Why TL 9000?

These are case study examples from a workshop with execs of a Tier 1 supplier to one of the large service providers. The examples show the success of TL 9000 with an EF&I company and a Tower Installer.
Customers Want:

- Low Pricing
- Exceptional Service
- Financial Stability
- Consistency
- Flexibility & Speed
- Innovation
- Risk Management
- Exceptional Service
- Risk Management
ISO 9001
PRINCIPLES OF QUALITY

Customer Focus
Leadership
Involvement of People
Process Approach
System Approach to Management
Continual Improvement
Factual Approach to Decision Making
Mutually Beneficial Supplier Relations
## The TL 9000 Model

| Common TL 9000 Requirements |  |
|-----------------------------|--|---|
| **Hardware** Specific Requirements | **Software** Specific Requirements | **Services** Specific Requirements |
| Common TL 9000 Measurements |  |
| **Hardware** Specific Measurements | **Software** Specific Measurements | **Services** Specific Measurements |
| International Standard ISO 9001 |  |
| www.tl9000.org | Alerts, Rules, Guidance, Examples, References |
| 92 Adders to ISO 9001 |  |
CASE STUDY #1
Engineer, Furnish & Install

- Installation supplier improves on time project completion through supplier management
  - EF&I supplier failed to meet delivery dates
    - Battery supplier to EF&I supplier consistently late in delivery
  - EF&I supplier achieves TL 9000 certification
  - EF&I supplier applied TL 9000 supplier management techniques, collected relevant data and trended data for battery supplier
  - EF&I supplier met with end customer, a service provider, and battery supplier to drive improvement in measurements
  - This resulted in supplier shipping on time so that schedules could be met
Tower installation company reduces quality defects ensuring sites are ready at completion

- Tower installation was consistently defective when released to customer
- Tower company realized issue but did not know how to analyze and repair the problems
- Tower company implemented TL 9000 and before they even achieved certification, they understood
  - How to build in first time quality
    - Clear specifications
    - Training
    - Inspections
    - Audits
- From low 70% to average of 98% conformance rate to audited requirements for wireline – wireless YTD
Why Corporations Want Quality Certifications

RISK
Minimizes Risk in the Supply Chain

COSTS
Reduction in Audit Costs

METRICS
Performance Data & Common Language

HEALTHIER SUPPLIER
HEALTHIER CUSTOMER

COMPETITIVE ADVANTAGE
Supplier Diversity Solution

- Education
- Cost Effective Program
- Web Based
- Consulting Support

66 to 75% Reduction in Price
Includes Tools and Templates Document Review
10-12 Hours Consulting

100% Success Rate