

TL 9000

Keeping You in Touch with Communications Industry Requirements



The TL 9000 standard was developed by and specifically for the communications industry to drive consistency in expectations, increased performance and continual improvement. The industry group QuEST Forum, a unique partnership of communications service providers, suppliers, and industry liaisons, has defined TL 9000 in two handbooks: *Management System Requirements* and *Management System Measurements*. Organizations may register to any combination of the three options—hardware, software, and service—within the requirements, tailored to the nature of their business. The standard requires detailed measurements that must be tracked, providing critical data of the organization's performance and allowing benchmarking via the QuEST registration measurement system. Even if your customers have not yet mandated TL 9000 registration, can your organization afford to be without this information?

Benefits of TL 9000 Registration

- ▶ Provides alignment with communication industry peers
- ▶ Enhances organizational planning and implementation
- ▶ Improves overall process performance and control
- ▶ Strengthens customer relationships
- ▶ Reduces external audits and site visits
- ▶ Creates uniform measurements including industry averages

Why Choose NQA?

- ▶ NQA is an active member in QuEST Forum and Work Groups
- ▶ Our knowledgeable, experienced and personable staff includes industry experts, published SMEs, and QuEST participants
- ▶ You'll get strong back office support with a TL 9000 trained Client Support Representative dedicated to your account
- ▶ We have a straightforward partnership approach with no hidden fees or requirements

Requirements

- ▶ **Plan:** Define implementation requirements, documenting them as necessary
- ▶ **Do:** Consistently follow processes and record results of various activities
- ▶ **Check:** Continuously review results with audits and management reviews
- ▶ **Act:** Take corrective action where necessary
- ▶ The *Requirements* handbook defines the process components as applicable to all organizations: Common; and the registration option(s): Hardware, Software, Service
- ▶ The *Measurements* handbook details the measurement needs as applicable to Product Category(s) chosen for registration

Let us help you become TL9000 certified!

Contact NQA USA today by calling us toll-free at 800-649-5289 or email us at info@nqa-usa.com



Contact us

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