TL 9000

Quality standards for telecommunication

MOTIVATION AND BENEFITS

TL 9000 is the worldwide standard for ICT – Information & Communication Technology-industry.

Operational Benefits

- Decreases costs of product life cycle management, audits, supplier management expenses, and general operations
- Delivers improvements in performance in manufacturing and service, productivity as well as reliability of processes and production.
- Enhances life-cycle management and supply chain efficiencies.
- Improves employee teamwork.
- Increases the efficiency of external audits and site visits
- Ensures operational consistency
- Quantifies performance results

Customer Relationship Benefits

- Provides access to a greater customer base
- Enhances the competitive position
- Improves customer service and overall satisfaction
- Establishes a method to gather and measure quality and performance data
- Demonstrates a commitment to product quality and customer value through focus on cycle-time reductions; on-time deliveries; return rates; reliability; and defect elimination
- Demonstrates the company's accountability and focus on continuous improvement
- Enables the development of stronger customer/supplier relationships

OBJECTIVES

In 1998, TIA-BPC Business Performance Community (formerly QuEST-Forum) developed the TL 9000 Quality Management System to meet the supply chain quality requirements of the worldwide telecommunications industry. TL 9000 is set out to achieve the following goals:

- Establish and maintain a common set of telecom QMS requirements, which reduces the number of standards for the industry

- Foster a system that protects the integrity and use of telecom products hardware, software and services
- Define effective cost and performance-based measurements to guide progress and evaluate the results of QMS implementation
- Drive continual improvement and enhance customer relationships
- Leverage the industry conformity assessment process

TARGET GROUP

- Supplier and provider of the telecommunications industry
- Interest groups which produce/service one or more of the product(s) defined in the TL 9000 Product Category Tables

CRITERIA

As a result, the TL 9000 is a two-part quality system with significant management and measurement components.
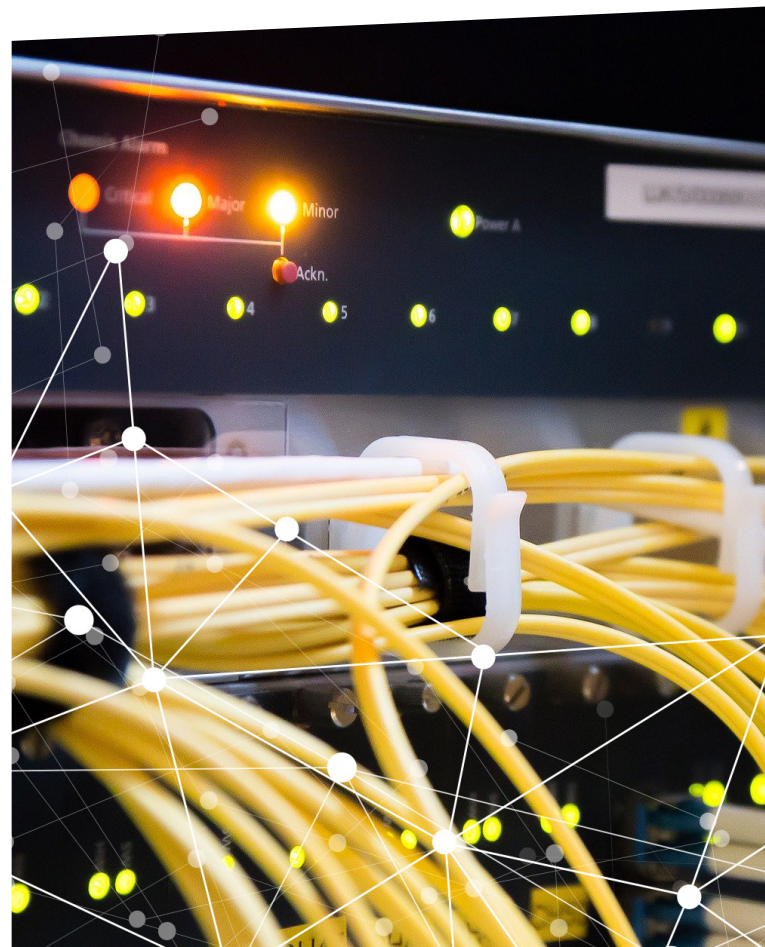
In particular, TL 9000 registered organizations are required to comply with:

- All requirements clauses of the international Standard ISO 9001
- Common telecom-specific requirements that apply to all registrations
- Telecom-specific requirements that apply to hardware, software and/or service registrations
- Common telecom industry measurements that apply in all product categories
- Telecom industry measurements that apply in certain product categories specific to hardware, software and/ or services

The TL 9000 Requirements Handbook and Measurements Handbook provide exhaustive information on both aspects of this quality management system.

The TL 9000 Quality Management System requires an organization to engage in continual improvement of products, services or processes. To ensure effectiveness and provide a performance baseline, TL 9000 enables organizations to input company TL 9000 registration information through the online Registration Repository System (RRS), and access benchmarkable data and industry trend reports through the TIA-BPC website.

Registration to TL 9000 has proven beneficial to both service providers and suppliers. Testimonials and case studies from member companies cite improvements such as a 20% savings in cost of quality; a 40% improvement in on-time deliveries; an 80% reduction in procurement cycle time; and 25% reduction in first year return rates.

ACCREDITATION

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH obtained the TL 9000 accreditation in a very early beginning phase since 2001 acc. to the Federal Law Gazette, 182nd Regulation and was the first in the German speaking area in Europe.

OTHER RELEVANT STANDARDS

ISO 9001, ISO 12207, SEI CMM, CSQP GR179, 1252, 1202, IPQM GR1315, RQMS GR929, CMMI, IATF 16949, AS 9000, ISO 27001

QUALITY AUSTRIA – WHO WE ARE

We are the leading Austrian contact for the Integrated Management System, based on quality, environmental and OH&S (occupational health and safety) management, and the topic of business excellence. Our main focuses are system and product certification, training and personal certification. We are accredited by the Federal Ministry for Digital and Economic Affairs (BMDW) for system, product as well as personal certification and have many international registrations and accreditations. Furthermore, we present the Austrian Excellence Award together with the BMDW and award the Austria Quality Seal.

Additionally, we organize several forums and conferences and have issued numerous publications. We participate actively in standardization bodies and international networks such as EOQ, IQNet and EFQM. We cooperate with some 50 partner and member organizations worldwide and thus ensure the facilitation of global know-how.

Having more than 1.000 auditors, trainers, assessors and technical experts all over the world, we ensure the successful implementation of standards and regulations within the organizations and provide sector and product specific knowledge with a very high focus on practical relevance. More than 10.000 customers in approx. 30 countries and over 6.000 annual participants in our trainings benefit from the long-standing expertise of our organization. We adapt our offer according to our clients' needs and support them in achieving their long-term goals!

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