QuEST Forum

TL 9000
Quality Management System

Requirements Handbook

R6.2

The ICT Quality Management System
Performance Excellence through Global ICT Quality

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Throughout this document the term 'Requirements Handbook' refers to TL 9000 Quality Management System Requirements Handbook Release R6.2, namely this volume, and the term 'Measurements Handbook' refers to TL 9000 Quality Management System Measurements Handbook, unless specifically stated otherwise. The term 'TL 9000' refers jointly to both handbooks. Also, the term 'ISO 9001' refers to ISO 9001:2015 [2], unless specifically stated otherwise.

Approved and Adopted
by
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Foreword

The TL 9000 Quality Management System Requirements Handbook 6.2 was prepared by a cooperative effort of the global members of QuEST Forum. This book complements the TL 9000 Quality Management System Measurements Handbook with requirements that support information and communication technologies (ICT) industry service providers and their suppliers' commitment to meeting the expectations of their customers.

TL 9000 is a quality management system (QMS) built on ISO 9001 and designed for the ICT industry in response to the call for industry specific requirements and measurements. The purpose of TL 9000 is to define the ICT quality system requirements for design, development, production and service. In addition, it specifies measurements for companies to help evaluate the effectiveness of quality implementation and improvement programs.

TL 9000 is unique in that it requires all certified companies to submit auditable data. This data allows QuEST Forum to provide benchmarking data that aids organizations as they continually strive to be best in class. TL 9000 provides value and benefits across all supply chain and reliability disciplines by providing a consistent set of quality expectations that parallel rapid technology changes and customer expectations.

Preface

One of the core principles in TL 9000 is continual improvement. To facilitate that in the TL 9000 standard itself, QuEST Forum has moved from a model where updates are collected over time followed by an 18-month period where those changes were implemented into the Handbook along with many small changes and adjustments from a very detailed review. The new model of point releases, such as this one, incorporates valuable needed changes in a much timelier fashion. This also results in a much smaller set of changes for the TL 9000 Certified organization to implement at any given time.

The Requirements Handbook Point Release R6.1 took the TL 9000:2016 (R6) Requirements Handbook and reworded 11 of the TL 9000 added requirements, and 3 of the notes, and added one note. The intent was to clarify how these requirements apply regardless of the design and development methodology used by the organization. All the changes were in Sections 8.3 and 8.6.

This new Release R6.2 modifies two requirements, rewords four others, and updates the terminology in one. It also rewords three notes, adds one new note, and renumbers a note.

The two modified requirements are 8.3.2.C.1 Project Planning and 8.3.3.C.2 Design and Development Requirements. **Because there are modified requirements in this Release, all TL 9000 Certified organizations must move to this release.** This is true even if the two modified requirements do not apply to the organization.

Acknowledgements

The strength of QuEST Forum comes from the combined knowledge and expertise of its member companies. Our members are global information and communication technologies (ICT) service providers, manufacturers, and liaison organizations involved with auditing, training, and consulting. The collaborative and inclusive nature of QuEST Forum is unique and this update to the Requirements Handbook vividly illustrates this partnership. Extraordinary teamwork as well as individual time and effort were expended by many for the common good of the industry.

On behalf of QuEST Forum, we would like to thank the following individuals and companies for their direct contributions to this update of the *TL 9000 Quality Management System Requirements Handbook*.

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1. Introduction

The TL 9000 handbooks (*TL 9000:2016 Quality Management System Requirements Handbook* and *TL 9000 Quality Management System Measurements Handbook*) are designed specifically for the global information and communications technologies (ICT) industry to document quality management system requirements and measurements.

The Requirements Handbook establishes a common set of quality management system requirements for suppliers of ICT products: hardware, software, and services. The requirements are built on existing industry standards, including ISO 9001.

The Measurements Handbook defines a minimum set of performance measurements. The measurements are selected to measure progress and evaluate results of a quality management system implementation.

Certification to TL 9000 includes a demonstrated conformance to the Requirements Handbook, Measurements Handbook, and clarifications communicated through TL 9000 Information Alerts.

1.1 Goals

The goals of TL 9000 are to

– foster quality management systems that effectively and efficiently protect the integrity and use of ICT products: hardware, software, and services,

– establish and maintain a common set of quality management system requirements,

– eliminate the need for multiple ICT quality management system standards,

– define effective performance-based measurements to guide progress and evaluate results of quality management system implementation,

– drive continual improvement,

– enhance customer-organization-supplier relationships, and

– leverage industry conformity assessment processes.

1.2 Purpose

The purpose of TL 9000 is to define the quality management system requirements for the design, development, production, delivery, installation, and maintenance of ICT products: hardware, software, and services. TL 9000 includes performance-based measurements that quantify reliability and quality performance of these products.

1.3 Benefits of Implementation

Providers of ICT, their customers, and the end users will all benefit from the implementation of TL 9000.

Expected benefits include
– continual improvement of service to users,
– enhanced relationships between the organization and its customers,
– standardization of quality management system requirements,