What is TL 9000?
TL 9000 is a quality management system standard for design, development, production, delivery, installation and maintenance of telecommunication products, i.e. hardware, software and services, focusing on issues such as cycle time reductions, on-time deliveries and return rates, reliability and defect elimination.

The standard consists of two parts: The quality management system requirements handbook and the TL 9000 quality management system measurements handbook.

TL 9000 includes supplemental requirements to ISO 9001 in the following areas:
- Performance measurements based on the reliability of a product.
- Software development and life-cycle management.
- Requirements for specialized service functions such as installation and engineering.
- Requirements to address communications between telecom network operators and suppliers.
- Reporting of quality measurement data to a central repository.
TL 9000 registered organizations are required to comply with:
- All requirements clauses of ISO 9001.
- Telecom-specific requirements that apply to all registrations, including hardware, software and/or service.
- Telecom industry measurements that apply in all product categories or to certain product categories specific to hardware, software and/or services.

**Why is certification good for my business?**
Certification to TL 9000 has several benefits:
- Enhanced competitive position through improved customer service and satisfaction.
- Demonstrating commitment to product quality and customer value.
- Demonstrating the company’s accountability and focus on continuous improvement.
- Focus on quality, performance data and results.

**How can I prepare for certification?**
For certification, you need to implement an effective quality management system complying with the requirements of the standard. It is important that you and your company are committed and set clear targets for implementation and assessment. This includes:
- Identifying customer requirements.
- Identifying applicable legal requirements.
- Establishing objectives, goals, and improvement programmes.

Before certification starts, your company should perform internal audits to identify potential gaps. One of the most important things to remember is that development, implementation and certification of a social accountability management system is a continuous journey, with the certification audit representing one element of a continuous improvement process.

**Risk Based Certification™ - tailored to your needs**
DNV GL applies our Risk Based Certification methodology to provide more value to your organization through focused audits. We start by asking you to identify the most significant risks to your social accountability management system. In addition to measuring against the selected standard, we tailor the audit to address the identified risks. This is vital in helping you pinpoint key improvement areas, and allows you to focus on the areas that are most important to you. We tailor both the certification audits and the yearly audits. We help you improve in your focus areas, and will customize the audits as your risk landscape changes.

**Training**
Knowledge fosters an organization’s ability to embed standards and create lasting cultural change. Our goal is to help you to engage your organization in a process that supports continuous learning and improvement at every level.
We deliver trainings in your local markets. Courses include introduction to TL 9000, internal auditor trainings, management review trainings and risk management. Contact your local DNV GL office to get an overview of what we can offer.
We can also support you with pre-assessments of your management system before certification in order to identify risks, gaps and areas that need improvement in order to comply with the standard.

**Why partner with DNV GL?**
Driven by our purpose of safeguarding life, property and the environment, DNV GL enables organizations to advance the safety and sustainability of their business. DNV GL is a leading provider of classification, certification, verification and training services. With our origins stretching back to 1864, our reach today is global. Operating in more than 100 countries, our 16,000 professionals are dedicated to helping our customers make the world safer, smarter and greener.

As a world-leading certification body, DNV GL helps businesses assure the performance of their organizations, products, people, facilities and supply chains through certification, verification, assessment, and training services. Partnering with our customers, we build sustainable business performance and create stakeholder trust.

*Risk Based Certification is a registered EU trademark of DNV GL AS.*

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