



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Integrated Global Quality Requirements & Measurements Contact: Tom Yohe (thomas.f.yohe@alcatel.com)	2. Alert Number: 04-005B
3. Documentation Affected: TL 9000 Measurements Handbook, Release 3.5 and Product Category Tables Release 3.6	4. Issue Date: 2004/10/22
5. Reason for Alert: Clarifications to the definition of "Services" in Table A-1 under Category Code 7 – Services Issue B notes item 1 below applies to contracted services and adds item 3	
6. Description: Clarifications : <ol style="list-style-type: none">1) An organization may become TL 9000 certified in a Service Product Category (7.x) for any or all contracted services they provide customers related to any products they sell. The only requirements are that the contracted service(s) is/are offered for sale in some manner, either as an independent service offering, as a part of a Service Level Agreement, or embedded in a warranty plan, and that the service be performed for a company outside of the organization's company.2) The word supplier used several times in the Definition column for Category 7 Services refers to the organization.3) The services provided by organizations in Product Category 7.6.2 may be entirely internal to their parent organization and will not likely be offered to external customers.	
7. Comments: The clarifications described in 6 above will be added to the next revision to the Product Category Tables.	