

This document is a product of the Oversight Work Group of the QuEST Forum. It was formerly published in the *TL 9000 Quality Management System Requirements Handbook* as Appendix B and is subject to change by the Oversight Work Group with the latest version always appearing here.

Code of Practice for TL 9000 Registrars

The registrars must be accredited by a body recognized by the QuEST Forum. The registrar's scope of accreditation shall cover the activity being registered (i.e., Hardware, Software, or Services, or any combination). Recognized accreditation bodies are listed on the TL 9000 website (visit tl9000.org).

The assessment shall include evaluation of all organization quality management system elements for effective implementation of TL 9000 requirements within the scope of registration.

For each three-year interval, 100% of the entire scope of the organization being registered and all applicable TL 9000 requirements and measurements shall be assessed. The Audit Report shall clearly show the part of the system that was audited on each surveillance visit.

The audit team shall provide a full report on the operation audited per Model B of the current RvA publication, *Guideline for Compiling Reports on Quality System Audits*, to the company within 45 days of each initial and surveillance (partial) audit unless otherwise agreed by the company. Third-party auditors will identify nonconformances and opportunities for improvement, as these become evident during the audit, without recommending specific solutions. These nonconformances and opportunities shall be included in the report to the company.

Registrars, or bodies related to a registrar, that have provided quality management system consulting services and/or private training to a particular client may not conduct registration services for that client, nor may they supply auditors.

Each member of the registrar's team performing audits to TL 9000 requirements shall have satisfactorily completed the TL 9000 auditor course that has been approved by the QuEST Forum. Also, a majority of those responsible for making certification decisions, or at least one with veto authority, shall satisfactorily complete this training. A certificate will indicate satisfactory completion.

Quality management system consultants to the organization, if present during the assessment, are limited to the role of observer.

All structural or systemic nonconformances shall be resolved prior to the issuance of the TL 9000 certificate. All nonconformances are handled in accordance with the registrar's standard operating procedure(s).

Registrars are authorized to cite conformance to TL 9000 on ISO certificates, when they:

- a) contract with an organization to follow this Code of Practice, and
- b) are accredited by a QuEST Forum-recognized accreditation body to issue TL 9000 certificates.

The registrar must have a process to settle disputes over interpretations of the standard.