

# TL 9000

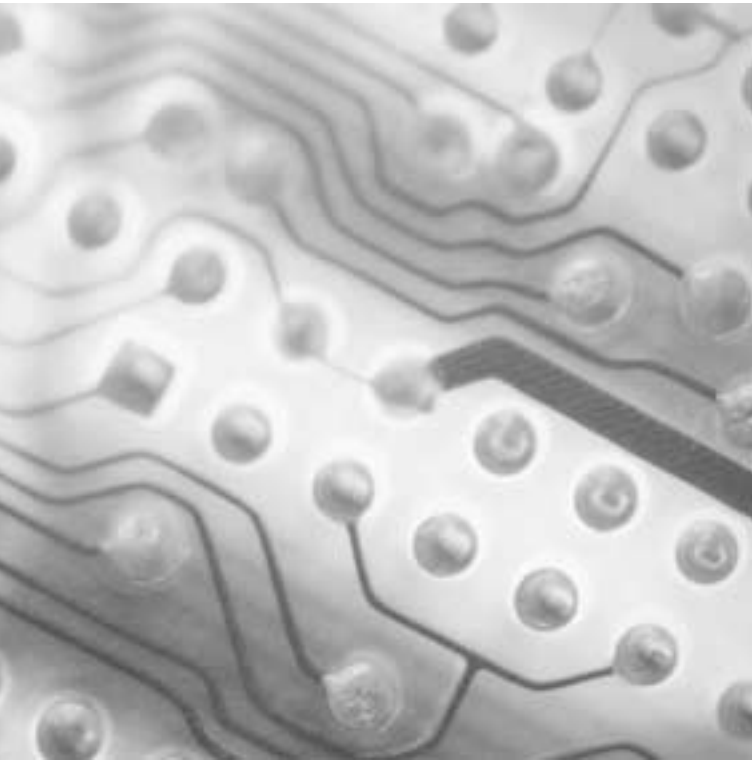
Product Information



Succeed with Quality



## What is TL 9000?



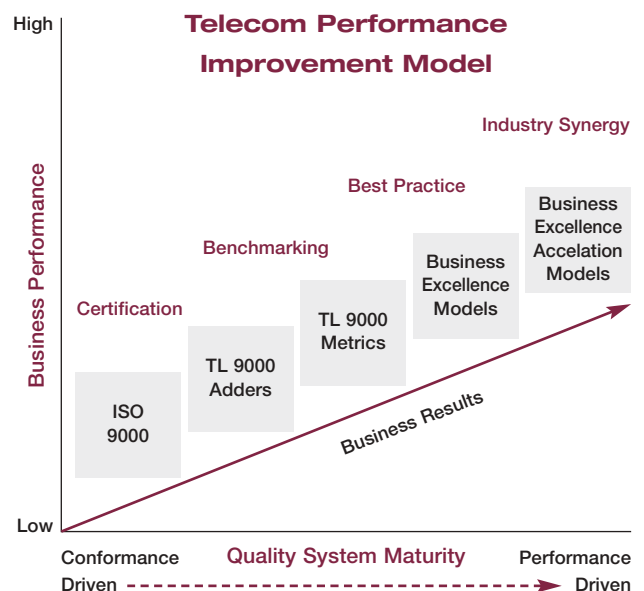
TL 9000 is a common set of quality systems requirements and measurements designed specifically for the Telecommunications industry, encompassing ISO 9001 and best practices.

### Why TL 9000?

Since 1998, QuEST Forum has pursued a goal of global telecommunications quality and industry-wide performance excellence through the TL 9000 standard. This standard has to be a must for all providers and suppliers. Discover the value of this powerful standard, its operational benefits, and the positive impact it has on member organizations around the world.

## History

The worldwide telecommunication business had a lack of agreed standards and their compatibility to each other. The annually costs of poor quality, increases up to 15 billion USD worldwide. Based on that facts there was only a limited trust in the cooperation between the suppliers, providers and customers. Therefore QuEST Forum was founded from the leading telecom organisation in 1996. The TL 9000 is a common set of quality system requirements and measurements designed specifically for the Telecom Industry based on ISO 9001 and other best practices.



# Benefits

## Operational Benefits

- Decreases costs of product life cycle management, audits, supplier management expenses and general operations
- Delivers improvements in:  
Performance in both manufacturing and service productivity
- Reliability of processes and production
- Life-cycle management
- Supply chain efficiencies
- Employee teamwork
- Increases the efficiency of external audits and site visits
- Quantifies performance results

## Customer Relationship Benefits

- Provides access to a greater customer base
- Enhances competitive position
- Improves customer service and overall satisfaction
- Establishes a method to gather and measure quality and performance data
- Demonstrates a commitment to product quality and customer value through focus on cycle-time reductions; on-time deliveries; return rates; reliability; and defect elimination
- Demonstrates the company's accountability and focus on continual improvement
- Enables the development of stronger customer/supplier relationships

## Continual Improvement Benefits

The TL 9000 Quality Management System requires an organization to engage in continual improvement of products, services or processes. To ensure effectiveness and provide a performance baseline, TL 9000 stipulates that organizations input company TL 9000 registration information through the online Registration Measurements System (RMS), and retrieve benchmarkable Performance Data Reports through the QuEST Forum web site.

Registration to TL 9000 has proven beneficial to both service providers and suppliers. Testimonials and case studies from member companies cite improvements such as

- 20% savings in cost of quality;
- 40% improvement in on-time deliveries;
- 80% reduction in procurement cycle time; and
- 25% reduction in first year return rates.

## Structure of TL 9000





# Certification Process

## 1. Registration in OQS

### ■ Definition of Scope

An organization needs to establish which part of the company it wishes to register for TL 9000 – a product line, a division, a subsidiary or the entire company. It must also determine which of its products are to be included under the scope of this registration. In general, all products (hardware, software and services) involved in a process or activity must be registered.

### ■ Options for Registration

The registration options available are Hardware (H), Software (S), and Services (V). An organization can choose all or any combination of the options that apply to it.

### ■ Product Categories

Once an organization finalizes the registration scope and options, it starts the process of mapping its products to the TL 9000 product categories. TL 9000 has over a hundred product categories encompassing hardware, software and services.

## 2. Registration in QuEST-Forum

When the applicant organization is satisfied with the scope, options and selected product categories, it formally applies for TL 9000 registration. At any time during the process, the organization can enter the Registration Measurement System (RMS) and submit details of its registration.

## 3. Document Review

The document review shall ensure in advance at the documentation of the organisation meets the TL 9000 requirements.

## 4. Initial Audit

The initial audit can be performed after positive document review and successful submission of TL 9000 measurements.

## 5. TL 9000 Certification

When a registered organization has fully implemented the standards, it collects and submits successfully three (3) consecutive months of TL 9000 data, then the organization is formally recognized as a certified TL 9000 registered organization and receives a Certificate of TL 9000 Registration.

## 6. Continuing Audits and Maintenance

TL 9000 has a prescribed calendar for initial, surveillance (yearly) and renewal audits (after 3 years). A registrar authenticates the organization's documented system for measurement collection, validation and reporting, and ensures that the TL 9000 measurements are used systemically by the organization. The registrar auditor verifies that measurements are reported to the Registration Measurement System (RMS) in full accordance with the TL 9000 requirements.

## Service for You

DQS, OQS and SQS, as D-A-CH Certification Bodies, are one of the first QuEST Forum Member who have trained and qualified TL 9000 auditors since 1999.

These experts offer you services comprising information, trainings, implementation-workshops and audits to support you on the way to the mentioned benefits.

This competence and service will be provided by OQS and DQS. OQS is one of the first QuEST Forum Members, registered since 2001.

Our certificates are recognized worldwide and will demonstrate your competence in your business.

### Training

We are offering the following TL 9000 trainings for Management System Manager, TL 9000 Internal Auditors and to all Partners which are interested in continuous improvement:

- TL 9000 Introduction
- TL 9000 Implementation
- TL 9000 Auditing
- TL 9000 Workshop

### Support Manuals

#### TL 9000 Requirements Handbook



The TL 900 Quality Management System (QMS) Requirements Handbook establishes and details hardware, software and services quality system requirements and provides a consistent set of parameters specific to the

global telecommunications industry. This book is essential for telecom suppliers or service providers looking to improve quality and reliability while reducing the cost of poor quality.

#### TL 9000 Measurements Handbook



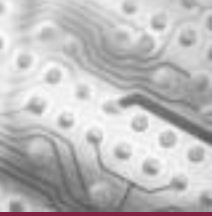
The TL 9000 Measurements Handbook is a comprehensive guide to measurements processing, usage, responsibilities and requirements. This book defines the minimum set of performance measurements to assess progress

and evaluate results of quality management system implementation.

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