CALL TO ACTION

RELAUNCH OF THE TL 9000 WORKGROUP and SUBTEAMS

May 23, 2024

Introduction

TIA is an Industry Association and Standards Development Organization. We have been operating for over 80 years and have produced 1000s of standards over our lifetime. The volunteer-driven QuEST Forum Community develops process-based, certifiable standards for the Information and Communications Technology (ICT) industry.

QuEST Forum was created to meet the quality, performance and security requirements of the Information and Communication Technology (ICT) industry. Using the ISO/IEC 9001 Standard as its framework, QuEST Forum created the TL 9000 Standard, the industry's premier Quality Management System (QMS). TL 9000 assures network operators that their suppliers have implemented stringent and repeatable quality practices that demonstrate a high level of operational control throughout the product and service lifecycle. The QMS ensures quality by defining requirements, including measurements, central to design, development, production, delivery, support, deployment, and maintenance of products and services. Certified organizations demonstrate a quality commitment that supports their claims of being 'trusted suppliers', while achieving business goals through increased customer satisfaction, resulting revenue, and continuous improvement of operational costs.

Recent highly publicized quality issues having major impact on ICT customer service underscore the continued importance of quality and business performance in an evolving and increasingly complex and competitive ICT marketplace. In response, QuEST Forum is pleased to announce the relaunch of the TL 9000 Workgroup.   Participants in these groups make contributions that will fundamentally determine the future of this important industry standard.

The goals of this instantiation of the Workgroup and Subteams are to assess the standard's current capabilities against today's challenges, address user feedback from annual satisfaction surveys and other sources and consider positioning the standard into new ICT verticals.

Workgroup and Subteam Participants

Participants will include industry representatives from ICT systems, hardware and software vendors, software developers, network operators, public service providers, installation providers, professional services, accreditation and certification bodies, auditors, and consultants, as examples.

Professional subject matter expertise includes but is not limited to:

- IT, Network and Cloud Service Operations
- Network design and architecture.
- Product design, development, and test
- Manufacturing and Supply Chain
- Professional services (e.g. installation, engineering, repair and others)
- Product and network quality and reliability assurance
- Standards development professionals
- Quality Management System auditing

Eligibility

The QuEST Forum Operating Principles define a variety of engagement models for organizations and individuals with a desire to participate in our workgroups and subteams. These span Full Participants, Liaison Participants, Observers, Individual Experts, Academic Institutions, and Interested Organizations. The different classifications provide varying levels of participation, responsibilities, voting rights and benefits.

Contact QuEST Forum for more information and to select an engagement model that best meets your needs. Our contact form is at portal.questforum.org/user/contactus_public.jsf.

Level of Commitment and Recognition

The TL 9000 Workgroup will set the meeting cadence and typically meets every other week for one hour. As goals and deliverables for the program are decided, subteams may meet more frequently and outside of the normal meeting cadence.

Participants choose how much time to contribute based on their interest in certain topics and their availability. Formal attendance is taken at meetings for organization and participation points awarded resulting in recognition.

Primary Focus Areas

TL 9000 was originally developed for the needs of telecommunications network operators. A fundamental goal of this Workgroup will be to determine future use cases for the standard.

The Workgroup will identify and prioritize its goals and deliverables using the following initial guidance:

1. Election of Workgroup leadership.
2. A general review of current release of the TL 9000 standard.   Participants will be encouraged to offer all opinions on areas of improvement driven by the needs of their organizations.
3. Participants will also have the opportunity to comment on ISO 9001 drafts in 2024-25 as the TIA QuEST Forum has a liaison relationship with ISO.
4. A review of recent usage trends.
5. Consideration of Product Category consolidation for simplification.
6. Enhancements in support of contemporary and evolving networks and products.
7. Revisions to TL 9000 measurements and benchmarking for topical needs, make simpler.
8. Evaluating all current requirements as having continued benefit.
9. An emphasis on reducing operational and certification costs.
10. Consideration for placement into new industry verticals and use cases.
11. Evaluation of existing training materials and courses for sufficiency.
12. Support of industry events, trade press interviews, webinars and podcasts.
13. Enhancements and changes for continued ISO 9001 alignment.