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TL 9000 Accreditation Body Implementation Requirements

Below are TL 9000 implementation requirements including criteria for Certification Body accreditation. These requirements will apply to all TIA QuEST Forum-recognized Accreditation Bodies and the Certification Bodies accredited by these Accreditation Bodies to conduct TL 9000 certifications.

Accredited Certification Bodies shall:

1.1   Provide Accreditation Bodies with written agreement to conduct TL 9000 certifications in conformance with TIA QuEST Forum Guidance Document "Code of Practice for TL 9000 Certification Bodies.

1.2   Provide Accreditation Bodies, prior to beginning TL 9000 certifications, relevant documentation showing that the Certification Body's process conforms to the Code of Practice cited in 1.1 above.

1.3   Maintain a listing of their TL 9000 qualified auditors.

1.4   Have personnel on their management team or on their committee for safeguarding impartiality that have communications industry experience, as well as expertise in the specific scope, as defined by the current Accreditation Body practice.

1.5   Have at least one member of the certification decision making body who has successfully completed and passed the exams for required TL 9000 training. This member shall have veto power with regard to TL 9000 certification decisions.

1.6   Utilize auditors that meet the requirements specified in TIA QuEST Forum Guidance Document "Qualifications and Experience Requirements for TL 9000 Registration Body Auditors".

1.7   Utilize an audit team, which has at least one member with relevant experience in the communications industry (see Qualifications and Experience document cited in 1.6 above.

1.8   Use the TL 9000 notation on certificates only after the Accreditation Body accredits a Certification Body for TL 9000.

1.10 Where the Certification Body does not satisfactorily complete the witness audit, the Certification Body shall be responsible for remedies for any assessed companies appropriate to the content and severity of the problems discovered, and as agreed by the Accreditation Body. No additional TL 9000 audits shall be permitted until the Accreditation Body accepts the Certification Body's corrective actions.

1.11 Be permitted to use a full TL 9000 or an ISO 9001 upgrade to TL 9000 as a witness audit.

1.12 Provide certification document to TL 9000 conformant organizations citing certification to TL 9000 and the ISO 9001 standard in accordance with TL 9000 Quality Management System Requirements Handbook, Section 3.2

1.13 Define delisting criteria, and steps for delisting certified organizations.

1.14 Be responsible for remedies for any TL 9000 certified organizations affected by the withdrawal of the Certification Body's TL 9000 accreditation by the Accreditation Body, appropriate to the severity of the problems discovered. The Accreditation Body shall agree on these remedies.

1.15 Provide transition support for future TL 9000 releases consistent with the TIA QuEST Forum's guidance and transition plan.

Accreditation Bodies shall:

2.1   Establish agreements with the TIA QuEST Forum through a Memorandum of Understanding to adhere to the criteria for recognition set forth by the TIA QuEST Forum.

2.2   Be responsible for providing an assessment team that meets all the TL 9000 Auditor qualifications (as defined in the Qualification and Experience document cited in 1.6 above) to witness the first TL 9000 audit (Stage 1 and Stage 2) of any Certification Body completing items 1.1 and 1.2 above. The Accreditation Body shall notify the TIA QuEST Forum Administrator of the date when each Certification Body has successfully completed the witness audit.

2.3   Be responsible in the conduct of witnessing for utilizing any outside experts or observers needed. This responsibility shall include avoidance of conflict of interest, availability, and timeliness.

2.4   Define:
a) suspension and withdrawal criteria, and steps for handling suspension and withdrawal of TL 9000 accredited Certification Bodies, and
b) an appropriate process for appeal of a witnessing decision or any other steps in the TL 9000 process.

2.5   Maintain a TL 9000 accredited Certification Body listing kept up-to-date and distributed to the TIA QuEST Forum whenever the listing changes. These lists shall note new additions or deletions from previous revisions. Notice of loss of accreditation shall be formally communicated promptly to the TIA QuEST Forum.

2.6   Provide a certificate, or similar formal notification, that can be used to document the Certification Body's accreditation to each accredited TL 9000 Certification Body who has met all requirements of TL 9000 (see Code of Practice document cited in 1.1 above).

2.7   Provide transition support for future TL 9000 releases consistent with the TIA QuEST Forum's guidance and transition plan.

2.8   When required, perform the activities detailed in QFP-034 "Third Party Effectiveness Verification Program".

The TIA QuEST Forum shall:

3.1   Establish a central point of contact to act as the clearinghouse for all inquiries, Accreditation Body, Certification Body and certification-related items, issues and concerns.

3.2   Share appropriate TL 9000 communications with their recognized Accreditation Bodies.

3.3   Recognize any Accreditation Body that is a signatory to the International Accreditation Forum (IAF) Multi Lateral Agreement (MLA) subject to TIA QuEST Forum Accreditation Body recognition process and establishing agreements with the TIA QuEST Forum through a Memorandum of Understanding to adhere to the criteria for recognition set forth by the TIA QuEST Forum. These Accreditation Bodies must implement a mutual recognition of each other's witness audits, in support of TL 9000.

3.4   Provide guidance and a transition plan for the introduction of future TL 9000 releases.