

# Introduction to TL 9000



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# What is TL-9000

- ❖ Defines the telecommunications Quality Management System (QMS) requirements for the Design, Development, Production, Delivery, Installation and Maintenance of products and services
- ❖ Provides a measurement system that allows an organization to track performance and improve results



# TL-9000 Certification

- ❖ TL 9000 supports 3 distinct certifications:
  - TL 9000-H for hardware development
  - TL 9000-S for software development
  - TL 9000-V for services (installations, engineering, customer support, etc.)
  
- ❖ TL 9000 allows for a registration to cover hardware, software, services or any combination thereof



# TL 9000 Goals

- ❖ Establish and maintain a common set of telecom QMS requirements that reduces the number of standards for the industry
- ❖ Foster a system that protects the integrity and use of telecom products hardware, software and services
- ❖ Define effective cost and performance-based measurements to guide progress and evaluate the results of QMS implementation

# TL 9000 Goals

- ❖ Drive continual improvement and enhance customer relationships
- ❖ Leverage the industry conformity assessment process





# Benefits of Implementation

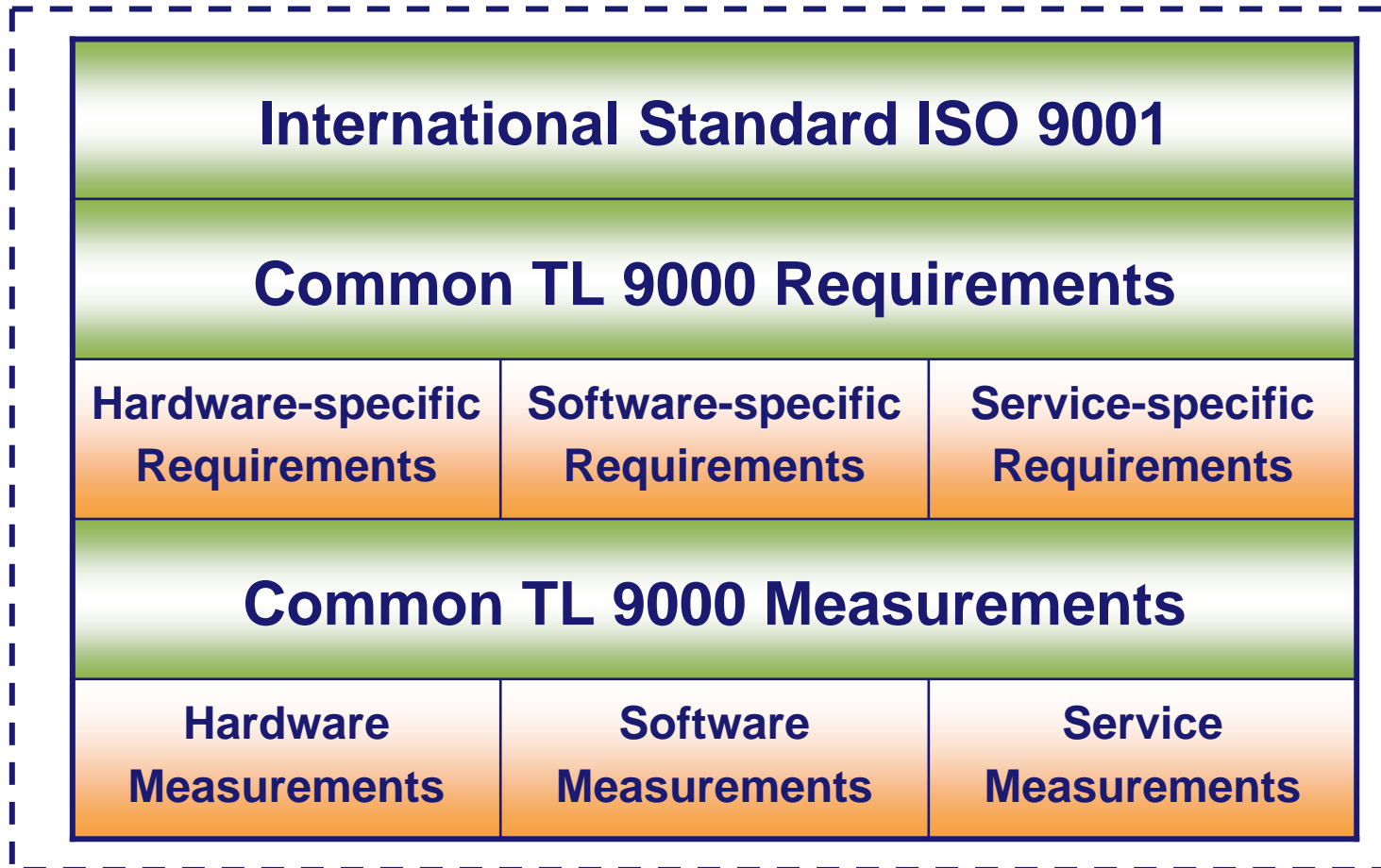
- ❖ Validates the quality of product, services and customer care
- ❖ Helps creating performance reports for current and potential customers
- ❖ Provides access to performance data reports for benchmarking
- ❖ Encourages further product and service improvement and continued commitment to quality and business excellence



# What is TL 9000?

- ❖ Set of requirements
- ❖ Based on ISO 9001:2000
- ❖ Additions from Telecom Industry Best Practices
- ❖ Two handbooks
  - TL 9000 Quality Management System Requirements
  - TL 9000 Quality Management System Measurements

# What is TL 9000?







# TL 9000 and ISO 9001

- ❖ TL 9000 is more customer-oriented with requirements on:
  - Customer satisfaction
  - Quality improvement
  - Customer-supplier communication
- ❖ TL 9000 mandates the use of a product life-cycle model and the use of predefined measurements



# TL 9000 and ISO 9001

- ❖ TL 9000 requirements are more specific/  
prescriptive
- ❖ TL 9000 puts more focus on planning
  - Quality planning
  - Project planning
  - Configuration Management planning
  - Product planning



# TL 9000 and ISO 9001

## ❖ Major issues in TL 9000

- Required measurements track performance
- Reported to measurements Administrator
- Statistics published as comparisons
- Compared data drives industry improvement
- Emphasized use of data to drive action



❖ לקבלת המצגת המלאה יש לפנות למשרדנו:  
[marketing@methoda.com](mailto:marketing@methoda.com)