

# How TL 9000 Supports the Business Needs of Telecom



## Industry Needs

## TL 9000 Drivers

### Network quality and reliability

- Product and service quality
- Software development

- Emphasizes building capability to deliver on customer requirements for quality and reliability
- Focuses on improvement and results versus conformance
- Incorporates customer satisfaction, operational metrics and process audits to drive continuous improvement and results
- Addresses industry specific requirements necessary to achieve high network reliability
- Metrics enables comparative industry benchmarking

### Escalating costs

- High cost of poor quality
- Multiple, overlapping standards and metrics
- Operational efficiency

- An emphasis on process efficiency and the reduction of repetition and waste reduces the cost of poor quality, yielding cost savings and improving profitability
- A single, global quality standard and performance metric system reduces the cost of conformance
- Metrics provide data to enable more effective use of resources in solving problems and improving products and services

### Customer/supplier relationships

- Quality of supplier services
- Customer/supplier communication and cooperation

- The TL 9000 standard was developed jointly by service providers and suppliers
- TL 9000 requirements and metrics drive accountability, a common language, and a level playing field through consistent performance expectations across the industry

### Cycle time reduction

- Speed to market
- Delivery cycle time

- Process discipline and consistency enables flexibility and change
- Eliminating process repetition and waste permits cycle time reduction
- Life cycle management models for both hardware and software enhance speed to market

### Globalization

- Multiple, overlapping standards, metrics and audits

- A single, global quality standard and performance metric system reduces confusion