Overview:
Lucent Technologies Poland is a legal entity in Poland and a segment of Lucent Technologies, which operates in the Polish telecommunication market. The organization is responsible for marketing, contracting, and providing products (hardware, software, services) to customers or service providers. All business units and departments operating in Poland that deal with Lucent Poland customer contracts participate in the Lucent Poland Business Quality Management System (BQMS).

How did you accomplish this topic during your implementation?
The scope of registration is very easy to determine when you attempt to answer a fundamental requirement taken from Section 7 TL 9000 standard, which states:

“7.1.C.1 Life Cycle Model - The organization shall establish and maintain an integrated set of guidelines that covers the life cycle of its products. This framework concept shall contain, as appropriate, the processes, activities, and tasks involved in the concept, definition, development, production, operation, maintenance, and (if required) disposal of products, spanning the life of the products.”

Lucent Poland used the requirement and decided to put all business processes under the registration.

See Lucent Poland approach to the Registration Landscape Strategy - a page below.
# Product Life Cycle Model for Lucent Technologies products being sold by LT Poland

## Organizations in Lucent Technologies Poland responsible for appropriate phase
- Technical Support Services, Project & Program Management (for service design)
- Customer Focus Teams Business Development

## Technical & Business Marketing
- Technical Support Services
- Project & Program Management
- Design Practice
- Implementation Practice
- Documentation
- Training

## Supply Chain Management
- Customer Focus Teams Business Development

## Supply Chain Network
- Technical Support Services
- Technical & Business Marketing (only for DA)

## Technical Support Services
- Customer Focus Teams
- Business Development

## Manufacturing
- Customer Focus Teams
- Business Development

## Product Life Cycle Model Phases
<table>
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<tr>
<th>Phases</th>
<th>Product &amp; Service Design</th>
<th>Pre- and Sales Activity</th>
<th>Logistics, Production</th>
<th>Project Realization</th>
<th>Warranty Service</th>
<th>Post-warranty Service</th>
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## Processes Involved

## Time
- Contract Signature
- Initial Acceptance
- Final Acceptance
- Product End of Life
- Discontinued Availability (DA) Notification


What resources/tools/vendors were used to accomplish this task?
Only internal

Was there any benchmarking activity?
No

What lead you to use this method?
TL 9000 requirement from Section 7

What worked and what didn't work?

What recommendations do you have for others attempting to use your method?
Clone the Lucent Poland approach

How did you measure the effectiveness of this method?