

Date: December 8, 2003

Topic: Measurements

Note: Since this interview was with the organization that was responsible for establishing measurements methods and system, several questions below were not directly applicable. Therefore the responses to some questions are geared towards ways of doing things correctly or that is how it supposed to be done.

Implementing Measurements?

An organization that is trying to get TL9000 certified needs to ensure that they have a problem tracking system in place so they can report Measurements appropriately. Any issue arises while submitting data to UTD must be communicated via email. Organization should establish a method of communicating with customers so the system outage related issues could be reported. UTD have program to verify that the sub data is within parameter and expected range boundaries.

Reporting Measurements to UTD: (What resources/tools/vendors were used to accomplish this task?)

QuEST Forum defines data reporting process to UTD. Data submission software package with data template is provided to each of the organization. UTD has currently developed online data submission process and demonstration was completed during the first week of December 2003. This process is planned to release for on line data submission to the general public on January 3rd 2004. Small companies will be able to create and sell software to other company that will do automated data collection for them. On line submission will save cycle time of data submission to data confirmation from 2 days to 15 minutes.

Original system was designed by UTD and MIWC - (Measurement Implementation Working Committee) part of Oversight work group. RRS was implemented in 2002; RRS & MRS were updated in 2003.

Was there any benchmarking activity?

No. Richard Morrow at UTD developed this process. Since there is no process to compare, no benchmarking was possible.

As far as measurements benchmarks – all users group uses UTD benchmark data. It provides industry benchmark to member companies. New enhanced RRS & MRS version is capable of showing benchmark data for sustain performance over 6-12 months period by registration and product category.

What lead you to use this method?

No comment.

What worked and what didn't work?

Depending on the business needs centralized or decentralized data collection and reporting can work. UTD does not have issue on how they are being reported but if data collection and submission process is decentralized then organization might not have oversight on consistency of data collection and trend.

What recommendations do you have for others attempting to use your method?

- a) Publish the measurements results within the company through web site or similar intra company method so it is visible to everyone.
- b) Use measurement results to drive improvement. Let everyone know how well he or she is doing as an industry or as a whole.
- c) Use UTD Benchmark data to understand where you should spend your resources to improve. Figure out what's not working relatively well to the industry.
- d) Set measurement goals only after reviewing your processes and finding out where you are.
- e) Follow Release 3.5 for submitting data to UTD. Make use of trend charts available from UTD. It may help you to set up initial goals for your company.
- f) Identify an individual with data submission responsibility to ensure consistency and accuracy.

How did you measure the effectiveness of this method?

Any data submitted to UTD are verified through a software program for making sure it is within parameter and expected range boundaries.