

TL 9000 Individual Certification Criteria

TL 9000 Practitioner Criteria

To be granted a TL 9000 Practitioner Certification, the individual must meet the following education, training, and experience criteria.

Education

- Bachelor's degree in any field and two years experience within a qualified telecommunications industry organization **or**
- Six years qualified telecommunications experience

Qualifying experience includes employment at any organization certified to TL 9000, a QuEST Forum Selected Training Provider, or a QuEST Forum member providing TL 9000 consulting services.

Training

- Successful completion of the QuEST Forum sanctioned TL 9000 Quality Management System Implementation training course and its prerequisites **or**
- Successful completion of the QuEST Forum sanctioned TL 9000 Quality Management System Auditing training course and its prerequisites
- **And** successful completion of all delta training issued after the above training was completed

TL 9000 Experience

- Involvement as a lead or key team member for a TL 9000 certified program **or** qualification as TL 9000 Master Trainer.

Maintenance Requirements

To maintain a TL 9000 Practitioner Certification the individual must:

- Be actively involved with the maintenance of a TL 9000 certification, deliver as a lead instructor at least 3 TL 9000 Sanctioned Training courses for a QuEST Forum Selected Training Provider, maintain status as a TL 9000 Master Trainer, **or** provide at least 20 days per year of TL 9000 consulting through a QuEST Forum member
- Successfully complete any sanctioned training courses offered on updates to TL 9000 and any other new TL 9000 training designated as mandatory to maintain certification
- Annually provide documentation necessary to demonstrate the continued fulfillment of the requirements listed above

TL 9000 Expert Criteria

To be granted a TL 9000 Expert Certification, the individual must meet the following education, training, and experience criteria.

Education

- Bachelor's degree in any field and six years experience within a qualified telecommunications industry organization **or**
- Ten years qualified telecommunications experience

Training

- Same as for TL 9000 Practitioner

Basic TL 9000 Experience

- Same as for TL 9000 Practitioner

Additional TL 9000 Work Experience

In addition to being employed or associated with a QuEST Forum member company or the Forum directly, all candidates should have **at least two** of the following work experiences during the past year and for two or more years during the last 4 years:

- Active participation on a QuEST Forum Work and/or Regional Group, leader of a Sub Team, or actively involved with multiple sub-teams
- Active involvement/responsibility for a TL 9000 Registration
- Deliver as a lead instructor at least 5 TL 9000 Sanctioned Training courses per year for a QuEST Forum Selected Training Provider
- Status as a TL 9000 Master Trainer
- A minimum of 20 days per year performing any of the following auditor experiences:
 - TL 9000 Quality System/Measurements Auditor/Lead Auditor
 - TL 9000 Internal Auditor
- At least 45 days of TL 9000 consulting performed as a representative of a QuEST Forum member

Personal Attributes

- Be open-minded and mature
- Possess sound judgment, analytical skills, and tenacity
- Have the ability to perceive situations in a realistic way, to understand complex situations from a broad perspective, and to understand the role of individual units within the overall organization they are mentoring
- Possess effective oral communication skills in meetings and in informal settings

- Possess effective writing skills to clearly and concisely express observations and conclusions
- Be committed to support the mentoring process
- Remain objective and true to the spirit of the exercise
- Be willing to receive, use to the sole benefit of the engagement, and hold in confidence any proprietary information received

Maintenance Requirements

To maintain a TL 9000 Expert Certification the individual must:

- Successfully complete any sanctioned training courses offered on updates to TL 9000 or other new TL 9000 training designated as mandatory to maintain certification or perform as an SME for those courses during their review and piloting
- Continue to meet the additional TL 9000 Work Experience Requirements noted above.
- Annually provide documentation necessary to demonstrate the continued fulfillment of the requirements listed above

Documentation Requirements

In addition to any application or re-certification forms required by the Forum, the following documents must be provided.

The candidate must demonstrate that he or she has successfully completed the training course(s) by passing both the continuous evaluation and the course provider's examination. Only certificates that demonstrate successful completion shall be considered.

A resume or similar documentation giving information on work actually performed, positions held, reporting levels, and areas of responsibility will be required as objective evidence to satisfy the relevant work experience requirement. The documentation provided should include complete information: (i.e., supervisor or contact person, and telephone number for each position held).