PRODUCT ASSESSMENT

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- [Definition](#)
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- **Best Practices**
- **World Class Performance**
- **Best-in-Class Recognition**

I. DEFINITION

Product Assessment is verification and validation of the specified functionality and, if applicable, development cycle.

NOTES

- Functionality is taken to mean operational characteristics.
- Specified was decided after considering desired, expected, etc.
- Addition of development cycle is a good inclusion in this decision.

Product Assessment is not . . .

- Price assessment

- Produce decision-making (product decision)

II. METRICS

Product Assessment can best be measured by . . .

- Applicable ISO Metrics
- Bellcore Standards
- Industry Standards
- Customer Specific Measurements

Material from 1999 Workshop:

Why metrics?

- Predict outgoing quality
- Forecast product quality (in the field)

Benchmark, historical

Characteristics of measurement / metrics

- Should be as much as possible person independent
- Should be planned, with adequate resources
- Ability to do valid predictions depends on process maturity

Metrics during deployment stage

- Bellcore RQMS - field
- Industry TL9000 requirements handbook and metrics (includes some of RQMS, but not IPQM)

Need more pragmatic metrics

- To monitor process (prior to delivery)
- milestones passed/failed, size,
- To trace faults that occurred in previous products
- hard to measure

When to do product assessment?

- Verification, Validation, During deployment (should use IPQM - during development)

Sample recommended development metrics

- % features and functions tested
- # of detected issues
  - (% of these resolved)
  - (% of these still open)
  - (However, we don't have a measure of the remaining bugs we have not seen yet!)

Discussion on Best Practices:

- Knowing which metrics are already applied
- Choose metrics that assess the development process
- Choose metrics that predict product risk level and quality level

III. PARTICIPANTS

The working group participants consisted of the following industry professionals.

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Dietl, Thomas	Dipl.-Ing. Univ.	Deutsche Telekom AG	Nurnberg, Germany
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