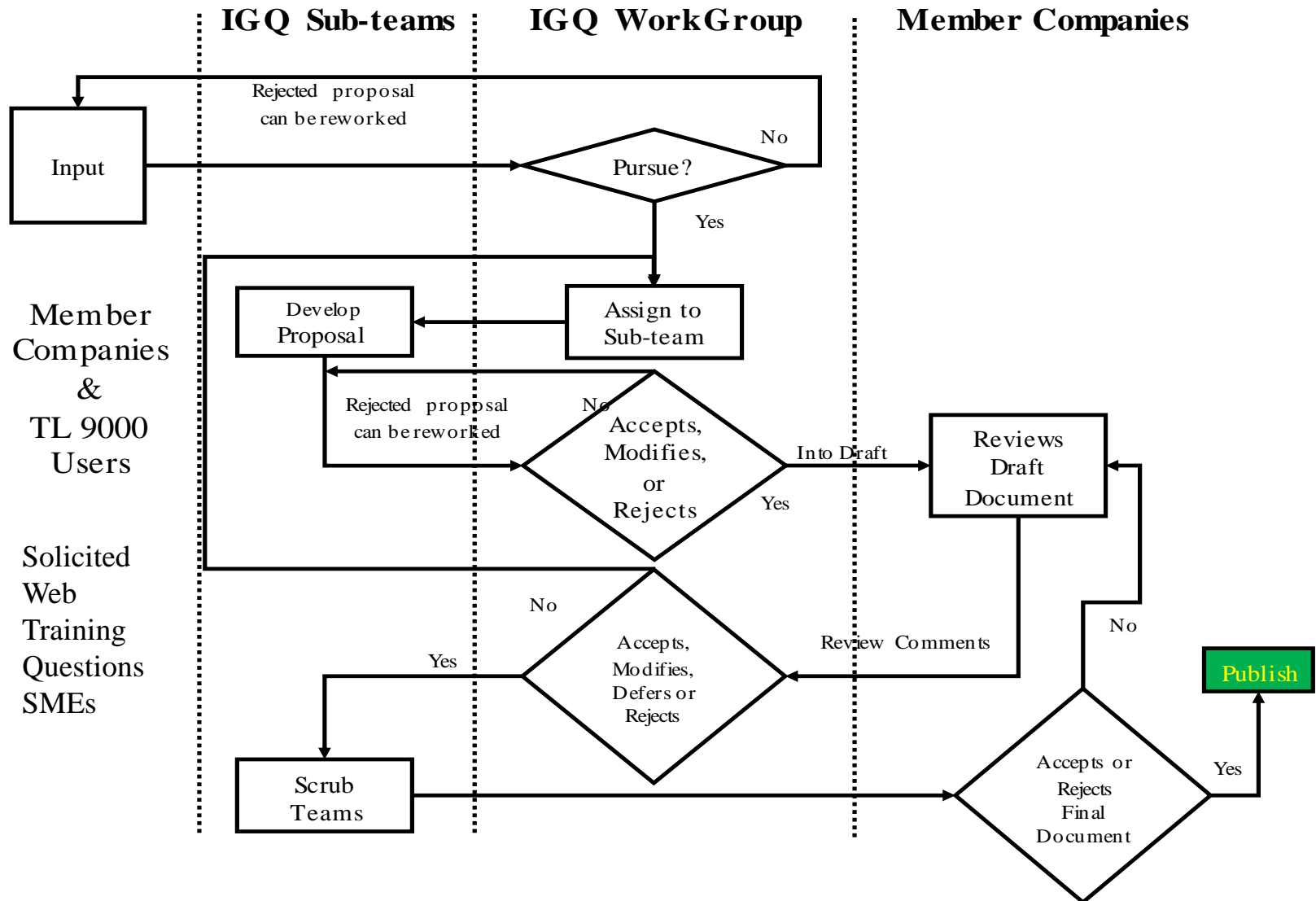# TL 9000 Requirements Handbook, Release 5.5

Changes from Release 5.0

Change Process
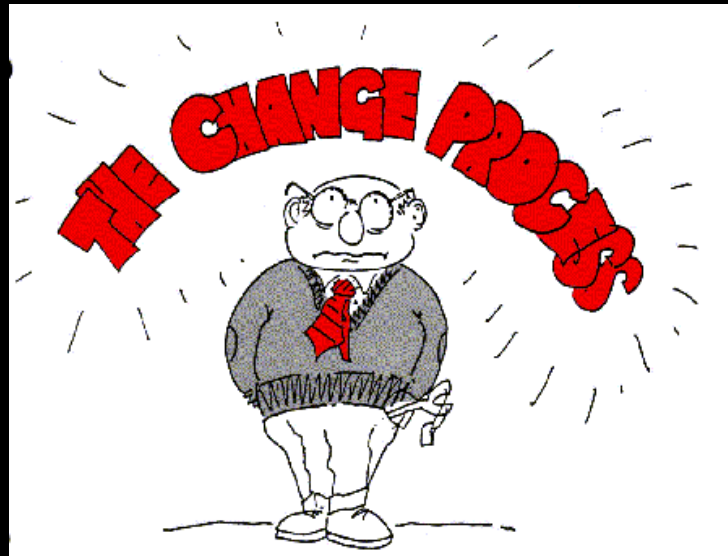
Handbook Production Process

Current Status

- **Draft Handbook completed**
- **Full Forum Review conducted**
- **Comments were resolved Jan – Mar**
- **Final formatting and editing completed**
- **Official approval vote completed**
- **Printing completed**
- **Available for purchase**
- **Formal delta training for auditors and others available**
- **Effective date 12/31/2013**

Usage

- May use for audits conducted on and after Jan. 01, 2014

- Must use for audits conducted on or after Jan. 01, 2015

- May still use R5.0 until Jan. 01, 2015
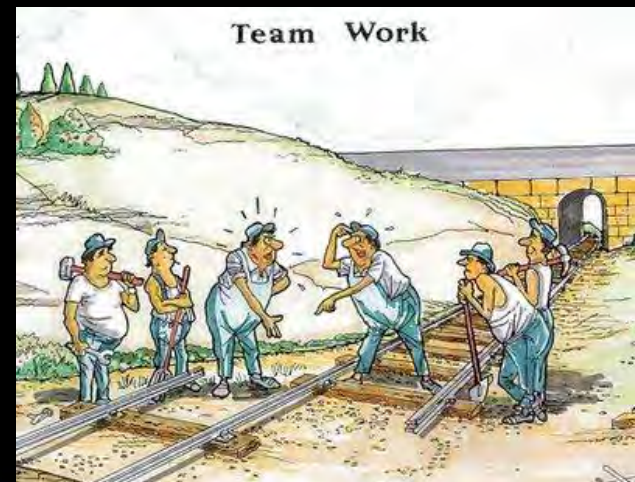
Why are sub-teams important?

**Sub-teams are where
new ideas are developed…**

Contributing Sub-teams

- **Service Provider Requirements and Measurements**
- **Next Generation Networks Measurements**
- **In Process Measures (IPM)**
- **Sustainability**
- **Section sub-teams**
  - **Section 1-2**
  - **Section 3-6**
  - **Section 7 (except 7.3)**
  - **Section 7.3**
  - **Section 8 & Glossary**

Team Work

Why Join a Sub-team?

Sub-teams:

- Are where ideas are turned into reality
- Are key to enhancing TL 9000 and the Forum
- Meet "virtually" and don't require travel
- Are great opportunities for sharing, learning and networking
- Provide leadership opportunities
- Support professional growth
- Support requirements for individual TL certification
- Provide recognition

Thank-you to the many who participated in IGQ and Oversight Workgroups And sub-teams to make TL 9000 Requirements Release 5.5 Possible!

Service Provider Requirements and Measurements

- Reviewed based on certification in family 9
  – End-Customer Services

- Found one requirement 7.2.3.C.1 that could not be met by service providers

- Resulted in split with old requirement kept for H/S and new requirement for V

NGN Measurements

- New requirement for security measures as appropriate to the product
- Document with measurement definitions for the Supplemental Measurements Library
- Document with resource guidance

In Process Measures (IPM) Sub-team

- Reviewed material from NGN Measurements Sub-team
- Manages the Supplemental Measurements Library

Sustainability Sub-team

- Proposed changes to the Requirements Handbook wording concerning sustainability

Suggestion Process

- IGQ solicited change suggestions from QuEST Forum member companies
- Separate sub-teams set up for each major section of the Handbook
- Suggestions reviewed and formal proposals for changes submitted to IGQ
- IGQ reviewed proposals

Changes

TL 9000 R5.5 Requirements Changes

- Changes presented here are final based on the version of R5.5 approved by the QuEST Forum membership

- There is no Measurements Handbook R5.5 planned at this time

Summary of Changes

Type	Adders	Notes
New/split	2	7
Changed Scope	4	0
Modified	7	1
Deleted	2	3
Renumbered	4	7
Reworded	7	9
Format	14	2
Unchanged	54	19
TOTAL	92	45

Summary of Changes

Modified = requirement has been changed
Format = no change to the requirement
Reworded = wording changed for clarity, no change to the requirement

Type	Adders	Notes
New/changed	13	8
Deleted	2	3
No real change	79	37
TOTAL	92	45

New Requirement

- **7.1.C.3 Product Security -** The organization shall establish and maintain methods for the identification and analysis of security risks and vulnerabilities for the product, throughout its life cycle. The results of the risk analysis shall be used to support secure network operation by prevention or mitigation of security vulnerabilities in the product design and operational controls. The continuing effectiveness of the design and operational controls shall be assessed throughout the product life cycle by the selection and use of appropriate security measurements.

New Notes

- 7.1.C.3-NOTE 1 The requirement focuses on risks related to the possible exploitation of vulnerabilities through communication and/or user/operator interfaces of the products.

- 7.1.C.3-NOTE 2 As defined in ISO 27001, an operational control is a means of managing risk, including policies, procedures, guidelines, practices or organizational structures which can be administrative, technical, management, or legal in nature. Examples of operational controls include: a process for granting and removing access (both physical and logical) to systems, documented operating procedures, change control procedures, and procedures to control the installation of software on operational systems.

- 7.1.C.3-NOTE 3 The Security Measurements Guidance Document referenced at (tl9000.org/links.html) may be used as a resource in selecting and establishing appropriate security measurements for the product.

Split Requirement

7.2.3.C.1 Notification About Problems is now

- **7.2.3.HS.3 Notification About Critical Problem Reports** – The organization shall establish a documented procedure to notify all customers who may be affected by a Critical Problem Report.

- **7.2.3.V.1 Notification About Critical Service Disruption** – The organization shall establish a method for affected customers to obtain real time information about current outages.

- 7.2.3.V.1-NOTE This requirement is only applicable to organizations that supply services to end customers.

Additional New Notes

- 7.2.3.C.1-NOTE 2 Organizations registered solely in product categories that report NPR4 do not have to note an exclusion to this requirement.

- 7.3.1.C.1-NOTE 4 DFx examples include Manufacturability, Reliability, Regulatory, Serviceability, Safety, Sustainability, and Testability. See DFx Guidance document at tl9000.org for a list of examples and other information on DFx.

- 8.2.4.H.1-NOTE For some organizations, including contract manufacturers, periodic retesting may also address items such as Engineering Change Orders (ECOs), manufacturing variations, changes in material, and test process changes.

Changed Scope

- **7.3.1.HS.3 Computer Resources –** The organization shall establish and maintain methods for estimating and tracking critical performance parameters for the target computer. (was S)

- **7.3.5.HS.3 System Testing –** Each product release shall be subjected to a system test in accordance with a documented system test plan. (was S)

Changed Scope – cont'd

- **7.3.6.HS.1 Release Management –** The organization shall establish and maintain a method(s) to ensure that the release and delivery of products and related documentation are carried out under controlled conditions. Method(s) should provide for the delivery to the customer of
  a) product introduction and release schedules,
  b) detailed descriptions of product features delivered, including any changes incorporated in new products or releases, and
  c) advisories regarding current or planned changes to contractual terms (see 7.3.7.C.2).

Also Removed "software" and former bullet a) "release planning information in advance of the release" (was S)

Modified Adders

7 adders were modified resulting in a change to the requirement

- **5.4.2.C.1 Long- and Short-Term Quality Planning**

    Added - Top management shall demonstrate their active involvement in long-and short-term quality planning.

- **5.4.2.C.3 Supplier Input -**The organization shall implement methods for soliciting and ~~using~~ considering supplier input for quality planning activities.

Modified Adders

- **7.1.C.2 Disaster Recovery -** The organization shall establish and maintain documented plans for disaster recovery, infrastructure, and security restoration (see 6.3.C.1) to ensure the organization's ability to recreate and service the product throughout its life cycle. Disaster recovery plans shall include, at a minimum, crisis management, business continuity, and information technology. Disaster recovery and infrastructure security restoration plans shall be periodically evaluated for effectiveness and reviewed with appropriate levels of management

Modified Adders

- **7.3.1.C.1 Project Plan**
  - Added e) estimation of project factors
  - Reworded l) and moved examples to new note 7.3.1.C.1-NOTE 3

- **7.3.1.C.2 Requirements Traceability - The** organization shall establish and maintain a method to trace each documented requirement through design and test.

Modified Adders

- **7.3.2.C.1 Customer and Supplier Input -** The organization shall establish and maintain methods for soliciting and ~~using~~ considering customer and supplier input during the development of new or revised product requirements.

Modified Adders

- **8.2.4.HV.2 Inspection and Test Records –** Inspection or test records shall include

  a) product identification,

  b) quantity of product,

  c) documented procedure(s) followed,

  d) person(s) performing the test or inspection,

  e) calibrated equipment used (see 7.6),

  f) date performed,

  g) test and inspection results, and

  h) number, type, and as applicable, severity of defects found.

Deleted Adders

- **7.3.1.C.6 Estimation** - added as bullet in list in 7.3.1.C.1 Project Plan

- **7.3.1.S.2 Regression Test** – Covered by other clauses and adders.

Renumbered

The following requirements and notes are renumbered with no change in text or title:

Old	New
7.1.C.3 End of Life Planning	7.1.C.4
7.1.C.4 Tools Management	7.1.C.5
7.2.3.C.2 Problem Severity Classification	7.2.3.C.1
7.2.3.C.3 Problem Escalation	7.2.3.C.2

Reworded Adders

7 adders were reworded for clarification purposes with no change to the intent of the requirement

5.5.3.C.1 Organization Performance Feedback

7.1.C.1 Life Cycle Model

7.3.1.C.4 Risk Management Plan

7.3.2.H.1 Content of Requirements

7.3.7.C.2 Informing Customers

7.5.1.C.1 Service Resources

7.5.1.HS.1 Emergency Service

Reformatted Adders & Notes

- Removed "and maintain" and plural "(s)" wherever they appeared in relation to a documented procedure

  - 4.2.1 NOTE 1 makes these unnecessary

- 7.3.5.HS.1 Stress Testing - Changed list of items to bulleted list

- Dropped http:// from all URL references

Thank You!

- ## Questions?
  - Use the Contact Us function on any page of questforum.org
    or tl9000.org.

    (note that the Contact Us function is useful for
    Any question or problem you may have and is
    Continually monitored to ensure a response)