

TL9000

Telecommunication

Quality Management System



Quality Management System to meet the supply chain quality requirements of the worldwide telecommunications

The TL 9000 standard is the telecom industry's unique extension to ISO 9001:2008 and includes supplemental requirements in the following areas:

- Performance measurements based on reliability of 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

As a result, the TL 9000 is a two-part quality system with significant management *and* measurement components. In particular, TL 9000 certified organizations are required to comply with:

- All requirements clauses of the International Standards ISO 9001:2008
- Telecom-specific requirements that apply to all registrations
- Telecom-specific requirements that apply to hardware, software and/or service registrations
- Telecom industry measurements that apply in all product categories
- Telecom industry measurements that apply in certain product categories specific to hardware, software and/or services

The TL 9000 [Requirements Handbook](#) and [Measurements Handbook](#) provide exhaustive

Alliance Offers a Fair Approach

THE INDUSTRY STANDARD FOR EXCELLENCE



KEY GOALS

- Establish and maintain a common set of telecom QMS requirements, which reduces the number of standards for the industry
- Foster a system that protects the integrity and use of telecom products hardware, software and services
 - Define effective cost and performance-based measurements to guide progress and evaluate the results of QMS implementation
- Drive continual improvement and enhance customer relationships
- Leverage the industry conformity assessment process

We look forward to success you in the world!

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Certification

PROCESS

- Contract Signature
- Signed Application
- Document Review
- Audit Stage 1
- Audit Stage 2
- Certification
- Surveillance Audits



ABOUT US-ALLIANCE REGISTRAR

Alliance International Strategic Registrar's goal is to provide the highest Management Systems assessment, so that our Clients are recognized as the industry standard for excellence. We will distinguish ourselves through dedication toward improving our Client's Management Systems.

We understand the importance of impartiality and conflict of interest to ensure objectivity of our Certification activities. We will foster developmental relationships with the Clients we serve to achieve Client satisfaction. Our logo shall be perceived as a symbol of Quality and Excellence.

Alliance is an internationally accredited

Management System Registrar offering a comprehensive suite of services to those organizations wishing to achieve registration.

Alliance has been built on decades of collective experience within the manufacturing and non-manufacturing industries. Our senior staff played a major role in developing the content of the Quality System Requirements and piloting the first Quality System Requirement witness audit, setting the standard by which the industry is measured.

OUR POLICY is to provide exceptional levels of customer service combined with common sense interpretations of the Standards you wish to achieve. Based on

our extensive background within the quality industry we have developed a "thorough but fair" assessment approach to the registration process. This approach, welcomed by our clients, has developed a good Improvement Partnership and earned Alliance an enviable reputation within our industry. Business leaders have put the dedication and experience of Alliance personnel to work for them and you can too

We also believe registration should be used as a development tool for your organization. Registration is only the beginning of improving your overall business. We will help by identifying opportunities for you to continue to develop your business processes to ensure not only conformance to the intent of the Standard but improvement in all aspects of the company

The logo of Alliance/ARC is the degree of public confidence and trust, which is established by customer focus, the integrity of its leadership, operating principles as well as impartial and competent assessments.

During a recent survey of ISO registrar performance, Alliance/ ARC was ranked among the top in overall customer service.

