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AT&T Expands their TL 9000 Program into the NOC

AT&T has a long history of providing high quality products and services to its customers. Their certification to international quality standards began with the implementation of ISO 9000 in the network operations centers in Ameritech in 1994. Through many mergers and acquisitions, their commitment to maintain those certifications and continually improve their quality of service has remained strong.

In May of this year, AT&T reached a new milestone with the successful conversion of 23 network operations centers from the ISO 9001:2008 standard to the more appropriate TL 9000 standard under product categories 7.1.2, Provisioning and 7.3.2, Network Operations Center. These centers include the Global Network Operations Center, Central Office and Mobility Dispatch Centers, Network Reliability Centers, Transport Provisioning Centers and Network Translations Centers.

These centers join an already impressive line-up of TL 9000 registrations in AT&T which include Procurement, C&E Pole Placement and the Long Distance Service Center.

The achievement of TL 9000 certification, along with their robust Six Sigma and Lean programs, provides a reasonable assurance to their customers that they have the processes and infrastructure in place to provide quality products services both before and after the sale.

AT&T continues to expand their TL 9000 program with three more network centers in the process of implementing the standard, and others waiting in the wings.

For additional information on the AT&T Network Operations TL 9000 program, please contact the Management Representative Sheryl Kelehan at sk1951@att.com or (903) 935-2850.