



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements & Measurements Contact: Dean Henderson (dh@5degrees.ca)	2. Alert Number: 05-005A
3. Documentation Affected: TL 9000 Measurements Handbook Release 3.5	4. Issue Date: 2005/07/18
5. Reason for Alert: Clarifications on the definition of “General Availability” (including Generally Available and GA)	
6. Description: <p>From the current TL 9000 Glossary – General Availability = The period of time when a product is available to all applicable customers.</p> <p>The term “Generally Available” (GA) has some historical inferences that tend to be counter to the intent of TL 9000. In the context of TL 9000, it is intended that a GA product (system, S/W load, maintenance release, patch, etc...) is one that is field ready. In other words, the product has been presented to the customer as available to perform the task required by the customer. The product in question can be for a specific customer or customer group or for the entire population of customers. It is not permissible to say a product is not in general availability because it has been customized to meet a specific customer’s requirements. In such a case, since the product is applicable to only one customer, it becomes “generally available” as soon as it has been made commercially available to that one customer. All of the measurements applicable for that product (NPR, FRT/OFR, SO, etc...) then apply. Also, any problem reports rising from customer conducted verification testing are to be counted if the product was made available to the customer as field deployable. In general, it is the intent of the TL 9000 rules that any product that is given to a customer with the intent of performing field ready (“live”) tasks is to be considered GA. In general, only purely prototype products, such as beta releases, which are not to be deployed to the field for commercial use, may be excluded from the TL 9000 measurements.</p>	
7. Comments: <p>The industry has been trending towards delivering “custom” products. The definition of GA has sometimes been construed to sidestep the TL 9000 process. Also, in some cases, the industry is declaring “GA” dates to avoid the early life trauma effects on their quality scores on products they have indicated are ready to be used without constraint in live networks. Clearly both of these practices are unacceptable. These practices misalign the actual cost of poor quality of a product with the documented product quality scores from a given organization</p>	