Date: December 31, 2003

Topic: Documentation and Record Keeping

Lucent Technologies Poland is a legal entity in Poland and a segment of Lucent Technologies, which serves the Polish telecommunication market. The organization is responsible for marketing, contracting, and providing products (hardware, software, services) to customers or service providers.

How did you accomplish this topic during your implementation?
All business units, operating in Poland and dealing with Lucent Poland customer contracts participate in the Lucent Poland Business Quality Management System based on ISO 9001/TL 9000 standard. Each of the business units is the owner for its specific activity process and is responsible in creating the process with the appropriate interfaces (including solutions to the standard requirements). The set of processes created and described by all business units comprise a set of procedures required by requirement 7.1.C.1 of the TL 9000 standard. The procedure format style and all edition rules were developed earlier and communicated to all people concerned. All completed procedures are maintained on the Lucent Poland Intranet web page and are available in both Polish and English languages, to all Lucent world-wide employees. It allows for internal communication of process design and ownership also demonstrates to customers Lucent Poland's ability to manage its own processes in the Product Life Cycle (as required by the standard).
One of the procedures should be devoted to Quality Records, where the quality records are listed (the most important; as per quality audit result, measurements submission confirmation, management review summary and dates, etc.) and show and name databases for keeping them maintained.

What resources/tools/vendors were used to accomplish this task?
Templates (via rules and principles) provide the mechanism for standardizing how the process should look like and is provided to all business units. Internal resources only used.

Was there any benchmarking activity?
No

What lead you to use this method?
Requirement 7.1.C.1 of the TL 9000 Standard provided the foundation for building a QMS as "processes focused".

What worked and what didn't work?
The ISO/TL standard implementation team should support every business unit's effort in process creation (using a quality knowledge and approach).

What recommendations do you have for others attempting to use your method?
Keep the process simple by using diagrams, process sequences, flowcharts, etc.

How did you measure the effectiveness of this method?
The process description plan was completed on time.