



### Audits and Assessment Services

Telecommunications companies must improve business processes and reduce costs to achieve continuous improvement and competitive advantage. Many companies utilize the services of independent firms to audit their business processes and help them to improve performance. The ultimate goal is to achieve higher levels of quality service at the lowest possible cost.

**BIZPHYX** offers comprehensive audit and assessment services designed to help organizations implement effective, closed-loop processes that deliver enhanced control, better governance and continuous improvement. We offer leading best practices and global insight to help organizations achieve bottom line objectives.

Telecom organizations today face several auditing challenges. Internal auditing resources are limited and cannot handle the large number of projects and external suppliers that need to be audited and evaluated. Often another key challenge is avoiding a common tendency to rely too heavily on predefined checklists that may actually not apply to every system or environment.

Further, in-house resources may have limited expertise in important aspects of telecom business processes, application, and technology. These resources may only have narrow exposure to the unique telecom industry best practices.

#### KEY BENEFITS

- Objective, Expert Assistance For Quality Related Issues
- Ensured Commitment and Compliance To TL 9000 Standard
- Protect Past Investments In Quality
- Robust Supplier Quality Process Analysis and Audit Management Framework
- Uncover Opportunities For Further Improvement Of Products and Services

### Our Services

**BIZPHYX** offers a comprehensive portfolio of audit and assessment services designed to help keep your quality program on track, confirm relevance of procedures, provide inputs for long term process improvements, and determine the extent to which assigned responsibilities are actually carried out. We offer the following audit management and assessment services exclusively for the telecom industry:

- **Gap Analysis** - Gap Analysis uses proven techniques to give you a quick and meaningful dashboard on your company's strengths and weaknesses. We help you identify problems, determine root causes, and recommend solutions.
- **Internal Audits** - The Internal Audit will verify and validate your Quality Management System's compliance with TL 9000 requirements, identify nonconformities, and recommend preventive and corrective action plans.
- **Supplier Audits** - Supplier Audits cover all aspects of vendor assessments to establish supplier criteria, evaluation of supplier qualifications, measurement of vendor performance, and set up feedback systems for regular appraisal.
- **Process Re-Engineering Assessment** - Our Process Re-Engineering Assessment will help you review and optimize business processes to maximize customer retention, reduce cycle time, contain or decrease costs, and provide maximum value to your organization.
- **TL 9000** - The TL 9000 assessment will help you maximize the value of your TL 9000 registration beyond initial certification. Our assessment will review the implementation of your processes, assess conformance, interpret performance data, and recommend optimization programs and initiatives.



## BIZPHYX®

CORPORATE HEADQUARTERS

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We are experts in TL 9000 registration and quality optimization.

Contact us TODAY and let us show you how to accelerate quality throughout your company and conduct more effective audits and assessments.