

Date: December 31, 2003

Re-contact Possible: Yes

Topic: QMS Implementation

Lucent Technologies Poland is a branch of the Global Lucent, which operates in the Polish telecommunication market (app. 500 HC`s). The organization is responsible for marketing, contracting, and providing products (hardware, software, services) to customers/service providers. All business units and departments operating in Poland that deal with Lucent Poland customer contracts create a basis for the Lucent Poland Business Quality Management System (BQMS).

How did you accomplish this topic during your implementation?

Since 1996, Lucent Poland keeps its QMS fully implemented and certified by the British Standards Institution, which is based on ISO 9001. In 1999, the company's leadership decided to migrate with ISO 9001 QMS into TL 9000 BQMS. This was achieved in 2001.

The main working document of the TL 9000 implementation team was defined by an elaborate migration plan, which included a full timeline of events necessary for the TL 9000 certification audit.

Inside the plan we had items like

- Provide a TL 9000 training for all people involved
- Review all additional requirements and point out those related to Lucent Poland processes
- Review all measurements required and those related to Lucent products (H,S,V) sold by Lucent Poland
- Determine methods to address the requirements identified and implement within the appropriate processes and procedures
- Identify data, databases and assigned teams or persons to gather data and calculate TL 9000 defined measurements according to the scope of registration
- Plan and execute support from the implementation team via internal audits during the entire migration time.
- Identify gaps and eliminate them with Corrective & Preventive Action plan(s)
- Periodically hold a management review to inform the top leadership on the implementation plan status
- Arrange the date for an external certification/registration audit with the registrar
- Send the first package of metrics results to UTD a quarter before the chosen date

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

Only internal

Was there any benchmarking activity?

No

What lead you to use this method?

Very precisely defined the migration plan and consequent move forward

What worked and what didn't work?

Measurements, an alignment with TL definitions to the practice usage

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

Again measurements; fascinating but effective work with a few separate teams (from different departments) to capture appropriate data and calculate measurements required. Very needed to have a person or a team deeply involved and familiar with TL measurements definitions

How did you measure the effectiveness of this method?

The implementation of the QMS met the defined timeframe to achieve TL 9000 Certification.