Today’s presentation will be recorded

Due to the large number of attendees, all attendees have been muted

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UPCOMING WEBINARS

- Walker – 2Q 2014
- Executive Board Initiatives - 3Q 2014
- Opportunities for Engagement – 4Q 2014
The webinar recordings will be accessible from the QuEST Forum website under Americas Webinars.
Recording will begin NOW!
Americas Virtual Webinar
February 11, 2014
TL 9000 Requirements Handbook, Release 5.5

Changes from Release 5.0

Nancy Patterson
Handbook Production Process

Input

Pursue?

Rejected proposal can be reworked

Assign to Sub-team

Accepts, Modifies, or Rejects

Reviews Draft Document

Publish

Audit Teams

Rejects Final Document

Accepts Final Document

Yes

No

Member Companies & TL 9000 Users

Develop Proposal

No

Rejected proposal can be reworked

Accepts, Modifies, or Rejects

No

Yes

Accepts, Modifies, Defers, or Rejects

Review Comments

Accepts or Rejects Final Document

Accepts Final Document

Publish
Suggestions were received from:
- QuEST Forum member companies
- Subteams set up for each major section of the Handbook
- Service Provider Requirements and Measurements Subteam
- Next Generation Networks Measurements Subteam
- In Process Measures (IPM) Subteam
- Sustainability Subteam
- “Contact Us” Questions

Suggestions reviewed and formal proposals for changes submitted to IGQ

IGQ reviewed proposals

Draft was completed
Current Status

- Draft Handbook complete
- Full Forum Review conducted
- Comments resolved
- Final formatting and editing complete
- Official approval vote completed
- Printing complete
- Available for purchase
- Formal delta training – became available July 15
- Effective date December 31, 2013
May use for audits conducted on and after January 1, 2014
Must use for audits conducted on or after January 1, 2015
May still use R5.0 until January 1, 2015
TL 9000 R5.5 Requirements Changes

• Changes presented here are final based on the version of R5.5 approved by the QuEST Forum membership

• The Measurements Handbook R5.0 did not change
## Summary of Changes

<table>
<thead>
<tr>
<th>Type</th>
<th>Adders</th>
<th>Notes</th>
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<tr>
<td>New/split</td>
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<td>7</td>
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<td>6</td>
</tr>
<tr>
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<td>10</td>
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<tr>
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<td><strong>TOTAL</strong></td>
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<td><strong>45</strong></td>
</tr>
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</table>

**Modified** = requirement has changed  
**Format** = no change to the requirement  
**Reworded** = wording changed for clarity only
New Requirement

7.1.C.3 Product Security - The organization shall establish and maintain methods for the identification and analysis of security risks and vulnerabilities for the product, throughout its life cycle. The results of the risk analysis shall be used to support secure network operation by prevention or mitigation of security vulnerabilities in the product design and operational controls. The continuing effectiveness of the design and operational controls shall be assessed throughout the product life cycle by the selection and use of appropriate security measurements.
New Security Requirement examined

1. The organization shall establish and maintain methods for the identification and analysis of security risks and vulnerabilities for the product, throughout its life cycle.
   (Identify risks through risk assessment; analyze risks – probability, severity, impact)

2. The results of the risk analysis shall be used to support secure network operation by prevention or mitigation of security vulnerabilities in the product design and operational controls. (identify and record preventive or mitigating actions)

3. The continuing effectiveness of the design and operational controls shall be assessed throughout the product life cycle by the selection and use of appropriate security measurements.
   (continually monitor threats through chosen measures)
7.1.C.3-NOTE 1 The requirement focuses on risks related to the possible exploitation of vulnerabilities through communication and/or user/operator interfaces of the products.

7.1.C.3-NOTE 2 As defined in ISO 27001, an operational control is a means of managing risk, including policies, procedures, guidelines, practices or organizational structures which can be administrative, technical, management, or legal in nature. Examples of operational controls include: a process for granting and removing access (both physical and logical) to systems, documented operating procedures, change control procedures, and procedures to control the installation of software on operational systems.

7.1.C.3-NOTE 3 The Security Measurements Guidance Document referenced at (tl9000.org/links.html) may be used as a resource in selecting and establishing appropriate security measurements for the product.
7.2.3.C.1 Notification About Problems
Was split into 2 requirements:

7.2.3.HS.3 Notification About **Critical Problem Reports** – The organization shall establish a documented procedure to notify all customers who may be affected by a Critical Problem Report.

7.2.3.V.1 Notification About **Critical Service Disruption** – The organization shall establish a method for affected customers to obtain real time information about current outages.

7.2.3.V.1-NOTE This requirement is only applicable to organizations that supply services to end customers.
Additional New Notes

• Problem Severity Classification 7.2.3.C.1-NOTE 2
  Organizations registered solely in product categories that report NPR4 do not have to note an exclusion to this requirement.

• Project Plan 7.3.1.C.1-NOTE 4
  DFx examples include Manufacturability, Reliability, Regulatory, Serviceability, Safety, Sustainability, and Testability. See DFx Guidance document at tl9000.org for a list of examples and other information on DFx.

• Periodic Retesting 8.2.4.H.1-NOTE
  For some organizations, including contract manufacturers, periodic retesting may also address items such as Engineering Change Orders (ECOs), manufacturing variations, changes in material, and test process changes.
Changed Scope

Three previously Software only Requirements were changed to apply to both Hardware and Software:

7.3.1. **HS.3 Computer Resources** – The organization shall establish and maintain methods for estimating and tracking critical computer resources performance parameters for the target computer. *(was S)*

7.3.5. **HS.3 System Testing** – Each product release shall be subjected to a system test in accordance with a documented system test plan. *(was S)*
7.3.6.HS.1 Release Management – The organization shall establish and maintain a method(s) to ensure that the release and delivery of software products and related documentation are carried out under controlled conditions. Method(s) should provide for the delivery to the customer of

a) product introduction and release schedules,

b) detailed descriptions of product features delivered, including any changes incorporated in new products or releases, and

c) advisories regarding current or planned changes to contractual terms (see 7.3.7.C.2).

Removed "software" and former bullet a) "release planning information in advance of the release“ (was S)
Deleted Adders – but intent still exists

7.3.1.C.6 Estimation - stand-alone requirement was deleted, but the text was added as bullet in list in 7.3.1.C.1 Project Plan

7.3.1.S.2 Regression Test – Covered in 7.3.1.C.3 Test Planning
5.4.2.C.1 Long- and Short-Term Quality Planning – The organization’s quality planning activities shall include long- and short-term plans with goals for improving quality and customer satisfaction. The plans shall address business factors relevant to the organization and its customers, including performance objectives established jointly with selected customers. Performance to these goals shall be monitored and reported to top management. Top management shall demonstrate their active involvement in long- and short-term quality planning.

5.4.2.C.1-NOTE 2 was deleted and the text added to 5.4.2.C.1. The “should” in the note was made a “shall” making top management involvement a requirement.
7.1.C.2 Disaster Recovery - The organization shall establish and maintain documented plans for disaster recovery, infrastructure, and security restoration (see 6.3.C.1) to ensure the organization’s ability to recreate and service the product throughout its life cycle. Disaster recovery plans shall include, at a minimum, crisis management, business continuity, and information technology. Disaster recovery and infrastructure security restoration plans shall be periodically evaluated for effectiveness and reviewed with appropriate levels of management.

Aligns with related requirement
6.3.C.1 Infrastructure
7.3.1.C.1 Project Plan
- Added e) estimation of project factors
- Reworded l) and moved DFx examples to new note
  7.3.1.C.1-NOTE 3

7.3.1.C.2 Requirements Traceability - The organization shall establish and maintain a method to trace each documented requirement through design and test.
7.3.2.C.1 Customer and Supplier Input - The organization shall establish and maintain methods for soliciting and using considering customer and supplier input during the development of new or revised product requirements.
8.2.4.HV.2 Inspection and Test Records – Inspection or test records shall include

a) product identification,
b) quantity of product,
c) documented procedure(s) followed,
d) person(s) performing the test or inspection,
e) calibrated equipment used (see 7.6),
f) date performed,
g) test and inspection results, and
h) number, type, and as applicable, severity of defects found.
The following requirements and notes are renumbered with no change in text or title:

<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
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<tbody>
<tr>
<td>7.1.C.3 End of Life Planning</td>
<td>7.1.C.4</td>
</tr>
<tr>
<td>7.1.C.4 Tools Management</td>
<td>7.1.C.5</td>
</tr>
<tr>
<td>7.2.3.C.2 Problem Severity Classification</td>
<td>7.2.3.C.1</td>
</tr>
<tr>
<td>7.2.3.C.3 Problem Escalation</td>
<td>7.2.3.C.2</td>
</tr>
<tr>
<td>7.2.3.C.4 Problem Report Feedback</td>
<td>7.2.3.C.3</td>
</tr>
</tbody>
</table>
Reworded Adders

7 adders were reworded for clarification purposes with no change to the intent of the requirement

– 5.5.3.C.1 Organization Performance Feedback
– 7.1.C.1 Life Cycle Model
– 7.3.1.C.4 Risk Management Plan
– 7.3.2.H.1 Content of Requirements
– 7.3.7.C.2 Informing Customers
– 7.5.1.C.1 Service Resources
– 7.5.1.HS.1 Emergency Service
• Removed "and maintain" and plural "(s)" wherever they appeared in relation to a documented procedure
  – ISO 9001 Section 4.2.1 NOTE 1 makes these unnecessary
  – Does not affect “methods” or “plans”
• 7.3.5.HS.1 Stress Testing - Changed list of items to bulleted list
• Dropped “http://” from URL references
Questions?
Use the Contact Us function on any page of questforum.org or tl9000.org.

(note that the Contact Us function is useful for Any question or problem you may have and is Continually monitored to ensure a response)
Best Practice Conferences

APAC Best Practice Conference
8 – 10 April, 2014
Delhi, India

EMEA Best Practice Conference
24 - 25 June, 2014
Vienna, Austria

Americas Best Practices Conference
8 – 10 September 2014
Clearwater Beach, FL
Face to Face Workgroup Meetings

Workgroups – OSWG, GBE, IGQ & NSPRC
20-22 May 2014
Richardson, TX
Thanks for attending!

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Sheronda Jeffries
Tom Yohe
Karen Rawson

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