



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Oversight Contact: contact@questforum.org	2. Alert Number: 11-006A
3. Documentation Affected: None	4. Issue Date: 2011/09/30
5. Reason for Alert: Clarification of when "Date First Certified to TL 9000" on TL 9000 Registration Profile is reset during recertification	
6. Description: <p>Organizations have questioned why the "Date First Certified to TL 9000" has been reset from their original certification date. This has occurred during the process of recertification. Complying with ISO 17021, AB's are required to have their CB's reset the "Date First Certified to TL 9000" if the CB has not completed its process of approval for an Organization's recertification prior to the expiration date of their current certificate.</p> <p>This means the Organization must have successfully completed their recertification audit(s), provided all needed evidence/corrective action plans to their CB, and the CB has approved their internal review of the audit report. If all of this has completed prior to the certificate expiration, then the original certificate date can be retained. This is true even if the formal certificate has not been issued or the TL 9000 website update occurs after the certificate expiration, as long as the noted prerequisites have been completed prior to the existing certificate expiration. The key is that the CB's internal committee has completed their review of the audit report and approves the recommendation for the re-certification prior to the existing certificate's expiration.</p>	
7. Comments: <p>The QuEST Forum allows the CB up to 60 days after the existing certificate expiration to complete the final paperwork and QuEST Forum website updates before the registration's certification status is changed from "Certified" to "Suspended". Assuming the CB's internal approval successfully completed prior to the certificate expiration date and the CB updates to the QuEST Forum website are performed within 60 days of the certificate expiration, then the original certificate date will be retained in the "Date First Certified to TL 9000". If the CB internal approval occurs after the certificate's expiration date, the "Date First Certified to TL 9000" will be reset to the date of the new certificate.</p> <p>Organizations and CB's should be cognizant of these requirements when scheduling their recertification audits, assuring adequate time to address nonconformities and the internal CB approval prior to the certificate's lapsing.</p>	