

Document Title: Registrar auditor responsibilities for measurement assessments	Document Number: TL18-03
Revision: 1	
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During the registration audit each QuEST Forum Registrar has responsibility to verify that all processes are in place and effective to insure the validity of TL 9000 QMS Measurements, including definitions and requirements. We have prepared a guide/job aid that should help clarify the expectations of the Registrar Auditor. This guidance is not intended to identify any additional requirements - only clarifications to those that exist today in the TL 9000 handbooks. As these are only clarifications, they are not expected to result in a need for additional audit days.

The following Registrar auditor responsibilities shall be clearly defined:

1. The Registrars shall verify that the organization has a documented system in place that covers:
  - Measurements collection: Much, if not all, of Measurements Handbook 3.5 Sections 3.5.3 subsections a, c-h, and the collection/submission portion of b, can be verified prior to going on-site.
  - Measurements validation, in accordance with Measurements Handbook 3.5 section 3.5.3.a and 3.5.6.a – depth of assessment is that necessary to assure effective implementation of TL 9000 requirements (see item 8 below).
  - Measurements reporting, in accordance with Requirements Handbook 3.0 section 5.4.1.c.1 and Measurements Handbook 3.5 sections 3.2 subsections a and b.
2. Ensure the TL 9000 measurements are used systemically by the organization. This includes reviews by management, quality/strategic objective setting for continual improvement, result/trend reviews, and corrective action plans for any performance deviating from the organization’s defined quality/strategic objectives, in accordance with Requirements Handbook 3.0 section 8.5.2 and its associated notes and Measurements Handbook 3.5 sections 3.1.a, 3.5.3 subsections g and h.
3. If any measurements are identified as "EXEMPT", as defined in Measurements Handbook 3.5, sections 3.2.b and 4.2.9.c, the documented rationale for the exemption shall be reviewed and accepted as valid by the Registrar auditor. The Registrar auditor shall ensure this documentation has been available for review if requested by the organization’s customers. The QuEST Forum recommends the claimed exemption also be noted on the organization's registration profile.

If any measurements are identified as "N/A", as defined in Measurements Handbook 3.5, section 4.2.9c, the Registrar auditor shall verify the measurement does not apply per the rules contained in the Handbook.

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4. The Registrar auditor shall verify that measurements are being used in customer/organization relationship, in accordance with Measurements Handbook 3.5 section 3.1.b.
  5. The Registrar auditor shall verify that measurements are reported to the Measurements Administrator [UTD] in full accordance with the Measurements Handbook 3.5 sections 3.1.c, 3.2 subsections a and b, 3.5.3 subsections b - f, and 3.5.3.j. This would include a review of the Data Confirmation Reports for:
    - On time submission
    - "Passed" designation
    - "EXEMPT" or "NA" designations

Additionally, the Registrar Auditor shall verify the following:

- Any claimed exemptions are documented and valid
  - All items shown as "N/A" or "EXEMPT" are in full compliance with the Handbook and item 3 above
  - There is a DCR for every product category listed in the organization's scope and each match the organization's registration options (Hardware, Software, and/or Services) as appropriate to the product category..
6. If current performance shows an undesirable deviation from the organization's defined quality/strategic objectives for TL 9000 Measurements, the Registrar auditor shall verify that corrective action has/is being taken, is documented, and progress is being tracked, in accordance with Measurements Handbook 3.5 sections 3.1.a, 3.5.3 subsections g and h, and 3.5.6.c, and Requirements Handbook 3.0 section 8.5.2 and associated notes.
  7. The Registrar auditor shall verify that measurements collected are consistent with scope of registration, registration option [HSV], and product category, in accordance with Measurements Handbook 3.5 sections 3.2 subsections a and b, and 3.5.3.c. This can be done prior to the on-site activities.

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8. Registrar auditors shall review the actual data submissions, verifying proper implementation of the counting rules for required measurements. This check would also review data consistency covering a minimum one-year period (an exception to this is when a registered organization and/or new product have been registered for less than one year. For this case, data shall be reviewed for at least as long as official submissions have been generated. Also note – the only other exception is for the initial registration audit. For this case, only the single pre-registration data submission needs to be verified). This shall be done to fulfill Measurements Handbook 3.5 requirement 3.3.a and in accordance with sections 3.5.3 subsections a and b.

While the sample size for the above requirement is left up to the auditing organization, it is expected that the depth of assessment for the sampled measurements assures accurate and comprehensive calculation, counting rules, reporting mechanisms, and validation of the measurements.

9. Registrar auditors shall confirm that the registration information (i.e. scope and product category) contained in the RRS is current and accurate during each assessment, to support the verification of Measurements Handbook 3.5 sections 3.4.1 and 3.5.3.c. This can be started prior to the on-site activities.
10. Registrar auditors shall confirm that the product categories chosen by the organization are correct for their products, in accordance with Measurements Handbook 3.5 section 3.5.3.c. This can be done prior to the on-site activities.