

Conversion Table for TL 9000 Requirements Release 3.0 to 4.0

Section	TL 9000 Requirements Release 3.0	TL 9000 Requirements Release 4.0	Type of Change	Comment
4.2.3	4.2.3.C.1 Control of Customer-Supplied Documents and Data	The organization shall establish and maintain a documented procedure(s) to control all customer-supplied documents and data (e.g., network architecture, topology, capacity, installation termination assignments, drawings, and database) if these documents and data influence the realization and/or support of the product.	Reworded	Added 'drawings' and simplified wording from 'design, verification, validation, inspection and testing, or servicing' to 'realization and/or support of' the product.
5.2	5.2.C.1 Customer Relationship Development	NO CHANGE	No Change	
5.2	5.2.C.2 Customer Communication Procedures	Customer Communication Methods – The organization shall establish and maintain methods for communicating with selected customers to share expectations, to solicit and consider customer input for quality planning activities, and to ensure product quality improvement. The outcome of customer communication should generate actions for resolving identified issues and provide opportunities for improving customer satisfaction. [4]	Reworded	Changed title. Deleted 'Procedure(s)' and added 'Methods.' Requirement was reworded to incorporate intent of former bulleted items into body of text. Deleted procedure requirement.
5.2	5.2.C.2 NOTE 1	5.2.C.2-NOTE It is recognized that it is not possible for an organization to provide the same level of communication with all its customers. The level provided may depend on the amount of business with the customer, the history of problems, customer expectations, and other factors (see the Appendix, "Guidance for Communication with Customers.")	Renumbered	Deleted '1' in Note number. Deleted 'F' after Appendix in parenthesis. All Appendices are now located on the TL 9000 website.
5.4.1	5.4.1.C.1 Quality Objectives	NO CHANGE	No Change	
5.4.2	5.4.2.C.1 Long- and Short-Term Quality Planning	The organization's quality planning activities shall include long- and short-term plans with goals for improving quality and customer satisfaction. The plans shall address business factors relevant to the organization and its customers, including performance objectives established jointly with selected customers. Performance to these goals shall be monitored and reported.	Reworded	Added 'The plans shall address business factors relevant to the organization and its customers, including performance objectives established jointly with selected customers.' Deleted bullets a)-f) and incorporated into NOTE 1. (see 5.4.2.C.1 NOTE 1).
5.4.1	5.4.2.C.1 NOTE 1	See 5.4.2.C.1-NOTE 2	Renumbered	Placement now follows 5.4.2.C.1 NOTE 1
5.4.2	5.4.2.C.1 NOTE 1	5.4.2.C.1-NOTE 1 Example factors which might be considered for planning are a) cycle time, b) customer service, c) training, d) cost, e) delivery commitments, and f) product reliability.	New	New Note. Changed bullets a)-f) from requirements to examples.
5.4.2		5.4.2.C.1-NOTE 2 Top Management should demonstrate their active involvement in long- and short-term quality planning.	Renumbered	Renumbered only, from 5.4.2.C.1-NOTE 1 to 5.4.2.C.1-NOTE 2. No change to text.

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5.4.2	5.4.2.C.2 Customer Input	NO CHANGE	No Change	
5.4.2	5.4.2.C.3 Supplier Input	NO CHANGE	No Change	
5.5.3	5.5.3.C.1 Organization Performance Feedback	NO CHANGE	No Change	
6.2.2		6.2.2.C-NOTE Education and training needs may vary greatly depending on the nature of the organization's activities, individual responsibilities, and the stage of organizational and personal development. Methods of delivery may include on-the-job training, cross-training, job rotation, classroom experience, computer-based training, distance learning, or other methods. Training may take place within the organization or be provided externally, and should be reinforced on the job.	New	New Note
6.2.2	6.2.2.C.1 Internal Course Development	Where the organization is responsible for developing internal training courses, the organization shall establish and maintain methods to ensure consistency in course planning, development, and delivery.	Reworded	Reworded to clarify intent. Replaced 'process' with 'methods' for consistency.
6.2.2	6.2.2.C.2 Quality Improvement Concepts	Quality and Process Improvement Concepts – Those employees that have a direct impact on the quality of the product, including top management, shall be trained in and apply the fundamental concepts of continual improvement, problem solving, and customer satisfaction. [4]	Reworded	Added 'and Process' to title. Added 'and apply' to better convey intent of requirement.
6.2.2	6.2.2.C.3 Training Requirements and Awareness	Product Quality Training Opportunity Awareness – Where training that affects product quality is required, the organization shall implement methods to ensure employees are enabled to participate. Methods should address a) communication of training opportunities, and b) availability of training.	Reworded	Changed title. Reworded to clarify intent. Added bullets to requirement and requirement for availability of training.
6.2.2	6.2.2.C.4 ESD Training	Electrostatic Discharge (ESD) Training – All employees with functions that involve handling, storage, packaging, preservation, or delivery of ESD-sensitive products shall receive training in ESD protection prior to performing their jobs.	Reworded	Moved definition of ESD acronym from body of text to title. Deleted 'any' in body of text.
6.2.2	6.2.2.C.5 Advanced Quality Training	NO CHANGE	No Change	
6.2.2	6.2.2.C.6 Training Content	Hazardous Conditions Training Content – Where the potential for hazardous conditions exists, training content shall include a) task execution, b) personal safety and appropriate protective equipment, c) awareness of hazardous environment, and d) equipment protection.	Reworded	Changed title. Added 'Hazardous Conditions' to title to better reflect intent. Changed 'should' to 'shall' and added 'and appropriate protective equipment' to bullet b).

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6.2.2	6.2.2.HV.1 Operator Qualification	Qualification of Personnel – The organization shall establish personnel qualification and requalification requirements for all applicable processes. Qualification requirements shall address employee education, experience, training, and demonstration of skills. [4]	Reworded	Changed title. Replaced 'Operator' with 'Personnel' in title and body of text. Deleted 'The organization shall communicate this information to all affected employees.'
6.2.2		6.2.2.HV.1-NOTE Examples of processes which may require personnel qualification and re-qualification include wire wrapping, soldering, welding, and fiber-optic fusion splicing.	New	New Note
6.3		6.3.C.1 Infrastructure – The organization shall identify critical areas of the infrastructure and provide for the security needed to protect these areas. Security restoration plans shall be developed and periodically assessed.	New	New Requirement
6.4	6.4.C.1 Work Areas	Areas used for handling, storage, and packaging of products shall be clean, safe, and organized to ensure that they do not adversely affect product quality or personnel performance. [5]	Reworded	Added the word 'product.'
7.1	7.1.C.1 Life Cycle Model	The organization shall establish and maintain an integrated set of method(s) that covers the life cycle of its products. The method(s) shall contain, as appropriate, the processes, activities, and tasks involved in the concept, definition, development, introduction, production, operation, maintenance, and (if required) disposal of products, spanning the life of the products. [9]	Reworded	Replaced 'guidelines' and 'framework' with 'method(s)' for consistency and added the word 'introduction.' Reference [10] is now [9].
7.1	7.1.C.2 New Product Introduction	DELETED REQUIREMENT	Deleted	Covered elsewhere
7.1	7.1.C.2 NOTE 1	7.1.C.1-NOTE The new product introduction methods should include provisions for such programs as quality and reliability prediction studies, pilot production, demand and capacity studies, sales and service personnel training, customer documentation and training, and new product post-introduction evaluations.	Renumbered Reworded	Renumbered Note to map to 7.1.C.1. Added 'customer documentation and training' and changed 'program' to 'methods' for clarification and consistency.
7.1	7.1.C.3 Disaster Recovery	7.1.C.2 Disaster Recovery – The organization shall establish and maintain documented plans for disaster recovery to ensure the organization's ability to recreate and service the product throughout its life cycle. [9]	Renumbered Reworded	Renumbered from 7.1.C.3 to 7.1.C.2. 'Methods' changed to 'documented plans.' Reference [10] is now [9].
7.1		7.1.C.2-NOTE Types of recovery capabilities should include a series of action statements related to disaster recovery. Examples include: who is notified, under what circumstances are they notified, who has authority to act, and who will coordinate the steps outlined in the plan.	New	New Note

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7.1	7.1.C.4 End of Life Planning	7.1.C.3 End of Life Planning – The organization shall establish and maintain a documented procedure(s) for the discontinuance of manufacturing and/or support of a product. The documented procedure(s) should include a) cessation of full or partial support after a certain period of time, b) archiving product documentation and software, c) responsibility for any future residual support issues, d) transition to the new product, if applicable, and e) accessibility of archive copies of data. [9]	Renumbered Reworded	Renumbered from 7.1.C.4 to 7.1.C.3. Deleted 'by the operation and service organizations.' Reference [10] is now [9].
7.1		7.1.C.4 Tools Management – The organization shall ensure that internally developed software and/or tools used in the product life cycle are subject to the appropriate quality method(s). [10]	Renumbered Reworded	Renumbered from 7.1.S.3 to 7.1.C.4. Expanded scope to common from software only. Changed title from 'Support Software and Tools Management' to 'Tools Management.' Examples previously in text were split out to a separate Note (see 7.1.C.4-NOTE). Reference [11] is now [10].
7.1		7.1.C.4-NOTE Examples of tools to be considered include: design and development, testing, configuration management, documentation, and diagnostic tools, including scripts and customizations, as well as software used to build and test product.	New	New Note
7.1	7.1.HS.1 Configuration Management Plan	NO CHANGE to text or title.	Reference Change Only	Reference is now [9] not [10].
7.1	7.1.HS.1 NOTE 1	7.1.HS.1-NOTE Work instructions defining general configuration management tasks and responsibilities need not be replicated as part of a specific documented configuration management plan. The Configuration Management Plan need not be contained in a single document.	Renumbered Reworded	Deleted '1' in Note number. Deleted the word 'General' and added 'The Configuration Management Plan need not be contained in a single document.'
7.1	7.1.S.1 Estimation	See 7.3.1.S.2	Renumbered	Moved from Section 7.1 to Section 7.3.
7.1	7.1.S.1 NOTE 1	See 7.3.1.S.2-NOTE	Renumbered	Moved from Section 7.1 to Section 7.3.
7.1	7.1.S.2 Computer Resources	See 7.3.1.S.3	Renumbered	Moved from Section 7.1 to Section 7.3.
7.1	7.1.S.3 Support Software and Tools Management	See 7.1.C.4	Expanded Scope	Placement now follows 7.1.C.3.
7.1	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.	Reworded	Changed 'Suppliers' to 'Organizations.'

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7.2.2	7.2.2.C NOTE 1	DELETED NOTE	Deleted	7.2.2.C-NOTE 1 text became new requirement, see 7.2.2.C.2 Contract Review.
7.2.2		7.2.2.C-NOTE The product acceptance plan should include, as appropriate, a) acceptance review process, b) acceptance criteria, c) documented test procedure(s), d) test environment, e) test cases, f) test data, g) test responsibilities, h) resources involved, i) method(s) for problem tracking and resolution, and j) required acceptance test reports. [9]	Renumbered Reworded	Renumbered Note from 7.2.2.C NOTE 2 to 7.2.2.C-NOTE. Added new bullet item, g) test responsibilities.
7.2.2	7.2.2.C NOTE 2	See 7.2.2.C-NOTE	Renumbered	
7.2.2		7.2.2.C.1 Closure Tracking – All actions resulting from requirements reviews shall be tracked to closure.	New	New Requirement
7.2.2		7.2.2.C.2 Contract Review – The organization shall establish and maintain a contract review process that should include a) product acceptance criteria and criteria review process, b) method(s) for handling problems detected after product acceptance, including customer complaints, c) plan(s) for removal and/or correction of nonconformities after applicable warranty period or during product maintenance contract period, d) identification of risks and possible contingencies, e) adequate protection of proprietary information, f) definition of the organization's responsibility with regard to outsourced work, g) activities carried out by customer, including the customer's role in requirements, specifications and acceptance, h) facilities, tools, and software items to be provided by the customer, and i) all referenced standards and procedures. [8]	New	New Requirement. This new requirement contains much of the same text in 7.2.2.C-NOTE 1 from Release 3.0. Bulleted items d) – i) are new.
7.2.3	7.2.3.C.1 Notification About Problems	NO CHANGE	No Change	

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7.2.3	7.2.3.C.2 Problem Severity	Except for those products specifically excluded from severity level reporting, the organization shall assign severity levels to customer-reported problems based on the impact to the customer in accordance with the definitions of critical, major, and minor problem reports contained in the TL 9000 Measurements Handbook. The severity level shall be used in determining the timeliness of the organization's response. [10]	Reworded	Added 'except for those products specifically excluded from severity level reporting' and changed 'contained in the glossary of this handbook' to 'contained in the TL 9000 Measurements Handbook' to text. Reference [11] is now [10].
7.2.3	7.2.3.C.2 NOTE 1	7.2.3.C.2-NOTE NO CHANGE to text or title.	Renumbered	Deleted '1' from Note number.
7.2.3	7.2.3.C.3 Problem Escalation	NO CHANGE to text or title.	Reference Change Only	Reference [11] is now [10].
7.2.3	7.2.3.C.4 Customer Feedback	The organization shall provide the customer with feedback on their problem reports in a timely and systematic manner.	Reworded	Deleted procedure requirement and added 'and systematic' to text.
7.2.3	7.2.3.H.1 Organization's Recall Process	7.2.3.HS.1 NO CHANGE to text or title.	Expanded Scope	Renumbered from 7.2.3.H.1 to 7.2.3.HS.1. Expanded scope of requirement to include software.
7.2.3		7.2.3.HS.2 Design and Development Process Quality Measurements Data Reporting – On request by the customer, communications shall include reporting and evaluation of a jointly agreed set of design and development process measurements.	New	New Requirement
7.3.1	7.3.1.C.1 Project Plan	The organization's project planning activities shall be based on the defined product life cycle model (see 7.1.C.1). The project plan should include a) project organizational structure, b) roles, responsibilities, and accountabilities of the project team, c) roles, responsibilities, and accountabilities of related teams or individuals, within and outside the organization, and interfaces between them and the project team, d) means for scheduling, tracking, issue resolution, and management reporting, e) budgets, staffing, and schedules associated with project activities, f) identification of method(s), standards, documented procedure(s), and tools to be used (If such items are clearly defined as part of the product life cycle model, a reference to that life cycle model is sufficient.), g) references to related plans (e.g., development, testing, configuration management, and quality), h) project-specific development or service delivery environment and physical resource considerations (e.g., resources to address development, user documentation, testing, operation, required development tools, secure computing environment, lab space, workstations, etc.), i) customer, user, and supplier involvement during the product life cycle (e.g., joint reviews, informal meetings, and approvals), j) management of project quality, k) risk management and contingency plans (e.g., risks of rework, poor field reliability and defects, resource and schedule variance), l) project-specific training requirements,	Reworded	Reworded for clarification. Deleted bullet l) 'performance, safety, security, and other critical requirements' from Release 3.0. Added reference to Life Cycle Model 7.1.C.1. Reference [10] is now [9].

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		m) required certifications (e.g., product certifications or employee technical certifications), n) proprietary, usage, ownership, warranty, licensing rights, and o) post-project analysis. [9]		
7.3.1	7.3.1.C.1 NOTE 1	NO CHANGE	No Change	
7.3.1	7.3.1.C.1 NOTE 2	Work instructions defining tasks and responsibilities common to all development projects need not be replicated as part of a project plan.	Reworded	Deleted the word 'General' in text.
7.3.1	7.3.1.C.2 Requirements Traceability	NO CHANGE to text or title.	Reference Change Only	Reference [11] is now [10].
7.3.1	7.3.1.C.2 NOTE 1	NO CHANGE to text or title.	Renumbered	Deleted '1' from Note number.
7.3.1	7.3.1.C.3 Test Planning	Test plans shall be documented and should include a) scope of testing (e.g., unit, feature, integration, system, acceptance, field, migration and regression), b) types of tests to be performed (e.g., functional, boundary, usability, performance, regression, interoperability, stress), c) traceability to requirements, d) test environment (e.g., relevancy to customer environment, operational use), e) test coverage (degree to which a test verifies a product's functions, sometimes expressed as a percent of functions tested), f) expected results, g) data definition and database requirements, h) set of tests, repeatable test cases (inputs, outputs, test criteria), and documented test procedure(s), i) use of external testing, j) method of reporting and resolving defects, and k) customer test requirements. [10] The results of testing and subsequent action taken shall be recorded (see 4.2.4).	Reworded	Added bullet k) 'customer test requirements' and expanded bullet a) to include 'field, migration and regression' testing. Deleted 'results recorded' but added reference to 4.2.4 Control of Records. Reference [11] is now [10].
7.3.1	7.3.1.C.3 NOTE 1	DELETED NOTE	Deleted	Covered elsewhere in standard.

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7.3.1		<p>7.3.1.HS.1 Migration Planning – The organization shall develop and document a migration plan when a system, hardware or software product is planned to be migrated from an old to a new operational environment. If the old environment will no longer be supported, users shall be given notification of migration plans and activities which shall include a description of the new environment with its date of availability, and a description of other support options available, if any, once support for the old environment has been removed.</p> <p>The migration plan should also include</p> <ul style="list-style-type: none"> a) requirements analysis and definition of migration, b) development of migration tools, c) conversion of product and data, d) migration execution, e) migration verification, and f) support for the old environment in the future. [9] 	Expanded Scope	Renumbered from 7.3.1.S.2 to 7.3.1.HS.1. Expanded scope to include hardware. Reference [10] is now [9].
7.3.1		<p>7.3.1.HS.1-NOTE 1 The operational environment is made up of hardware, software or systems on which the product depends, that the customer purchases and installs separately, from either the organization or other suppliers. Examples of changes from old to new software operational environments include upgrades to the operating system, database, or communications protocol stack. Examples of changes from old to new hardware operational environments include using existing circuit packs in new racks or with new controllers, or upgrading computer hardware. Both hardware and software platform migration could affect either hardware or software components or systems so migration plans should cover all possibilities.</p>	New	New Note
7.3.1		<p>7.3.1.HS.1-NOTE 2 If the old environment will no longer be supported, consideration should be given to arrangements for access to data that was used by, or associated with, the old operational environment, for data protection and audit purposes, in accordance with regulatory and contract requirements.</p>	New	New Note
7.3.1		<p>7.3.1.HS.2 Design and Development Process Quality Measurement Planning and Implementation – During the design and development planning phase, the organization shall establish and maintain a method(s) for selecting and reporting appropriate design and development process quality measures for the project. As recommended during this phase, this measurement system shall be implemented appropriately to the project.</p>	New	New Requirement

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7.3.1		7.3.1.HS.2-NOTE See the Appendix "Set Up and Operation of a Design Process Measurement System" for guidelines to aid in selecting and establishing appropriate design and development process measurements for the project.	New	New Note. All Appendices are now located on the TL 9000 website.
7.3.1	7.3.1.S.1 Integration Planning	NO CHANGE to text or title.	Reference Change Only	Reference [10] is now [9].
7.3.1	7.3.1.S.2 Migration Planning	See 7.3.1.HS.1	Expanded Scope	
7.3.1		7.3.1.S.2 Estimation – The organization shall establish and maintain a method for estimating and tracking project factors during project planning, execution, and change management. [10]	Renumbered	Renumbered from 7.1.S.1 to 7.3.1.S.2. No change to title or text. Reference [11] is now [10].
7.3.1		7.3.1.S.2-NOTE Project factors should include product size, complexity, requirements changes, effort, staffing, schedules, cost, quality, reliability, and productivity.	Renumbered	Renumbered from 7.1.S.1-NOTE 1 to 7.3.1.S.2-NOTE. No change to text.
7.3.1		7.3.1.S.3 Computer Resources – The organization shall establish and maintain methods for estimating and tracking critical computer resources for the target computer, the computer on which the software is intended to operate. [10]	Renumbered	Renumbered from 7.1.S.2 to 7.3.1.S.3. No change to text or title. Reference [11] is now [10].
7.3.1		7.3.1.S.3-NOTE Examples of these resources are utilization of memory, throughput, real-time performance, and I/O channels. Firmware examples include utilization of processor, memory, I/O channels, etc.	New	New Note
7.3.1		7.3.1.S.4 Regression Test Planning – If regression testing is to be performed, test plans shall specify which tests are regression and what features and functions are covered by these regression tests.	New	New Requirement
7.3.2	7.3.2.C.1 Customer and Supplier Input	NO CHANGE	No Change	
7.3.2	7.3.2.C.2 Design and Development Requirements	Design and development requirements shall be defined and documented, and should include a) quality and reliability requirements, b) functions and capabilities of the product, c) business, organizational, and user requirements, d) safety, environmental, and security requirements, e) installability, usability, and maintainability requirements, f) design constraints, g) testing requirements, and h) computer resources for the target computer. [9]	Reworded	Added new bullet h) 'computer resources for the target computer.' Reference [10] is now [9].

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7.3.2		7.3.2.C.3 Requirements Allocation – The organization shall document the allocation of the product requirements to the product architecture. [8]	Expanded Scope	Renumbered from 7.3.2.S.2 to 7.3.2.C.3. Expanded scope to common from software only. No change to text or title. Reference [9] is now [8].
7.3.2		7.3.2.C.3-Note Examples of requirements which should be allocated are response time for software, heat dissipation for hardware and service response time for services.	New	New Note
7.3.2	7.3.2.H.1 Content of Requirements	NO CHANGE	No Change	
7.3.2	7.3.2.S.1 Identification of Software Requirements	NO CHANGE to text or title.	Reference Change Only	Reference [10] is now [9].
7.3.2	7.3.2.S.2 Requirements Allocation	See 7.3.2.C.3	Expanded Scope	No change to text or title.
7.3.3	7.3.3.S.1 Software Design and Development Output	7.3.3.HS.1 Design and Development Output – Design and development outputs should include, but are not limited to a) system architecture, b) system detailed design, c) source code, and d) user documentation. [8]	Expanded Scope	Renumbered from 7.3.3.S.1 to 7.3.3.HS.1. Expanded scope to include hardware. Deleted 'Software' from title and text.
7.3.3	7.3.3.V.1 Services Design and Development Output	NO CHANGE to text or title.	Reference Change Only	Reference [13] is now [12].
7.3.5		7.3.5.C.1 Verification of Documentation – The organization shall verify the customer and/or user documentation prior to product delivery.	New	New Requirement
7.3.5		7.3.5.HS.1 Stress Testing – The organization shall test the product under stress conditions, including, but not limited to, out-of-boundary and invalid input conditions, high volume and peak load simulations, and operational errors. [10]	New	New Requirement
7.3.5		7.3.5.HS.2 Abnormal Conditions – The organization shall test the product under abnormal conditions, which shall include, as appropriate a) hardware errors, b) software errors, c) operations, administration, maintenance and provisioning (OAM&P) errors, d) overload traffic, e) invalid user input, and f) system recovery from an outage	New	New Requirement
7.3.5		7.3.5.S.1 System Testing – Each software release shall be subjected to a system test in accordance with a documented system test plan. [14]	New	New Requirement
7.3.6	7.3.6.C NOTE 1	NO CHANGE to text or title.	Renumbered	Deleted '1' from Note number.

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7.3.6	7.3.6.S.1 Release Management	<p>7.3.6.S.1 Release Management – The organization shall establish and maintain method(s) to ensure that the release and delivery of software products and related documentation are carried out under controlled conditions. Method(s) should provide for the delivery to the customer of</p> <ul style="list-style-type: none"> a) release planning information in advance of the release, b) product introduction and release schedules, c) detailed descriptions of product features delivered, including any changes incorporated in new software products or releases, and d) advisories regarding current or planned changes to contractual terms (see 7.3.7.C.2). [10] 	Reworded	Deleted procedure requirement. Reworded for clarification of intent. Added reference to 7.3.7.C.2. Reference [11] is now [10].
7.3.7	7.3.7.C.1 Change Management Process	<p>The organization shall establish and maintain a documented procedure to ensure that all requirements and design changes, which may arise at any time during the product life cycle, are managed and tracked in a systematic and timely manner appropriate to the life cycle stage. The organization shall ensure that changes which adversely affect mutually agreed conditions for quality, reliability and functional intent are reviewed with the customer prior to approval. Management of changes should include</p> <ul style="list-style-type: none"> a) impact analysis, including impact on resources and schedule, b) planning, c) implementation, d) testing, e) documentation, f) communication, and g) review and approval. [5] 	Reworded	Added documented procedure requirement. Reworded to clarify intent. Expanded bullet a) to add 'including impact on resources and schedule.' Added NOTE to this requirement.
7.3.7		<p>7.3.7.C.1-NOTE While a change management process is required throughout the life cycle, controls within that process may depend on the life cycle stage. For example, during design, the organization should be able to react to rapidly changing customer requirements, and take advantage of emerging technologies with an encompassing, responsive change management process. After General Availability the change management process scope should consider how the change on the operation and maintenance of the product and its installed base impacts the community of customers and stakeholders. The consideration should include quality, reliability, and functional intent.</p>	New	New Note
7.3.7	7.3.7.C.2 Informing Customers	NO CHANGE	No change	

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7.3.7	7.3.7.HS.1 Problem Resolution Configuration Management	7.3.7.C.3 Problem Resolution Configuration Management – The organization shall ensure that its configuration management system tracks fixes to problems and incorporates those fixes in future revisions. [10]	Expanded Scope Reworded	Renumbered from 7.3.7.HS.1 to 7.3.7.C.3. Expanded scope to common from hardware and software only. Reworded to clarify intent. Reference [11] is now [10].
7.3.7	7.3.7.H.1 Component Changes	NO CHANGE	No Change	
7.4.1	7.4.1.C.1 Purchasing Procedure(s)	The organization shall establish and maintain a documented purchasing procedure(s) to ensure a) product requirements are clearly defined, b) risks are understood and managed, c) qualification criteria are established, d) acceptance criteria are established, e) contracts are defined, f) proprietary, usage, ownership, warranty, and licensing rights are satisfied, g) future support for the product is planned, h) ongoing supply-base management and monitoring is in place, i) supplier selection criteria are defined, j) suppliers are re-evaluated based on defined criteria, and k) feedback is provided to key suppliers based on data analysis of supplier performance. [9]	Reworded	Reworded to clarify intent. Added new bullet d) 'acceptance criteria are established.' Corrected typo in bullet list by adding bullet j). Reference [10] is now [9].
7.4.1	7.4.1.C.1 NOTE 1	NO CHANGE to text or title.	Renumbered	Deleted '1' from Note number.
7.5.1	7.5.1.C.1 Organization's Support Program	DELETED REQUIREMENT	Deleted	Covered elsewhere in standard.
7.5.1	7.5.1.C.2 Service Resources	7.5.1.C.1 Service Resources – The organization shall provide customer contact employees with appropriate tools, training, and resources necessary to provide effective and timely customer service. [4]	Renumbered	Renumbered from 7.5.1.C.2 to 7.5.1.C.1. No change to text or title.
7.5.1		7.5.1.C.2 Product Delivery – The organization shall establish and maintain method(s) to minimize interference with the customer's normal site operation and service during product delivery and installation. [4]	New	New Requirement
7.5.1	7.5.1.HS.1 Emergency Service	The organization shall ensure that services and resources are available to support recovery from emergency failures of product in the field throughout its expected life. The organization shall identify potential situations that may have an impact on its ability to provide the emergency service and shall have response plans to address these situations. These plans shall be based on risk and periodically assessed. [4]		Kept original text. Added 'The organization shall identify potential situations that may have an impact on its ability to provide the emergency service and shall have response plans to address these situations. These plans shall be based on risk and periodically assessed.'

Conversion Table for TL 9000 Requirements Release 3.0 to 4.0

Section	TL 9000 Requirements Release 3.0	TL 9000 Requirements Release 4.0	Type of Change	Comment
7.5.1	7.5.1.HS.2 Installation Plan	The organization shall establish and maintain a documented installation plan. The installation plan shall identify the resources, the information required, the sequence of events and any necessary records. [9]	Reworded	Reworded to clarify intent. Reference [10] is now [9].
7.5.1		7.5.1.HV.1 Operational Changes – Each time a significant change is made in the established operation (e.g., a new operator, new machine, or new technique), a critical examination shall be made of the first unit(s)/service(s) processed after the change. [5]	Renumbered	Renumbered requirement from 7.5.2.HV.1 to 7.5.1.HV.1. No change to text or title.
7.5.1	7.5.1.S.1 Patching Procedure(s)	The organization shall establish and maintain a documented patching procedure(s) that a) guides the decision to solve problems by patching, b) addresses patch development procedures, propagation (forward and backward), and resolution, c) is consistent with customer needs or contractual requirements for maintenance support, and d) ensures that the organization provides the customer with a statement of impact on the customer's operation for each patch. [10]	Reworded	Reworded requirement to clarify intent. Reference [11] is now [10].
7.5.1	7.5.1.S.2 Patch Documentation	NO CHANGE to text or title.	Reference Change Only	Reference [11] is now [10].
7.5.1	7.5.1.S.3 Replication	The organization shall establish and maintain a documented procedure(s) for replication, which should include a) identification of master copy, b) identification of replicate copies for delivery, c) quantity of replicates to deliver, d) type of media, e) labeling, f) identification of required documentation such as user guides, g) packaging of documentation, and h) control of environment to ensure repeatable replication. [8]	Reworded	Deleted the words 'the following:' for consistency. Reference [9] is now [8].
7.5.1	7.5.1.V.1 Software Used in Service Delivery	The organization shall establish and maintain a documented procedure(s) for the maintenance and control of software used in service delivery to ensure continued process capability and integrity.	Reworded	Reworded for clarification and consistency. Deleted the words, 'and implement processes.'
7.5.1	7.5.1.V.2 Tool Changes	The organization shall establish and maintain a documented procedure(s) to ensure that substitutions or changes to tools used in performing the service do not adversely affect the quality of the service.	Reworded	Reworded for consistency.
7.5.2	7.5.2.HV.1 Operational Changes	See 7.5.1.HV.1.	Renumbered	No change to text or title.
7.5.3	7.5.3.HS.1 Product Identification	REORDERED	Reordered	Reordered. Placement now follows 7.5.3.H.2.
7.5.3	7.5.3.H.1 Traceability for Recall	NO CHANGE	No Change	

Conversion Table for TL 9000 Requirements Release 3.0 to 4.0

Section	TL 9000 Requirements Release 3.0	TL 9000 Requirements Release 4.0	Type of Change	Comment
7.5.3	7.5.3.H.2 Traceability of Design Changes	The organization shall define and implement methods necessary to provide traceability of design changes to identifiable manufacturing dates, lots, or serial numbers.	Reworded	Deleted procedure requirement.
7.5.3		7.5.3.HS.1 Product Identification – The organization shall establish and maintain a process for the identification of each product and the level of required control. For each product and its versions, the following shall be identified where they exist: a) product documentation, b) development or production tools essential to repeat product creation, c) interfaces to other products, and d) software and hardware environment. [8]	Reordered	Reordered. Added NOTE to this requirement. No change to text or title. Reference [9] is now [8].
7.5.3		7.5.3.HS.1-NOTE Examples of product identification include barcode, tag, label, electronic ID, etc., containing information such as production lot numbers and dates, and serial numbers. New technologies for data retrieving such as RFID may also be considered.	New	New Note
7.5.5	7.5.5.C.1 Anti-Static Protection	Electrostatic Discharge Sensitive (ESDS) Protection – Where applicable, anti-static protection shall be employed for components and products susceptible to electrostatic discharge (ESD) damage.	Reworded	Changed title from 'Anti-Static Protection' to 'Electrostatic Discharge Sensitive (ESDS) Protection.' Added NOTE 1 and 2 to this requirement.
7.5.5		7.5.5.C.1-NOTE 1 Types of components and products which should be protected include electronic parts, integrated circuits, printed wiring board assemblies, magnetic tapes and disks, and other media used for software or data storage. [5]	New	New Note
7.5.5		7.5.5.C.1-NOTE 2 Certification to ANSI/ESD S20.20 published by the ESD Association should be taken as indication that the certified facilities meet TL 9000 requirements 6.2.2.C.4 and 7.5.5.C.1 concerning ESD protection. Please check the TL 9000 website (visit tl9000.org) for the acceptability of any later editions of the ANSI standard.	New	New Note
7.5.5	7.5.5.HS.1 Packaging and Labeling Audit	7.5.5.HS.1 Packaging and Labeling Verification – The organization shall establish and maintain methods to ensure that the packaging and labeling of products and components conform to specified requirements.	Reworded	Changed title. Deleted 'Audit' and added 'Verification' to title. Reworded requirement to clarify intent. Deleted examples from requirement and incorporated them into a new NOTE.
7.5.5	7.5.5.HS.1 NOTE 1	7.5.5.HS.1-NOTE Packaging and labeling verification is normally performed on products ready to ship and may include, for example, marking, labeling, kitting, documentation, addressing, customer-specific marks, and verification of quantities to be shipped.	Renumbered Reworded	Deleted '1' from Note number. Deleted 'This audit is normally done on products ready to ship.'

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Section	TL 9000 Requirements Release 3.0	TL 9000 Requirements Release 4.0	Type of Change	Comment
7.5.5	7.5.5.H.1 Deterioration	7.5.5.HV.1 Deterioration – Where the possibility of deterioration exists, the organization shall establish and maintain methods to determine when materials that may impact product quality have deteriorated or exceeded their expiration dates, and assess any required subsequent action. [5]	Expanded Scope Reworded	Renumbered from 7.5.5.H.1 to 7.5.5.HV.1. Expanded scope to include services from hardware only. Reworded to clarify intent.
7.5.5	7.5.5.S.1 Software Virus Protection	NO CHANGE to text or title.	Reference Change Only	Reference [9] is now [8].
7.6	7.6.H.1 Identified Equipment	7.6.C.1 Equipment Identification – Monitoring and measuring devices that are either inactive or unsuitable for use shall be visibly identified and not used. All monitoring and measuring devices that do not require calibration shall be identified. [5]	Expanded Scope Reworded	Renumbered from 7.6.H.1 to 7.6.C.1. Expanded scope to common from hardware only. Changed title to 'Equipment Identification' from 'Identified Equipment.' No change to text.
8.2.1	8.2.1.C.1 Customer Satisfaction Data	The organization shall establish and maintain a method to collect data directly from customers concerning their satisfaction with provided products. The organization shall also collect customer data on how well the organization meets commitments and its responsiveness to customer feedback and needs. This data shall be analyzed and trended. [4]	Reworded	Deleted the words 'collected and' and the sentence, 'Trends of the data shall be kept.' Added the words 'and trended.'
8.2.3	8.2.3.C.1 Process Measurement	Process measurements shall be identified, documented, and monitored at appropriate points to ensure continued suitability and promote increased effectiveness of processes. This includes the establishment of appropriate design process measurements. Key process measurements that impact product quality should have specific performance targets or control limits established. [8]	Reworded	Deleted 'developed,' added 'identified,' and text 'This includes the establishment of appropriate design process measurements. Key process measurements that impact product quality should have specific performance targets or control limits established.' Reference [9] is now [8].
8.2.4	8.2.4.HV.1 Inspection and Test Documentation	REORDERED	Reordered	Placement now follows 8.2.4.H.4.
8.2.4	8.2.4.HV. 2 Inspection and Test Records	REORDERED	Reordered	Placement now precedes 8.2.4.S.1.
8.2.4	8.2.4.H.1 Periodic Retesting	The organization shall establish and maintain a documented procedure(s) that ensures products are periodically retested to assess the product's ability to continue to meet design requirements. When determining the depth of the retest, the organization should consider the conditions in 8.2.4.H.3 [5]	Reworded	Added reference to 8.2.4.H.3.
8.2.4	8.2.4.H.2 Content of Testing	NO CHANGE	No Change	
8.2.4	8.2.4.H.2-NOTE 1	8.2.4.H.2-NOTE Product specifications may include environmental, vibration, flammability, operational stress type testing, and intrusion/penetration testing.	Renumbered Reworded	Added 'and intrusion/penetration testing.' Deleted '1' from Note number.

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Section	TL 9000 Requirements Release 3.0	TL 9000 Requirements Release 4.0	Type of Change	Comment
8.2.4	8.2.4.H.3 Frequency of Testing	The organization shall establish and document the frequency for test and periodic retest. When determining the test frequency, the organization shall include a) product complexity and service criticality, b) number of design, engineering and/or manufacturing changes made to the product and whether the change(s) affect form, fit, and/or function, c) changes to the manufacturing process, d) manufacturing variations, (e.g., tooling wear), e) material and/or component substitutions and failure rates, and f) the field performance record of the product. [5]	Reworded	Deleted 'the following:' for consistency. No change to bulleted items.
8.2.4	8.2.4.H.4 Testing of Repair and Return Products	NO CHANGE	No Change	
8.2.4		8.2.4.HV.1 Inspection and Test Documentation – Each inspection or testing activity shall have detailed documentation. Details should include, but are not limited to a) parameters to be checked with acceptable tolerances, b) the use of statistical techniques, control charts, etc., c) sampling plan, including frequency, sample size, and acceptance criteria, d) handling of nonconformities, e) data to be recorded (see 4.2.4), f) defect classification scheme, g) method for designating an inspection item or lot, and h) electrical, functional, and feature testing. [5]	Reordered Reworded	Reordered. Deleted 'the following' and added 'but are not limited to' for bulleted list. Added reference to 4.2.4, Control of Records for bullet e).
8.2.4		8.2.4.HV.2 Inspection and Test Records – Inspection or test records shall include a) product identification, b) quantity of product, c) documented procedure(s) followed, d) person performing the test or inspection, e) calibrated equipment used (see 7.6), f) date performed, and g) number, type, and severity of defects found. [5]	Reordered Reworded	Reordered. Added bullet e) 'calibrated equipment used (see 7.6).' Added reference to 7.6, Control of Monitoring and Measuring Devices.
8.2.4	8.2.4.S.1 Test Documentation	Software tests shall be conducted per the test plan according to a documented procedure(s). Records of testing shall include a) test results, b) analysis of test results, c) conformity to expected results, and d) problem reporting for nonconforming items. [10]	Reworded	Reworded for clarity and consistency. Reference [11] is now [10].

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Section	TL 9000 Requirements Release 3.0	TL 9000 Requirements Release 4.0	Type of Change	Comment
8.4	8.4.C.1 Trend Analysis of Nonconforming Product	NO CHANGE	No Change	
8.4	8.4.H.1 Field Performance Data	8.4.HS.1 Field Performance Data – The quality management system shall include the collection and analysis of field performance data which can be used to help identify the cause and frequency of product failure. In addition, no trouble found (NTF) data shall also be maintained. This information shall be provided to the appropriate organizations to foster continual improvement. ^[5]	Expanded Scope Reworded	Renumbered from 8.4.H.1 to 8.4.HS.1. Expanded scope to include software from hardware only. Deleted 'equipment' and added 'product' to text.
8.4	8.4.V.1 Service Performance Data	NO CHANGE	No Change	
8.5.1	8.5.1.C.1 Quality Improvement Program	8.5.1.C.1 Continual Improvement Program(s) – The organization shall establish and maintain a continual improvement program(s) that includes a focus to improve a) customer satisfaction, b) quality and reliability of the product, and c) other processes/products/services used within the organization. ^[5]	Reworded	Changed title from 'Quality Improvement Program' to 'Continual Improvement Program(s)'. Deleted 'documented' requirement.
8.5.1	8.5.1.C NOTE 2	8.5.1.C.1-NOTE Inputs to the continual improvement process may include lessons learned from past experience, lessons learned from previous projects, analysis of measurements and post-project reviews, and comparisons with industry best practices.	Renumbered	Corrected Note number, from 8.5.1.C-NOTE 2 to 8.5.1.C.1-NOTE for consistency. No change to text.
8.5.1	8.5.1.C.2 Employee Participation	NO CHANGE	No Change	
8.5.2	8.5.2.C NOTE 1	DELETED NOTE	Deleted	Covered elsewhere in standard.
8.5.2	8.5.2.C NOTE 2	8.5.2.C-NOTE 1 Review of corrective action is intended to ensure that the action taken was effective. Review activities may include ensuring that root cause was properly identified and addressed, appropriate containment action was taken, and corrective actions have not introduced additional problems.	Renumbered	Renumbered from 8.5.2.C NOTE 2 to 8.5.2.C-NOTE 1. NO CHANGE to text.
8.5.2	8.5.2.C NOTE 3	8.5.2.C-NOTE 2 Consideration should be given to include training as part of implementing corrective and preventive actions.	Renumbered	Renumbered from 8.5.2.C NOTE 3 to 8.5.2.C-NOTE 2. NO CHANGE to text.
8.5.2	8.5.2.S.1 Problem Resolution	NO CHANGE to text or title.	Reference Change Only	Reference [11] is now [10].

Cross Reference for TL 9000 Release 3.0 to 4.0

TL 9000 Release 3.0	TL 9000 Release 4.0	Type of Change
4.2.3.C.1 Control of Customer-Supplied Documents and Data	4.2.3.C.1 Control of Customer-Supplied Documents and Data	Reworded
5.2.C.1 Customer Relationship Development	5.2.C.1 Customer Relationship Development	No Change
5.2.C.2 Customer Communication Procedures	5.2.C.2 Customer Communication Methods	Reworded
5.2.C.2 NOTE 1	5.2.C.2 NOTE	Renumbered
5.4.1.C.1 Quality Objectives	5.4.1.C.1 Quality Objectives	No Change
5.4.2.C.1 Long- and Short-Term Quality Planning	5.4.2.C.1 Long- and Short-Term Quality Planning	Reworded
	5.4.2.C.1 NOTE 1	New
5.4.2.C.1 NOTE 1	5.4.2.C.1 NOTE 2	Renumbered
5.4.2.C.2 Customer Input	5.4.2.C.2 Customer Input	No Change
5.4.2.C.3 Supplier Input	5.4.2.C.3 Supplier Input	No Change
5.5.3.C.1 Organization Performance Feedback	5.5.3.C.1 Organization Performance Feedback	No Change
	6.2.2.C NOTE	New
6.2.2.C.1 Internal Course Development	6.2.2.C.1 Internal Course Development	Reworded
6.2.2.C.2 Quality Improvement Concepts	6.2.2.C.2 Quality and Process Improvement Concepts	Reworded
6.2.2.C.3 Training Requirements and Awareness	6.2.2.C.3 Product Quality Training Opportunity Awareness	Reworded
6.2.2.C.4 ESD Training	6.2.2.C.4 Electrostatic Discharge (ESD) Training	Reworded
6.2.2.C.5 Advanced Quality Training	6.2.2.C.5 Advanced Quality Training	No Change
6.2.2.C.6 Training Content	6.2.2.C.6 Hazardous Conditions Training Content	Reworded
6.2.2.HV.1 Operator Qualification	6.2.2.HV.1 Qualification of Personnel	Reworded
	6.2.2.HV.1 NOTE	New
	6.3.C.1 Infrastructure	New
6.4.C.1 Work Areas	6.4.C.1 Work Areas	Reworded
7.1.C.1 Life Cycle Model	7.1.C.1 Life Cycle Model	Reworded
	7.1.C.1 NOTE	New
7.1.C.2 New Product Introduction		Deleted
7.1.C.2 NOTE 1		Deleted
7.1.C.3 Disaster Recovery	7.1.C.2 Disaster Recovery	Renumbered Reworded
	7.1.C.2 NOTE	New
7.1.C.4 End of Life Planning	7.1.C.3 End of Life Planning	Renumbered Reworded
7.1.HS.1 Configuration Management Plan	7.1.HS.1 Configuration Management Plan	Reference Change Only

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TL 9000 Release 3.0	TL 9000 Release 4.0	Type of Change
7.1.HS.1 NOTE 1	7.1.HS.1 NOTE	Renumbered Reworded
7.1.S.1 Estimation	7.3.1.S.2 Estimation	Renumbered
7.1.S.1 NOTE 1	7.3.1.S.2 NOTE	Renumbered
7.1.S.2 Computer Resources	7.3.1.S.3 Computer Resources	Renumbered
7.1.S.3 Support Software and Tools Management	7.1.C.4 Tools Management	Expanded Scope
	7.1.C.4 NOTE	New
7.1.V.1 Service Delivery Plan	7.1.V.1 Service Delivery Plan	Reworded
7.2.2.C NOTE 1		Deleted
7.2.2.C NOTE 2	7.2.2.C NOTE	Renumbered Reworded
	7.2.2.C.1 Closure Tracking	New
	7.2.2.C.2 Contract Review	New
7.2.3.C.1 Notification About Problems	7.2.3.C.1 Notification About Problems	No Change
7.2.3.C.2 Problem Severity	7.2.3.C.2 Problem Severity	Reworded
7.2.3.C.2 NOTE 1	7.2.3.C.2 NOTE	Renumbered
7.2.3.C.3 Problem Escalation	7.2.3.C.3 Problem Escalation	Reference Change Only
7.2.3.C.4 Customer Feedback	7.2.3.C.4 Customer Feedback	Reworded
7.2.3.H.1 Organization's Recall Process	7.2.3.HS.1 Organization's Recall Process	Expanded Scope
	7.2.3.HS.2 Design and Development Process Quality Measurements Data Reporting	New
7.3.1.C.1 Project Plan	7.3.1.C.1 Project Plan	Reworded
7.3.1.C.1 NOTE 1	7.3.1.C.1 NOTE 1	No Change
7.3.1.C.1 NOTE 2	7.3.1.C.1 NOTE 2	Reworded
7.3.1.C.2 Requirements Traceability	7.3.1.C.2 Requirements Traceability	Reference Change Only
7.3.1.C.2 NOTE 1	7.3.1.C.2 NOTE	Renumbered
7.3.1.C.3 Test Planning	7.3.1.C.3 Test Planning	Reworded
7.3.1.C.3 NOTE 1		Deleted
7.3.1.S.1 Integration Planning	7.3.1.S.1 Integration Planning	Reference Change Only
7.3.1.S.2 Migration Planning	7.3.1.HS.1 Migration Planning	Expanded Scope
	7.3.1.HS.1 NOTE 1	New
	7.3.1.HS.1 NOTE 2	New
	7.3.1.HS.2 Design and Development Process Quality Measurement Planning and Implementation	New

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TL 9000 Release 3.0	TL 9000 Release 4.0	Type of Change
	7.3.1.HS.2 NOTE	New
	7.3.1.S.3 NOTE	New
	7.3.1.S.4 Regression Test Planning	New
7.3.2.C.1 Customer and Supplier Input	7.3.2.C.1 Customer and Supplier Input	No Change
7.3.2.C.2 Design and Development Requirements	7.3.2.C.2 Design and Development Requirements	Reworded
7.3.2.H.1 Content of Requirements	7.3.2.H.1 Content of Requirements	No Change
7.3.2.S.1 Identification of Software Requirements	7.3.2.S.1 Identification of Software Requirements	Reference Change Only
7.3.2.S.2 Requirements Allocation	7.3.2.C.3 Requirements Allocation	Expanded Scope
	7.3.2.C.3 NOTE	New
7.3.3.S.1 Software Design and Development Output	7.3.3.HS.1 Design and Development Output	Expanded Scope
7.3.3.V.1 Services Design and Development Output	7.3.3.V.1 Services Design and Development Output	Reference Change Only
	7.3.5.C.1 Verification of Documentation	New
	7.3.5.HS.1 Stress Testing	New
	7.3.5.HS.2 Abnormal Conditions	New
	7.3.5.S.1 System Testing	New
7.3.6.C NOTE 1	7.3.6.C NOTE	Renumbered
7.3.6.S.1 Release Management	7.3.6.S.1 Release Management	Reworded
7.3.7.C.1 Change Management Process	7.3.7.C.1 Change Management Process	Reworded
	7.3.7.C.1 NOTE	New
7.3.7.C.2 Informing Customers	7.3.7.C.2 Informing Customers	No change
7.3.7.HS.1 Problem Resolution Configuration Management	7.3.7.C.3 Problem Resolution Configuration Management	Expanded Scope Reworded
7.3.7.H.1 Component Changes	7.3.7.H.1 Component Changes	No Change
7.4.1.C.1 Purchasing Procedure(s)	7.4.1.C.1 Purchasing Procedure(s)	Reworded
7.4.1.C.1 NOTE 1	7.4.1.C.1 NOTE	Renumbered
7.5.1.C.1 Organization's Support Program		Deleted
7.5.1.C.2 Service Resources	7.5.1.C.1 Service Resources	Renumbered
	7.5.1.C.2 Product Delivery	New
7.5.1.HS.1 Emergency Service	7.5.1.HS.1 Emergency Service	Reworded
7.5.1.HS.2 Installation Plan	7.5.1.HS.2 Installation Plan	Reworded
7.5.1.S.1 Patching Procedure(s)	7.5.1.S.1 Patching Procedure(s)	Reworded
7.5.1.S.2 Patch Documentation	7.5.1.S.2 Patch Documentation	Reference Change Only
7.5.1.S.3 Replication	7.5.1.S.3 Replication	Reworded
7.5.1.V.1 Software Used in Service Delivery	7.5.1.V.1 Software Used in Service Delivery	Reworded

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TL 9000 Release 3.0	TL 9000 Release 4.0	Type of Change
7.5.1.V.2 Tool Changes	7.5.1.V.2 Tool Changes	Reworded
7.5.2.HV.1 Operational Changes	7.5.1.HV.1 Operational Changes	Renumbered
7.5.3.HS.1 Product Identification	7.5.3.HS.1 Product Identification	Reordered
	7.5.3.HS.1 NOTE	New
7.5.3.H.1 Traceability for Recall	7.5.3.H.1 Traceability for Recall	No Change
7.5.3.H.2 Traceability of Design Changes	7.5.3.H.2 Traceability of Design Changes	Reworded
7.5.5.C.1 Anti-Static Protection	7.5.5.C.1 Electrostatic Discharge Sensitive (ESDS) Protection	Reworded
	7.5.5.C.1 NOTE 1	New
	7.5.5.C.1 NOTE 2	New
7.5.5.HS.1 Packaging and Labeling Audit	7.5.5.HS.1 Packaging and Labeling Verification	Reworded
7.5.5.HS.1 NOTE 1	7.5.5.HS.1 NOTE	Renumbered Reworded
7.5.5.H.1 Deterioration	7.5.5.HV.1 Deterioration	Expanded Scope Reworded
7.5.5.S.1 Software Virus Protection	7.5.5.S.1 Software Virus Protection	Reference Change Only
7.6.H.1 Identified Equipment	7.6.C.1 Equipment Identification	Expanded Scope
8.2.1.C.1 Customer Satisfaction Data	8.2.1.C.1 Customer Satisfaction Data	Reworded
8.2.3.C.1 Process Measurement	8.2.3.C.1 Process Measurement	Reworded
8.2.4.HV.1 Inspection and Test Documentation	8.2.4.HV.1 Inspection and Test Documentation	Reordered
8.2.4.HV. 2 Inspection and Test Records	8.2.4.HV. 2 Inspection and Test Records	Reordered
8.2.4.H.1 Periodic Retesting	8.2.4.H.1 Periodic Retesting	Reworded
8.2.4.H.2 Content of Testing	8.2.4.H.2 Content of Testing	No Change
8.2.4.H.2 NOTE 1	8.2.4.H.2-NOTE	Renumbered Reworded
8.2.4.H.3 Frequency of Testing	8.2.4.H.3 Frequency of Testing	Reworded
8.2.4.H.4 Testing of Repair and Return Products	8.2.4.H.4 Testing of Repair and Return Products	No Change
8.2.4.S.1 Test Documentation	8.2.4.S.1 Test Documentation	Reworded
8.4.C.1 Trend Analysis of Nonconforming Product	8.4.C.1 Trend Analysis of Nonconforming Product	No Change
8.4.H.1 Field Performance Data	8.4.HS.1 Field Performance Data	Expanded Scope
8.4.V.1 Service Performance Data	8.4.V.1 Service Performance Data	No Change
8.5.1.C.1 Quality Improvement Program	8.5.1.C.1 Continual Improvement Program(s)	Reworded
8.5.1.C NOTE 1	8.5.1.C.1 NOTE	Renumbered
8.5.1.C.2 Employee Participation	8.5.1.C.2 Employee Participation	No Change
8.5.2.C NOTE 1		Deleted

Conversion Table for TL 9000 Requirements Release 3.0 to 4.0

TL 9000 Release 3.0	TL 9000 Release 4.0	Type of Change
8.5.2.C NOTE 2	8.5.2.C NOTE 1	Renumbered
8.5.2.C NOTE 3	8.5.2.C NOTE 2	Renumbered
8.5.2.S.1 Problem Resolution	8.5.2.S.1 Problem Resolution	Reference Change Only