

Qualification and Experience Requirements for TL 9000 Registrar Auditors

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

Requirements

Auditors of quality management systems shall, at a minimum, meet the education, training, work experience, audit experience of ISO 19011:2002, and have the following:

- **Auditing Experience:** Participation in at least four audits for a minimum of 20 days that cover all the elements of the ISO 9001:2000 standard within the last three years and have the ability to cover all the elements as determined by the audit program manager or equivalent person.
- **Continuing Education:** Conform to the registrar's requirements for maintenance of qualifications, which must include the current version of the *TL 9000 Quality Management System Requirements Handbook* and *TL 9000 Quality Management System Measurements Handbook*.

For auditors to be TL 9000 qualified, they shall

- meet the requirements for auditors noted above, and
- have successfully completed and passed the QuEST Forum sanctioned TL 9000 Quality Management System Auditing Training, including any required e-learning courses.

For auditors to be TL 9000 qualified to lead TL 9000 audits, they shall

- meet all of the requirements for auditors as noted above, and
- have met the CB's qualifications for leading audits.

Following completion of the above requirements, auditors will be classified in one of three categories based on work and/or auditing experience. An auditor may be classified as:

- Telecom Industry Experience Auditor (TIEA) – This classification covers TL 9000 qualified auditors who have
 - at least two years within the last 15 years of relevant workplace experience (as defined by the NACE code or equivalent method used by the registrar) in the Telecommunications industry directly involved in Engineering, Design, Manufacturing, Quality and/or Process Control for a Telecommunications Organization,
 - or -
 - acted as Lead Auditor in a minimum of 10 TL 9000 audits (certification, re-certification, or surveillance), within the past 5 years.

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- Lead Auditor (LA) – This classification covers TL 9000 qualified auditors who have not yet met the TIEA classification requirements, but who have acted as the audit team leader on an audit witnessed by a TIEA.
- Auditor (A) – This classification covers TL 9000 qualified auditors who have completed the required training but who have not yet acted as the audit team leader on an audit witnessed by a TIEA. A TL 9000 Auditor may participate on TL 9000 audit teams but may not audit alone until reaching the level of TL 9000 Lead Auditor.

Telecom Industry Experience Auditors shall maintain their qualification by:

- participating in at least six TL 9000 audits per three-year period, acting as audit team leader in at least two of these audits, and
- completing a minimum of fifteen Continuing Professional Development (CPD) hours in topics related to the telecommunications industry per three-year period, including
 - any additional courses required by the QuEST Forum, and
 - participation in the QuEST Forum Conferences and/or work group meetings.

TL 9000 Lead Auditors shall maintain their qualification by

- participating in at least six TL 9000 audits per three-year period, acting as audit team leader in at least two of these audits, and
- completing a minimum of fifteen CPD hours in topics related to the telecommunications industry per three-year period, including any additional courses required by the QuEST Forum, and, if desired, participation in the QuEST Forum Conferences and/or work group meetings, and
- acting as the audit team leader in an audit witnessed by a TIEA during the first 12 months of each new three-year period.

TL 9000 Auditors shall maintain their qualification by

- participating in at least three TL 9000 audits per three-year period, and
- completing a minimum of fifteen CPD hours in topics related to the telecommunications industry per three-year period, including any additional courses required by the QuEST Forum and, if desired, participation in the QuEST Forum Conferences and/or work group meetings.

The process shall be the responsibility of the Certification Bodies (CBs) and overseen by the Accreditation Bodies (ABs).