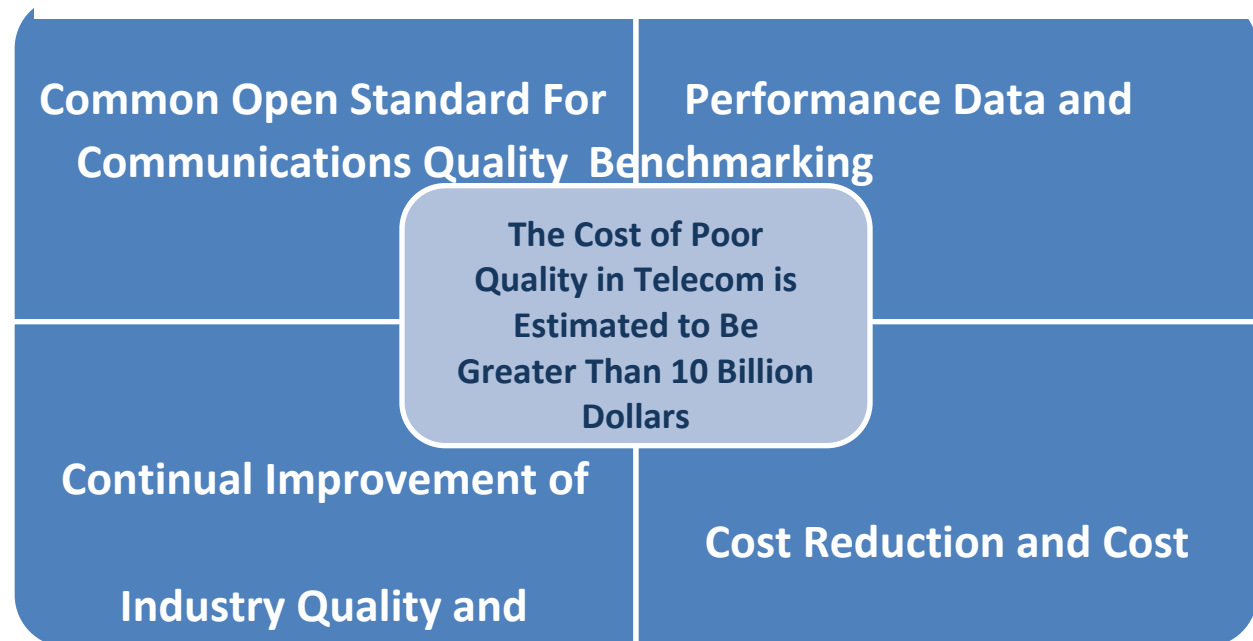**TL 9000 Quality Management System: Our Value Proposition**

In 1998 QuEST Forum (now TIA-BPC) developed the TL 9000 quality management system (QMS) to meet the supply chain quality requirements of the worldwide communications industry. TL 9000 is a quality management system built on ISO 9001 and the eight quality principles but designed specifically for the communications industry. The purpose of TL 9000 is to define the unique communications quality system requirements for design, development, production, delivery, and service. In addition, it specifies measurements for companies to help evaluate the effectiveness of quality implementation and improvement programs. TL 9000 provides value and benefits across the total spectrum of disciplines (Buyers, Suppliers, Service Providers) by providing a consistent set of quality expectations that parallel rapid technology changes and customer expectations.

The quality system requirements are detailed in the published TL 9000 Quality Management System Requirements Handbook. What sets TL 9000 apart from any other QMS is the measurement performance data requirement. The measurement data is intended to identify opportunities for improvement within the life-cycle and to benchmark performance as compared to suppliers of similar product.

TL 9000 Value Proposition

Common Open Standard For Communications Quality

Performance Data and Benchmarking

The Cost of Poor Quality in Telecom is Estimated to Be Greater Than 10 Billion Dollars

Continual Improvement of Industry Quality and

Cost Reduction and Cost

Today's business climate is; "do it faster, better, cheaper"; therefore, communications suppliers and service providers want, and need, real ways to improve their service levels and improve their business. Quality management systems (QMS) help companies meet these goals by helping managers reduce costs and provide their customers with top quality products and services. There are many quality programs and tools available for companies to use. In that case what sets TL 9000 apart, and why chose to implement the TL 9000 quality management system.

There are differentiations between a quality management system and a quality improvement tool. The ISO 9001, AS9100, TL 9000, and frameworks like CMMI are quality management systems. Six Sigma, lean Six Sigma, and Malcolm Baldrige quality award are quality tools. Here are some differentiating factors. CMMI is a system focused mainly on a process improvement approach that provides organizations with essential elements of effective processes. While it employs many of the same principles of a QMS, its primary focus is on processes. Six Sigma and Lean Six Sigma are team building and organizational tools used to improve quality throughout the organization. Both are project based and can be used companywide or in specific targeted areas. These tools are effective in focusing on cutting costs and eliminating waste. Malcolm Baldrige is a quality award program. The award recipients are "Best in Class" organizations that have achieved the ultimate of quality awards. However, Malcolm Baldrige is a USA centric award program and was developed by the US Commerce Department. Companies are audited only if they are applying for the award, not on a regular basis.

CMMI, Six Sigma, and Malcolm Baldrige have one distinct differing trait – they are not standards. Their use is optional within the organization and they are not regularly audited by third party registrars. The most important difference is that with a QMS it is a journey and not a destination. Certification to a quality standard significantly enhances an organizational DNA. It certainly improves the ability to meet customer requirements and demonstrates the company's desire to supply quality goods and services.

All in all, the TL 9000 quality management system provides a systematic and repeatable framework for consistently producing top quality products and services customized to the global communications industry. TL 9000 is truly

The Telecom Quality Management System