



TL 9000
Quality Management System
Quality Excellence for Suppliers of Telecommunications Forum
(QuEST Forum)

Course Overview

Many Telecommunication companies are requiring their suppliers to become TL 9000 compliant. This requires the implementation of a Quality Management System that meets Telecommunication industry requirements and the development of a performance measurements system.

In this course TL 9000 Rev 3.0 will be reviewed and compared with ISO 9000:2000. Each of the TL 9000 elements will be reviewed in detail, focusing on the intent of each requirement to ensure an understanding of how compliance can be obtained. An overview of the measurement requirements will be conducted.

Implementation strategies will be reviewed and compared with ISO 9001 compliant systems Method on how to modify your current Quality Management documentation to meet the additional requirements.

Course Objectives

After attending this training, you will understand:

- What is TL 9000 3.0
- The difference between ISO 9000:2000 and TL 9000 3.0
- How to comply with TL 9000
- The performance measures related to TL 9000
- The steps towards certification