TechAmerica Standard

Product Support Analysis

TA-STD-0017

November 2012
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(This standard formulated under the cognizance of the TechAmerica Life Cycle Logistics Supportability Committee.)

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Foreword (Informative)

This standard was developed by the TechAmerica Life Cycle Logistics Supportability, Product Support Analysis Working Group. The standard was approved following TechAmerica and ANSI review and balloting procedures. The GEIA/ANSI letter ballot process was successfully completed in August 2012.

This standard provides general requirements and activity descriptions governing performance of Product Support Analysis (PSA) during the life cycle of products. This standard applies to all system acquisition programs, major modification programs, and applicable research and development projects through all phases of the product life cycle. This standard is for use by both industry and Government activities performing PSA on products to which this standard applies.

For further information about TA-STD-0017 or to participate in the TechAmerica Life Cycle Logistics Supportability Committee, contact TechAmerica at (703) 284-5326, email standards@techamerica.org.
1 Scope

This standard establishes general principles and descriptions of activities which, when performed in a logical and iterative nature, comprise the Product Support Analysis process.

2 Normative References

The following normative documents contain provisions that, through reference in this text, constitute provisions of this standard. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the normative documents indicated below. For undated references, the latest edition of the normative document referred to applies.

GEIA-HB-0007   Logistics Product Data Handbook
GEIA-HB-0007-1   Logistics Product Data Reports
GEIA-STD-0007   Logistics Product Data
ANSI/TechAmerica STD-0016   Standard for Preparing a DMSMS Management Plan

3 Terms and Definitions

**Activity:** A single unit of specific work behavior with clear beginning and ending points and directly observable or otherwise measurable process, frequently, but not always resulting in a product that can be evaluated for quantity, quality, accuracy, or fitness in the work environment.

**Availability:** A measure of the degree to which a product is in an operable and committable state. Availability consists of two components: Materiel Availability and Operational Availability. Respectively, they provide fleet-wide availability and an operational unit availability. The Operational Availability metric is an integral step to determining the fleet-wide availability.

**Baseline Comparison System (BCS):** A current operational product or a composite of current operational products, the design, operational, and support characteristics of which most closely represent those of the new products under development.

**Comparative Analysis:** An examination of two or more products and their relationships to discover resemblances or differences.

**Constraints:** Restrictions or key boundary conditions that impact overall capability, priority, and resources in system acquisition.

**Contractor:** An organization providing Product Support Analysis.

**Contractor Furnished Material:** Material provided by the contractor to a customer to be incorporated in, attached to, used with, or in support of a product to be delivered to the customer.