



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements & Measurements Contact: Angela Hall (angela.hall@tekelec.com)	2. Alert Number: 04-003A
3. Documentation Affected: TL 9000 Requirements Handbook, Release 3.0	4. Issue Date: 2004/02/27
5. Reason for Alert: 'Supplier' was not updated to 'Organization' in all areas of the 3.0 Handbook to reflect the terminology change of ISO 9001:2000.	
6. Description: For requirement 7.1.V.1, the word "Suppliers" should be changed to "Organizations" The requirement: 7.1.V.1 Service Delivery Plan - Suppliers that are responsible for the delivery or implementation of a service, and are not responsible for the design and development of that service, shall comply with the Project Plan requirements of 7.3.1.C.1. Should read: 7.1.V.1 Service Delivery Plan - Organizations that are responsible for the delivery or implementation of a service, and are not responsible for the design and development of that service, shall comply with the Project Plan requirements of 7.3.1.C.1.	
7. Comments: This reflects the Terminology Section (2.3) of the TL 9000 Requirements Handbook 3.0: "To be consistent with ISO 9001:2000 terminology, the term "organization" replaces the term "supplier" which was previously used to mean the unit to which TL 9000 applies." The wording for 7.1.V.1 will be corrected in the next edition of the Requirements Handbook.	