

Date: October 17, 2003

Topic: Acquisitions/New Units into the Registration

How did you accomplish this topic during your implementation?

- TL 9000 implementation was a follow-on from original ISO 9000 registrations for both Alcatel and Rockwell (later acquired by Alcatel). Alcatel used the single TL registration approach to facilitate the integration of these 2 widely disparate companies. It made sense economically (one set of audits, one common QMS to bring people together).
- The reason for adding new units to the existing registration is to maintain the economies of scale of the single registration and to help the integration through building common languages, common QMS etc.
- Need to compare the QMSs and determine gaps and how to handle them.
- Alcatel has a lot of flexibility in its tiered Quality Manual approach to handle this

What resources/tools/vendors were used to accomplish this task?

Use the existing TL 9000 resources

Was there any benchmarking activity?

No

What lead you to use this method?

See the above answers

What worked and what didn't work?

It was hard to get people to change how they collected and calculated metrics. This happens every time new units are acquired or merged in. However, Alcatel finds having a common language and common calculation helps.

What recommendations do you have for others attempting to use your method?

Keep to a single registration and QMS to maintain the economies and to facilitate integration.

How did you measure the effectiveness of this method?

Informally.