



**KEY BENEFITS**

BIZPHYX provides a total turnkey solution using experienced telecommunications professionals to lead your TL 9000 program. The benefits to your company include increased customer retention, greater efficiency, and cost reduction.

Additional benefits include:

- Improved Reliability and Reduced Costs
- Systemic, Continuous Improvement of Product/Services
- Improved Cycle Time and Productivity
- Increased Competitiveness
- Improved Customer Satisfaction
- Increased Customer Retention



**BIZ PHYX®**

CORPORATE HEADQUARTERS

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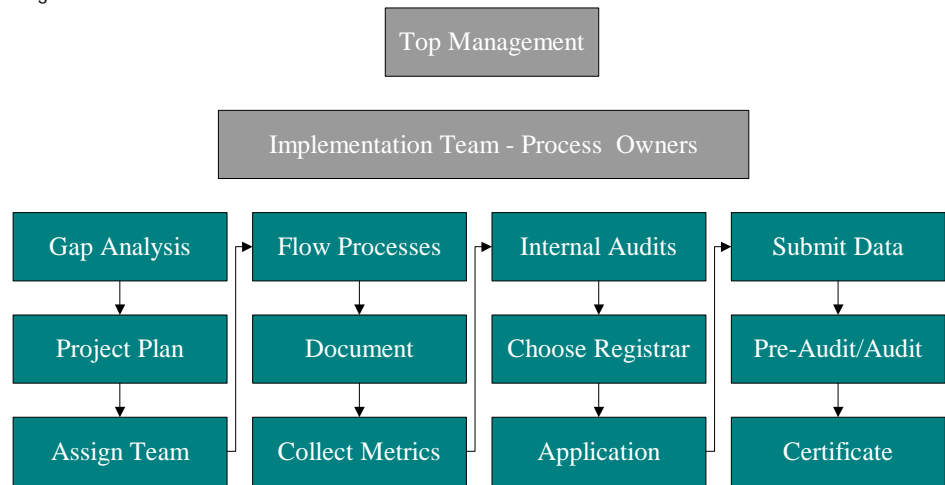
**PREPARING YOUR COMPANY FOR ISO 9001/TL 9000**

**INTRODUCTION**

Major service providers and suppliers are now requiring that their suppliers become TL 9000 registered before they will continue doing business with them. Deploying ISO 9001 or TL 9000 for the first time, or upgrading your current quality system, can present major headaches for those lacking experience. It can also add unnecessary overhead to your business. BIZPHYX®, Inc. helps solve both of those problems through TLReady, an outsourced service that guides you through the entire registration process.

**SERVICE SUMMARY**

Using a very non intrusive approach, BIZPHYX assembles your team members, conducts a gap analysis, develops a project plan, writes and edits Quality Management System documentation, develops metrics, assists in finding the right registrar, and helps you apply to QuEST Forum for registration. You stay focused on your core business including selling and servicing. A brief overview of the registration process is shown in figure one below.



**Figure1. TLReady - Project Organization and Plan Overview**

**PRICING AND SERVICE NOTES:**

TLReady pricing is based on the size of your company and complexity of the registration. Basic services include:

- On-site management facilitation and follow up
- Quality Management System documentation
- Metrics development and analysis
- Employee presentation and communications package (optional)
- Assist with QuEST Forum application and data submission
- Registrar screening and recommendation

**ADDITIONAL SERVICE NOTES:**

1. TLReady document templates save you time and resources and yet allow you to customize the Quality Management System to your business needs.
2. TLReady consultants are veteran telecommunications professionals with direct operations and Quality Management System experience.
3. TLReady supports both ISO 9001 and TL 9000 preparation.
4. BIZPHYX can prepare entire companies or individual business units for registration.
5. BIZPHYX can support new registrations or the upgrade of your current registration.

**FURTHER INFORMATION**

To receive further information or service pricing, call us at (972) 429-5560 or email us at [info@bizphyx.com](mailto:info@bizphyx.com).