



TL 9000 • ISO 9001 • ISO 14001

www.bizphyx.com

the quality experts



TL 9000 Experts

BIZPHYX assists organizations of any size reduce costs, improve productivity and gain a competitive advantage in corporate and government supply chains by helping them implement quality standards such as

TL 9000, ISO 9001 and ISO 14001.

ISO Quality Experts

BIZPHYX is the nation's leading TL 9000 and ISO 9001 quality management consulting firm.

Has a customer told you that you need a quality certification to be a part of their supply chain?

BIZPHYX can lead you through the process. We offer clients **over 75 years of telecom and quality management experience** focused in three core areas; training, implementation and QMS maintenance.

We also assist clients in other industries such as transportation and energy, with ISO 9001 and ISO 14001 implementation and support, delivered through a range of solutions from internal audits to risk management.

Nationally recognized as **TL 9000 Experts**, **BIZPHYX** is a global QuEST Forum selected training provider and we have the distinction of two TL 9000 Master Trainers on staff. Unlike other quality consultants, **we are certified to both ISO 9001 and TL 9000**. Few quality consultants are certified to the standards they implement.

This level of expertise translates into results for our clients, as evidenced by **a 100% client certification rate**.

TL 9000



ISO 9001

ISO 14001

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Learn more about the quality experts 



Getting TLReady[®]

Understanding TL 9000

TL 9000 is designed to meet the quality requirements of the global communications industry. Built on ISO 9001 and its eight quality principles, TL 9000 employs 92 telecom-specific adders and is designed specifically for the communications industry. **This standard is now required by many of the large service providers.**

Today, customers demand quality and expect suppliers to proactively comply with the highest product and service standards. TL 9000 eliminates the need for multiple quality management standards, which reduces the cost of doing business and ultimately results in better products and services for consumers.

Although TL 9000 may be required, there are very clear benefits to obtaining certification. It will give you the framework to consistently produce high quality products and services for your customers and you will gain access to new markets, reduce operating costs and increase profits.

Another added benefit is that you also certify to ISO 9001 when you obtain TL 9000 certification.

TL 9000 applies to the entire communications industry including wireline, wireless, cable, ILEC, CLEC and VoIP. QuEST Forum maintains and governs the standard.

As TL 9000 Experts and Master Trainers, we have the expertise to lead your organization to certification.



Getting TLReady[®] THE ESSENTIAL STEPS FOR A SUCCESSFUL TL 9000 IMPLEMENTATION

BIZPHYX does not certify or register you to TL 9000. We prepare you for this certification. Here are some of the services we offer as part of our turnkey TLReady[®] implementation program:



To become TL 9000 certified you will need to learn about the requirements of the standard and how they apply to your business.

For example, unlike ISO 9001, TL 9000 requires monthly data submission to the QuEST Forum measurements repository (MRS).

Here are a few of the steps involved:

- Outline A Project Plan
- Assemble A Core Team
- Develop Your Quality Manual
- Establish and Define Key Metrics
- Draft Your Documentation
- Prepare Your Employee Communications Package
- Assist With Your QuEST Forum Application
- Assist With Your Data Submission
- Participation in Certification Audits
- Quality System Assessment and Gap Analysis

Once you are certified to the TL 9000 standard, we can remain a partner in your journey through quality. **BIZPHYX** can support you during your certification audit and at future surveillance audits conducted by your registrar.

As subject matter experts (SMEs), we provide clients with post-certification support

through our knowledge base, live support desk, articles, white papers and podcasts. No other quality consultants offer

this level of training, free of charge.

BIZPHYX also offers services designed to help you

implement a new quality management system or maintain and improve your existing ISO based QMS.



We assist clients in other industries such as pharma, energy aerospace and transportation.

ISO Quality Management Services



Drive Costs Down, Improve Productivity and Manage Risk

A quality management system gives you the framework that you need to do this.

BIZPHYX can help you prepare for certification to TL 9000, ISO 9001, AS 9100 and ISO 14001 and other ISO standards.

In addition to our ISO QMS consulting services, we can assist your organization with:

- QMS Maintenance and Turnkey Programs
- Measurements Reporting and Management Reviews

- Internal Audits
- Certification and Surveillance Audit Support
- Supplier Audits
- Supplier Development
- Programs For Diverse Suppliers
- Disaster Recovery and Business Continuity Planning
- Quality Training: BIZPHYX University

Today the pressure on organizations to be responsible stewards of

integrated into every aspect of supply chain operations.

BIZPHYX can help you meet these new challenges with **ISO 14001 implementation** training and consulting.

"...Implementing a quality improvement process gave my company the structure we needed to prepare for growth. It gave me a way to measure our customer satisfaction and service performance in hard numbers."

CINDY KAZEE, PRESIDENT, UNDC

the environment is enormous. Corporate sustainability and social responsibility are evolving into business practices that must be

We help you take your QMS to the next level-improving your bottom line.



BIZPHYX UNIVERSITY

BIZPHYX is a global QuEST Forum selected training provider of TL 9000 sanctioned courses.

Our learning management system (LMS) is both SCORM and AICC compliant.

Training and E-Learning

BIZPHYX provides comprehensive training programs that can assist your company during every stage of its QMS. Nationally recognized as TL 9000 Experts, BIZPHYX has the distinction of two TL 9000 Master Trainers on staff.

Whether you require training involving Release 4.5 of the TL 9000 Measurements Handbook or internal audit, BIZPHYX offers training on a wide range of QMS topics.

As subject matter experts, we offer a comprehensive line-up of courses on TL 9000, ISO 9001, ISO 14001, internal audit, measurements, implementation, risk management, marketing, Lean Six Sigma, corporate sustainability and much more.

Unlike other training providers who only offer expensive public courses, **BIZPHYX** offers a unique approach to quality training by providing clients with multiple

training options. Our training is delivered through public courses, on-site training (instructor led), webinars and through our own e-learning management system (LMS), known as **BIZPHYX University**.

Throughout the year, we offer reasonably priced webinars on leading-edge topics that help you maintain your QMS.

For a complete list of current courses, webinars and complimentary audio FAQs, please visit: www.bizphyx.com

The foundation of any successful certification is superior training.



Strategic Sourcing Solutions

Corporate sustainability. Sourcing diverse suppliers. Social responsibility. Supplier development. In a global economy, procurement and supplier diversity executives must balance these challenges every day.

Supplier quality management has emerged as a leading business practice, because **the cost of poor quality** can be very damaging to an organization's supply chain.

We offer several strategic sourcing solutions, which help you address these issues with an integrated approach to supplier management.



Being certified to a quality management system ensures that a supplier is a quality organization, thereby reducing supply chain risk. You can use quality certification as a sourcing benchmark for any new supplier that wants to enter your supply chain.

We have seen clients use quality certifications to increase their pool of qualified diverse suppliers and reduce supply chain risk in the process.

We welcome the opportunity to assist your supply management organization.

Don't hesitate to call us for a **FREE** quality management overview: **972.429.5660**

info@bizphyx.com

Supplier Development

Let **BIZPHYX** develop a custom solution for your organization. We have delivered quality overview and supplier education sessions to nearly 1,000 small businesses and diverse suppliers.



"To guide us, we chose BIZPHYX, a certified women owned business (WBE) with the experience and professionalism to get the job done."

-W&A

Does your company have a supplier diversity initiative?

If so, there's an expectation that your diverse suppliers will be able to reduce costs and bring innovation into your supply chain.

The challenge we see is that diverse suppliers cannot meet contract requirements as a new supplier without a quality certification, but they cannot afford to obtain certification before winning a large contract. **It's a catch-22 situation.**

We have developed a web-based solution enabling diverse suppliers (M/W/DVBE) to achieve TL 9000 and ISO 9001 certification, at one-fourth the cost of bringing in an on-site consultant. The process which takes about 8-12 months, has been highly successful with a **100% certification rate for companies on the first audit.**

Supplier audits, scorecard development and quality training for diverse suppliers are just a few of the other strategic sourcing solutions we provide.

