



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Contact: contact@questforum.org	2. Alert Number: 14-003A
3. Documentation Affected: TL 9000 Handbooks	4. Issue Date: June 2, 2014
5. Reason for Alert: Clarification of requirements to maintain TL 9000 Certification in a product category	
6. Description: <p>One of the foundational elements of the TL 9000 Quality Management System is the use of a common set of measures to drive continual improvement. This is why there are requirements to submit data monthly to the TL 9000 Measurements Repository and to use the resulting industry statistics. If an organization no longer produces or supports any products in a hardware/software product category or no longer provides the services for a service product category, then that product category must be removed from the organization's certification since the requirement to submit data cannot be fulfilled. If this is the only product category on the organization's TL 9000 Certification, then the Certification itself must be suspended or cancelled until the organization again has an active product.</p>	
7. Comments: <p>It is not necessary to have a contractual obligation with a customer to become TL 9000 certified. It also not necessary to limit data submissions to include only those customers where such contractual obligations exist. For example, a contract manufacturer may become certified if they build any Information and Communication Technology (ICT) product for any customer.</p>	