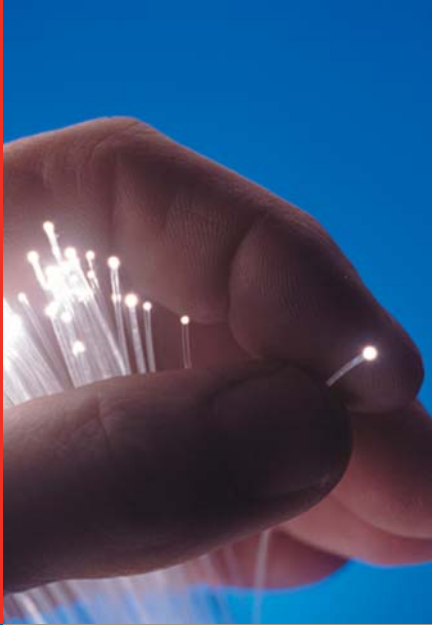


Telecommunications Quality System Requirements—TL 9000



In 1997, the telecommunications industry launched a worldwide supply chain initiative to develop and implement TL 9000, a standardized set of quality requirements. This standard was developed by the Quality Excellence for Suppliers of Telecommunications (QuEST) Forum. QuEST was initiated by telecommunications service providers such as AT&T, Verizon, SBC, BellSouth, Pacific Bell, and Southwestern Bell; today, there are more than 140 QuEST members.

TL 9000 is an extension of ISO 9001, but has an additional 83 industry-specific requirements. TL 9000 defines requirements for a telecommunications quality system for the design, development, production, delivery, installation, and maintenance of products, hardware, software, and services. Unlike other ISO industry-related standards, TL 9000 requires suppliers to collect data and report a basic set of metrics depending on product category. This metric data must be reported to a third-party agency (University of Texas–Dallas) so that performance benchmarks can be collected.

Benefits

Driven by major industry players, TL 9000 reduces the costs associated with poor quality, estimated at \$10–\$15 billion annually, worldwide. Verizon and SBC are requiring TL 9000 in new contracts and contract amendments. Alcatel requires their tier-one and -two suppliers to comply with TL 9000 within 12–18 months of contract award. Reported and anticipated benefits of TL 9000 include:

- Decreased time to market
- Continuous service improvement to subscribers
- Uniform performance and benchmarking
- Cost reductions
- Increased competitiveness
- Improved customer satisfaction
- Higher service reliability
- Improved employee motivation
- Increased efficiency

Our Solutions

Perot Systems, after considering your current level of TL 9000 knowledge, resources, timeline, and objectives, provides a customized suite of one or more of the following products and services to help you develop a compliant system:

- Training
 - ▲ Documentation Development
 - ▲ Implementing Process Improvement
 - ▲ Internal Auditing
 - ▲ Introduction to TL 9000
 - ▲ TL 9000 Executive Awareness
 - ▲ TL 9000 Management Overview (complementary)
- Assessments
 - ▲ Gap assessments
 - ▲ Pre-assessments
- Consulting
 - ▲ Implementation planning
 - ▲ Documentation support
 - ▲ Implementation support
 - ▲ Registrar selection assistance
- Program Management Services—We facilitate improved quality and TL 9000 compliance for multiple sites or suppliers.

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