

# Qualification and Experience Requirements for TL 9000 Certification Body Auditors

This document is a product of the Oversight Work Group of QuEST Forum. It is subject to change by the Oversight Work Group with the latest version always appearing here.

## Requirements

- 1.0 Auditors of quality management systems shall, at a minimum, meet the education, training, work experience, audit experience of ISO 19011:2002, and have the following:
- **Auditing Experience:** Participation in at least four audits for a minimum of 20 days that cover all the elements of the ISO 9001 standard within the last three years and have the ability to cover all the elements as determined by the audit program manager or equivalent person.
  - **Continuing Education:** Conform to the Certifications Body's requirements for maintenance of qualifications, which must include the current version of the *TL 9000 Quality Management System Requirements Handbook* and *TL 9000 Quality Management System Measurements Handbook*.
- 1.1 For auditors to be TL 9000 qualified, they shall:
- meet the requirements for auditors noted in section 1.0, and
  - have successfully completed and passed the QuEST Forum sanctioned TL 9000 Quality Management System Requirements and Measurements Auditing training, any required pre-requisite courses, and any supplemental required training.
- 1.2 For auditors to be TL 9000 qualified to lead TL 9000 audits, they shall:
- meet all of the requirements for auditors as noted in section 1.0 and 1.1, and
  - have met the CB's qualifications for leading audits.
- 1.3 Following completion of the above requirements, auditors will be classified in one of three categories based on work and / or auditing experience. An auditor may be classified as:
- Telecom Industry Experience Auditor (TIEA) – This classification covers TL 9000 qualified auditors who actively participate in QuEST Forum conference and/or Workgroup meetings/activities and have:
    - at least two years within the last 15 years of relevant workplace experience (as defined by the NACE code or equivalent method used by the registrar) in the Telecommunications industry directly involved in Engineering, Design, Manufacturing, Quality and / or Process Control for a Telecommunications Organization,
    - or -
    - have acted as Lead Auditor in a minimum of 10 TL 9000 audits (certifications, re-certifications, or surveillances), within the past 5 years.
  - Lead Auditor (LA) – This classification covers TL 9000 qualified auditors who have not yet met the TIEA classification requirements, but who have acted as the audit team leader on an audit witnessed by a TIEA.
  - Auditor (A) – This classification covers TL 9000 qualified auditors who have completed the required training but who have not yet acted as the audit team leader on an audit witnessed by a TIEA. A TL 9000 Auditor may participate on TL 9000 audit teams but may not audit alone until reaching the level of TL 9000 Lead Auditor.
- 1.4 Telecom Industry Experience Auditors shall maintain their qualification by:
- participating in at least nine TL 9000 audits per three-year period, acting as audit team leader in at least three of these audits, and
  - continuing to actively participate in QuEST Forum conference and/or Workgroup meetings/activities, and
  - completing a minimum of 4.0 Continuing Education Units (CEUs) in topics related to the telecommunications industry per three-year period, including:
    - any additional courses required by the QuEST Forum, and
    - participation in the QuEST Forum Conferences and / or work group meetings.See Appendix A below for qualifying CEU activities.

# Qualification and Experience Requirements for TL 9000 Certification Body Auditors

1.5 TL 9000 Lead Auditors shall maintain their qualification by:

- participating in at least six TL 9000 audits per three-year period, acting as audit team leader in at least two of these audits, and
- completing a minimum of 3.0 CEUs in topics related to the telecommunications industry per three-year period, including any additional courses required by the QuEST Forum, and, if desired, participation in the QuEST Forum Conferences and / or work group meetings, and
- acting as the audit team leader in an audit witnessed by a TIEA during the first 12 months of each new three-year period.

See Appendix A below for qualifying CEU activities.

1.6 TL 9000 Auditors shall maintain their qualification by:

- participating in at least three TL 9000 audits per three-year period, and
- completing a minimum of 2.0 CEUs in topics related to the telecommunications industry per three-year period, including any additional courses required by the QuEST Forum and, if desired, participation in the QuEST Forum Conferences and / or work group meetings.

See Appendix A below for qualifying CEU activities.

1.7 Any individual that fails to meet the maintenance qualifications for their classification shall be re-classified based on the qualifications that are met. Any individual that fails to meet the minimum TL 9000 Auditor qualifications has one additional year to meet those requirements. If they do not, they may not participate in any TL 9000 audit until they have completed all initial Auditing Experience and Continuing Education qualification requirements as defined in Sections 1.0 and 1.1 above. As part of achieving that qualification, all required TL 9000 training must be completed again.

The process shall be the responsibility of the Certification Bodies (CBs) and overseen by the Accreditation Bodies (ABs).

## **Implementation Guidelines**

2.0 Implementation Guidelines:

2.1 Any auditor seeking a new title must meet the requirements of this document as of April 1, 2010.

2.2 Existing TIEAs, Lead Auditors, and Auditors who are finishing their 3 year qualification period anytime during 2010 need to meet the previous version's document requirements to maintain their levels.

BUT

- a) If they meet this version's requirements as well, then they are re-qualified at that level for an additional 3 years.
- b) If they met the previous version's qualifications but did not meet this version's qualifications, individuals will have 1 additional year to achieve the new defined requirements (in the most recent 3 year period). During that 1 year, they will retain their titles. An example for illustration: If a person qualifies for TIEA on Jan 1, 2007 and has completed the following over the next 3 years:
  - 2007 – completes 2 TL audits, leading 1 & completes 1 CEU
  - 2008 – completes 3 TL audits, leading 1 & completes 2 CEUs
  - 2009 – completes 3 TL audits, leading none, and does not take any CEUs

They have completed 8 TL audits (> old required 6 but < new required 9), led 2 of them (= old required 2 but < new required 3), and completed 3 CEUs (= 30 CPD hours and is > old required 15 but < new required 4 CEUs). Based on the old rules, the person re-qualifies but per the new rules they do not. Based on the above, they would retain their TIEA certification for 2010. But they would need to accomplish the following in 2010 to retain their rating – a minimum of 3 TL audits, leading at least 2 of those. They would also need to complete at least 2 CEUs. Assuming they do this, they would be re-qualified again as a TIEA in 2010 and start a new 3 year period from there.

## Qualification and Experience Requirements for TL 9000 Certification Body Auditors

### Appendix A – Example Continuing Professional Development Activities

Communications CEU Activity	TL Auditor CEUs allowed
QuEST Sanctioned Training	Actual CEUs credited on certificate
Technical communications training courses	Actual CEUs credited on certificate
Advanced auditing training courses	Actual CEUs credited on certificate
QuEST Work Group, Regional Work Group, or Qualifying Sub-team meeting (including teleconferences) Participation	1.5 CEUs per Group per year
QuEST Best Practice Conference	0.1 CEUs per Conference Hour
QuEST Sponsored Special Interest Group (SIG) meetings	0.1 CEUs per Meeting Hour
Conducting a QuEST Forum/TL 9000 readout or training session (note that you can only receive credit one time for each class, not for each time the class is delivered)	0.1 CEUs per Meeting Hour
Attendance at QuEST Forum/TL 9000 readouts or training sessions conducted by your QuEST Forum representative	0.1 CEUs per Meeting Hour

Completion or Attendance Certificate documenting any CEU activity is, of course, required.

Note: the R3.2 version has been updated from the R3.1 version. The only change is to add row 7 to the Appendix A table above.