



TL9000:2003

Telecommunications Management System

What is TL 9000?

TL 9000 is the telecommunications industry's set of two handbooks: TL 9000 Quality Management System Requirements and TL 9000 Quality Management System Measurements. This includes all of the requirements of ISO 9001, plus industry-specific requirements for hardware, software, and services. The goal of these added requirements is continual improvement and two-way customer communication in the telecommunications industry, resulting in potential cost savings for suppliers and service providers, and improved service to end users of telecommunications services.

What is the purpose of TL 9000?

The purpose of TL 9000 is to define the telecommunications quality management system requirements for the design, development, production, delivery, installation, and maintenance of products and services. Included in TL 9000 are performance-based measurements for reliability and quality performance of products and services. These measurements can be used to benchmark performance with others in the industry.

What makes TL 9000 unique and separates it from other quality standards?

The unique feature of TL 9000 is the requirement for quality measurements, which differentiates this quality requirement from all others. Each TL 9000-registered company reports only those measurements that apply to its operations.

What are the benefits of implementing TL 9000?

Telecommunications service providers, their subscribers, and their suppliers will all benefit as a result of implementing TL 9000:

- Continual improvement of service to subscribers.
- Enhanced customer/supplier relationships.
- Standardization of quality system requirements worldwide.
- Uniform performance-based measurements.
- Efficient management of external audits and customer site visits.
- Fewer customer audits.
- Creation of a platform for improvement initiatives.

What relationship does this new set of requirements have with current industry standards?

The various standards used within the industry have produced significant benefits and contain elements that will become important parts of the new requirements. ISO 9001 forms the basis of the effort, augmented by quality management system requirements that are unique to the telecommunications industry. TL 9000 consolidates the various quality system requirements currently used within the industry, creating a telecommunications-specific set of requirements built upon an ISO 9000 framework.



What is included in the TL 9000 Quality Management System Requirements and the TL 9000 Quality System Measurements handbooks (Revision 4)?

TL 9000 addresses all elements of quality management that pertain to hardware, software, and/or services. In addition to ISO 9001, it includes requirements specific to the telecommunications industry to provide an efficient, effective quality management system. TL 9000 also includes a commonly applied set of performance-based measurements to demonstrate the effectiveness of the quality management system and the levels of customer service relative to others in the industry.

What is the primary mission of the QuEST Forum?

The Quality Excellence for Suppliers of Telecommunications (QuEST) Forum is a unique partnership of telecommunications suppliers and service providers. The QuEST Forum's mission is to foster continued improvements to the quality and reliability of telecommunications service. It is committed to developing and maintaining a common set of quality system requirements for the telecommunications industry, worldwide, including reportable performance and cost-based measurements for the industry.

What are other responsibilities of the QuEST Forum?

The QuEST Forum is responsible for maintaining the TL 9000 quality requirements and for assuring compatibility with other sets of requirements and standards. Currently, it represents the telecommunications industry on the ISO 9001 Technical Committee (TC 176). For more information, visit [the QuEST Forum](#).

How is compliance to TL 9000 determined, and by whom?

Conformance to TL 9000 is determined by a third-party registration audit from an accredited TL 9000 registrar.

Does a company need to be a QuEST Forum member to become TL 9000 registered?

No, companies do not need to be members, but there are a lot of advantages to membership in the QuEST Forum. As a member you have voting rights, you can be part of the development team that creates and reviews the TL 9000 documents, and you will have viewing privileges of the TL 9000 measurements summary reports.

Will the scope of registration allow for multiple sites and/or multiple product lines?

Yes, the scope of a registration may apply to hardware, software, services, or any combination thereof. The TL 9000 registration may include an entire company, an organizational unit, a facility(s), or a limited, defined product line as mutually agreed upon by the supplier and the registrar.

The scope of TL 9000 registration will be clearly defined within the certificate. TL 9000 supports three distinct certifications.

- TL 9000-HW, Hardware
- TL 9000-SW, Software
- TL 9000-SC, Services

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