses.



# Product and Service Category Tables

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A new edition of the Product and Service Category Tables is being published in conjunction with the R5.6 Point Release. These changes included:

- Combined 3.2.6.2 Analog Video Transmission Equipment and 3.2.6.3 Digital Video Transmission Equipment into a single category, 3.2.6.2 Video Transmission Equipment
- Added 3.3.2.6 5G BTS
- Split 7.1.1 Installation into 7.1.1.1 Physical Installation and 7.1.1.2 Remote Installation
- Changed 8.1.4 Title and definition from “Electromechanical” to “Mechanical and Electromechanical” and added examples of mechanical devices
- Modified definition for 8.2, 8.2.1, 8.2.2, 8.2.3, and 8.2.4 from “components” to “electrical components”
- Modified total and partial outage definition for 1.2.3 Media Gateways, 1.2.7 Application Server, and 1.2.8 Service and Network Controller, reducing the 15 seconds minimum to 5 seconds where applicable
- Added HSS outage definitions in addition to HLR definitions in 2.3 Home Location Register (HLR)

# Point Release Certification

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## Rules

# Point Release Certification Rules

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## Measurements Handbook

- Primary concerns are to minimize impact on monthly PDR data and derive benefit from changes/additions as soon as feasible
  - Set as short as practical
  - Likely longer interval when adding a new measurement
  - Shorter interval where a change is made to a measurement if the previous data cannot be easily converted
- Must have a specific effectivity noting when first month data submissions are allowed and month when submissions are required
- All point releases must be complied with at the compliance interval date
- The interval should not be more than 6 months

# Point Release Certification Rules

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## Requirements Handbook

- New certifications
  - Must use most current major release
  - Voluntarily may certify to most current point releases
- Existing certifications
  - Point releases are not required for implementation until the next major release
  - Organizations may be certified against a point release voluntarily
- Point releases may be required by customers at any time after release

# Point Release Publication and Pricing

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# Point Release Publication

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- Changed/new sections available as free download from [tl9000.org](http://tl9000.org) (same as Product and Service Category Tables)
- Incorporated in electronic versions for new sales
- Previous release will remain available as long as certification to that release is still valid