How TL 9000 Supports the Business Needs of the ICT Industry

Industry Needs

Network quality and reliability
– Product and service quality
– Software development

Escalating costs
– High cost of poor quality
– Multiple, overlapping standards and metrics
– Operational efficiency

Customer/supplier relationships
– Quality of supplier services
– Customer/supplier communication and cooperation

Cycle time reduction
– Speed to market
– Delivery cycle time

Globalization
– Multiple, overlapping standards, metrics and audits

TL 9000 Drivers

- Emphasizes building capability to deliver on customer requirements for quality and reliability
- Focuses on improvement and results versus conformance
- Incorporates customer satisfaction, operational metrics and process audits to drive continuous improvement and results
- Addresses industry specific requirements necessary to achieve high network reliability
- Metrics enables comparative industry benchmarking

- An emphasis on process efficiency and the reduction of repetition and waste reduces the cost of poor quality, yielding cost savings and improving profitability
- A single, global quality standard and performance measurement system reduces the cost of conformance
- Metrics provide data to enable more effective use of resources in solving problems and improving products and services

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- The TL 9000 standard was developed jointly by service providers and suppliers
- TL 9000 requirements and metrics drive accountability, a common language, and a level playing field through consistent performance expectations across the industry

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- Process discipline and consistency enables flexibility and change
- Eliminating process repetition and waste permits cycle time reduction
- Life cycle management models for both hardware and software enhance speed to market

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- A single, global quality standard and performance measurement system reduces confusion