TL 9000 ALERT

Using TL 9000 to Manage Your Supply Chain

About two years ago, QuEST Forum's Executive Board sponsored two key initiatives:

1. **Service Provider Engagement:** Aimed at providing information to service providers about the benefits of using TL 9000 to efficiently manage their supply chain to improve network quality.
2. **TL 9000 Growth:** The focus of this team was to identify methods to grow TL 9000 registrations across the globe.

After a year of existence, the 2 teams merged as they realized that they were working on several common tasks to achieve their objectives.

The teams created multiple PowerPoint presentations geared mainly towards educating service providers about the basics of TL 9000 and its benefits realized after implementation. Presentations addressed following topics:

- Registration process
- TL 9000 overview
- TL 9000 Requirements overview
- TL 9000 Measurements overview
- How to use TL 9000 Product Data Reports
- Testimonials from organizations on

Improving the Global Standard - TL 9000 Revamped

As we continue our work in keeping the TL 9000 standard on-pace with the needs of the industry, we've devoted time to focus on the current needs of suppliers and service providers in ICT. We're doing this by addressing topics like:

- What keeps these companies up at night?
- Support new methodologies (ex. Agile development)
- Continue to improve quality, usefulness, and user friendliness of PDR data (ex. PDR Team initiatives, user dashboard)
- Remove unnecessary overhead

and more.

Take a look at the overview of this project here

New to the Market - Benchmarking as a Service

QuEST Forum is now taking our top-notch measuring capabilities to the masses. We are doing so with the launch of a new product, ***Benchmarking as a Service***. This new benchmarking system provides a collaborative environment to establish meaningful performance comparison measures, assign relative performance, and examine best practices across the industry.The best part? It is now open to anyone, not just QuEST Forum members, for the

how they reaped benefits from TL 9000 registration

Late last year, QuEST Forum felt the need to create a sanctioned training course which will allow member companies to learn from experts about effective implementation of TL 9000 and how to manage their supply chains. A sub-team under GBE was formed. It is called TL 9000 MARCOM team. It is working to create this training.

A seven-module course outline was defined using some of the pre-created material listed above. They are being updated to ensure that the content is current and accurate.

The review and update of course material is targeted to complete by mid-May. At that point, **Award Solutions**, a QuEST Forum member company will assist in converting the slides into a modular training course. The goal to complete the training material is end of summer 2017.

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Quality Improvement Trends in Companies Using the TL 9000 Quality Management System

**Did You Know?
TL 9000 Return Rates Are Improving - Resulting in $1B Annual Cost Avoidance**

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This on improvement trends in the use of TL 9000 is a retrospective study that originally analyzed 2008-2010 return rates for wireless infrastructure products that demonstrated significant improvement at that time.

The data presented in this study demonstrates that return rates have broadly decreased and improved for wireless infrastructure products from 2008 to 2016, and this has resulted in tremendous cost avoidance. Throughout this study, the reader will be shown how the Information Communication and Technologies (ICT) industry (suppliers and service providers) are saving close to $1 billion (B) USD annually when comparing current performance to that at the start of the study.

Read more on how to positively impact your bottom line with TL 9000

benchmarking of anything!

Learn more about this exciting new opportunity here!

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Why TL 9000?

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QuEST Forum has pursued a goal of global ICT quality and industry-wide performance excellence through its TL 9000 standard. It accomplishes this goal in three ways:

- By defining system requirements for the design, development, production, delivery, installation and maintenance of products and services in ICT and providing a measurement system that allows companies to track performance and improve results

Learn more on the benefits of TL 9000 certification

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TL 9000 Resources

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New TL 9000 and PDR Trifolds available **here**