

TL 9000 Requirements Release 5.5

TL 9000 Requirements Handbook Release 5.5	Requirement	Type	Forum	GR 1202	GR 1252	ISO/IEC 90003:2004	ISO 12207	TR 179	ISO/TS 16949:2002	CMMI - DEV, V1.2	GR 282
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			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.2 Disaster Recovery	Yes	C					X				
7.1.C.2 NOTE			X								
7.1.C.3 Product Security	Yes	C	X								
7.1.C.4 End of Life Planning	Yes	C					X				
7.1.C.5 Tools Management	Yes	C						X			
7.1.C.5 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								
7.2.2.C.2 Contract Review	Yes	C				X					
7.2.2.C.2 NOTE							X				
7.2.3.C.1 Problem Severity	Yes	C						X			
7.2.3.C.1 NOTE 1			X								

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7.2.3.C.1 NOTE 2			X								
7.2.3.C.2 Problem Escalation	Yes	C						X			
7.2.3.C.3 Problem Report 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								
7.2.3.HS.1 Notification About Critical Problem Reports	Yes	HS			X						
7.2.3.V.1 Notification About Critical Service Disruption	Yes	V	X								
7.2.3.V.1 NOTE			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.1 NOTE 3			X								
7.3.1.C.1 NOTE 4			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 Planning	Yes	C							X	X	
7.3.1.C.4 NOTE			X								
7.3.1.C.5 Integration Planning	Yes	C					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									
7.3.1.HS.2 NOTE			X								
7.3.1.HS.1 Computer Resources	Yes	S						X			
7.3.1.HS.1 NOTE			X								
7.3.2.C.1 Customer and Supplier Input	Yes	C		X							
7.3.2.C.1 NOTE			X								
7.3.2.C.2 Design and Development Requirements	Yes	C					X				
7.3.2.C.2 NOTE			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				
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			

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7.3.5.HS.2 Abnormal Conditions	Yes	HS	X								
7.3.5.HS.3 System Testing	Yes	S									X
7.3.6.C NOTE			X								
7.3.6.HS.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 of Design Changes	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							X		
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 Customer Service Resources	Yes	C		X							
7.5.1.C.2 Product Delivery	Yes	C		X							
7.5.1.HS.1 Emergency Service Provisioning	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	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								
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							

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8.2.3.C.1 Process Measurement	Yes	C				X					
8.2.4.H.1 Periodic Retesting	Yes	H			X						
8.2.4.H.1 NOTE			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			X								
8.5.2.S.1 Problem Resolution	Yes	S						X			
	92	92	67	14	18	7	12	13	2	1	1
	C	49									
	H	27									
	S	24									
	V	11									
C Total	49										
H Total	8										
HS Total	14										
HV Total	5										
S Total	10										
V Total	6										