

The 12 Steps of Transition

Presented by

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12 STEPS OF TRANSITION

#1 Gain Knowledge & Commitment

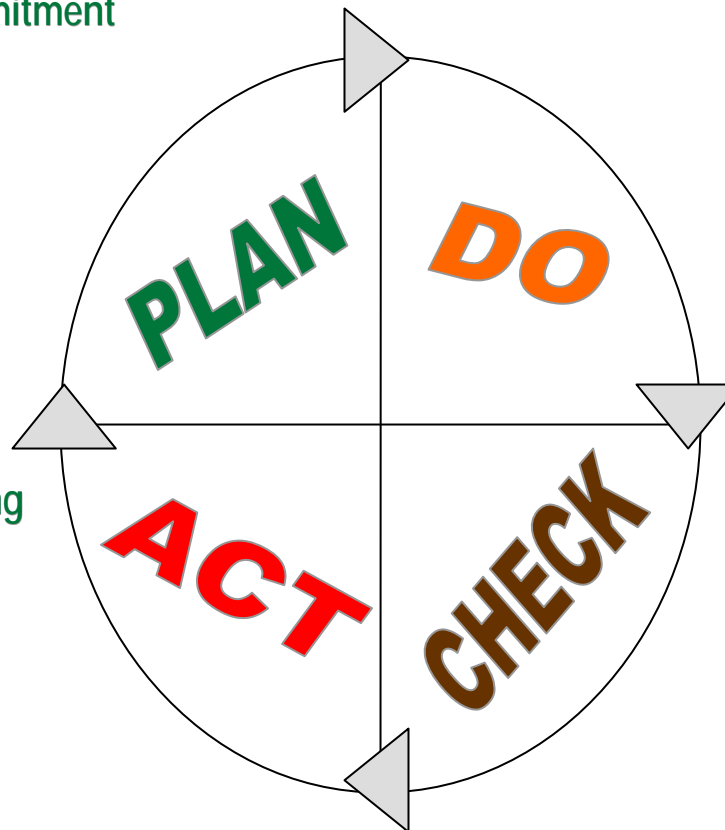
#2 Create a Change Matrix

#3 Create a Plan

#4 Provide or Obtain Training

#5 Review & Update your
Quality Manual

#6 Implement Changes



Conduct Internal Quality Audits &
Management Reviews **#7**

Request & Conduct a
Readiness Assessment **#8**

Create Action Plans to
Address Nonconformities **#9**

Get Upgraded to Release 4.0 of the
Requirements Handbook **#10**

Get Upgraded to Release 4.0 of the
Measurements Handbook **#11**

CELEBRATE YOUR TRANSITION! #12

Step 1: Gain Knowledge & Commitment

As the TL 9000 Transition “Champion”, you may choose to:

- Review the Handbooks in detail; or
- Participate in e-learning course(s); or
- Attend instructor-led training course (s); or
- All of the above!



Step 2: Create a Change Matrix



Assess the anticipated scope of the work required to plan and implement the transition to Release 4.0 of the Requirements and Measurements Handbook.

Step 2: Create a Change Matrix continued

If your Specialty is Hardware (H) only:

TL 9000 Release 4.0	Change	Transition Delta
<p>5.2.C.2 Customer Communication Methods – The organization shall establish and maintain methods for communicating with selected customers to share expectations, to solicit and consider customer input for quality planning activities, and to ensure product quality improvement. The outcome of customer communication should generate actions for resolving identified issues and provide opportunities for improving customer satisfaction. [4]</p>	<p>Changed title. Deleted ‘Procedure(s)’ and added ‘Methods.’ Requirement was reworded to incorporate intent of former bulleted items into body of text. Deleted procedure requirement.</p>	<p>A documented procedure is no longer required; however, verifiable objective evidence of effective implementation is required.</p>
<p>7.2.3.HS.2 Design and Development Process Quality Measurements Data Reporting – On request by the customer, communications shall include reporting and evaluation of a jointly agreed set of design and development process measurements.</p>	<p>New Requirement</p>	<p>Will need to review: <i>Set Up and Operation of a Design Process Measurement System (Appendix H)</i> located at www.tl9000.org/tl_guidance.htm. Jointly agreed design process measurements are to be communicated <i>upon request</i> by the customer.</p>

Step 2: Create a Change Matrix continued

If your Specialty is Service (V) only:

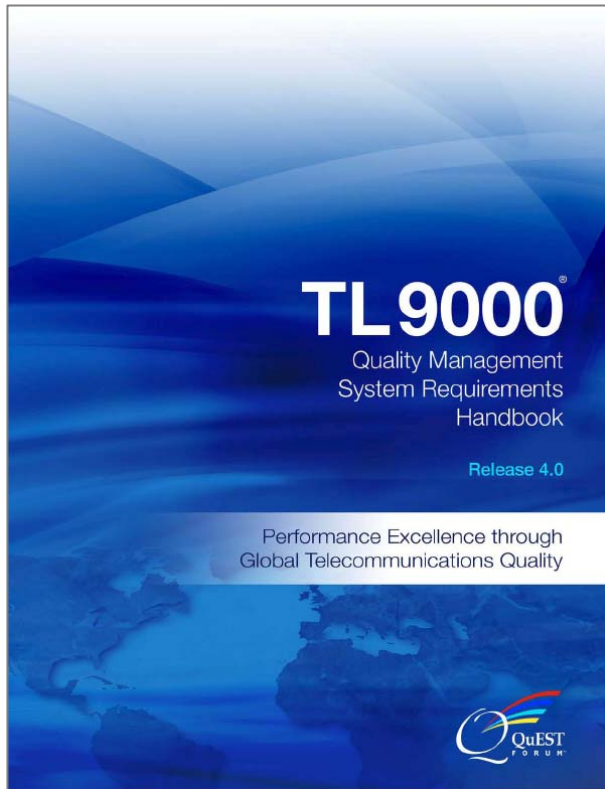
TL 9000 Release 4.0	Change	Transition Delta
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<p>8.2.4.HV.2 Inspection and Test Records – Inspection or test records shall include a) product identification, b) quantity of product, c) documented procedure(s) followed, d) person performing the test or inspection, e) calibrated equipment used (see 7.6), f) date performed, and g) number, type, and severity of defects found. [5]</p>	<p>Reordered. Added bullet e) ‘calibrated equipment used (see 7.6).’ Added reference to 7.6, Control of Monitoring and Measuring Devices.</p>	<p>It is now required to record the identification of any calibrated equipment being used.</p>

Step 2: Create a Change Matrix continued

If your Specialty is combined Hardware, Software and Service (HSV):

TL 9000 Release 4.0	Change	Transition Delta
<p>5.2.C.2 Customer Communication Methods – The organization shall establish and maintain methods for communicating with selected customers to share expectations, to solicit and consider customer input for quality planning activities, and to ensure product quality improvement. The outcome of customer communication should generate actions for resolving identified issues and provide opportunities for improving customer satisfaction. [4]</p>	<p>Changed title. Deleted ‘Procedure(s)’ and added ‘Methods.’ Requirement was reworded to incorporate intent of former bulleted items into body of text. Deleted procedure requirement.</p>	<p>A documented procedure is no longer required; however, verifiable objective evidence of effective implementation is required.</p>
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<p>“TL 9000 Measurements” 3.5.2e</p>	<p>Changed requirement from quarterly submissions to monthly submissions.</p>	<p>This requirement must be implemented for the 01/2008 submittal.</p>

Step 3: Create a Plan



Clause 5.4.2 b requires top management ensure that *the integrity of the quality system is maintained when changes are planned and implemented.*

Successful TL 9000 Release 4.0/4.0 transition relies on a strong commitment from leaders throughout the organization.

Step 3: Create a Plan continued



- Allocate Resources
Initiate a method to monitor costs versus budget
- Assign tasks, responsibilities, and due dates
-Add columns to the Change Matrix or use any Project Management tool/software for monitoring and tracking
- Involve Process Owners / Customers / Suppliers

Step 3: Create a Plan continued



Consider:

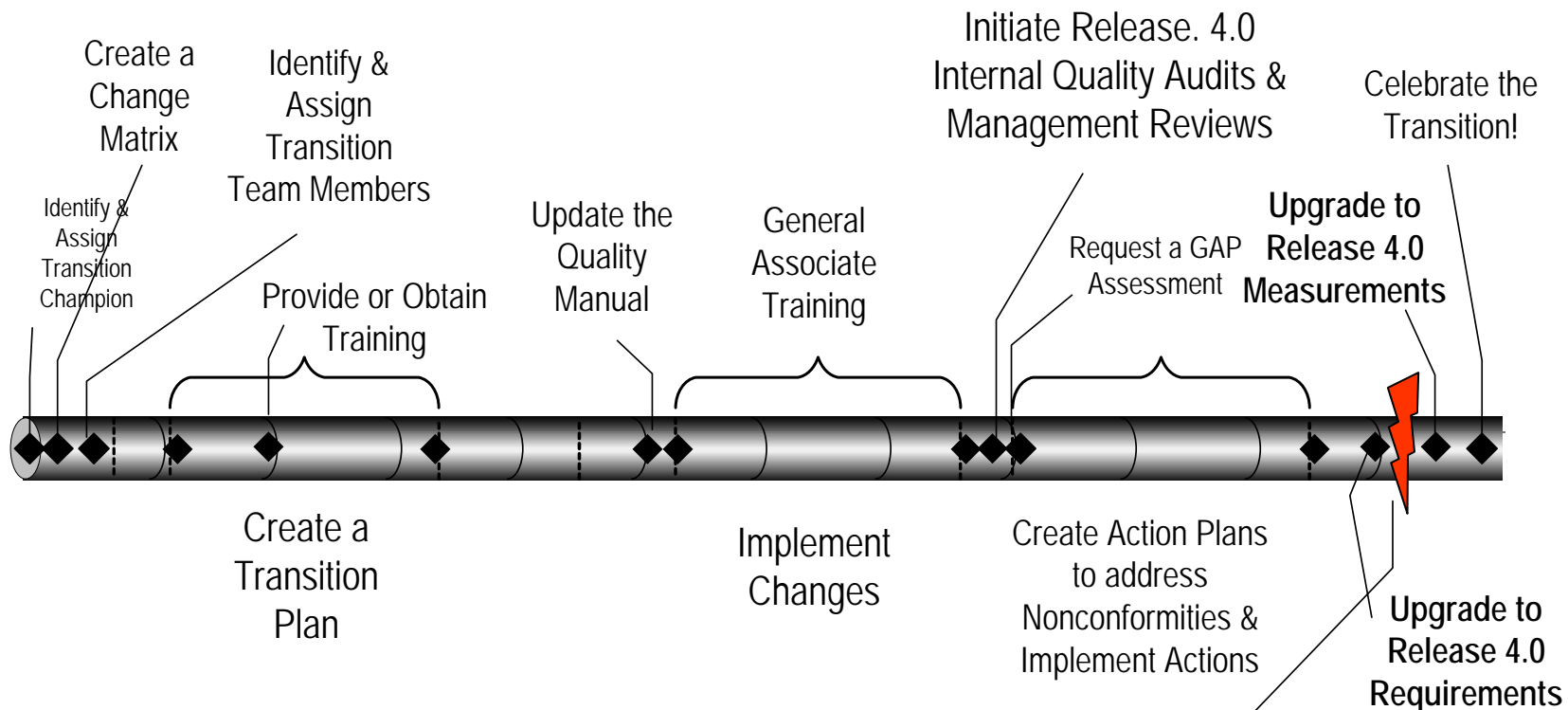
- “Lessons Learned” from initial TL 9000 Registration implementation
- Quality Management System performance since initial TL 9000 Registration
- Focus upon the corporate strategy along with the issues of top management and customers

This is an opportunity to make significant, meaningful changes to work processes and to how the organization operates!

Transition Timeline

Transition to Release 4.0 of the Requirements Handbook should occur prior to July 1, 2007.

Transition to Release 4.0 of the Measurements Handbook should occur prior to July 1, 2007.



Most organizations plan on upgrading to 4.0/4.0!

Key Transition Timeline Dates

- All Registrar audits, whether surveillance or initial Registration, must use **Release 4.0 of the Requirements Handbook** after **July 1, 2007**.
- **Release 4.0 of the Measurement Handbook** was effective December 31, 2006 and must be used to submit data dated **July 2007 forward**. Release 4.0 of the Measurement Handbook may be used for data dated January 2007 through June 2007, although organizations are encouraged to use the release for the data submission following the availability of the new handbook. **For the change from quarterly data submittal to monthly data submittal, this change does not have to be implemented until the submittal of data for January 2008.**
- The minimum number of data submittals needed to move to a new release of the Measurement Handbook is one. With the move to monthly data submittals in R4.0, this data submittal could be for a single month of data.
- For additional information on data submittals please see Section 4.1.1 of Release 4.0 of the Measurement Handbook and TL 9000 Informational Alert #06-004A.

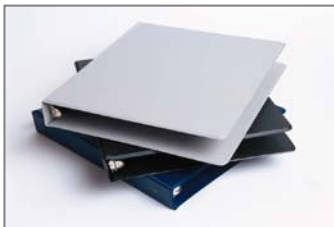
Step 4: Provide or Obtain Training

- Transition Team
- Process Owners
- Management Team
- Internal Quality Auditors
- Measurements Team including IT / MIS



Step 5: Review & Update your Quality Manual

- Although there are now 90 adders, there may be some that are not applicable to your organization. A simple “NA” may address the adder.
- Consider renumbering your documents and/or re-formatting your documents to make them more “user-friendly”.
- Require process owners review their processes, documents, and templates for compliance and improvement.



Step 6: Implement Changes

Release 4.0 of the TL 9000 Requirements Handbook contains a number of significant changes.

The definition of a “Method” as shown in the Glossary has been revised:

Method – A means by which an activity is accomplished which is not necessarily documented but which is demonstrated to be consistent and effective throughout the organization. *Effective implementation of a method is demonstrated by the existence of verifiable objective evidence (e.g., observation or record).*

Step 6: Implement Changes continued

12 significant changes to TL 9000 Requirements Handbook, Rel. 4.0

5.4.2.C.1	Long- and Short-Term Quality Planning
6.2.2.C.2	Quality and Process Improvement Concepts
6.3.C.1	Infrastructure
7.1.C.4	Tools Management
7.2.2.C.2	Contract Review
7.2.3.HS.2	Design and Development Process Quality Measurements Data Reporting
7.3.1.HS.1	Migration Planning
7.3.1.HS.2	Design and Development Process Quality Measurements Planning and Implementation
7.3.5.HS.1	Stress Testing
7.3.5.HS.2	Abnormal Conditions
7.6.C.1	Equipment Identification
8.2.3.C.1	Process Measurement

 = New TL 9000 Adder

Step 6: Implement Changes continued

Set Up and Operation of a Design Process Measurement System (Appendix H)

Effective June 30, 2006

- Provides guidance on the selection and implementation of design process measurements
- May apply to projects and processes
- Supports 7.2.3.HS.2, 7.3.1.HS.2 and 8.2.3.C.1
- Located at

www.tl9000.org/tl_guidance.htm

Step 6: Implement Changes continued

Significant Changes to Release 4.0 of the TL 9000 Measurements Handbook include:

Organizations shall:

- 3.5.2 e) submit monthly data every calendar month after becoming registered no later than seven weeks after the end of the month
- 3.5.2 k) have the option of re-submitting data using the current tools, requirements of the current handbook, and current effective product category tables or using the tools, requirements, and product category tables in effect at the time data was originally submitted

and

- 3.5.2 l) provide their suppliers all necessary data to allow the supplier to generate their TL 9000 measurements

Step 6: Implement Changes continued

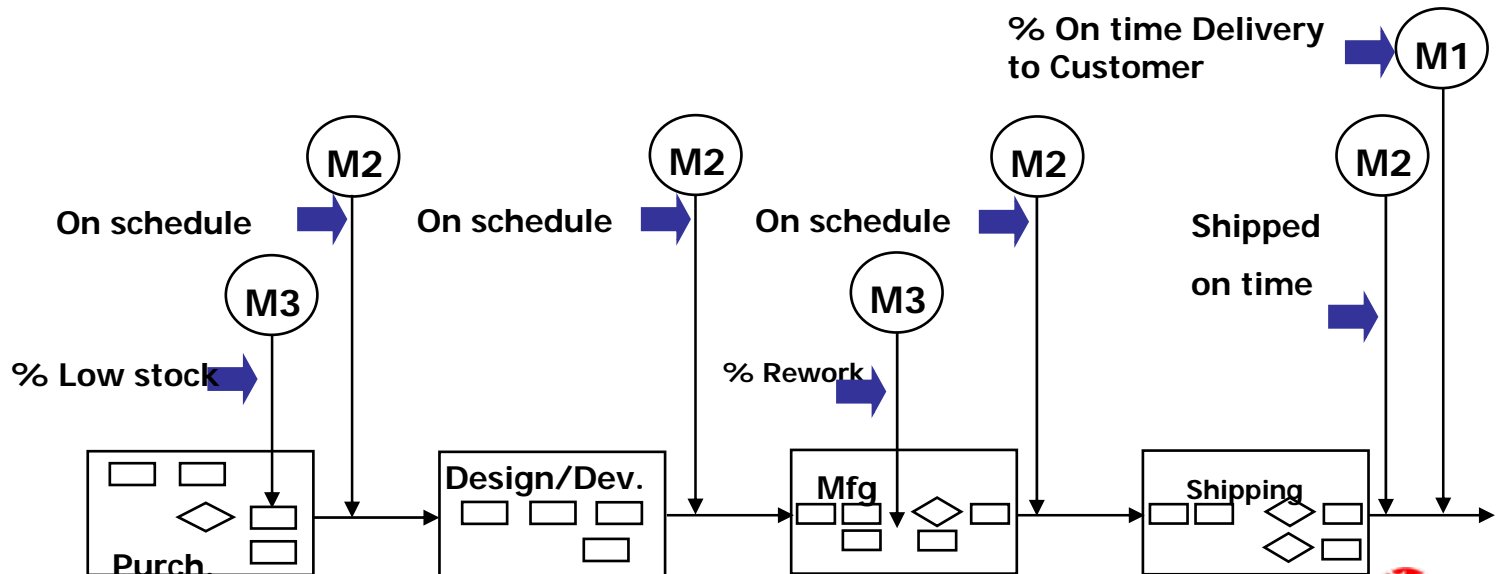
Other significant changes for organizations currently registered to Rel. 3.5 of the TL 9000 Measurements Handbook include:



- Late Data Submission Alert 06-003A
- FRT threshold times can be modified based upon SLAs for all PCTs except 7 & 8
- Simplified Software measurements which are no longer based upon the software architecture + Creation of new Software measurements
- Changes to the Service measurements

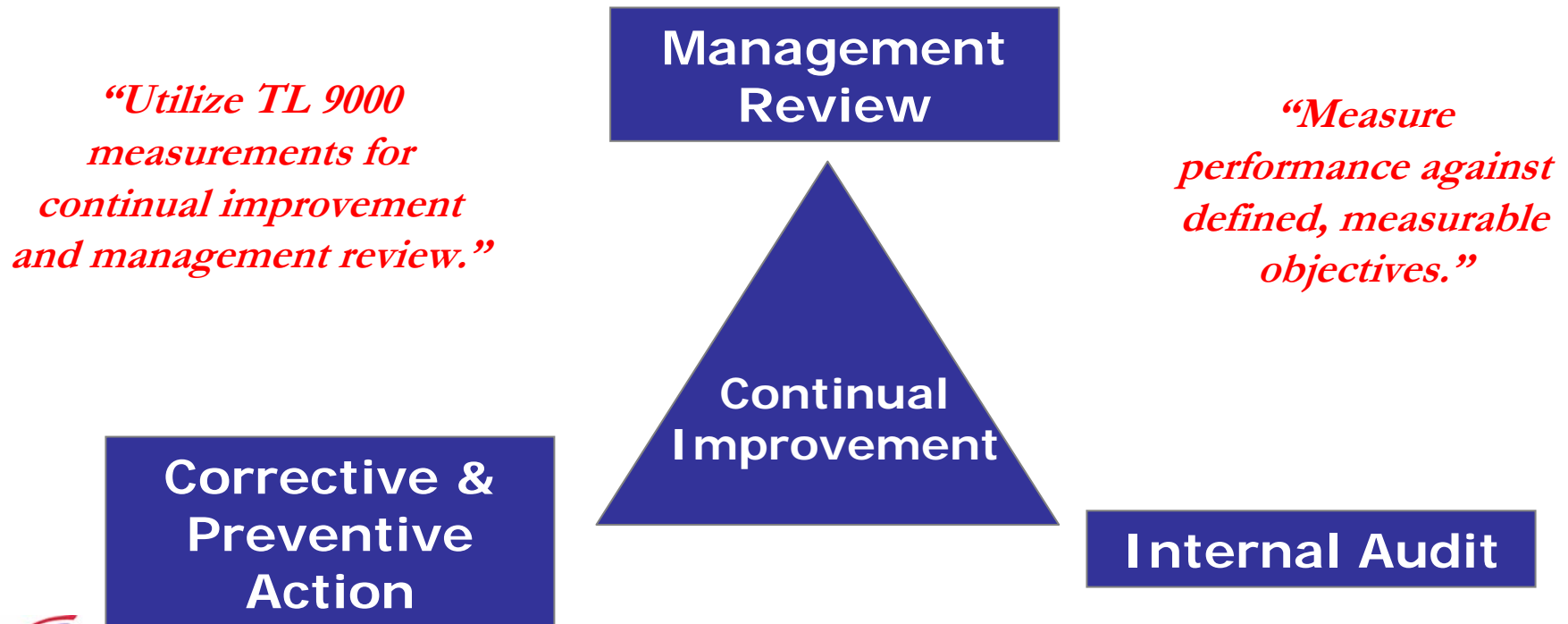
Step 6: Implement Changes continued

For most TL 9000 registered organizations, Release 4.0 of the TL 9000 Measurements Handbook provides an opportunity to assure better alignment of process measurements, including design and development process measurements, with product measurements, management's objectives, and customer expectations.



Step 7: Conduct Internal Quality Audits & Management Reviews

The Internal Audit Schedule and/or internal audit records should clearly denote which audits were conducted against Release 4.0/4.0

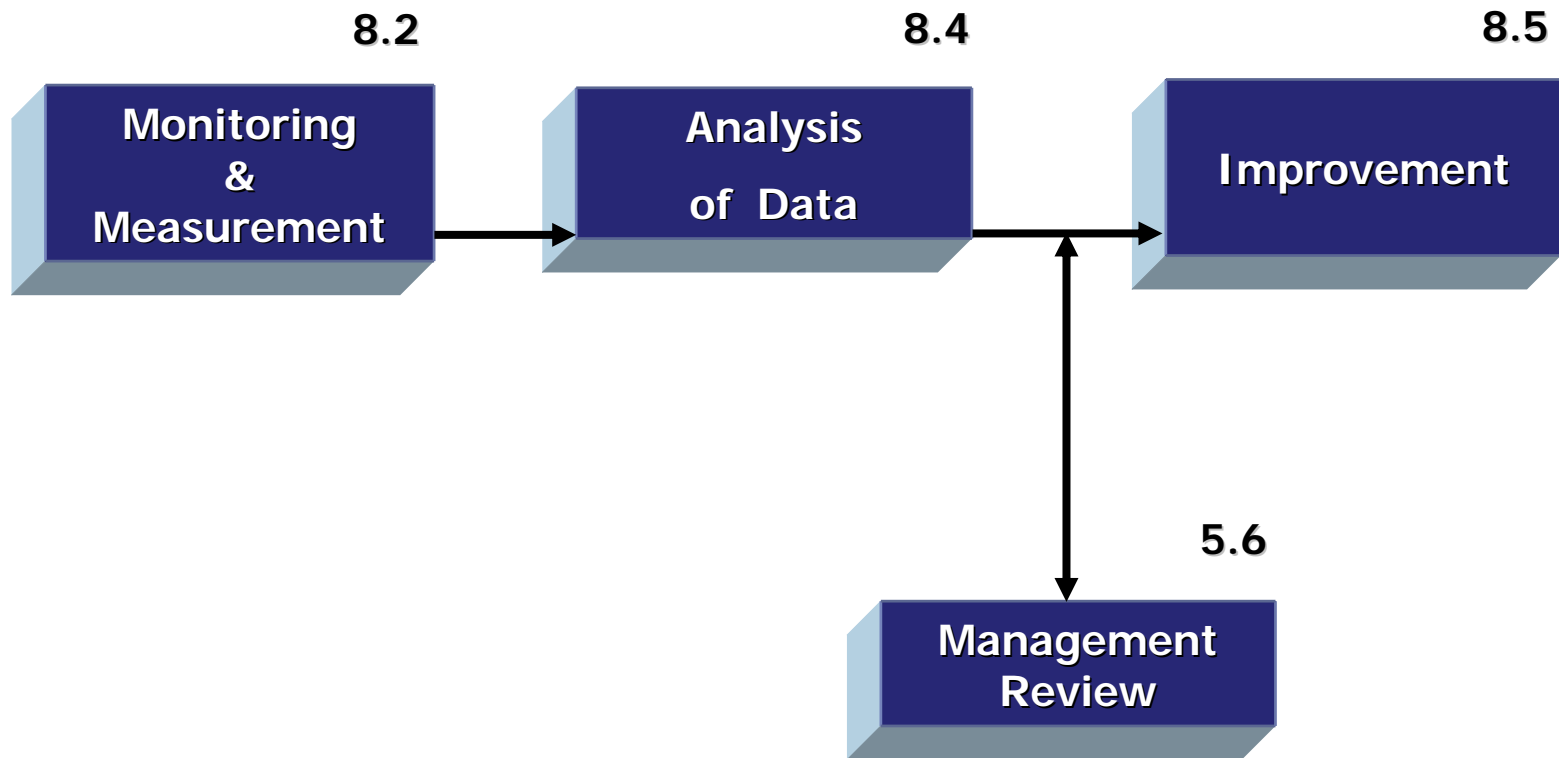


Step 8:

Request/Conduct a Readiness Assessment

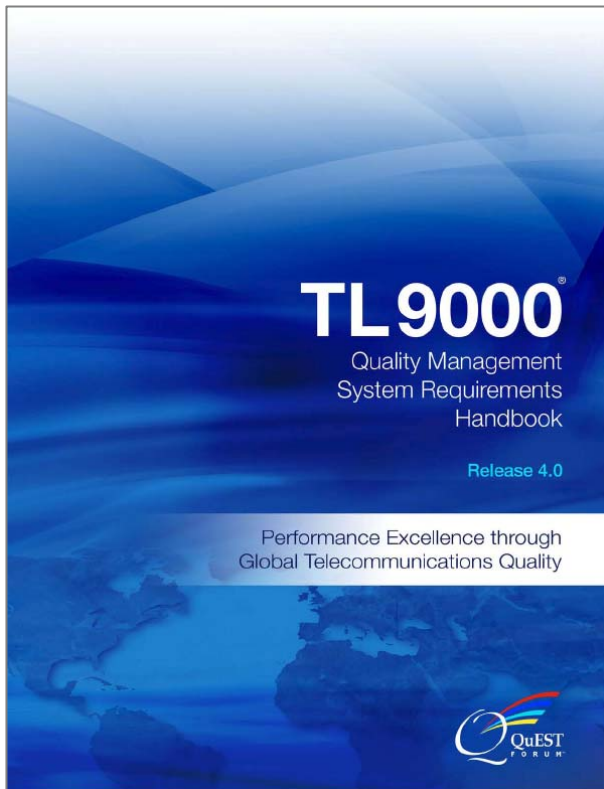
- Request a Readiness Assessment from a sister organization; from your Registrar; or from an outside Consulting/Training organization.
- Readiness Assessments conducted by your Registrar could occur during your regularly scheduled surveillance assessments depending upon your surveillance assessment timing.
- Most Registrars have been discussing Release 4.0/4.0 of the TL 9000 Handbooks during their TL 9000 surveillance audits.

Step 9: Create Action Plans to Address Nonconformities



Successful TL 9000 Release 4.0/4.0 transition relies on a strong commitment from leaders throughout the organization.

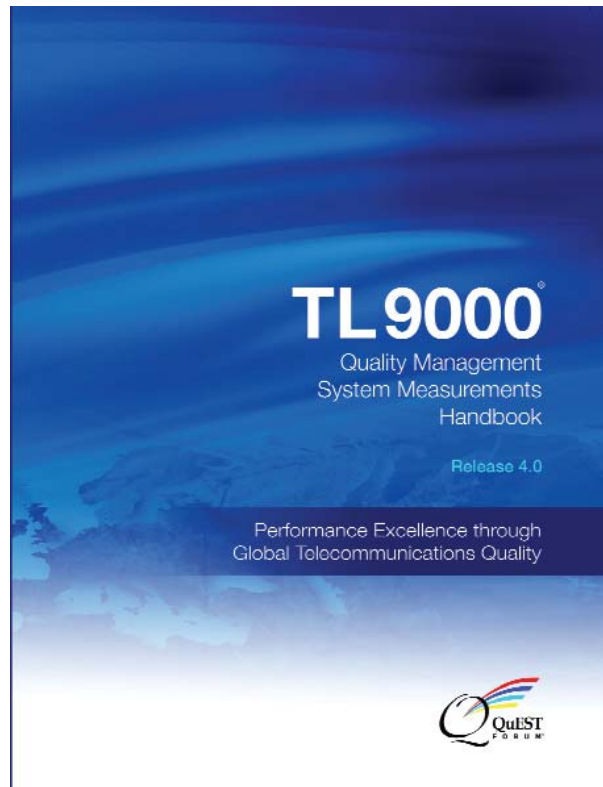
Step 10: Upgrade to Release 4.0 of the Requirements Handbook



TL 9000 Release 4.0
Requirements Registered



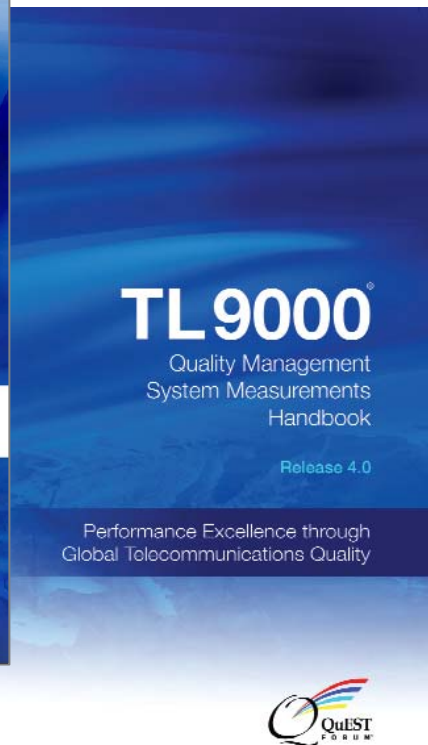
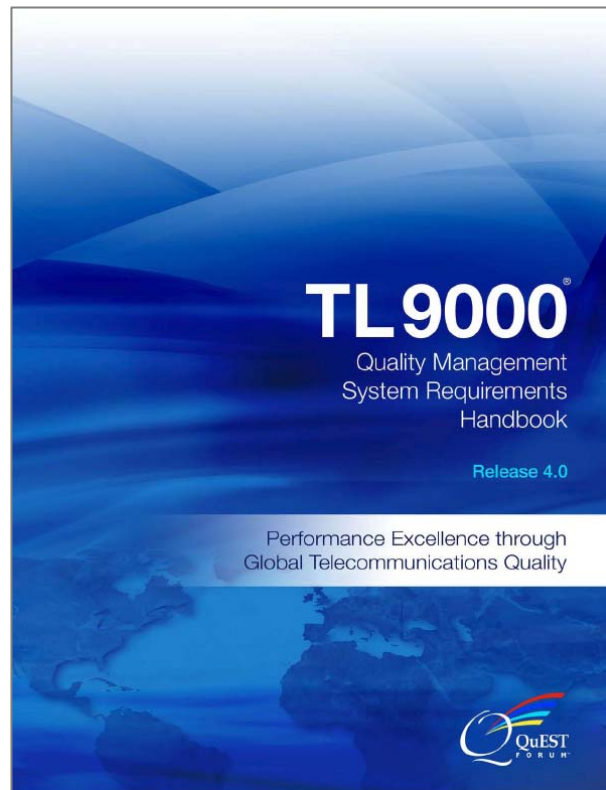
Step 11: Upgrade to Release 4.0 of the Measurements Handbook



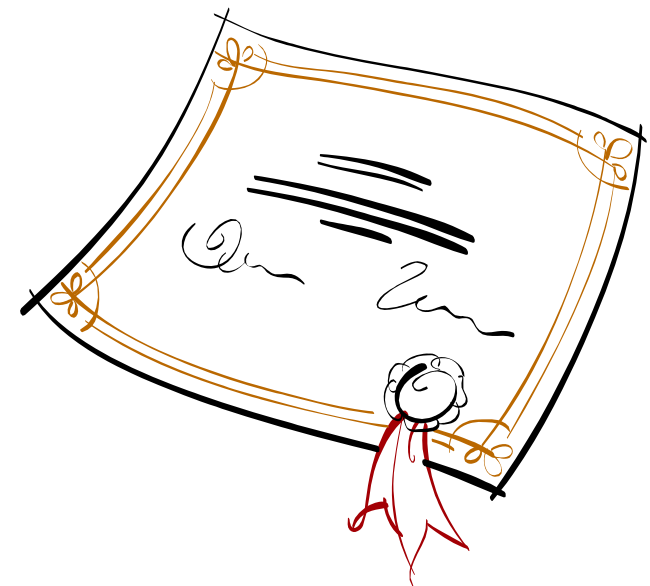
TL 9000 Release 4.0
Measurement Registered



Step 11.5: Upgrade to Release 4.0/4.0 of TL 9000



All audits conducted after July 1, 2007 must be performed to R4.0/4.0 of the TL 9000 Handbooks.



Step 12: **CELEBRATE** YOUR **TRANSITION!**

- Communicate to internal personnel through meetings, flyers, newsletters, etc.
- Promote your TL 9000 4.0/4.0 Registration to your customers and suppliers.
- Reward the Transition Team and all personnel involved.



Summary

For assistance in creating and implementing a ***TL 9000 Release 4.0/4.0 Transition Plan*** specific to your organization, please contact any QuEST Forum Approved Training Provider

For information regarding TL 9000 Release 4.0/4.0 , please visit: www.tl9000.org then the handbooks menu item.

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Thank You!