How “Jump Start” Works

“Jump Start” is a program that helps a company answer three questions:

- What is TL 9000?
- Is TL 9000 for my company?
- How do I go about implementing TL 9000?

The “Jump Start” program is designed to educate companies and their executive team on the TL 9000 standard. The program includes a presentation of the TL 9000 Executive Overview, a fee-based QuEST Forum sanctioned course, for free to you and your team. It also includes a presentation by a mentor, who is a member of QuEST Forum, on their own TL 9000 implementation experience. The presentation will include tips, tools and lessons learned from their TL 9000 journey.

These presentations can be provided either through webinars or face-to-face meetings. If your company decides on a face-to-face meeting, we request that your company pay travel costs and expenses of the two mentors. There is no charge for the mentors’ time. Webinar meetings are free of charge. To request a “Jump Start” for your company, click the “Contact Us” link in the upper right hand corner on the QuEST Forum web site at www.questforum.org and type in “Request Jump Start” and a QuEST Forum representative will contact you.

About QuEST Forum

QuEST Forum is a unique collaboration of service providers and suppliers dedicated to telecom supply chain quality and performance.

We unify the global telecom community through the implementation of TL 9000, a telecom-specific quality standard, collaboration in our work groups and regional hubs, emphasis on learning and sharing industry best practices, and creation and delivery of reports and benchmarks.

Jump Start into TL9000

The Telecom Quality Management System

In 2006, QuEST Forum introduced the TL 9000 “Jump Start” program to meet the demands from participants to expedite the certification process and to educate the executive management of the organization on the TL 9000 certification process.

The TL 9000 Quality Management System provides value and benefits across all the supply chain disciplines (Buyers, Suppliers, and Service Providers) by providing a consistent set of quality expectations that parallel rapid technology changes and customer expectations.

By engaging in the “Jump Start” program, the entire TL 9000 process is described and explained so that everyone from the top down knows what drives continual improvement and business excellence.
Why “Jump Start”

The “Jump Start” program is both for members and non-members of QuEST Forum. The “Jump Start” program is provided at no cost to you and your executive team by providing a QuEST Forum sanctioned course entitled “TL 9000 Executive Overview”. You will also hear from a mentor that has implemented TL 9000 in their own organization and can provide you with tips, tools, and lessons learned from their own TL 9000 experience.

Who Benefits?

The “Jump Start” program enables an executive team from your company to understand the benefits of certifying to the TL 9000 standard. With “Jump Start” a company has access to all of the resources of QuEST Forum, enabling them to make an educated decision on beginning the TL 9000 journey.

What is a Quality Management System?

A quality management system is the set of processes, procedures and tools that a company implements to ensure that customer satisfaction and quality requirements are met or exceeded. It provides a platform for continual improvement of company performance.

ISO, the International Organization for Standardization, developed the ISO 9001 in the mid-1980’s as a basic quality standard that companies can use globally to help implement their quality management systems.

Choosing the right system for your company is very important. ISO 9001 is a recognized quality standard; however, it is lacking in industry specific requirements. As a result, many industry sectors have developed additions to the ISO standard that are geared towards the specifics of their industry. The telecom-specific standard, TL 9000, allows telecom suppliers and service providers to have a global standard that is specific to the industry.

Certification to a quality standard significantly enhances a firm’s organizational DNA. It certainly improves ability to meet customer requirements and demonstrates the company’s desire to supply quality goods and services.

What is TL 9000?

TL 9000 is a quality management system designed for the telecommunications industry. It builds on ISO 9001 and was developed by the Quality Excellence for Suppliers of Telecommunications (QuEST) Forum in response to the call and need for telecom-specific requirements and measurements.

The purpose of TL 9000 is to define the telecommunications quality system requirements for design, development, production, and service. In addition, it specifies measurements for companies to help evaluate the effectiveness of quality implementation and improvement programs.

The quality system requirements are described in the published TL 9000 Quality Management Systems Requirements Handbook. While ISO 9001 provides the base, there are over 84 supplementary requirements specific to telecommunications. What sets the TL 9000 apart from any other QMS is the measurement performance data requirement.

The measurement data is intended to identify opportunities for improvement within the supply chain and to benchmark performance against suppliers of similar products. The TL 9000 Quality Management System Measurements Handbook specifies the product and measurements requirements.