

TL 9000 Workshop

Registrar TL 9000 Portal Usage

Thursday, January 18, 2006

Baltimore, MD

Richard Morrow – UT Dallas

Agenda

- Review auditor responsibilities relative to the collection and submission of TL 9000 data
- Review auditor functions required to certify a TL 9000 registration online
- Look at screen shots of the process

Auditors and the TL 9000 Measurements

TL 9000 requires the auditor to

- Verify that effective processes are in place to collect the appropriate TL 9000 measurements for the product category
 - The online reporting facility templates assure that the appropriate set of measurements are required to be reported
 - The auditor needs to look for Exempt or NA data entries on the Data Submission Receipts. Finding any, ask for justification of omitting the measurement
- Verify that measurements have been submitted for each month and each product category under review
 - Done online before or during the audit

Sample DSR

Report[1].pdf - Adobe Acrobat Professional

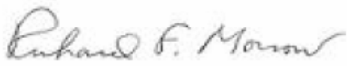
File Edit View Document Comments Forms Tools Advanced Window Help

Create PDF Combine Files Export Start Meeting Secure Sign Forms Review & Comment


1 / 2 101% Find

TL 9000 Data Submission Receipt

NOTICE This report was created by the Measurements Repository System at the University of Texas at Dallas. It satisfies requirement of 3.5.3.d of the TL 9000 Measurements Handbook, Release 3.5



/signed/ Richard F. Morrow
QuEST Forum Measurement Administrator



Registration Information

| | |
|------------------------|--------------------------|
| Registration ID | TL 3759 |
| Product Category Table | 3.8 |
| Product Category | 7.9 |
| Product Category Name | General Support Services |
| Product/Location | All |

Data Submission Information

| | |
|-------------------|------------------------------|
| Date processed | Wed Jan 03 20:55:35 UTC 2007 |
| Submission Status | Pass |

Verify the registration ID

Verify the product category

Sample DSR

The screenshot shows the Adobe Acrobat Professional interface with a PDF document titled 'Report[1].pdf'. The document content is as follows:

| Registration information | |
|--------------------------|-------------------------|
| Registration ID | TL 3759 |
| Product Category Table | 3.8 |
| Product Category | 7.9 |
| Product Category Name | General Support Service |
| Product/Location | All |

| Data Submission Information | |
|---------------------------------|------------------------------|
| Date processed | Wed Jan 03 20:55:35 UTC 2007 |
| Submission Status | Pass |
| Submission Type | New |
| TL 9000 Certification Status | Certified to TL 9000 |
| Registration Option in RMS | TL 9000-V |
| Date Template Type | V |
| TL 9000 Data for overall report | 12 /2006 |

| | |
|----------------|-----|
| Measurement ID | NPR |
| NPRs | Ok |
| Np4 | Ok |

| | |
|----------------|-----|
| Measurement ID | FRT |
| Er4c | Ok |

Check for on-time submission. Compare this time to the month below

On time DSR

Through 2007, 7 weeks after end of quarter. In 2008, 7 weeks after end of the month.

Check the measurements for Ok or Exempt

Auditors and the RMS

- Auditor works with TL 9000 registrant before certification
 - Verify scope statements, NACE codes, product categories, registration option, locations, contacts, etc.
- Auditor reviews and certifies TL 9000 registration after each audit
 - Verify timely and accurate data submissions
 - Verify all certified locations
 - Verify product categories

QuEST Portal Login Page

The screenshot shows the QuEST Portal Login Page. At the top left, there is a banner with the text "Performance Excellence through Global Telecommunications Quality" and a background image of people in a meeting. To the right of the banner is the QuEST FORUM logo. Below the banner, there is a link for "Tours/Usage Guides" and a "Login" link. A red notice states: "Notice: Portions of this portal may not perform correctly with some browsers such as Firefox. All functions work correctly when using Internet Explorer or Netscape Navigator." Below the notice, there are two links: "Click here to go to QuEST Forum Home Page" and "Click here to go to TL 9000 Home Page". The login form consists of two input fields for "User Name" and "User Password", a "Login" button, a "Forgot Password" link, and a "Create a New User Account" link with a small icon. A "View Certified Registrations" link is also present. Two callout boxes are overlaid on the page: one on the left says "It all starts with a login. Every auditor should have an account on the RMS" and one on the right says "If you don't have an account, start here." The browser's status bar at the bottom shows "Done", "Local intranet", and "100%".

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Tours/Usage Guides

QuEST FORUM

Login

Notice: Portions of this portal may not perform correctly with some browsers such as Firefox. All functions work correctly when using Internet Explorer or Netscape Navigator.


Click [here](#) to go to QuEST Forum Home Page
Click [here](#) to go to TL 9000 Home Page

User Name

User Password

Login

[Forgot Password](#)

 [Create a New User Account](#)

[View Certified Registrations](#)

It all starts with a login. Every auditor should have an account on the RMS

If you don't have an account, start here.

Done Local intranet 100%

Portal Home Page

The screenshot shows the QuEST Forum user portal. At the top, there is a banner with the text "Performance Excellence through Global Telecommunications Quality" and the QuEST Forum logo. Below the banner, the user is logged in as "Reg" with a "Hello Reg" greeting. The "Last Access Date" is "Wed Jan 10 10:50:35 CST 2007". There is a "Logout" link. On the left, there is a navigation menu with "User Home" highlighted. The main content area shows a "Welcome!!!!" message and a list of links: "Review Users Requests for Accounts", "Edit Company Account Record", "Manage Users' Accounts", and "Maintain My Account". Three callout boxes provide instructions: one points to the "Registrar" link in the menu, another points to the "User Home" link, and a third points to the "Review Users Requests for Accounts" link.

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QuEST FORUM

Tours/Usage Guides ^{New!} Hello Reg Last Access Date: Wed Jan 10 10:50:35 CST 2007 Logout

- **User Home**
- TL 9000
 - TL 9000 RMS
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Group
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Contact Us

Welcome!!!!

- Review Users Requests for Accounts
- Edit Company Account Record
- Manage Users' Accounts
- Maintain My Account

Click on Registrar to perform CB functions

This is the User's Home page. Keep your contact information current here.

If you approve requests for new accounts for your company, they will appear here.

Done Local intranet 100%

Registrar Home Page

The screenshot shows the Registrar Home Page of the QuEST Forum. At the top left is a banner with the text "Performance Excellence through Global Telecommunications Quality". To the right is the QuEST Forum logo. Below the banner, the page displays "Tours/Usage Guides ^{New!}", "Hello Reg", "Last Access Date: Wed Jan 10 10:50:35 CST 2007", and a "Logout" link. A main navigation menu on the left includes "User Home", "TL 9000" (with sub-items: TL 9000, Registrar, Accreditation Body), "QuEST Forum" (with sub-items: Member's Area, Work Groups, Regions, Leadership Council, Executive Board, Marketing Materials), and "Contact Us". The main content area is titled "Registrar Home" and contains two expandable sections: "Manage TL 9000 Registration Accounts" (with a sub-link "Search for Companies or Registrations") and "Manage Auditor Accounts" (with sub-links: "Create Auditor Account", "Modify Auditor Roles", "Approve Auditor Account", "Edit Auditor Permissions", and "More about Registrar Functions"). Two callout boxes are present: one pointing to the "Registrar Home" link and another pointing to the "Registrar" sub-item in the navigation menu. The browser's taskbar at the bottom shows "Local intranet" and "100%" zoom.

This is the Registrar function home page

Click here to work on a registration record. Slide 10 is the result of clicking this link.

List of Associated Registrations

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QuEST FORUM

Tours/Usage Guides ^{New!} Hello Reg Last Access Date: Wed Jan 10 10:50:35 CST 2007 Log

- User Home
- TL 9000
 - TL 9000
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Contact Us

Search by Companies / Registrations

Select Company Name

Select Registration ID TL

Continue

Select Registration ID TL

Done Local intranet 100%

Click the drop down to show all companies associated with your CB

After selecting a company, select the appropriate registration from this drop down.

Or, select this drop down to show all registrations associated with the CB. Results are shown on Slide 12.

List of Registrations (cont..)

Performance Excellence Global Telecommunica

Tours/Usage Guides **New!** **Hello**

- [User Home](#)
- **TL 9000**
 - [TL 9000](#)
 - [Registrar](#)
 - [Accreditation Body](#)
- [QuEST Forum](#)
 - [Member's Area](#)
 - [Work Groups](#)
 - [Regions](#)
 - [Leadership Council](#)
 - [Executive Board](#)
 - [Marketing Materials](#)
- [Contact Us](#)

Select Registration ID TL

| | |
|------|---|
| 1038 | Tellabs Dallas/Richardson |
| 1134 | Tellabs Access Division |
| 1209 | Tellabs |
| 1213 | Kingley Rubber Ind. co. Ltd |
| 1232 | HonXun Electrical Industry (Hang Zhou) Co. Ltd |
| 1246 | Ericsson Inc. |
| 1261 | Curitel Communications, Inc. |
| 1312 | JDS Uniphase - Melbourne |
| 1331 | Emerson Network Power Embedded Computing, Madison |
| 1332 | Eten Information Systems Co., Ltd. |
| 1355 | Powerwave Technologies, Inc. |
| 1373 | Suntron Corporation - GCO |
| 1396 | Bookham |
| 1412 | Hon Hai Precision Ind. Co., Ltd. Hsinchu Science Park Branch Office |
| 1430 | Delta Electronics (dongguan) Co.,Ltd |
| 1469 | Appeal Telecom Co.,Ltd |
| 1566 | Hangzhou Eastcom Cellular Phone Co., Ltd. |
| 1582 | Motorola Industrial Ltda (Mobile Devices Brazil) |
| 1595 | Optoway Technology Inc. |
| 1596 | Celestica Suzhou Technology Co., Ltd |
| 1607 | LCD Division |
| 1612 | SolutionInside Inc. |
| 1632 | Celestica Thailand |
| 1642 | Strategic Sourcing |
| 1654 | Semiconductor Business |
| 1661 | Corning Optical Fiber - UK |
| 1786 | Andrew |
| 1830 | Samsung Electro-Mechanics Co., Ltd. |
| 1834 | BENQ Corporation |

Search by
Companies / Registrations
Select
Company Name
Select
Registration ID TL

Select
Registration ID TL

This is a list of all registrations associated with the CB. The 4 digits are the TL number followed by the registration name. This is not the company name necessarily.

Slide 13 is the result of clicking on one of these registrations.

Local intranet 100%

Current Certificate Information

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QuEST FORUM

Tours/Usage Guides^{New!} Hello Reg Last Access Date: Wed Jan 10 10:54:34 CST 2007 Logout

- User Home
- TL 9000
 - TL 9000
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Contact Us

TL 9000 Registration Profile

Registration Information

| | |
|---|-----------------------------------|
| Registration Organization Name | TL 1038 Tellabs Dallas/Richardson |
| Primary Registration Administrator | David Stahl |
| Alternate Registration Administrator | Joe Kunzer |
| Registration ISO Status | ISO 9001:2000 |
| Registration Option | TL 9000-HSV |

Registration Certificate Information

| | |
|--------------------------------|------------------------------|
| Certification First Start Date | Mon Feb 20 00:00:00 CST 2006 |
| Certification Start Date | Tue Apr 25 00:00:00 CDT 2006 |
| Certification Expiry Date | Fri Apr 24 00:00:00 CDT 2009 |

View Public Registration Profile

Modify Certificate Information Cancel

Decertify Registration

Click here to de-certify this registration.

Registration information here.

First Start Date is the date the registration was first certified to TL 9000

This function disabled pending review

Data Submission Receipts










Performance Excellence through Global Telecommunications Quality

QuEST FORUM

Tours/Usage Guides **New!** Hello Reg Last Access Date: Wed Jan 10 16:59:42 GMT 2007 Logout

- User Home
- TL 9000**
 - TL 9000
 - Registrar**
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Contact Us

Data Year

| | |
|-----------|---|
| January | 3.7 - 3.2.2.2 - All  DSR |
| February | 3.7 - 3.2.2.2 - All  DSR |
| March | 3.7 - 3.2.2.2 - All  DSR |
| April | 3.8 - 3.2.2.2 - All  DSR |
| May | 3.8 - 3.2.2.2 - All  DSR |
| June | 3.8 - 3.2.2.2 - All  DSR |
| July | 3.8 - 3.2.2.2 - All  DSR |
| August | 3.8 - 3.2.2.2 - All  DSR |
| September | 3.8 - 3.2.2.2 - All  DSR |
| October | No History |
| November | No History |
| December | No History |

Data submissions are shown one per at a time.

This function disabled pending review

Click for consistent reporting. Open any DSR by clicking on it.

Internet 100%

Modify Limited Profile Information

The screenshot shows a web browser window displaying the 'Edit Registration Profile' page for user 'Reg'. The page header includes the QuEST Forum logo and the slogan 'Performance Excellence through Global Telecommunications Quality'. The user's name is 'Hello Reg' and the last access date is 'Wed Jan 10 16:59:42 GMT 2007'. A 'Logout' link is visible. The left sidebar contains a navigation menu with options like 'User Home', 'TL 9000', 'QuEST Forum', and 'Contact Us'. The main content area is titled 'Edit Registration Profile TL 1038' and contains several form fields: 'Registration Organization Name' (Tellabs Dallas/Richardson), 'Accreditation Body' (ANAB), 'NACE List H', 'NACE List S', 'NACE List V', 'ISO 9000 Scope', and 'TL 9000 Scope'. A large, light blue starburst graphic is overlaid on the right side of the form, containing the text 'This function disabled pending review'. An orange arrow points from the 'Update Changes' button at the bottom of the form to a text box at the bottom left of the slide.

The auditor can now modify these details of the registration.

This function disabled pending review

Edit Profile and update changes as needed

Certification Entry 1

ISO 9000 Scope

The design and development of telephone transmission products and systems.

TL 9000 Scope

The hardware and software design and supply of Tellabs 1100 product, telephone transmission products and systems. The management of subcontracted manufacturing of Printed Circuit Board Assemblies, Electro-mechanical Components, and Enclosure Assemblies. Product Categories: 3.2.2.2 - Loop Carrier, per Product Category Table 3.7.

Accreditation Body ANAB

[View Submission History](#) [Modify Profile Information](#)

Locations

| Approve Location | Facility Name | Address | City | State/Province | Country/Region | Zip/Postal Code | Employee Count |
|-------------------------------------|--------------------|------------------------------------|------------|----------------|--------------------------|-----------------|----------------|
| <input checked="" type="checkbox"/> | Tellabs Dallas | 18581 North Dallas Parkway | Dallas | TX | United States of America | 75287 | 156 |
| <input checked="" type="checkbox"/> | Tellabs Richardson | 501 President George Bush Turnpike | Richardson | Texas | United States of America | 75080 | 53 |

| Approve Product | Product Category Table Release | Product Category | Description |
|-------------------------------------|--------------------------------|------------------|--------------|
| <input checked="" type="checkbox"/> | 3.8 | 3.2.2.2 | Loop Carrier |

Certificate Number

Select Requirements Release

Select Measurements Release

Select first certification date [select](#)

Select current certification date [select](#)

Select expiry date [select](#)

Auditor notes

February 2009

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |

Today

Note that each location must be approved.

Each product category must also be approved.

Enter New Certificate Information

Click select to display a calendar

After all data entered, click Approve Registration.

Local intranet

100%

Certification Entry 2

- o Regions
- o Leadership Council
- o Executive Board
- o Marketing Materials
- Contact Us

Registration ISO Status ISO 9001:2000 **Registration Option** TL 9000-HSV

Exemptions NONE
NACE Code DL 32.2 DL 32.2 DL 32.2

ISO 9000 Scope The design and development of telephone transmission products and systems.
 The hardware and software design and supply of Tellabs 1100 product, telephone transmission products and systems. The management of subcontracted manufacturing of Printed Circuit Board Assemblies, Electro-mechanical Components, and Enclosure Assemblies. Product Categories: 3.2.2.2 - Loop Carrier, per Product Category Table 3.7.

TL 9000 Scope

Registrar Company Name
Accreditation Body ANAB

Locations

| Facility Name | Address | City | State/Province | Country/Region | Zip/Postal Code | Employee Count |
|--------------------|------------------------------------|------------|----------------|--------------------------|-----------------|----------------|
| Tellabs Dallas | 18581 North Dallas Parkway | Dallas | TX | United States of America | 75287 | 156 |
| Tellabs Richardson | 501 President George Bush Turnpike | Richardson | Texas | United States of America | 75080 | 53 |

Product Categories

| Product Category Table Release | Product Category | Description |
|--------------------------------|------------------|--------------|
| 3.8 | 3.2.2.2 | Loop Carrier |

Certificate Number test
 Select first certification date Feb, 20 2006
 Select current certification date Jan, 10 2007
 Select expiry date Feb, 27 2009
 Select Requirements Release R4.0
 Select Measurements Release R3.5
 Auditor notes test

Review Information and confirm to display as Public Profile

Certification Entry 2

The certificate details are copied into the public registration profile. This completes the auditor's interaction with the RMS for this audit with this registration