

TL 9000 Requirements Release 5.0

TL 9000 Release 5.0	Requirement	Type	Forum	GR1202	GR1252	ISO/IEC 90003:2004	ISO12207	TR179
4.2.3.C.1 Control of Customer-Supplied Documents and Data	Yes	C	X					
5.2.C.1 Customer Relationship Development	Yes	C		X				
5.2.C.2 Customer Communication Methods	Yes	C		X				
5.2.C.2 NOTE			X					
5.4.1.C.1 Quality Objectives	Yes	C	X					
5.4.2.C.1 Long- and Short-Term Quality Planning	Yes	C	X					
5.4.2.C.1 NOTE 1			X					
5.4.2.C.1 NOTE 2			X					
5.4.2.C.2 Customer Input	Yes	C		X				
5.4.2.C.3 Supplier Input	Yes	C		X				
5.5.3.C.1 Organization Performance Feedback	Yes	C		X				
5.5.3.C.1 NOTE			X					
6.2.2.C NOTE			X					
6.2.2.C.1 Internal Course Development	Yes	C		X				
6.2.2.C.2 Quality and Process Improvement Concepts	Yes	C		X				
6.2.2.C.3 Product Quality Training Opportunity Awareness	Yes	C	X					
6.2.2.C.4 Electrostatic Discharge (ESD) Training	Yes	C	X					
6.2.2.C.5 Advanced Quality Training	Yes	C			X			
6.2.2.C.6 Hazardous Conditions Training Content	Yes	C	X					
6.2.2.HV.1 Qualification of Personnel	Yes	HV		X				
6.2.2.HV.1 NOTE			X					
6.3.C.1 Infrastructure	Yes	C	X					
6.4.C.1 Work Areas	Yes	C			X			
7.1.C.1 Life Cycle Model	Yes	C					X	
7.1.C.1 NOTE 1			X					
7.1.C.1 NOTE 2			X					
7.1.C.1 NOTE 3			X					
7.1.C.2 Disaster Recovery	Yes	C					X	
7.1.C.2 NOTE			X					
7.1.C.3 End of Life Planning	Yes	C					X	
7.1.C.4 Tools Management	Yes	C						X
7.1.C.4 NOTE			X					
7.1.HS.1 Configuration Management Plan	Yes	HS					X	
7.1.HS.1 NOTE			X					
7.1.V.1 Service Delivery Plan	Yes	V	X					
7.2.2.C.1 Closure Tracking	Yes	C	X					

TL 9000 Requirements Release 5.0

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7.2.2.C.2 Contract Review	Yes	C				X		
7.2.2.C.2 NOTE							X	
7.2.3.C.1 Notification About Problems	Yes	C			X			
7.2.3.C.2 Problem Severity	Yes	C						X
7.2.3.C.2 NOTE			X					
7.2.3.C.3 Problem Escalation	Yes	C						X
7.2.3.C.4 Customer Feedback	Yes	C	X					
7.2.3.HS.1 Organization's Recall Process	Yes	HS	X					
7.2.3.HS.2 Design and Development Process Quality Measurements Data Reporting	Yes	HS	X					
7.3.1.C.1 Project Plan	Yes	C					X	
7.3.1.C.1 NOTE 1			X					
7.3.1.C.1 NOTE 2			X					
7.3.1.C.2 Requirements Traceability	Yes	C						X
7.3.1.C.2 NOTE			X					
7.3.1.C.3 Test Planning	Yes	C						X
7.3.1.C.4 Risk Management Plan	Yes	C						
7.3.1.C.4 NOTE			X					
7.3.1.C.5 Integration Planning	Yes	C					X	
7.3.1.C.6 Estimation	Yes	C						X
7.3.1.C.6 NOTE			X					
7.3.1.HS.1 Migration Planning	Yes	HS					X	
7.3.1.HS.1 NOTE 1			X					
7.3.1.HS.1 NOTE 2			X					
7.3.1.HS.2 Design and Development Process Quality Measurement Planning and Implementation	Yes	HS	X					
7.3.1.HS.2 NOTE			X					
7.3.1.S.1 Computer Resources	Yes	S						X
7.3.1.S.1 NOTE			X					
7.3.1.S.2 Regression Test Planning	Yes	S	X					
7.3.2.C.1 Customer and Supplier Input	Yes	C		X				
7.3.2.1 NOTE			X					
7.3.2.C.2 Design and Development Requirements	Yes	C					X	
7.3.2.C.3 Requirements Allocation	Yes	C				X		
7.3.2.C.3 NOTE			X					
7.3.2.H.1 Content of Requirements	Yes	H			X			
7.3.2.S.1 Identification of Software Requirements	Yes	S					X	

TL 9000 Requirements Release 5.0

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7.3.3.HS.1 Design and Development Output	Yes	HS				X		
7.3.3.V.1 Services Design and Development Output	Yes	V	X					
7.3.5.C.1 Verification of Documentation	Yes	C	X					
7.3.5.HS.1 Stress Testing	Yes	HS						X
7.3.5.HS.2 Abnormal Conditions	Yes	HS	X					
7.3.5.S.1 System Testing	Yes	S						
7.3.6.C NOTE			X					
7.3.6.S.1 Release Management	Yes	S						X
7.3.7.C.1 Change Management Process	Yes	C			X			
7.3.7.C.1 NOTE			X					
7.3.7.C.2 Informing Customers	Yes	C			X			
7.3.7.C.3 Problem Resolution Configuration Management	Yes	C						X
7.3.7.H.1 Component Changes	Yes	H	X					
7.4.1.C.1 Purchasing Procedure(s)	Yes	C					X	
7.4.1.C.1 NOTE			X					
7.4.1.C.2 Supplier Performance Management	Yes	C						
7.4.1.C.2 NOTE 1			X					
7.4.1.C.2 NOTE 2			X					
7.4.1.C.2 NOTE 3			X					
7.5.1.C.1 Service Resources	Yes	C		X				
7.5.1.C.2 Product Delivery	Yes	C		X				
7.5.1.HS.1 Emergency Service	Yes	HS		X				
7.5.1.HS.2 Installation Plan	Yes	HS					X	
7.5.1.HV.1 Operational Changes	Yes	HV			X			
7.5.1.S.1 Patching Procedure(s)	Yes	S						X
7.5.1.S.2 Patch Documentation	Yes	S						X
7.5.1.S.3 Replication	Yes	S				X		
7.5.1.V.1 Software Used in Service Delivery	Yes	V	X					
7.5.1.V.1 NOTE			X					
7.5.1.V.2 Tool Changes	Yes	V	X					
7.5.3.H.1 Traceability for Recall	Yes	H	X					
7.5.3.H.2 Traceability of Design Changes	Yes	H	X					
7.5.3.HS.1 Product Identification	Yes	HS				X		
7.5.3.HS.1 NOTE			X					
7.5.5.C.1 Protection from Electrostatic Discharge (ESD) Damage	Yes	C	X					
7.5.5.C.1 NOTE 1			X					
7.5.5.C.1 NOTE 2			X					

TL 9000 Requirements Release 5.0

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7.5.5.HS.1 Packaging and Labeling Verification	Yes	HS	X					
7.5.5.HS.1 NOTE			X					
7.5.5.HV.1 Deterioration	Yes	HV			X			
7.5.5.S.1 Software Virus Protection	Yes	S				X		
7.6.C.1 Equipment Identification	Yes	C			X			
8.2.1.C.1 Customer Satisfaction Data	Yes	C		X				
8.2.3.C.1 Process Measurement	Yes	C				X		
8.2.4.H.1 Periodic Retesting	Yes	H			X			
8.2.4.H.2 Content of Testing	Yes	H			X			
8.2.4.H.2-NOTE			X					
8.2.4.H.3 Frequency of Testing	Yes	H			X			
8.2.4.H.4 Testing of Repair and Return Products	Yes	H			X			
8.2.4.HV.1 Inspection and Test Documentation	Yes	HV			X			
8.2.4.HV. 2 Inspection and Test Records	Yes	HV			X			
8.2.4.S.1 Test Documentation	Yes	S						X
8.4.C.1 Trend Analysis of Nonconforming Product	Yes	C	X					
8.4.HS.1 Field Performance Data	Yes	HS			X			
8.4.V.1 Service Performance Data	Yes	V			X			
8.5.1.C.1 Continual Improvement Program(s)	Yes	C			X			
8.5.1.C.1 NOTE			X					
8.5.1.C.2 Employee Participation	Yes	C		X				
8.5.2.C NOTE 1			X					
8.5.2.C NOTE 2			X					
8.5.2.S.1 Problem Resolution	Yes	S						X
	92	92	64	14	18	7	12	14
	C	50						
	H	26						
	S	24						
	V	10						
	C Total	50						
	H Total	8						
	HS Total	13						

TL 9000 Requirements Release 5.0

TL 9000 Release 5.0

Requirement	Type	Forum	GR1202	GR1252	ISO/IEC 90003:2004	ISO12207	TR179
HV Total	5						
S Total	11						
V Total	5						

ISO 19011-
2002 ISO/TS
16949:2002 CMMI -
DEV, V1.2 GR-282

ISO 19011- 2002	ISO/TS 16949:2002	CMMI - DEV, V1.2	GR-282
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16949:2002

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GR-282