

# TL 9000 Telecoms

Competitiveness within the telecommunications industry continues to drive the need to apply a common set of quality requirements throughout the supply chain. TL 9000 addresses these needs and is synonymous with reduced costs, improved performance and enhanced customer-supplier relationships.

TL 9000 was designed specifically for the telecommunications industry. It was built around ISO 9001 and was developed by the Quality Excellence for Suppliers of Telecommunications (QuEST) Leadership Forum in response to product and service failures within the industry.



## What is TL 9000?

TL 9000 is a Quality Management System (QMS) that includes all of ISO 9001. It defines the quality system requirements for design, development, production, delivery, installation, and maintenance of telecommunications products and services. The system is documented in handbooks that outline 92 telecom-specific requirements and also define performance measurements that are used to evaluate the effectiveness of the implementation of the QMS.

TL 9000 is only relevant to organizations currently engaging in work within the telecommunications industry and wanting to implement a certified management system with international recognition.

## What are the benefits?

- Use industry-specific quality management to deliver a more reliable and consistent service
- Measure, monitor and continually improve your quality management
- Identify ways to cut costs, speed up delivery and increase revenue
- Improve customer retention, with better service and lower cost services
- Demonstrate quality management to open up new market opportunities

BSI provides global TL 9000 certification, delivered locally, in a way that minimizes disruption to your day-to-day business activities. The preventive costs of TL 9000 implementation will be offset by the expenses resulting from poor quality and overall operating costs.

## Why BSI?

Formed in 1901, BSI was the world's first National Standards Body and a founding member of the International Organization for Standardization (ISO). Over a century later, we continue to facilitate business improvement across the globe by helping our clients drive performance, manage risk and grow sustainably through the adoption of international management systems standards.

By certifying with BSI, you demonstrate to your customers, competitors, suppliers, staff, and investors that you not only use industry-respected best practices, but also choose to work with the organization that developed many of these standards.

With more than 70,000 certified clients and more full-time assessors than any other certification body worldwide, we are one of the largest and most experienced certification bodies you could ever find. This means you get the most out of your assessment and certification with the least interruption and cost to your operations.

## Pre-Registration Preparation

To prepare for TL 9000 registration, you can find many helpful guidance documents on [www.tl9000.org](http://www.tl9000.org). The requirements for certification are detailed in the TL 9000 Requirements Handbook, which covers all of ISO 9001, as well as 92 additional requirements specific to TL 9000. QuEST Forum also offers several introductory training classes on TL 9000.

## The Process

<b>Step 1:</b> Define the scope	It's important to establish the scope of registration, including the product line, division, subsidiary or entire company. Then, determine the products to be included under the scope of registration. In general, all products involved in a process or activity must be registered.
<b>Step 2:</b> Select product categories and registration options	TL 9000 has over 100 product categories covering the three registration options: Hardware (H), Software (S), and Services (V). You can choose all or any combination of the options. Your selection will define the requirements for your TL 9000 registration.
<b>Step 3:</b> Register with QuEST	As part of the TL 9000 registration process, you must first register with the QuEST Forum Administrator (ASQ) as a candidate for TL 9000.
<b>Step 4:</b> Gap analysis	Conduct a self-assessment of your operations and processes, then, have BSI perform an optional gap analysis to measure how you currently comply with the TL 9000 requirements.
<b>Step 5:</b> Confirm data submission	Prior to being audited, you must prove that you have submitted a minimum of three months of metric data to the QuEST Forum Administrator. <i>See: TL 9000 Submission Methods Document</i>
<b>Step 6:</b> Contact BSI	Contact BSI to schedule your assessment. Your client manager will create an action plan and determine the amount of time needed to fully conform to TL 9000 requirements.
<b>Step 7:</b> On-site audit	BSI will conduct on-site audits in two stages, in accordance with the selected scope and metrics. BSI must verify that all effective processes are in place, ensure the validity of TL 9000 measurements, and clear all non-conformances.
<b>Step 8:</b> Certification	Upon successful completion of the audit, your organization will receive the Certificate of TL 9000 Registration. The certificate remains valid for three years, during which it is supported by surveillance audits, also known as continual assessment visits.
<b>Continual Improvement</b>	Regularly scheduled continuing audits are required for surveillance, and assessments for renewal occur after three years, as per standard ISO/IAF guidelines. BSI authenticates the organization's documented system for measurement collection, validation and reporting, and ensures that the TL 9000 measurements are used systematically by the organization.



To find out more,  
visit [www.bsiamerica.com](http://www.bsiamerica.com)

**One Company, One Solution.** By packaging assessment, training and a management system toolset, BSI delivers a business improvement solution that combines it all in a comprehensive service offering and allows us to provide an integrated approach to meet the needs of an organization and embed excellence across the business. BSI presents a one-stop value proposition from the decision to improve systems through to registration and continual improvement. From start to finish, BSI helps turn complexity into simplicity.

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The BSI certification mark may be used on your stationery, literature and vehicles when you have successfully achieved certification and conform with applicable guidelines.

The mark shall never be applied directly on the product or service.