



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Oversight Contact: Tom Yohe thomas.f.yohe@alcatel.com or contact@questforum.org	2. Alert Number: 06-002A
3. Documentation Affected: Not Applicable	4. Issue Date: 2006/10/16
5. Reason for Alert: Announcement of new requirement for Certification Bodies (CBs) to report summary TL 9000 audit statistics to QuEST Forum	
6. Description: <p>In order to monitor and improve the TL 9000 third party audit process, a system is being put in place for the reporting of a set of basic summary statistics concerning TL 9000 audits. The process was developed, discussed and approved by the QuEST Forum Oversight Work Group. Summary statistics will be reviewed, trended and analyzed. This data will be used to identify potential inconsistencies and/or weaknesses with the TL 9000 requirements, CB/Organization interpretation of specific requirements and the depth and breadth of TL 9000 assessments in relation to the minimum audit days table. This data thus supports QuEST Forum's continual improvement philosophy. These statistics, which are to be reported quarterly, include:</p> <ul style="list-style-type: none">▪ Number of TL 9000 surveillance audits completed▪ Number of TL 9000 registration audits completed▪ Number of TL 9000 registrations issued ▪ Total number of major non-conformities issued▪ Total number of minor non-conformities issued▪ Total number of opportunities for improvement ▪ Number of audit days conducted for registration▪ Number of audit days conducted for surveillance▪ Minimum days required for registration▪ Minimum days required for surveillance <p>On an optional basis, the number of major non-conformities, minor non-conformities, and opportunities for improvement by ISO Clause or TL Adders may also be reported. Only statistics on registration or surveillance audits should be reported. Other CB activities such as gap analyses or pre-assessments are not to be included.</p> <p>A simple form for submitting the data is available on the TL9000.org web site at: http://tl9000.org/tl_docs-registrar.htm</p> <p>The data must be submitted to the TL 9000 Administrator - UTD in care of Richard Morrow at rmorrow@utdallas.edu within seven weeks of the end of each calendar quarter, starting with the first quarter of 2007. The form should be submitted even if no TL 9000 audits were completed during the quarter. Reporting of the basic statistics noted above is necessary to maintain accreditation for TL 9000 auditing. CBs are encouraged to submit data for the third and/or fourth quarter of 2006, even if only partial data are available.</p>	
7. Comments: Only summary statistics will be published. No individual CB's data will be shown publicly. A CB may be contacted by the QuEST Forum in order to understand anomalous data.	