



TL 9000 Informational Alert

1. 发起工作组: 工作组: 集成全球质量要求和测量 联系人: Tom Yohe (thomas.f.yohe@alcatel.com)	2. 新要求通知编号: 04-005B
3. 相关文件 Documentation Affected: TL 9000 测量手册 3.5 版和产品类别表 3.6 版	4. 发布日期: 2004/10/22
5. 通知原因 Reason for Alert: 澄清表 A-1 中类别代码 7 - 服务的“服务”的定义 B 下面的条款 1 适用于契约服务，增加条款 3。	
6. 描述: 澄清内容： 1) 一个组织可以就其销售给顾客的产品所提供的某一项或所有相关契约服务来获得服务产品类别(7.x) 的 TL9000 认证。唯一的要求是这项或多项契约服务作为服务协议的部分内容以独立的服务提供，或者含在保证计划中，且服务是为组织外部的公司提供的。 2) 类别 7 的定义栏中几次出现的供方一词即是指组织。 3) 产品类别 7.6.2 中的组织所提供的服务可能是完全在其母公司内部，通常不提供给外部顾客。	
7. 结论: 上述第 6 条所描述的澄清内容会加入下一版的产品类别表。	



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1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements & Measurements Contact: Tom Yohe (thomas.f.yohe@alcatel.com)	2. Alert Number: 04-005B
3. Documentation Affected: TL 9000 Measurements Handbook, Release 3.5 and Product Category Tables Release 3.6	4. Issue Date: 2004/10/22
5. Reason for Alert: Clarifications to the definition of “Services” in Table A-1 under Category Code 7 – Services Issue B notes item 1 below applies to contracted services and adds item 3	
6. Description: Clarifications : 4) An organization may become TL 9000 certified in a Service Product Category (7.x) for any or all contracted services they provide customers related to any products they sell. The only requirements are that the contracted service(s) is/are offered for sale in some manner, either as an independent service offering, as a part of a Service Level Agreement, or embedded in a warranty plan, and that the service be performed for a company outside of the organization’s company. 5) The word supplier used several times in the Definition column for Category 7 Services refers to the organization. 6) The services provided by organizations in Product Category 7.6.2 may be entirely internal to their parent organization and will not likely be offered to external customers.	
7. Comments: The clarifications described in 6 above will be added to the next revision to the Product Category Tables.	