



<b>1. Originating Workgroup:</b>  Workgroup: Oversight  Contact: Tom Yohe (thomas.f.yohe@alcatel.com)	<b>2. Alert Number:</b>  <p style="text-align: center;">05-006A</p>
<b>3. Documentation Affected:</b>  None	<b>4. Issue Date:</b>  <p style="text-align: center;">2005/12/07</p>
<b>5. Reason for Alert:</b>  <p>In order to adequately oversee the TL 9000 program, organizations that utilize the program need to work together to confirm that TL 9000 certifications remain valid and that TL 9000 meets customers' expectations.</p> <p>It is therefore the desire of the QuEST Forum to utilize and facilitate customer feedback to the certification bodies (CBs) and accreditation bodies (ABs) of any apparent failure by a TL 9000 certified organization to meet the TL 9000 requirements. This additional oversight will strengthen the third party audit process and increase confidence in TL 9000 certifications.</p>	
<b>6. Description:</b>  <p><b><u>Definitions</u></b></p> <p>As used in the TL 9000 oversight process described below;</p> <p><u>Complaint, Issue, Problem, etc.</u> = An issue questioning the validity of a TL 9000 certificate. (e.g. a systemic issue).</p> <p><u>Customer</u> = The company that requires (via a contract or other means) an organization to be TL 9000 certified .</p> <p><u>Organization</u> = The entity that is TL 9000 certified and provides products to a customer(s)who requires the entity to be TL 9000 certified.</p> <p><b><u>Process</u></b></p> <p>In order to fully utilize the TL 9000 third party certification program, customers should notify the CB and AB of a major concern with a TL 9000 certified organization failing to meet a TL 9000 requirement (e.g. systemic issue, systemic process breakdown).</p> <ol style="list-style-type: none"> <li>1. It is expected that the customer will formally notify the TL 9000 certified organization of the concern prior to notifying the CB and AB.</li> <li>2. The notification to the CB and AB should be done as soon as possible following the detection of the lapse in TL 9000 conformance (and notification to the organization).</li> </ol>	



3. The identification of the CB and AB can be found on the TL 9000 certificate held by the TL 9000 certified organization or can be identified via the RRS on the QuEST Forum website.
4. The CB and AB contact information can be found on the TL 9000 web site at [www.tl9000.org/tl\\_r-abs.jsp](http://www.tl9000.org/tl_r-abs.jsp).
5. This notification may be provided to the CB and AB utilizing the attached form or may be provided to the CB and AB by providing a copy of the “issue” to the CB and AB.
6. The CB and ABs shall monitor the problem and take action when appropriate.
7. Notification to the CB and AB should in no way circumvent the TL 9000 certified organization’s process for handling customer complaints (per TL 9000). Nor should it reduce or interfere in the communication between the customer and certified organization (supplier).
8. No quality management system can ensure 100% defect free products. The existence of a defect in a product or a process is not by itself an indication of failure to conform to a TL 9000 requirement.
9. The ABs will work with the QuEST Forum Oversight Work Group to report on concerns where TL 9000 may not be adequately meeting customer’s expectations.
10. The QuEST Forum Oversight Work group will strive to continue to improve the TL 9000 third party certification process and as needed will recommend revisions to TL 9000 requirements.

**7. Comments:**

The TL 9000 program is coming under more scrutiny as customers of TL 9000 certified organizations begin to find issues with and/or question the validity of TL 9000 certificates, it is imperative that the customers begin to communicate effectively with the CBs and ABs and in turn the AB’s communicate with the QuEST Forum Oversight Work Group in order to complete the communication loop.



<b>Section 1 – Customer Contact Information</b>			
TL 9000 Certified Organization's Name			
Organization's Address			
Certification body (CB) whom certified the organization for TL 9000			
Accreditation body (AB) whom accredited the CB for TL 9000			
Customer's Organization's Name			
Customer Contact Name			
Contact E-mail		<b>Contact Phone</b>	
<b>Section 2 – Issue (i.e. complaint) Information</b>			
Issue Detail (include evidence as attachments if needed)			
<b>Requirement(s)</b> specify TL 9000 handbook and section number or organization's document and section number			
<b>Section 3 – Notification to the TL 9000 certified organization</b>			
<b>Date when organization was notified of the issue</b>			
<b>Individual's name notified</b>			
<b>Actions already taken by organization (if applicable)</b>			
<b>Section 4 – Customer's expectation</b>			
Customer expectations in regards to actions to be taken by the CB and/or AB			
<b>Section 5 – Notification to the CB and AB</b>			
<b>Date when CB was notified</b>			
<b>Individual's name notified</b>			
<b>Date when AB was notified</b>			
<b>Individual's name notified</b>			