TL 9000 Auditor Time

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TL 9000 Auditor Time Chart - Requirements				TL 9000 Auditor Time Chart - Measurements		
Number of Effective Personnel (see IAF MD 5)	TL 9000 Initial (note 10) and re-certification (3-years) (auditor days)	TL 9000 Surveillance (12months) (auditor days) (note 5)		Audit Complexity Factor	TL 9000 Initial (note 10) and re-certification (3-years) (auditor days)	TL 9000 Surveillance (12months) (auditor days) (note 5)
1-25	0.5	0.25		Low	0.5	0.25
26-65	1	0.5		Medium	1	0.5
66-125	1.5	0.75		High	2	1
126-625	2	1				
626-1175	2.5	1.25				
>1175	3	1.5				

Organizations and CBs shall use the Measurement System Complexity Factor Tool (accessible by the link below) to identify the overall measurement system audit complexity. They will use that result (Low, Medium, or High) to identify the minimum audit days required to properly assess the measurement system at that site. The CB shall collect the information necessary to complete the Measurement System Complexity Factor tool from the Organization as part of its quoting process.

Measurement Complexity Factor Tool - R1

NOTES:

1. The most current version of this document is available on the TL 9000 web site (http://tl9000.org/).

2. The TL 9000 auditor time comprises the Requirements days (based on number of effective personnel) plus the Measurements days (based on audit complexity factor) per the table above. This time is in addition to the ISO 9001 on-site auditor time outlined in the IAF Mandatory Document DETERMINATION OF AUDIT TIME OF QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEMS (IAF MD5).

3. The TL 9000 Auditor Time Chart defines the minimum on-site auditor time that shall be spent by the certification body (CB) on TL 9000 initial, surveillance and re-certification audits. The numbers do not include ISO 9001 auditor time nor off-site time. Off-site time may include activities such as document review, pre-audit preparation (reference QFE-002 Code of Practice for TL 9000 Certification Bodies located at http://tl9000.org/links.html), or post-audit reporting.

4. The surveillance auditor time represents total annual auditor time. For those organizations on six month audit schedules, the CB can allocate the total annual auditor time for TL 9000 assessments over the audits in a twelve month period.

5. It is the CB's responsibility to make sure there is sufficient time to audit the measurements. The Measurement System Complexity Factor tool provides a calculated baseline that should be adjusted by the CB where appropriate. Over the 3-year registration cycle, all product and service categories (and appropriate sampling of their associated measures) within the registration shall be assessed.

Complexity factors that may increase time to adequately audit measurements

- Higher number of product and service category families (i.e., 1-9) and those that require the full suite of measurements
- Multiple registration options
- Low level of automation vs. manual input for data collection and validation
- Different processes for data collection and validation across measurements and product and service categories
- Multiple number of sources of data across the Organization
- Multiple number of reporting entities across the Organization
- Processes and/or personnel changes associated with measurement collection and validation
- Limited or weak internal audit program for TL measurements

Complexity factors that may decrease time necessary to adequately audit measurements

- Limited number of product and service category families (i.e., 1-9) and/or registration options
- Service only categories
- Large amount of automation vs. manual input for data collection and validation
- Common processes across measurements and product and service categories
- Limited number of sources of data across the Organization
- Limited number of reporting entities across the Organization
- Stable processes and/or limited personnel changes associated with measurement collection and validation
- Strong/mature internal audit program for TL measurements

Note: Some of the factors noted above are considered in the Measurement System Complexity Factor tool's calculation.

6. The Auditor Time Chart is designed for a single site certification. Multiple sites may require more auditor time. For multi-site registrations, refer to IAF Mandatory Document for the Certification of Multiple Sites Based on Sampling (IAF MD1).

7. A campus is considered a single site for the calculation of audit days. A campus is defined as an organization that operates in one or more buildings in the same area, that are managed under one quality management system, where all buildings and grounds are contiguous or no one building is outside of an approximately 32-kilometer (20 mile) radius extended from the central office.

8. The auditor time for an upgrade audit from ISO 9001 to TL 9000 is equal to the auditor time for an initial TL 9000 audit. If the upgrade audit also includes an ISO 9001 surveillance or re-certification audit the auditor time for the ISO 9001 audit shall be calculated per IAF MD 5 in addition to the TL 9000 auditor time.

9. Reductions may be applied to take into account TL 9000 (including ISO 9001) requirements that are not relevant to a local site; or similarity of processes, different types of exclusions, etc.

9.1. CBs shall combine the required on-site time for ISO 9001 (as defined in the IAF Guidance) and the required time for TL 9000 (as defined in this document) and shall document actual auditor time including justification for any deviation (on the combined time). The TL 9000 auditor time is in addition to the ISO 9001 auditor time outlined in the IAF Mandatory document MD 5. Determination of auditor time should allow ensuring that linkages between remote sites and centrally performed processes are considered.

9.2. TL 9000 additive factors could include those items associated with medium or high complexity factor measurement systems, multiple registration specialties, multiple sites, time to properly review corrective actions to previously identified nonconformities, and other factors as defined in IAF MD 5. Time may also need to be added in some cases to accommodate the installation/construction site audit required by QFE-002 Code of Practice. TL 9000 reduction factors could include a small site and adders that are not relevant to the site. The maximum reduction of TL 9000 requirements audit days shall align with IAF MD 5. If there are no TL measurement responsibilities or activities performed at a given site, the minimum audit days for measurements for that site shall be zero.

9.3. Once all the reductions have been considered for a site the CB shall allow at least 0.5 day for the combined ISO 9001 and TL 9000 surveillance, at least 1.0 days for the combined ISO 9001 and TL 9000 re-certification and at least 1.5 days for the combined ISO 9001 and TL 9000 initial certification.

9.4. The CB shall have a documented procedure for auditor time reductions and justifications (as referenced in ISO/IEC 17021-1 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 1: Requirements) for TL 9000 which is approved by the AB. The CB shall ensure the process is effective and valid. The application of this process shall be audited by the AB during each CB audit.

9.5. If a CB has a process which reduces the ISO 9001 and TL 9000 (combined) auditor time greater than the IAF MD 5 guideline, then that documented process can be approved by the AB (prior to implementation) instead of client by client. If the justification for the audit time is greater than the guideline within MD 5 then the audit program should be developed by a CB qualified auditor to ensure that the processes are adequately covered. Notification and the justification shall be forwarded to the AB within five working days after the quotation date. Records of this justification should be maintained by the CB. The AB has the option to request additional information from the CB as appropriate.

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