Webinar will be 1.5 hours

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To make Full Screen
Who is QuEST Forum?

Global community of Service Providers, Suppliers & Liaisons

Jointly create, develop and share quality management standards, best practices offerings and industry-leading resources

Develops & maintains TL 9000, an information and communication technologies (ICT) industry quality management system standard
# QuEST Forum Members

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[Complete Member Directory](http://questforum.org/member/member_directory.html)
What Is TL9000?

Created by the QuEST Forum

Globally recognized quality standard, designed to improve communications products: hardware, software and services

Built on ISO 9001 and the eight quality principles

Includes requirements for continual improvement, customer satisfaction and reporting of industry standard measurements
QuEST Forum Academy

• Offers value to members and prospective members by providing educational opportunities consistent with the intent of TL 9000 and the best practices introduced at QuEST Forum’s conferences.

• Provides a top-quality educational system that supports quality and process improvement focusing upon the needs of the ICT industry.
“I’m ISO 9001.” “I’m TL 9000.” – QuEST Forum Academy Webinar

“Eight killer reasons why we are a great team!

QuEST Forum Academy Webinar
Date/Time: April 2, 2015 – 10:00 am CST | #IamISOorTL
What is TL 9000?

• A QMS based on ISO 9001
• Enhanced to meet the supply chain quality needs of the ICT sector
• Developed in 1998 and maintained by the QuEST Forum, a partnership of telecom service providers and suppliers

Qua lity
Excellence for
Suppliers of
Telecommunications
TL 9000’s requirements

• ISO 9001 is incorporated in its entirety
• Additional requirements ("adders") and notes follow related ISO 9001 clauses
  – Some adders are common ("C") and apply to all scopes
  – Some apply only to hardware ("H"), software ("S") or services ("V") scopes
  – Any adder may be excluded where justified
8.4 Analysis of data

The organization shall determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data shall provide information relating to
a) customer satisfaction (see 8.2.1),
b) conformity to product requirements (see 8.2.4),
c) characteristics and trends of processes and products, including opportunities for preventive action (see 8.2.3 and 8.2.4), and
d) suppliers (see 7.4).

8.4.C.1 Trend Analysis of Nonconforming Product – Trend analysis of discrepancies found in nonconforming product shall be performed on a defined, regular basis and results utilized as input for corrective and preventive action.

8.4.HS.1 Field Performance Data – The quality management system shall include the collection and analysis of field performance data which can be used to help identify the cause and frequency of product failure. In addition, no trouble found (NTF) data shall also be maintained. This information shall be provided to the appropriate organizations to foster continual improvement.

8.4.V.1 Service Performance Data – The quality management system shall include the collection and analysis of service performance data, which can be used to identify the cause and frequency of service failure. This information shall be provided to the appropriate organizations to foster continual improvement of the service.
TL 9000 has 2 parts
Customer focus

ISO 9001
Customer focus

• 5.2 Customer focus
Customer focus

- 5.2 Customer focus
- 7.2 Customer-related processes
Customer focus

- 5.2 Customer focus
- 7.2 Customer-related processes
- 7.3.6 Design and development validation
Customer focus

• 5.2 Customer focus
• 7.2 Customer-related processes
• 7.3.6 Design and development validation
• 7.5.4 Customer property
Customer focus

• 5.2 Customer focus
• 7.2 Customer-related processes
• 7.3.6 Design and development validation
• 7.5.4 Customer property
• 8.2.1 Customer satisfaction
1 Customer focus
Customer focus

• 4.2.3.C.1 Control of Customer-Supplied Documents and Data
Customer focus

- 4.2.3.C.1 Control of Customer-Supplied Documents and Data
- 5.2.C.1 Customer Relationship Development
Customer focus

- 4.2.3.C.1 Control of Customer-Supplied Documents and Data
- 5.2.C.1 Customer Relationship Development
- 5.2.C.2 Customer Communication Methods
Customer focus

- 4.2.3.C.1 Control of Customer-Supplied Documents and Data
- 5.2.C.1 Customer Relationship Development
- 5.2.C.2 Customer Communication Methods
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- 5.2.C.1 Customer Relationship Development
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Customer focus

• 7.2.3.HS.3 Notification About Critical Problem Reports
• 7.2.3.V.1 Notification About Critical Service Disruption
Customer focus

- 7.2.3.HS.3 Notification About Critical Problem Reports
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Supplier management

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