



Internal Quality Auditing to TL 9000

Quality Management System

Quality Excellence for Suppliers of Telecommunications Forum
(QuEST Forum)

Course Overview

This course consists of two main topics:

First a detailed review of the TL 9000 3.0 standard will be conducted. This will be an element by element review to understand how TL 9000 uses the ISO 9001:2000 standard and also how each element fits into the company's Quality Management System.

Second, the Internal Audit process will be reviewed. From scheduling and planning an audit to the follow up and closure of Audit findings. Role plays and situational methods will be used in instruction to get the auditor to "think on their feet".

Course Objectives

After attending this training, you will understand:

- How to plan and prepare an audit
- The types of questions to ask and what to look for
- The requirements of the TL 9000 standards
- What to look for in regards to the performance measures