

Date: October 17, 2003

Topic: Acquisitions/New Units into the Registration

How did you accomplish this topic during your implementation?

The was the biggest problem is where there are overlap across units/product lines (e.g., services do more than 1 product line and have to point to other registrations.)

Adding new units has been a struggle. Where processes are not consistent, the quality documentation must allow for flexibility for different processes, and reflect such. They encourage folks to adopt common processes.

Another major problem is where one group will still need to support several registrations.

The issues are much the same as for registration consolidation, i.e., determining the need for common processes and policies versus local, identifying the gaps and what is needed to fill them.

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, and this happens every time new units are acquired or merged in. However Nortel finds having a common language and common calculation helps.
- The big challenge is push back from groups that do not want to change their local processes to the common ones

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

Keep a single point of contact for metrics submission. One place for submission to UTD really simplifies the submission and confirmation processes, and enables a single web site to review and track metrics and submissions

How did you measure the effectiveness of this method?

Informally.