



Document Title: Product Category Approval Process	Document Number: QFP-035
Owner: Product Category Sub-team/IGQ	Revision: 1.0
Approved by: QuEST Forum	Effective Date: January 1, 2015

**1. POLICY**

It is an objective of the QuEST Forum to provide TL 9000 industry statistics that are as accurate as possible.

**2. PURPOSE**

In order to ensure accurate data, TL 9000 Certified organizations must be reporting their data in the correct product categories. The purpose of this process is to help ensure that occurs.

**3. SCOPE**

The product categories associated with any new TL 9000 certification and all new product categories added to an existing certification shall be approved via this process prior to certification.

**4. RESPONSIBILITIES**

It is the responsibility of the organizations seeking certification to submit the required information on the product category in order to obtain approval. It is the responsibility of the Product Category Verification Sub-team (Sub-team) to conduct the approval process. The TL 9000 Administrator will maintain the RMS functionality required for this process and will be the facilitator of communications between the organization and the Sub-team.

**5. REFERENCES**

Current version of the Product Category Tables

**6. PROCEDURE**

The approval process for new product category selections for a new or existing certification is as follows:

Step 1 – The organization adds the product category to their private TL 9000 registration profile

Step 2 – The system asks if it wants to start the approval process now or wait.

Step 3 – When QuEST Forum approval is requested, a pop-up window appears requesting the following information:

- 1) Product description
- 2) Product name and/or model number (hardware/software products – Families 1-6 and 8)
- 3) Primary function (hardware/software products – Families 1-6 and 8)
- 4) Competitors products name or model numbers (hardware/software products– Families 1-6 and 8)
- 5) Link(s) to material on web
- 6) Attach brochure(s)

Note: Item 1 is required in all cases. Either items 5 or 6 are also required in all cases. Items 2 and 3 are required for Families 1-6 and 8. Item 4 applies only to Families 1-6 and 8 and is optional. The pop-up will not close until all required information has been completed.

Step 4 – Product Category Verification Sub-team notified

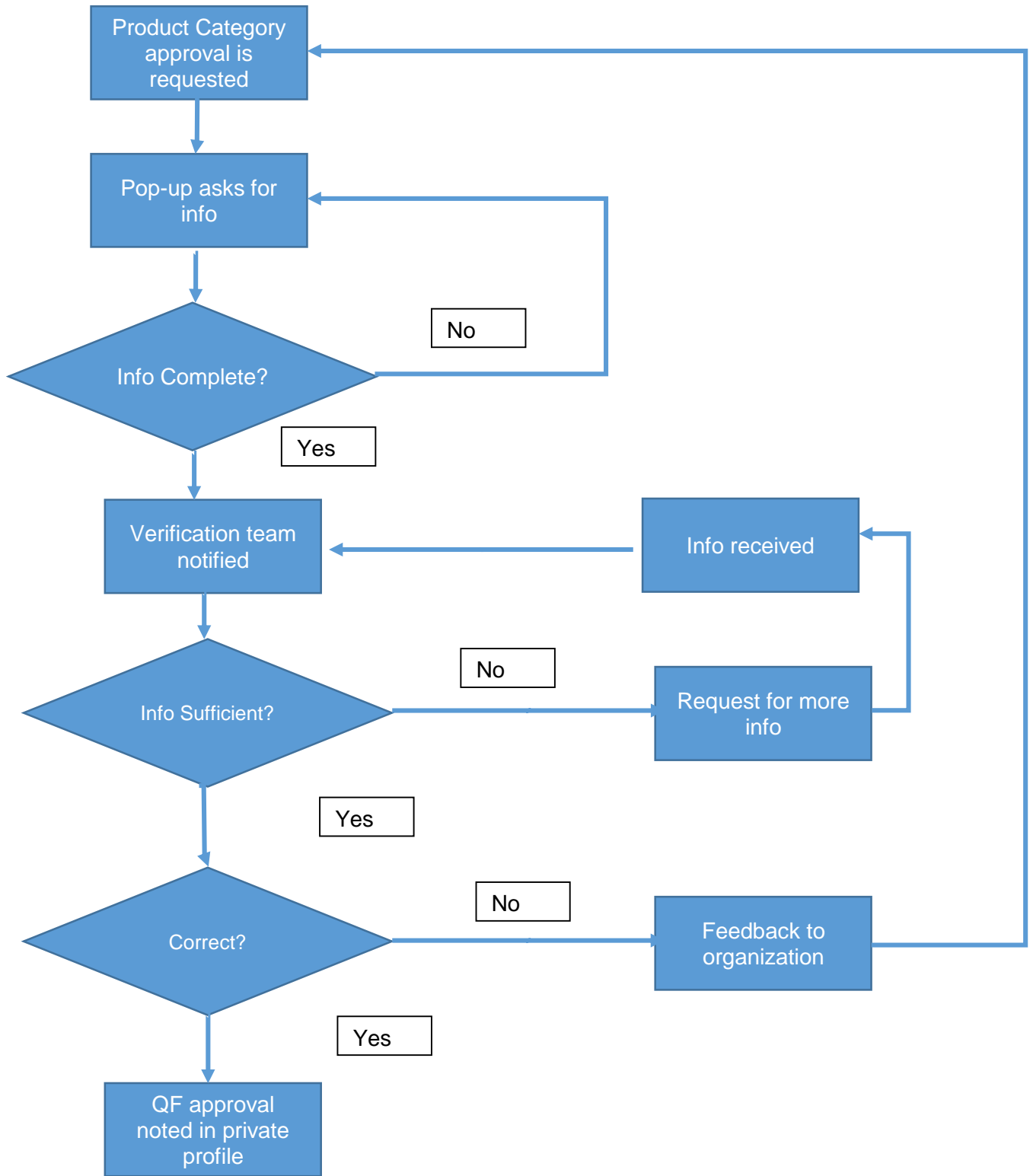
Step 5 – Sub-team determines if the information received is sufficient. If not, then request is sent to the organization by the TL 9000 Administrator for more information. If yes, then Step 5 takes place

Step 6 – The Sub-team verifies the product category selection. If it is correct, then the approval is noted in the organization's private TL 9000 profile. If not, then the organization is notified by the TL 9000 Administrator. The information provided to the organization will include a suggested appropriate product. If more than one might apply, then some guidance on how to choose the correct category shall also be provided by the Sub-team.

The approval process should be completed within 30 days of notification to the Sub-team. Delays in responding for requests for more information from the organization may extend this time.

The flow chart below depicts this process.

7. Product Category Approval Process



**QUALITY RECORDS**

Any material submitted by the organization along with any subsequent correspondence shall be kept for a minimum of one year after the approval of the certification or new product category by the organization's Certification Body.

**8. REVISION HISTORY**

Latest Date Reviewed (Version update not required if document not revised):

[Redacted]

<b>Change to Revision</b>	<b>Description/DCR Number</b>	<b>Effective Date</b>	<b>Name</b>
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