



## TL 9000 Informational Alert

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| <b>1. Originating Working Group:</b>   | <b>2. Alert Number:</b> |
| Working Group: OSWG, AB/CB Sub-Team<br>Contact: <a href="mailto:Contact@questforum.org">Contact@questforum.org</a>   | 23-003A                 |
| <b>3. Documentation Affected:</b>  | <b>4. Issue Date:</b>   |
| Code of Practice for the TL 9000 Certification Process   | 19 December 2023        |
| <b>5. Reason for Alert:</b>  |                         |
| Announce the release of new version 10.0 of the Code of Practice for the TL 9000 Certification Process   |                         |
| <b>6. Description:</b>   |                         |
| Add the following requirement to the Pre-Audit Information Package:<br><ol style="list-style-type: none"><li>1. Any requirement exclusion/s and measurement exemption/s with justification of the exclusion/s and exemption/s. And a NOTE re 8.3 exclusions for organizations in PCT 7.x (Services) who do not design or develop Services.</li><li>2. CB is required to confirm the requirement exclusion/s and measurement exemption/s per RHB Sections 4.3.1.C.1 <i>Declaration of Requirement and Measurement Applicability</i>, 4.3.C.2 <i>TL 9000 Profile and Scope</i>, and <i>MHB 4.2.5 Product and Service Exclusions</i>.</li></ol> Removed On-site references.<br>Updated installation audit requirements. |                         |
| <b>7. Comments:</b>  |                         |
| Effective Date – December 19, 2023   |                         |