

How long will it take for my company to become TL 9000 certified?

A: The entire process can take from 6 to 18 months. It varies with the size of the company, existing quality management systems, scope of registration (hardware, software, and service), and the amount of resources (staff) you can dedicate to the effort.

Where can I obtain a complete copy of the TL 9000 standard?

A: Copies of the TL 9000 Quality Management System Requirements Handbook and the TL 9000 Quality Management Systems Measurements Handbook may be purchased through QuEST Forum by contacting them at: tl9000.org.

Do we have to be a member of QuEST Forum to register to TL 9000?

A: No, membership is not required. Organizations can be TL 9000 registered independent of QuEST Forum membership. However, QuEST Forum membership offers additional benefits, like access to Performance Data Reports, sharing best practices and contributing to the improvement of the standard. In addition, there is no reporting fee (monthly measurements) for member companies. You also gain monthly access to benchmark data. We believe in TL 9000 certification so much, that **BIZPHYX** President and CEO, Sue Clancy, is the 2011 Co-Chair of the Jump Start Mentor Program.

Category Questions

Will TL 9000 registration allow for multiple locations and/or multiple categories?

A: Yes. You can certify an entire company, a product line or location. TL 9000 is organized into product categories that cover over 100 products and services provided by communications companies. You need to obtain the handbook and look in Table A-1 to see which categories best describe your products and/or services.

We are a service company providing services. How does TL 9000 apply to us?

A: TL 9000 includes requirements that are specifically written for Service companies. These requirements are indicated in the handbook with a **(V)**, where as those for software have an **(S)** and for hardware have an **(H)**. These requirements were developed to allow the TL 9000 standard to meet requirements of various product or service offerings, unlike the generic requirements of ISO 9001 alone.

Additionally, TL 9000 has measurements for service product categories that apply to companies in these areas: Engineering, Installation, Maintenance Service, Repair Service, Customer Support Service and others. Product categories may be combined to cover the full range of services provided by a company. The metrics for service companies are specific to the categories and are different from OEM and Network Operations metrics.

What if we are an OEM providing hardware and software products?

A: There are many product categories under which a company may register. A company can choose to register all products or only designated products. Because there are specific ways in which these rules apply, we recommend discussing your strategy with your TL 9000 consultant.

Do organizations that distribute or integrate products for other organizations, need to be registered to a hardware or software product category?

A: No. Organizations that distribute or integrate other suppliers' products still register as a service registration. If integrating a final product however, they may be required to report hardware return measurements for the finished goods.

Do companies that do Engineer, Furnish and Install (EF&I), need to include design and development in their registration scope?

A: No. EF&I Organizations provide an engineering service defined in product categories 7.2.1.1 Fixed Engineering and 7.2.1.2 Mobile Engineering, including specifying locations and placement of equipment and many other activities. These activities are not defined in the standard as design activities. For further information see the QuEST Forum website.

Requirements Release 5.0 and Measurements Release 4.5

What is the latest version of the TL 9000 standard?

A: The TL 9000 standard is contained in two handbooks, **Requirements and Measurements**. **Release 5.0** is the latest version of the **Requirements Handbook**. **Release 4.5** is the latest version of the **Measurements Handbook**. It became effective in January 2011 and must be implemented by July 2011.

What is the latest version of the Measurements Handbook for TL 9000?

A: Release 4.5 is the latest version of the Measurements Handbook. It became effective in January 2011 and must be implemented by July 2011.

Do you have any tips on upgrading from TL 9000 version 4.0 to 5.0 of the Requirements Handbook?

A: The process is similar to implementing 5.0 afresh. Start with a gap analysis. Put together an implementation team and map a strategy and project plan that includes key milestones for various departments and your registrar. Meet often to track progress. **BIZPHYX** can help you assess the differences between the two standards and implement a successful project.

How am I going to be affected by Release 4.5 of the Measurements Handbook?

A: There are numerous clarifications in the counting rules made in the new handbook. The method of normalization for the product category, Repair, 7.4 has changed. Also, the Service Quality Measurement has been broadened to include more product categories than just installation and engineering. You will need to check the product category table A-2 to determine if this affects you.

Also, Landline Engineering was separated from Wireless Network Engineering using two new product categories, 7.2.1.1 Fixed Engineering and 7.2.1.2 Mobile Engineering. To see all of the changes explained we recommend you go to www.tl9000.org and take the R4.0 to 4.5 Measurements Differences e-learning course. You can also take various webinars offered by **BIZPHYX** on this subject.

Implementation, Registration and Maintenance Questions

Does BIZPHYX certify or register companies to TL 9000?

A: **BIZPHYX** provides implementation and consulting services (preparation, documentation and training), and therefore cannot provide *certification audits*. These are provided by third party registrars approved by QuEST Forum. **BIZPHYX** can refer you to an authorized registrar, and we do this as part of our implementation service. Please listen to a very important MP3 overview on our [internal audit page](#).

What preparation is involved before implementing TL 9000?

A: Before contacting a registrar to do a certification audit of your quality system, you must **learn the requirements and reportable measurements**. You must document a quality system to meet those requirements including a quality manual, document and record control procedure, internal audit procedure and others depending on your business. You must implement the requirements and train people on them.

Additionally, you must conduct an internal audit of your entire quality management system. You must report a sample of QuEST Forum data to QuEST Forum through their data repository. You must conduct a management review of the quality management system. There are many details behind each of these major milestones and **BIZPHYX** can help through turnkey consulting or webinar based implementation services.

Are there maintenance costs once we obtain TL 9000?

A: Costs of maintaining your certification can vary on the size of your company and the complexity of your quality management system. You will have recurring registrar audit costs. This expense is typically a per-day rate, based on several factors including the number of employees, number and complexity of processes, whether you include design and number of locations. These factors are used to calculate the number of days the registrar will need to audit your organization.

You will be required to perform an internal audit of all your TL 9000 clauses once a year. You may also choose to outsource your internal audits to a company like **BIZPHYX**. Finally, if you are not a QuEST Forum Member, there are costs to report data, as part of your TL 9000 certification.

What are the different types of audits and how often do we need them?

A: First, there are certification audits and surveillance audits, which are performed by a third party registrar. Once you have successfully completed your certification audit, you are issued a certificate that is good for three years by the registrar. Each year thereafter for two years, the registrar will conduct one or more surveillance audits of your system, depending on your contract with your registrar.

In addition to your registrar reviewing your system, ISO 9001 requires your system be *internally audited* as well. You should do an internal audit of all of the TL 9000 clauses at least once a year. You can conduct these audits internally with your employees once they are trained or you can outsource this to a consultant. For many companies outsourcing is most effective, as *you must be independent of the process you are auditing*. **BIZPHYX** conducts **internal audits** for clients.

Why should we use BIZPHYX?

A: We are the nation's leading TL 9000 quality management consulting firm. Nationally recognized as TL 9000 Experts, we are a global QuEST Forum selected training provider and **BIZPHYX** is one of only two companies in North America with the distinction of two TL 9000 Master Trainers on staff. Unlike other consultants, **BIZPHYX** is also certified to both ISO 9001 and TL 9000.

All **BIZPHYX** consultants, trainers and auditors have specific telecommunications quality experience. Find out more about the team that can deliver the results you need. **Contact us at 972-429-5560**.

