



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Oversight – AB/CB Sub-team Contact: contact@questforum.org	2. Alert Number: 18-003A
3. Documentation Affected: New mandatory third-party auditor test and associated training	4. Issue Date: May 1, 2018
5. Reason for Alert: To announce the release of a mandatory third party auditor test and associated training material	
6. Description: <p>In its continual effort to improve the effectiveness of the TL 9000 third party audit process, QuEST Forum has identified several areas where there have been issues concerning auditor practices and retained knowledge. To address these issues, a mandatory test for all AB assessors and CB auditors has been created. The purpose in requiring this test is to:</p> <ul style="list-style-type: none"> • Ensure adequate knowledge of TL 9000 • Prevent misclassification of major nonconformities, minor nonconformities, and opportunities for improvement • Confirm and enhance TL 9000 Measurements audit knowledge and skills • Remedy infrequent audit practice and experience • Complement AB and CB process training • Calibrate existing auditors <p>The intent is to ensure all AB assessors and CB auditors have the necessary skills to execute effective TL 9000 audits.</p> <p>There is a six (6) month window, following the release of the test and training, in which to pass the test. This means that, after October 31, 2018, a third party auditor cannot conduct TL 9000 audits without having passed the test. In addition to the test, there is an associated e-Learning course. Each auditor has the option to take only the test (the “test-out” option), or to take the course first, followed by the test. If choosing the test-out option, but failing to achieve a passing grade, then the auditor must take the training course, and then take the associated test until a passing grade is achieved.</p> <p>The test and course modules cover process auditing, TL 9000 requirements, and TL 9000 measurements. The cost is \$99 for the standalone test or \$599 (\$499 QuEST Forum members) for the e-Learning course including the test. If an auditor does not pass the \$99 test, then they will have to take the associated e-Learning course but will receive a \$99 coupon credit to apply to its cost. The fee for the course covers as many re-takes of the test as needed to pass.</p>	



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7. Comments:

QuEST Forum appreciates all TL 9000 auditors and their continued support to enhance and improve the TL 9000 audit process.

It should be noted that this test and training is also an excellent tool for confirming the capability and skills of an organization's internal audit team.

When taking the test, the auditor should have the following reference materials handy to consult:

- TL 9000 Requirements Handbook R6.0
- TL 9000 Measurements Handbook R5.0
- TL 9000 Measurements Handbook R5.5 point release material
- Product & Service Category Tables R5.5
- Code of Practice for the TL 9000 Certification Process R7.2
- TL 9000 Auditor Time Table R5.0
- ISO 19011:2011
- ISO/IEC 17021-1:2015