

Date: December 31, 2003

Topic: Registration Landscape Strategy

Overview:

Lucent Technologies Poland is a legal entity in Poland and a segment of Lucent Technologies, which operates in the Polish telecommunication market. The organization is responsible for marketing, contracting, and providing products (hardware, software, services) to customers or service providers. All business units and departments operating in Poland that deal with Lucent Poland customer contracts participate in the Lucent Poland Business Quality Management System (BQMS).

How did you accomplish this topic during your implementation?

The scope of registration is very easy to determine when you attempt to answer a fundamental requirement taken from Section 7 TL 9000 standard, which states:

"7.1.C.1 Life Cycle Model - The organization shall establish and maintain an integrated set of guidelines that covers the life cycle of its products. This framework concept shall contain, as appropriate, the processes, activities, and tasks involved in the concept, definition, development, production, operation, maintenance, and (if required) disposal of products, spanning the life of the products."

Lucent Poland used the requirement and decided to put all business processes under the registration.

See Lucent Poland approach to the Registration Landscape Strategy - a page below.

Product Life Cycle Model for Lucent Technologies products being sold by LT Poland

Customer Satisfaction - Evaluation I

Customer Satisfaction - Evaluation II (Permanent)

Organizations in Lucent Technologies Poland responsible for appropriate phase

Technical & Business Marketing

Supply Chain Management

Supply Chain Network

Technical Support Services, Project & Program Management (for service design)

Customer Focus Teams Business Development

Manufacturing

Project & Program Management
Design Practice, Implementation Practice, Documentation, Training

Technical Support Services
Technical & Business Marketing (only for DA)

Time

Product Life Cycle Model Phases

Product & Service Design

Pre- and Sales Activity

Logistics, Production

Project Realization

Warranty Service

Post-warranty Service

Contract Signature

Initial Acceptance

Final Acceptance

JPL800-TL-12001
JPL800-TL-05004
JPL800-TL-07001
JPL800-TL-08007
JPL800-TL-11002
JPL800-TL-13013
JPL800-TL-13016

JPL800-TL-12002
JPL800-TL-13018

JPL800-TL-10001
JPL800-TL-11001

JPL800-WSKO-06003
JPL800-WSKO-06004

Technical Product/Process Documentation
JPL800-TL-08001
JPL800-TL-08002
JPL800-TL-08004
JPL800-TL-08005
JPL800-TL-08006
JPL800-TL-08008
JPL800-TL-08030
JPL800-TL-08031
JPL800-TL-08032
JPL800-TL-08033
JPL800-TL-08034
JPL800-TL-08035
JPL800-TL-08036

Testing Manuals; Installation Handbooks; Install ODM;
JPL800-TL-13007
JPL800-TL-13008
JPL800-TL-13009
JPL800-TL-13010
JPL800-TL-13011
JPL800-TL-SLA-13011
JPL800-TL-13012

JPL800-TL-06001
JPL800-TL-06002
JPL800-TL-08003
JPL800-TL-13019

JPL800-TL-13001
JPL800-TL-13002
JPL800-TL-13004
JPL800-TL-13006

JPL800-TL-13005
JPL800-TL-05003

JPL800-TL-08037

JPL800-TL-05001
JPL800-TL-05002
JPL800-TL-05005

Discontinued Availability (DA) Notification

Product End of Life

Processes Involved

JPL800-TL-00002, JPL800-TL-00003, JPI800-TL-00004, JPL800-TL-00102, JPL800-TL-00105, JPL800-TL-00109, JPL800-TL-00114, JPL800-TL-00116, JPL800-TL-00117, JPL800-TL-00118, JPL800-TL-00205, JPL800-TL-00209, JPL800-TL-02000, JPL800-TL-02003, JPL800-TL-04118

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?

TL 9000 requirement from Section 7

What worked and what didn't work?

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

Clone the Lucent Poland approach

How did you measure the effectiveness of this method?