



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b>  Workgroup: Integrated Global Quality (IGQ) Contact: contact@questforum.org	<b>2. Alert Number:</b>  11-001A
<b>3. Documentation Affected:</b> TL 9000 Quality Management System Measurements Handbook R4.5	<b>4. Issue Date:</b> 28 February, 2011
<b>5. Reason for Alert:</b> Address misconception concerning the use of data supplied by customers that do not use an available standardized template.	
<b>6. Description:</b> <p>There is a misunderstanding about the Organization's Responsibilities noted in the TL 9000 Measurement Handbook requirement 3.5.2 m). This requirement states "The organization shall use the available standardized data templates located on the TL 9000 website when the organization has the responsibility to provide that data to its suppliers."</p> <p>Some organizations have incorrectly interpreted this requirement to mean that if one of their customers supplies data for which a template exists, but in a manner other than on the template, that such data can be ignored or is not valid. This requirement only applies to the organization's responsibilities to its suppliers. It does not, in any way, apply to the manner in which the organization's customers supply data.</p> <p>There is a statement in the Customer Responsibilities section 3.5.3 a) which concerns the use of the standardized templates, but this requirement is simply a complement to 3.5.2 m). It applies to the customer's obligations in the customer – organization relationship and not the organization. The applicable rule concerning the use of customer supplied data is in 3.4.2 Customer Base. The second sentence in 3.4.2 states "The organization shall be responsible for ensuring the data reported for a given measurement contains only data from customers who are providing all needed information for that measurement, including where the organization itself captures the customer information, such as through the organization's Technical Assistance Center, Customer Service Center, or monitoring systems." Notice that there is no mention of the standardized data templates. Data captured internally through the Organization's own systems including its Technical Assistance Center can be included in the data used for the TL 9000 Measurements.</p> <p>Simply stated, if the Organization obtains information sufficient enough for them to accurately report their TL9000 measurements, whether obtained via a standardized template or any other means, that information needs to be included in the Organization's data submission – exclusion of this information is inappropriate.</p>	
<b>7. Comments:</b> This will be clarified in the next edition of the TL 9000 Measurements Handbook.	