



Raising Standards. Bridging Technologies. Building Value.

TL9000TM

The Global ICT Quality Management System

In 1998, QuEST Forum developed the TL 9000 quality management system, which is tightly linked to ISO 9001. The ISO 9001 standard creates intrinsic value by establishing a solid framework for quality management based on leadership, management commitment, fact-based decision-making and other basic quality principles. With the Information Communication Technologies (ICT) specific “Adders”, TL 9000 truly becomes an industry standard. The performance data requirement of TL 9000 sets it apart from other QMS since it allows companies to see statistics, such as best-in-class and worst-in-class, and enables QuEST Forum members to identify opportunities for improvement as well as compare themselves to their competitors.

TL 9000 provides value and benefits across all the supply chain disciplines (buyers, suppliers, and service providers) by providing a consistent set of quality expectations that parallel rapid technology changes and customer expectations.

The result is a unique and robust quality management system that drives continual improvement and business excellence.



What is a Quality Management System?

A quality management system is the set of processes, procedures, and tools that a company implements to ensure that customer satisfaction and quality requirements are met or exceeded. It provides a platform for continual improvement of company performance.

ISO, the International Organization for Standardization, developed the ISO 9001 in the mid-1980's as a basic quality standard that companies can use globally to help implement their quality management systems.

Choosing the right system for your company is very important. ISO 9001 is a recognized quality standard; however, it is lacking in industry specific requirements. As a result many industry sectors have developed additions to the ISO standard that are geared towards the specifics of their industry. The ICT specific standard, TL 9000, allows ICT suppliers and service providers to have a global standard that is specific to the industry.

Certification to a quality standard significantly enhances a firm's organizational DNA. It improves the ability to meet customer requirements and demonstrates the company's desire to supply quality goods and services.





Benefits of TL 9000 Registration

“Why register to TL 9000? This is a question that is probably asked many times over both prior to making the decision to gain TL 9000 registration and during the implementation stages of the system. In my experience, the question is asked far more rarely after the registration process has been completed.

The reason for this is that the benefits are not realized and understood until the system is implemented and operational. The benefits of TL 9000 registration, in my experience, fall into three major categories:

- 1. Benefits of the discipline of the measurements requirements**
- 2. Increased discipline in the quality system**
- 3. Networking**

Tii has found that the major benefits outlined above far outweigh the “additional burden” of TL 9000; in fact once the additional system is in place there is little or no extra work involved. I can recommend TL 9000 certification to any company in the telecommunications industry.”

– Christopher James
VP Quality
tii Network Technologies



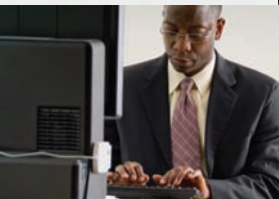
What is TL 9000?

TL 9000 is a quality management system designed for the ICT industry. It builds on ISO 9001 and was developed by QuEST Forum in response to the call and need for ICT-specific requirements and measurements.

The purpose of TL 9000 is to define the ICT quality system requirements for design, development, production, and service. In addition, it specifies measurements for companies to help evaluate the effectiveness of quality implementation and improvement programs.

The quality system requirements are described in the published TL 9000 Quality Management Systems Requirements Handbook. While ISO 9001 provides the base, there are over 90 supplementary requirements specific to ICT.

What sets TL 9000 apart from any other QMS is the measurement performance data requirement. The measurement data is intended to identify opportunities for improvement within the supply chain and to benchmark performance against suppliers of similar products. The TL 9000 Quality Management System Measurements Handbook specifies the product and measurements requirements.



Why TL 9000?

QuEST Forum pursues the goal of global ICT quality and industry-wide performance excellence through its TL 9000 standard. This goal is accomplished in three ways:

- By defining system requirements for the design, development, production, delivery, installation, and maintenance of ICT products and services, and providing a measurement system that allows companies to track performance and improve results
- By eliminating the need for multiple quality management standards which reduces the cost of doing business and ultimately results in better products and services to consumers
- By providing a consistent set of quality expectations to drive efficiency and performance across the supply chain

Who Benefits?

- **Buyers** benefit from assured consistent quality across all products and services by using TL 9000 certified suppliers, along with significant cost savings of on-site inspections. Moreover, the Registration Management System (RMS) provides regular performance data for analysis against industry benchmarks and objective product and supplier purchasing decisions.
- **Suppliers** profit by conformance to TL 9000 standards through the reduction of costs associated with quality audits and the creation of customized performance reports for current and potential customers, thus validating the promoted quality of products, services, and customer care.

About QuEST Forum

QuEST Forum is a unique collaboration of information and communication technologies (ICT) service providers and suppliers across the world who are dedicated to improving operational and supply chain quality and performance.

QuEST Forum unifies the global ICT community through the implementation of TL 9000, an industry specific quality management system that is built on ISO 9001 and the eight quality principles.



For more information on QuEST Forum visit us on the web at www.questforum.org or contact us at information@questforum.org

QuEST Forum
101 E. Park Blvd., Ste 220 Plano, TX 75074 USA
+1 972.423.7360

www.questforum.org

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