

# Qualification and Experience Requirements for TL 9000 Certification Body Auditors

This document is a product of the Oversight Work Group of QuEST Forum. It is subject to change by the Oversight Work Group with the latest version always appearing here. The purpose of this document is to define the qualifications and experience for the specified TL 9000 auditor levels: 1) TL 9000 Auditor, 2) TL 9000 Lead Auditor; and 3) Telecom or Information & Communications Technology Industry Experience Auditor (TIEA).

## **Requirements – Effective Date 04 August, 2014**

### **Section 1: General**

Auditors of quality management systems shall, at a minimum, meet the education, training, work experience, audit experience of ISO/IEC 17021, and have the following:

- a) **Auditing Experience:** Participation in at least four audits for a minimum of 20 days that cover all the elements of the ISO 9001 standard within the last three years and have the ability to cover all the elements as determined by the CB's audit program manager or equivalent person.
- b) **Education:** Conform to the Certifications Body's requirements for maintenance of qualifications, which must include the current version of the TL 9000 Quality Management System Requirements Handbook and TL 9000 Quality Management System Measurements Handbook.

### **Section 2: Qualification Requirements for TL 9000 Auditors:**

- a) Meet the requirements for auditors noted in [Section 1](#)
- b) Completed and passed the QuEST Forum sanctioned TL 9000 Quality Management System Requirements and Measurements Auditing training, any required pre-requisite courses, and any supplemental required training.
- c) Complete TL 9000 Auditor Apprenticeship Program for Measurements as defined below:
  - i. Each CB Auditor Apprentice shall observe a TIEA or TL 9000 Lead Auditor conducting a full audit of the collection, validation, and reporting of all measurements applicable to a certified organization as outlined in TL 9000 RHB Table 3.2-1 *Registration Requirements by Specialty Areas*.
  - ii. After observation is completed by the Apprentice, the Apprentice is required to conduct or lead an audit for a measurement specialty witnessed by a TIEA or TL 9000 Lead Auditor.
  - iii. The apprentice observation record and witness record must be approved by the respective TIEA or TL 9000 Lead Auditor and the respective CB. Upon verification of completion of the Apprenticeship Program by the auditor, the CB shall provide the auditor with the Apprenticeship Completion record. The record of completion will be recognized by all other TL 9000 CBs.
- d) Maintenance Requirements for TL 9000 Auditors:
  - i. participating in at least three TL 9000 audits per three-year period,
  - ii. completing a minimum of 2.0 CEUs in topics related to the telecommunications or information & communication technology industries per three-year period, including any additional courses required by the QuEST Forum and, if desired, participation in the QuEST Forum Conferences and / or work group meetings.
  - iii. See [Appendix A](#) below for qualifying CEU activities.

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## Section 3: Qualification Requirements for TL 9000 Lead Auditors:

For auditors to be TL 9000 qualified to lead TL 9000 audits, they shall:

- a) meet all of the requirements for auditors as noted in Sections 1 and 2 above, and
- b) have met the CB's qualifications for leading audits.
- c) Maintenance Requirements for TL 9000 Lead Auditors:
  - i. participating in at least six TL 9000 audits per three-year period, acting as audit team leader in at least two of these audits
  - ii. completing a minimum of 3.0 CEUs in topics related to the telecommunications or Information & Communications Technology industry per three-year period, including any additional courses required by the QuEST Forum, and, if desired, participation in the QuEST Forum Conferences and / or work group meetings
  - iii. acting as the audit team leader in an audit witnessed by a TIEA during the first 12 months of each new three-year period.
  - iv. See [Appendix A](#) below for qualifying CEU activities.

## Section 4: Qualification Requirements for TIEA:

- a) Compliance with the requirements for TL 9000 Auditor (Section 2) and TL 9000 Leader Auditor ([Section 3](#));
- b) Actively participate in QuEST Forum conferences and/or working committees' meetings/activities for at least the most recent six months (see [Appendix B](#)).
- c) Must have at least two years within the last 5 years of relevant workplace experience (*as defined by the NACE code or equivalent method used by the CB*) in the Telecommunications/ Information & Communications Technology industries, OR
- d) Performed the role of Lead Auditor in a minimum of 10 TL 9000 audits (*certifications, re-certifications, or surveillances audits covering each H, S, and/or V specialty/(ies) at least twice*), within the past 5 years, with at least one audit in the previous 12 months.
- e) Maintenance Requirements for TIEAs:
  - i. participating in at least nine TL 9000 audits per three-year period, including witness audits,
  - ii. acting as audit team leader in at least three of the nine audits,
  - iii. continuing to actively ([see Appendix B](#)) participate in QuEST Forum conference and/or Workgroup meetings/activities. At a minimum, a TIEA is required to participate in six activities per year with no two-quarter gap in participation; and
  - iv. completing a minimum of 4.0 Continuing Education Units (CEUs) in topics related to the telecommunications or Information & Communications Technology industry per three-year period, including:
    - a. any additional courses required by the QuEST Forum, and
    - b. participation in the QuEST Forum Conferences and / or work group meetings.

See [Appendix A](#) below for qualifying CEU activities.

## Section 5: Failure to Maintain Qualifications

Any individual that fails to meet the maintenance qualifications for their classification shall be re-classified based on the qualifications that are met. They must fulfil the requirements not met to re-qualify and shall not audit at that auditor level until re-qualified. See examples below:

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1. Failure to meet TL 9000 auditor requirements will result in the need to retake the training and exams specified in Section 2b and fulfil the requirements in Section 2a and 2c.
2. If a TL 9000 lead auditor does not meet the criteria for leading TL 9000 audits, s/he must meet the requirements in Section 3ci and Section 3ciii
3. If a TIEA does not meet the QF activities but meets all other requirements, they must then meet the QF activity requirements.

Reassessment of these qualifications shall be conducted annually. The process shall be the responsibility of the Certification Bodies (CBs) and overseen by the Accreditation Bodies (ABs).

### **Section 6: Implementation Guidelines**

Any classified TL 9000 auditors as of the effective date of this document are exempt from having to meet the Apprenticeship requirements.

New auditors as of the effective date of this document must meet the requirements.

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### **Appendix A – Example Continuing Professional Development Activities**

Communications CEU Activity	TL Auditor CEUs allowed
QuEST Sanctioned Training	Actual CEUs credited on certificate
Technical communications training courses	Actual CEUs credited on certificate
Advanced auditing training courses	Actual CEUs credited on certificate
QuEST Work Group, Regional Work Group, or Qualifying Sub-team meeting (including teleconferences) Participation	1.5 CEUs per Group per year
QuEST Best Practice Conference	0.1 CEUs per Conference Hour
QuEST Sponsored Special Interest Group (SIG) meetings	0.1 CEUs per Meeting Hour
Conducting a QuEST Forum/TL 9000 readout or training session (note that you can only receive credit one time for each class, not for each time the class is delivered)	0.1 CEUs per Meeting Hour
Attendance at QuEST Forum/TL 9000 readouts or training sessions conducted by your QuEST Forum representative	0.1 CEUs per Meeting Hour

Completion or Attendance Certificate documenting any CEU activity is, of course, required.

### **Appendix B –QuEST Forum Participation Activities**

Examples of QuEST Forum activities:

- Attendance at QF conference, Work Group, or Regional meetings
- Meeting Attendance at AB/CB, Training, KPI, or other active sub-team
- Contribution to all on line discussions AND other activities on a virtual sub-team, such as the Product Category Table sub-team,
- Any participation IGQ RHB and MHB sub-teams count as double activities.
- Attendance at Executive Board strategic initiative team
- Providing support to the Translation sub-team Other participation in QF activities that would warrant recognition in the TL 9000 Handbook
- QuEST Forum Webinars
- Auditor User Group and Workshops