



TL 9000 EXPERTS



BIZPHYX will present QuEST Forum sanctioned TL 9000 Introduction and Overview classes in India in February 2012. The TL 9000 Introduction and Overview course is designed for key organizational leaders. It gives leaders a thorough understanding of the benefits and impact of implementing TL 9000. The course provides a working knowledge of the differences between TL 9000 and ISO 9001. We will explain why implementing TL 9000, which includes ISO 9001, is better for telecommunications companies than implementing ISO 9001 alone. For more information see our course catalog sheet. **BIZPHYX** is offering TL 9000 Introduction and Overview courses in India during the following schedule:

This course is **NO CHARGE** for students who preregister prior to the course dates

New Delhi	TL 9000 Introduction and Overview	13 February
Hyderabad	TL 9000 Introduction and Overview	15 February
Chennai	TL 9000 Introduction and Overview	16 February
Mumbai	TL 9000 Introduction and Overview	17 February

BIZPHYX is also offering a suite of **QuEST Forum Sanctioned Training Courses** in India during the last week of April – first week of May of 2012. The courses will be offered according to the following schedule:

These are paid public courses. To register please visit: <http://www.bizphyx.com/tl9000global/india.html>

City	Course	Dates
New Delhi	TL 9000 R5.0 Requirements	23 April, 2012
New Delhi	TL 9000 R4.5 Measurements	24 April 2012
New Delhi	TL 9000 R5.0/4.5 Auditing	25-26 April 2012
Bangalore	TL 9000 R5.0 Requirements	30 April 2012
Bangalore	TL 9000 R4.5 Measurements	1 May 2012
Bangalore	TL 9000 R5.0/4.5 Auditing	2-3 May 2012

The training will be conducted on consecutive days, beginning with TL 9000 Release 5.0 Requirements for one day, TL 9000 Release 4.5 Measurements, for one day, and the TL 9000 Release 5.0/4.5 Auditing course, over two days. The training is recommended in three separate course paths designed to meet varying student requirements as described in the paragraphs below and in the accompanying flowchart.

Recommended Training Paths

Practitioners Non-Auditing Path

Students *not desiring* to perform or manage internal audits or become a third party auditor should consider this path. Students may take *either* TL 9000 R5.0 Requirements, *or* TL 9000 R4.5 Measurements *or* both depending on their interest. Each course is one day in length. A certificate of attendance will be issued for each class.

Practitioners Auditing Path

Students desiring to perform or manage TL 9000 *internal* audits should consider this path. They will take the TL 9000 Release 5.0 Requirements, TL 9000 Release 4.5 Measurements *AND* TL 9000 Release 5.0/4.5 Auditing Courses. Both TL 9000 R5.0 Requirements *and* TL 9000 4.5 Measurements are prerequisites for the TL 9000 R5.0/4.5 Auditing Course. However, taking the examinations is optional. Only certificates of attendance will be provided for students that do not take and pass examinations. Students on this path will meet competence requirements for internal auditors but not the QuEST Forum requirements for a TL 9000 third party auditor.

CB Auditors (Third Party) Path

Students desiring to perform or manage TL 9000 third party certification audits for Certification Bodies **MUST** follow this path. They **MUST** take the TL 9000 Release 5.0 Requirements, TL 9000 Release 4.5 Measurements *AND* TL 9000 Release 5.0/4.5 Auditing Courses. Students **MUST TAKE AND PASS THE REQUIREMENTS AND MEASUREMENTS EXAMINATIONS** in order to take the TL 9000 Auditing Course. Students who complete the TL 9000 Requirements, Measurements and Auditing Courses **AND PASS THE EXAMINATIONS FOR ALL THREE COURSES** will be issued certificates of *completion* for each course and will meet QuEST Forum requirements for CB Auditors (third party). Naturally such persons would also meet the competence requirements for internal auditors.

