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Website: www.qpsinc.com Phone: (508) 786-0777 (508) 579-1006

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Understanding and Implementation - TL 9000

Course No. 139

TL9000 is a quality management system (QMS) standard developed specifically for the telecommunications industry. It focuses on performance, cost, service, and product reliability.

Course Benefits

Participants will gain skills that will allow them to improve product/service quality and customer satisfaction, reduce defects and downtime, enable benchmarking and performance tracking, enhance supply chain and vendor relationships, and encourage continuous improvement and regulatory compliance.

Prerequisites

TL 9000 familiarity

Duration

Two Days (14 hours)

Learning Objectives

At the end of this course, participants will be able to:

1. Understand the purpose and scope of TL 9000
2. Describe the structure and components of TL 9000
3. Understand the key requirements of TL 9000
4. Define and Utilize TL 9000 measurements
5. Plan and implement a TL 9000 QMS
6. Promote continuous improvement and performance monitoring
7. Recognize the role of leadership and team involvement

Topics Covered:

- Introduction to TL 9000
- Structure of TL 9000
- TL 9000 Requirements
- TL 9000 measurements
- Implementation process
- Training and competency development
- Internal audits and management review
- Continuous improvement in TL 9000

Instructor

The seminar leader will be a Certified Lead Auditor with over 20+ years of experience implementing TL9000 in various organizations.



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Who Should Attend

This course is intended for telecom service providers, equipment manufacturers, software vendors and integrators, and data and broadband infrastructure providers.

For More Information

Contact the Training Administrator: training@qpsinc.com or call 1(508)786-0777