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Choose certainty.  
Add value.

TL 9000 Quality  
Management system for  
telecommunications  
TL 9000 电信 / 通讯  
质量管理体系

TÜV SÜD Group

TÜV®



## TL 9000 Quality Management System for Telecommunications

TL 9000 is the first unified set of quality system requirements and metrics designed specifically for the telecommunications industry. TL 9000 is based on the ISO 9001 standard and includes additional industry-specific telecom requirements. The TL 9000 management system is applied by telecom manufacturers and suppliers engaged in the design, development, production, delivery, installation and maintenance of telecommunications products and services.

Applicable to over 10,000 telecommunications suppliers worldwide, the TL 9000 standard marks the first time the telecommunications industry has worked together to develop a uniform quality system requirement. TL 9000 Release 5.0 was released on June 22<sup>nd</sup>, 2009 and became effective on November 15<sup>th</sup>, 2009. Version 5.0 of the TL 9000 includes the recent ISO 9001:2008 updates and provides additional requirements for the following key areas:

- Hardware / Software development and life-cycle management
- Specialized service functions such as installation and engineering
- Risk management
- Supplier performance management
- Industry performance based measurements including reliability, delivery, and service quality

## TL 9000 电信 / 通讯质量管理体系

TL 9000 电信/通讯质量管理体系是第一套专门为电信/通讯产业设计的标准化的质量系统要求和指标。TL 9000 电信/通讯质量管理体系包括ISO 9001标准，附加电信/通讯产业的特殊要求。TL 9000 电信/通讯质量管理体系适用于从事设计、开发、生产、传送、安装及维护电信/通讯产品和服务的电信/通讯生产商和供应商。

TL 9000 电信/通讯质量管理体系标志着电信/通讯产业首次共同努力开发出一套统一的质量体系要求，适用于全球超过10000家的电信/通讯供应商。现行版本是TL 9000 Release 5.0, 于2009年6月22日公布并于2009年11月15日生效。TL 9000 Release 5.0包括了最新的ISO 9001:2008的要求更新，并增加了对以下要点的要求：

- 硬件/软件开发及产品生命周期管理
- 特殊的服务功能，如安装及工程
- 风险管理
- 供应商绩效管理
- 行业绩效基于可靠性、交付和服务质量的测量结果



## Benefits of becoming TL 9000 certified

Telecommunications companies can gain several benefits from being TL 9000 certified, such as:

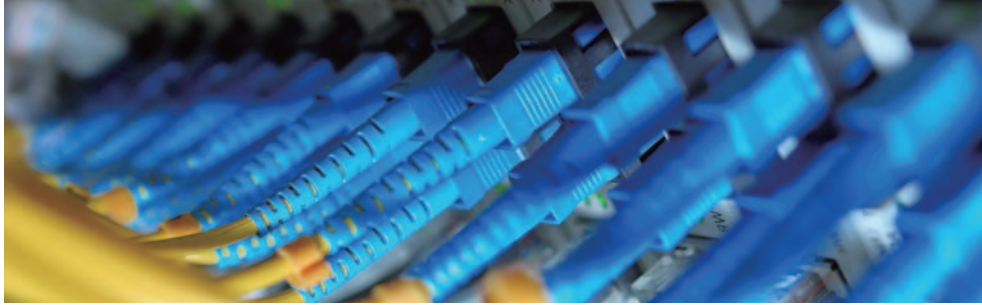
- Continuous improvement of service to subscribers
- Enhanced customer/supplier relationships
- Standardization of quality system requirements worldwide
- Uniform performance and cost-based metrics
- Efficient management of external audits and site visits
- Overall cost reduction and increased competitiveness
- Enhanced competitive positions for conforming suppliers
- Creation of a platform for improvement initiatives

## 取得 TL 9000 认证的好处

取得 TL 9000 认证的电信/通讯公司得到的收益包括：

- 持续改善客户服务质量
- 加强客户和供应商的关系
- 统一的全球质量体系要求
- 一致的绩效和成本考量指标
- 有效管理外部审核及现场跟踪
- 降低总体成本，增加竞争力
- 增强供应商的竞争优势
- 创建一个自主改善的平台





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## About TÜV SÜD

Established in Germany more than 140 years ago, TÜV SÜD is one of the world's leading technical services providers, offering knowledge services, inspections, testing, expert opinions, certification and training. Approximately 16,000 employees at over 600 locations worldwide provide technology, system and know-how optimization.

## TÜV南德意志集团简介

140多年前诞生于德国，TÜV南德意志集团是业内领先的技术服务公司，为您提供资讯，检验，测试，专家意见，认证和培训服务。16,000多名员工遍及全球600多个办事处，着力为您实现技术、体系和实际运作中的优化服务。

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We care about the environment.