

QuEST Forum TL 9000 Registration and Data Submission

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Director
TL 9000 Data Systems

Steps to Registration

- All TL 9000 registration information is entered and stored online
- TL 9000 Registration Data is stored in the Registration Management System (RMS)
- TL 9000 Measurements Data is stored in a separate system called the Measurements Repository System (MRS)



Steps to Registration

- First, establish a personal account on the RMS
 - User ID
 - Password
 - Name, address, etc.
- Second, enter identification information about your company or associate yourself with an existing company



Steps to Registration

- Third, enter the appropriate information about your registration
 - ISO and TL 9000 Scope statements
 - Registration option (H, S, V) & NACE codes
 - Primary and Alternate Administrators (must have personal accounts on the system)
 - Registrar company
 - Locations
 - Product Categories
- Pay your registration fee (currently \$396 per product category per year)



QuEST Forum Portal – Login Page



The screenshot shows the QuEST Forum Portal Login Page. At the top left, there is a banner with the text "Performance Excellence through Global Telecommunications Quality" and the QuEST Forum logo. Below the banner, there are links for "Tours/Usage Guides" and "Login". A red notice states: "Notice: Portions of this portal may not perform correctly with some browsers such as Firefox. All functions work correctly when using Internet Explorer or Netscape Navigator." Below the notice, there are three links: "Click here to go to QuEST Forum Home Page", "Click here to go to TL 9000 Home Page", and "Click here for news about Product Category Release 4.0". The login form consists of two input fields labeled "User Name" and "User Password", a "Login" button, and a "Forgot Password" link. Below the login form, there is a "Create a New User Account" link with a small icon, and a "View Certified Registrations" link. A speech bubble points to the "Create a New User Account" link with the text "If you don't have an account, start here". Another speech bubble points to the "User Name" and "User Password" fields with the text "Enter your User Name and Password". The browser's address bar shows "Internet" and the zoom level is set to "100%".

Performance Excellence through Global Telecommunications Quality

QuEST FORUM

[Tours/Usage Guides](#) [Login](#)

Notice: Portions of this portal may not perform correctly with some browsers such as Firefox. All functions work correctly when using Internet Explorer or Netscape Navigator.

Click [here](#) to go to QuEST Forum Home Page
Click [here](#) to go to TL 9000 Home Page
Click [here](#) for news about Product Category Release 4.0

User Name

User Password

[Forgot Password](#)

 [Create a New User Account](#)

[View Certified Registrations](#)

Enter your User Name and Password

If you don't have an account, start here

Internet 100%

New Account Creation

The screenshot shows a web browser window displaying the QuEST FORUM New Account Creation page. The page features a header with the slogan "Performance Excellence through Global Telecommunications Quality" and the QuEST FORUM logo. Below the header, there are links for "Tours/Usage Guides" and "Login". A prompt asks the user to "Please enter your contact information below." The form is divided into two main sections. The first section contains fields for "First Name", "Middle Name", "Last Name", "e-mail", "Address", "Address Line 2", "City", "State/Province", "Zip/Postal Code", "Phone", and a "Country/Region" dropdown menu currently set to "Albania". The second section contains fields for "User Login Name", "Password", and "Confirm Password". At the bottom of the form are "Add Profile" and "Reset" buttons. Three light blue callout boxes provide instructions: the first points to the contact information fields, the second points to the login name and password fields, and the third points to the "Add Profile" button. The browser's status bar at the bottom shows "Done", "Internet", and "100%".

Performance Excellence through Global Telecommunications Quality

QuEST FORUM

Tours/Usage Guides

Login

Please enter your contact information below.

First Name

Middle Name

Last Name

e-mail

Address

Address Line 2

City

State/Province

Zip/Postal Code

Phone

Country/Region

User Login Name

Password

Confirm Password

Add Profile

Reset

Done

Internet

100%

Enter basic information about you.

Select a User Name and Password. Suggestion: Use your e-mail address as the User Name

Finally, press the Add Profile button.

New Account Creation

Performance Excellence through Global Telecommunications Quality

QuEST FORUM

Tours/Usage Guides ^{New!} Hello Richard Last Access Date: Fri Feb 02 22:07:44 GMT 2007 Logout

- **User Home**
- TL 9000
 - TL 9000
 - RMS
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Contact Us

Welcome !!!!

Select from the List of Companies

OR

Enter the NEW Company's Name

Join/Add Company

Edit Company Account Record

Manage Accounts

Maintain Account

Done Internet 100%

QuEST FORUM

Finally click Join/Add to continue.

If your company is not in the system, enter the company name here.

If your company is already in the system, select it here.

New Account Creation

Performance Excellence through Global Telecommunications Quality

QuEST FORUM

Tours/Usage Guides ^{New!} Hello Richard Last Access Date: Fri Feb 02 22:07:44 GMT 2007 Logout

- **User Home**
- TL 9000
 - TL 9000 RMS
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Contact Us

• Go to questforum.org

• Go to t9000.org

Add a new company account

Company Name

URL/Website

Address

Address Line 2

City

State/Province

Zip/Postal Code

Phone

FAX

Country/Region

Fill in the data about your company.

Finally, press the Add button to create the company records.

Done Internet 100%

New Account Creation

Performance Excellence through
Global Telecommunications Quality

QuEST FORUM

Tours/Usage Guides ^{New!} Hello Richard Last Access Date: Fri Feb 02 22:07:44 GMT 2007 Logout

- **User Home**
- TL 9000
 - TL 9000 RMS
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Contact Us

• Go to questforum.org
• Go to tl9000.org

Add Primary Administrator Company

Select Primary Administrator

[Create a New User Account](#)

If you need to add some more User Accounts, you can do that here.

Select the person who will be the Administrator for the company account

You'll also be asked to select an alternate.

Done Internet 100%

New Account Creation

The screenshot shows the QuEST Forum user interface. At the top left is a banner with the text "Performance Excellence through Global Telecommunications Quality". To the right is the QuEST FORUM logo. Below the banner, the user is logged in as "Richard" with a "Hello Richard" greeting and a "Last Access Date: Fri Feb 02 22:07:44 GMT 2007" timestamp. A "Logout" link is visible. The main content area is divided into a left sidebar and a right main area. The sidebar contains a "User Home" section with a list of links: "TL 9000" (with sub-links for "TL 9000 RMS", "Registrar", and "Accreditation Body"), "QuEST Forum" (with sub-links for "Member's Area", "Work Groups", "Regions", "Leadership Council", "Executive Board", and "Marketing Materials"), and "Contact Us". Below this is a section with links to "questforum.org" and "t9000.org". The main area displays a "Welcome!!!!" message and three menu items: "Edit Company Account Record" (with a red note "Permission not assigned"), "Manage Users' Accounts", and "Maintain My Account". Three callout boxes are overlaid on the page: one pointing to the "TL 9000 RMS" link, one pointing to the "Maintain My Account" link, and one pointing to the "Welcome!!!!" message. The browser's status bar at the bottom shows "Done", "Internet", and "100%".

Performance Excellence through Global Telecommunications Quality

QuEST FORUM

Tours/Usage Guides ^{New!} Hello Richard Last Access Date: Fri Feb 02 22:07:44 GMT 2007 Logout

Welcome!!!!

- **User Home**
- TL 9000
 - TL 9000 RMS
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Contact Us

• Go to questforum.org

• Go to t9000.org

Edit Company Account Record Permission not assigned

Manage Users' Accounts

Maintain My Account

This is your Home Page

You can maintain your account here

Now you have a personal home page associated with a company. Press TL 9000 RMS to start the registration creation process.

Done Internet 100%

QuEST FORUM

Steps to Registration



Tours/Usage Guides ^{New!}

Hello dv/pr

Last Access Date: Tue Jan 30 23:53:31 GMT 2007

[Logout](#)

- [User Home](#)
- **TL 9000**
 - **TL 9000 RMS**
 - [Registrar](#)
 - [Accreditation Body](#)
- [QuEST Forum](#)
 - [Member's Area](#)
 - [Work Groups](#)
 - [Regions](#)
 - [Leadership Council](#)
 - [Executive Board](#)
 - [Marketing Materials](#)
- [Administrator](#)
- [Contact Us](#)

- [Go to questforum.org](#)
- [Go to tl9000.org](#)

[TL 9000 Home](#)

TL 9000 News (30th June 2006)

- [Release 4.0 of Requirements Handbook Now Available](#)
- [How to Submit Data Online](#)
- [How to upload Data Template Files](#)

Approve TL 9000 Registration Account Requests (3 pending) [Help](#)

- [TL5096 UTDsep25](#)
- [TL5749 Test 3](#)
- [TL5765 Test Registration - 3](#)

Manage a TL 9000 Registration [Help](#)

- [TL4104 mine](#)
- [TL5585 test](#)

Join a TL 9000 Registration

[Create New TL 9000 Registration](#) [Help](#)

[View Certified Registrations](#)

Manage associated Registrations

Click to Create a New TL 9000 Registration

Registration Creation – Step 1

Tours/Usage Guides ^{New!}

Hello dvipr Last Access Date: Tue Jan 30 23:53:31 GMT 2007 Logout

- User Home
- TL 9000
 - TL 9000 RMS
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Administrator
- Contact Us

- Go to questforum.org
- Go to t9000.org

New Registration Details

Step 1 >> Step 2 >> Step 3 >> Step 4 >> Step 5

New to creating a TL 9000 Registration? [Click here](#) for help

All fields are mandatory

Registration Name	<input type="text"/>
Registrar Company	<input type="text" value="Select a Registrar"/> ?
Accreditation Body	<input type="text" value="Select your Accreditation Body"/>
ISO Status	<input type="text" value="Select ISO Status"/>
Registration Option	<input type="text" value="Select Registration Option"/>
Nace Code - Hardware	<input type="text" value="Select Hardware Nace Code"/> ?
Nace Code - Software	<input type="text" value="Select Software Nace Code"/>
Nace Code - Services	<input type="text" value="Select Services Nace Code"/>
ISO Scope Statement	<input type="text"/>
TL 9000 Scope Statement	<input type="text"/>
Exemptions	<input type="text" value="None"/>

Save & Proceed to Step 2

Registration Creation – Step 1

Tours/Usage Guides ^{New!}

Hello dvipr

Last Access Date: Tue Jan 30 23:53:31 GMT 2007

[Logout](#)

- [User Home](#)
- **TL 9000**
 - [TL 9000 RMS](#)
 - [Registrar](#)
 - [Accreditation Body](#)
- [QuEST Forum](#)
 - [Member's Area](#)
 - [Work Groups](#)
 - [Regions](#)
 - [Leadership Council](#)
 - [Executive Board](#)
 - [Marketing Materials](#)
- [Administrator](#)
- [Contact Us](#)

- [Go to questforum.org](#)
- [Go to tl9000.org](#)

New Registration Details

Step 1 >> [Step 2](#) >> [Step 3](#) >> [Step 4](#) >> [Step 5](#)

New to creating a TL 9000 Registration? [Click here](#) for help

All fields are mandatory

Registration Name	<input type="text" value="Test Registration"/>
Registrar Company	<input type="text" value="ABS Quality Evaluations, Inc"/>
Accreditation Body	<input type="text" value="ANAB"/>
ISO Status	<input type="text" value="ISO 9001:2000"/>
Registration Option	<input type="text" value="TL 9000-H"/>
Nace Code - Hardware	<input type="text" value="DJ 28.1 - Manufacture of Structural metal products"/>
Nace Code - Software	<input type="text" value="None - None"/>
Nace Code - Services	<input type="text" value="None - None"/>
ISO Scope Statement	<input type="text" value="Test Scope"/>
TL 9000 Scope Statement	<input type="text" value="Test Scope"/>
Exemptions	<input type="text" value="None"/>

Enter Information about the Registration

Click this button to Proceed to next step

[Save & Proceed to Step 2](#)

Registration Step 2 – Locations Info

Tours/Usage Guides ^{New!}

Hello dvjpr

Last Access Date: Tue Jan 30 23:53:31 GMT 2007

[Logout](#)



Enter Information about Locations covered under this Registration

Tours/Usage Guides ^{New!}

Hello dvjpr

Last Access Date: Tue Jan 30 23:53:31 GMT 2007

[Logout](#)

- [User Home](#)
- **TL 9000**
 - [TL 9000 RMS](#)
 - [Registrar](#)
 - [Accreditation Body](#)
- [QuEST Forum](#)
 - [Member's Area](#)
 - [Work Groups](#)
 - [Regions](#)
 - [Leadership Council](#)
 - [Executive Board](#)
 - [Marketing Materials](#)
- [Administrator](#)
- [Contact Us](#)

- [Go to questforum.org](#)
- [Go to tl9000.org](#)

Add Locations

Step 1 >> **Step 2** >> Step 3 >> Step 4 >> Step 5

Currently added Locations

No Locations added

Facility Name	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip/Postal Code	<input type="text"/>
Country	<input type="text" value="Select Country"/>
Employee Count	<input type="text"/>

Click on this button to add a Location

Click to stop adding and Continue to next step

[Add this Location](#)

[<< Go Back to Step 1](#)

[Stop / Skip Adding and Continue >>](#)

Registration Step 3 – Product Info

Tours/Usage Guides ^{New!} Hello dvlpr Last Access Date: Tue Jan 30 23:53:31 GMT 2007 Logout



Tours/Usage Guides ^{New!} Hello dvlpr Last Access Date: Tue Jan 30 23:53:31 GMT 2007 Logout

- User Home
- TL 9000
 - TL 9000 RMS
 - Registrar
 - Accreditation Body
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- Administrator
- Contact Us

- Go to questforum.org
- Go to tl9000.org

Add Products

Step 1 >> Step 2 >> **Step 3** >> Step 4 >> Step 5

Currently added Products

Product Category Table	Product Category	Product Category Name	
3.8	1.1	Circuit Switch	Delete

Product Category Table

Product Category

Add this Product

<< Go Back to Step 2

Stop / Skip Adding and Continue >>

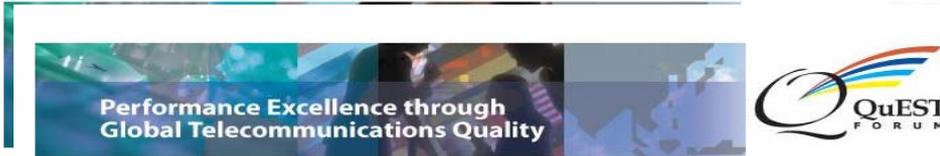
Add Product Categories for which data will be submitted.

Non-QuEST Members – Each product category = \$ 396 USD

Click to add Product Categories for this Registration

Registration Creation – Step 5

Tours/Usage Guides^{New!} Hello dvlpr Last Access Date: Tue Jan 30 23:53:31 GMT 2007 Logout



Tours/Usage Guides^{New!} Hello dvlpr Last Access Date: Wed Jan 31 14:33:22 CST 2007 Logout

- User Home
- TL 9000
 - TL 9000 RMS
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Administrator
- Contact Us

- Go to questforum.org
- Go to tl9000.org

Review New Registration Information

Step 1 >> Step 2 >> Step 3 >> Step 4 >> **Step 5**

Profile Information

Registration Name	Test Registration
Registrar Company	ABS Quality Evaluations, Inc
Accreditation Body	ANAB
ISO Status	ISO 9001:2000
Registration Option	TL 9000-H
Nace Code - Hardware	DJ 28.1
Nace Code - Software	None
Nace Code - Services	None
ISO Scope Statement	Test Scope...
TL 9000 Scope Statement	Test Scope...
Exemptions	None

Locations Information

Facility Name	City	Country	Employee Count
WSTC	Dallas	United States of America	25

Products Information

Product Category Table	Product Category	Product Category Name
3.8	1.1	Circuit Switch

Responsibility Information

Primary Administrator dvlpr utd
Alternate Administrator Bao Tran

Registration Creation Charges

The following charges will be applied for creating a registration.

1.1	USD 396.00
Total	USD 396.00

<< Go Back to Step 4

Confirm Registration Creation

Review information entered during previous steps. To correct any information click on the "Go Back to Step" button

Click on this button to create the registration

Charges for Registration Creation are shown

Data Submission Process

- First, log in to the QF Portal
- Next, select TL 9000 RMS
- Select the Registration the data is for
- Under Data Submission Management, make a new submission – click the Year
- Click on the Month of the data
- Select the Product Category
- Upload a data template or type in the data



QuEST Forum Website – questforum.org

The screenshot shows the QuEST Forum website homepage. At the top, there is a navigation bar with links for Home, Contact, Join, Login, and Site Map. Below this is a banner with the text "Performance Excellence through Global Telecommunications Quality" and the QuEST Forum logo. A secondary navigation bar contains links for TL 9000, Best Practices, Resources, About Us, Membership, Global Regions, Work Groups, Events, and News. On the left side, there is a vertical menu with links to TL 9000, Best Practices, Resources, About Us, Membership, Global Regions, Work Groups, Events, and News. The main content area features a central text block about the forum's mission, followed by sections for "What is 'QuEST'?", "Upcoming Events" (highlighting the 9th Anniversary Annual Meeting), and "Recent Events" (including a "WELCOME to our newest members!" message). On the right side, there are sections for "Who Register", "How to Become a QuEST Forum Member", "How to Become TL 9000 Registered", and "Trend Reports". A search bar is located on the left side of the main content area. A callout box with a light blue background and a black border points to the "Login" link in the top navigation bar, containing the text: "You can start from the QuEST Forum Home Page. Click on Login to get to the QF Portal". The bottom of the page shows a Windows taskbar with the Internet Explorer browser icon and a 100% zoom level.

Home | Contact | Join | Login | Site Map

Performance Excellence through
Global Telecommunications Quality

QuEST FORUM™

TL 9000 | Best Practices | Resources | About Us | Membership | Global Regions | Work Groups | Events | News

- TL 9000
- Best Practices
- Resources
- About Us
- Membership
- Global Regions
- Work Groups
- Events
- News

QuEST Forum helps its member organizations pursue global telecommunications quality and performance excellence through the implementation of a common quality standard, the collaborative activities of its global work groups, an emphasis on industry best practices, and the delivery of a leading-edge measurement system.

What is "QuEST"?
Quality Excellence for Suppliers of Telecommunications

Upcoming Events

9th Anniversary QuEST Forum Annual Meeting
Doubletree Paradise Valley Resort/Scottsdale
5-9 February, 2007

Industry Events

Recent Events

QuEST Forum Quality Benchmarking | Discover WHY your company should join QuEST Forum | WELCOME to our newest members!

"Jump Start" into your TL 9000 journey!
Want to know what TL 9000 is all about and how it can benefit your company? QuEST Forum has available to all organizations a "Jump Start" program to "Jump Start"

Who Register
Now you can... companies that adhere to a consistent set of quality requirements. View all certified TL 9000 registered companies.

How to Become a QuEST Forum Member
Discover the value and benefits of joining QuEST Forum. Downloading our membership brochure.

How to Become TL 9000 Registered
Find out more about how to get started with your TL 9000 registration.

Trend Reports
Are you a member? Get access to the latest performance data reports.

Google search

Internet 100%

You can start from the QuEST Forum Home Page. Click on Login to get to the QF Portal

TL 9000 Website – tl9000.org

The screenshot shows the TL 9000 website home page. At the top left is the TL 9000 logo with the tagline 'The Telecom Quality Management System'. Navigation links include 'Login', 'Contact Us', 'Home', and 'Site Index'. A search bar is present. A blue navigation bar contains links: 'Home | QuEST Forum | About TL 9000 | Registrations | Handbooks | Alerts | Registrars and... | Resources | News | FAQ'. The main heading is 'Welcome to the TL 9000 Home Page'. The page is divided into three columns: 'Related links', 'TL 9000 Quality Management System', and 'TL 9000 Goals'. The 'Related links' column has a callout pointing to the 'Login' link. The 'TL 9000 Quality Management System' column has a callout pointing to the 'Login' link. The 'TL 9000 Goals' column has a callout pointing to the 'Login' link. The bottom of the page shows a Windows taskbar with 'Done', 'Internet', and '100%'.

Related links

- QuEST Forum
- [Login](#)

News and M

- News about
- Informational A

TL 9000 Quality Management System

QuEST Forum developed the TL 9000 Quality Management System to meet the quality requirements of the worldwide telecommunications industry.

- By defining system requirements for the design, development, production, delivery, installation and maintenance of telecom products and services and providing a measurement system that allows companies to track performance and improve results;
- By eliminating the need for multiple quality management standards, which reduces the cost of doing business and ultimately results in better products and services to consumers;
- By providing a consistent set of quality expectations to drive efficiency and performance across the global telecom supply chain.

helps assure consistent supply chain efficiencies and certified suppliers, companies are assured that they have a QMS that has been systematically audited by an independent TL 9000 registrar. Furthermore, the advanced measurements system facilitates analysis against industry benchmarks. It provides the basis for objective product or supplier evaluations to make fully informed supply decisions.

For suppliers, conformance to TL 9000 certification validates the quality of product, services and customer care that they provide. It reduces the costs of quality audits while helping create customized performance reports for current and potential customers.

TL 9000 certification, along with independent audits, allows suppliers to save time and

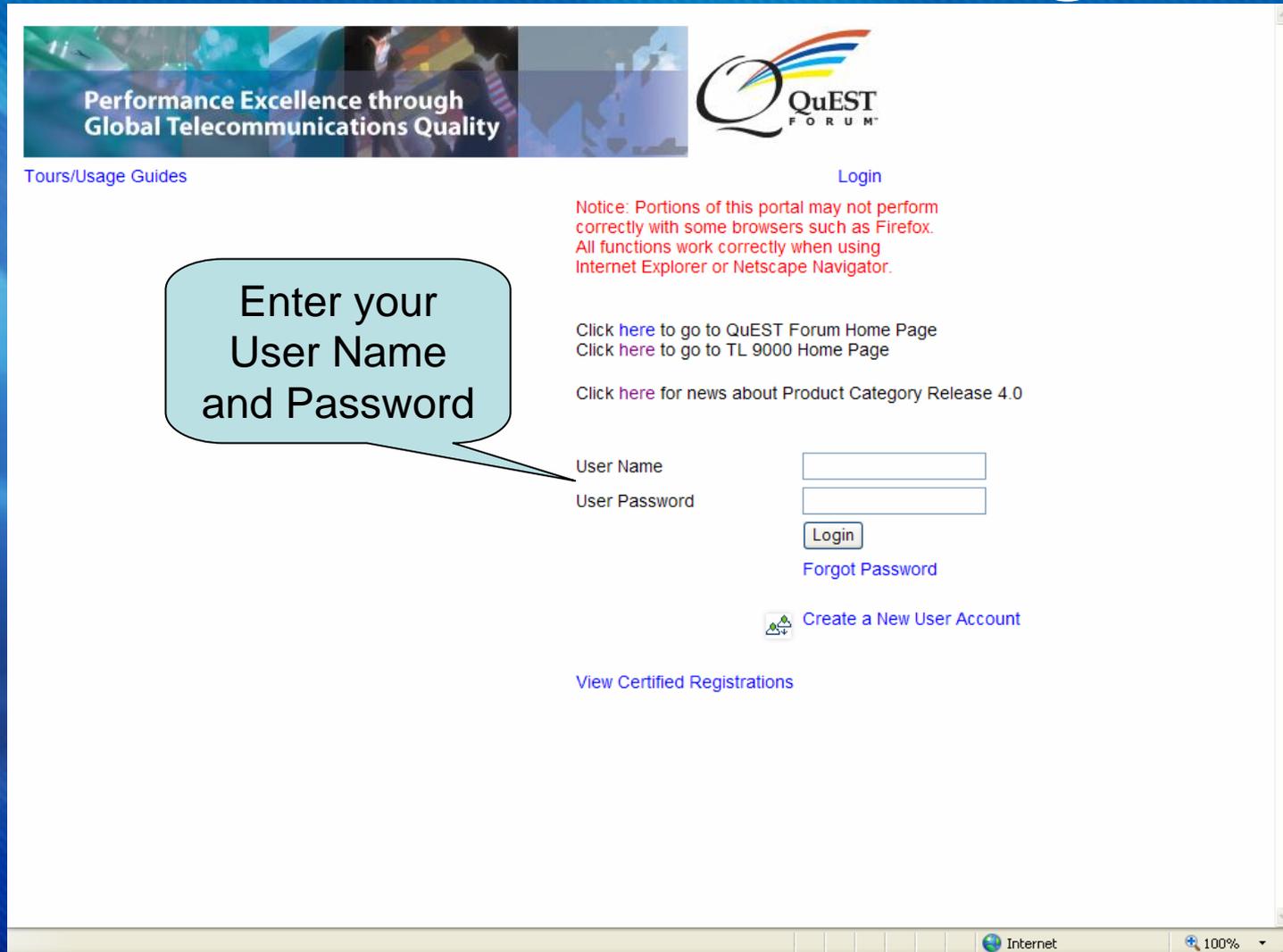
TL 9000 Goals

- Establish and maintain a common set of telecom QMS requirements, which reduces the number of standards for the industry;
- Foster a system that protects the integrity and use of telecom products hardware, software and services;
- Define effective cost and performance-based measurements to guide progress and evaluate the results of QMS implementation;
- Drive continual improvement and enhance customer relationships;
- Leverage the industry conformity assessment process.

You can also Login here

You can also start from the TL 9000 Home Page. Click on Login to get to the QF Portal

QuEST Forum Portal – Login Page



The screenshot shows the QuEST Forum Portal login page. At the top left, there is a banner with the text "Performance Excellence through Global Telecommunications Quality" and a background image of people in a meeting. To the right of the banner is the QuEST Forum logo, which consists of a stylized 'Q' with a rainbow-colored swoosh and the text "QuEST FORUM". Below the banner, there is a link for "Tours/Usage Guides" and a "Login" link. A red notice states: "Notice: Portions of this portal may not perform correctly with some browsers such as Firefox. All functions work correctly when using Internet Explorer or Netscape Navigator." Below the notice, there are three links: "Click here to go to QuEST Forum Home Page", "Click here to go to TL 9000 Home Page", and "Click here for news about Product Category Release 4.0". The login form includes two input fields for "User Name" and "User Password", a "Login" button, a "Forgot Password" link, and a "Create a New User Account" link with a small icon. At the bottom, there is a link for "View Certified Registrations". The browser's address bar shows "Internet" and the zoom level is set to "100%".

Performance Excellence through
Global Telecommunications Quality

QuEST
FORUM™

[Tours/Usage Guides](#) [Login](#)

Notice: Portions of this portal may not perform correctly with some browsers such as Firefox. All functions work correctly when using Internet Explorer or Netscape Navigator.

Click [here](#) to go to QuEST Forum Home Page
Click [here](#) to go to TL 9000 Home Page
Click [here](#) for news about Product Category Release 4.0

User Name

User Password

[Forgot Password](#)

 [Create a New User Account](#)

[View Certified Registrations](#)

Internet 100%

Enter your
User Name
and Password

TL 9000 RMS – Home Page



Tours/Usage Guides ^{New!}

Hello dvlpr

Last Access Date: Tue Jan 30 23:53:31 GMT 2007

Logout

- User Home
- **TL 9000**
 - **TL 9000 RMS**
 - Registrar
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- QuEST Forum
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 - Marketing Materials
- Administrator
- Contact Us

[TL 9000 Home](#)

[TL 9000 News \(30th June 2006\)](#)

- Release 4.0 of Requirements Handbook Now Available
- How to Submit Data Online
- How to upload Data Template Files

[Approve TL 9000 Registration Account Requests \(3 pending\)](#)

[Help](#)

- [TL5096 UTDsep25](#)
- [TL5749 Test 3](#)
- [TL5765 Test Registration - 3](#)

[Manage a TL 9000 Registration](#)

[Help](#)

- [TL4104 mine](#)
- [TL5585 test](#)

[Join a TL 9000 Registration](#)

[Help](#)

[Create New TL 9000 Registration](#)

[Help](#)

[View Certified Registrations](#)

This is the TL 9000 Home Page

If you approve registrations they will show here

To submit data, first select the appropriate registration

If you need to create a new registration, you can do that here.

- User Home
- TL 9000
 - TL 9000 RMS
 - Registrar
 - Accreditation Body
- QuEST Forum
 - Member's Area
 - Work Groups
 - Regions
 - Leadership Council
 - Executive Board
 - Marketing Materials
- Administrator
- Contact Us

- Go to questforum.org
- Go to tl9000.org

[Maintain TL 9000 Registration](#)

Operations on Registration

- [Edit Registration Profile](#)
- [Delete TL 9000 Registration Records](#)
- [Split/Merge Registration](#)

Certified Registration

- [View Registration History](#)
- [Download Release 3.7 Templates](#)
- [Download Release 3.8 Templates](#)
- [Download Release 4.0 Templates](#)

Data Submission Management

- [View data submission history in year](#) [2007](#) [2006](#) [2005](#) [2004](#) [2003](#) [2002](#) [2001](#)
- [Make a new submission for year](#) [2007](#) [2006](#) [2005](#) [2004](#)

[Add Product Categories](#)

Payment History

[View Invoices/Payments](#)

Profiles

- [View Public Registration Profile](#)
- [View Private Registration Profile](#)

Assign Responsibilities to Users

- [Users Willing To Join](#)
- [Not Joined](#)
- [Joined](#)

[Help](#)

[Help](#)

Selecting a registration brings up a page like this

You can edit your registration here

You can get data templates here

To make a new submission first select the Year of the data here

Check on previous submissions here



Tours/Usage Guides ^{New!}

Hello dvipr

Last Access Date: Fri Feb 02 19:21:33 GMT 2007

[Logout](#)

- [User Home](#)
- **TL 9000**
 - [TL 9000 RMS](#)
 - [Registrar](#)
 - [Accreditation Body](#)
- [QuEST Forum](#)
 - [Member's Area](#)
 - [Work Groups](#)
 - [Regions](#)
 - [Leadership Council](#)
 - [Executive Board](#)
 - [Marketing Materials](#)
- [Administrator](#)
- [Contact Us](#)

- [Go to questforum.org](#)
- [Go to tl9000.org](#)

New TL 9000 Data Submission

- ⊕ [2007 January \(2 Product Categories\)](#)
- ⊕ [2007 February \(No History\)](#)
- ⊕ [2007 March \(No History\)](#)
- ⊕ [2007 April \(No History\)](#)
- ⊕ [2007 May \(No History\)](#)
- ⊕ [2007 Jun \(No History\)](#)
- ⊕ [2007 July \(No History\)](#)
- ⊕ [2007 August \(No History\)](#)
- ⊕ [2007 September \(No History\)](#)
- ⊕ [2007 October \(No History\)](#)
- ⊕ [2007 November \(No History\)](#)
- ⊕ [2007 December \(No History\)](#)

The months of the year are shown

Select the month of the data. In this case, only January can be submitted.



- [User Home](#)
 - **TL 9000**
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New TL 9000 Data Submission

- [2007 January \(2 Product Categories\)](#)
 - 3.8- 7.1.1
 - 4.0- 7.1.1
- [2007 February \(No History\)](#)
- [2007 March \(No History\)](#)
- [2007 April \(No History\)](#)
- [2007 May \(No History\)](#)
- [2007 Jun \(No History\)](#)
- [2007 July \(No History\)](#)
- [2007 August \(No History\)](#)
- [2007 September \(No History\)](#)
- [2007 October \(No History\)](#)
- [2007 November \(No History\)](#)
- [2007 December \(No History\)](#)

Selecting the month shows what product categories are in your profile.

Here we see 7.1.1 available in two Product Category Tables. Select only one.

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Logout

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Data Submission Details	
Month	1
Year	2007
Product Category Table	4.0
Product Category ID	7.1.1
Product Description	Installation
Product / Location	<input type="text" value="All"/>

OR

Click [here](#) to download templates

- Go to questforum.org
- Go to tl9000.org

This is the data submission page

If you want to type in the data, click this button

If you filled in a template, find it first on your computer

After locating the template, click this button to make the submission

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Data Submission Details

Month	1
Year	2007
Product Category Table	4.0
Product Category ID	7.1.1
Product Description	Installation
Product / Location	<input type="text" value="All"/>

OR

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Example submission. Type in the data. Start by clicking this button.



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Data Submission Details	
Month	1
Year	2007
Product Category Table	4.0
Product Category ID	7.1.1
Product Description	Installation
Product / Location	<input type="text" value="All"/>

*This Product/location has already been used.
Please enter a different product/location*

OR

Click [here](#) to download the templates

If you've already made a submission with this Product / Location field, you'll have to choose a new value.



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Data Submission Details

Month	1
Year	2007
Product Category Table	4.0
Product Category ID	7.1.1
Product Description	Installation
Product / Location	<input type="text" value="Hamilton"/>

This Product/location has already been used. Please enter a different product/location

OR

Click [here](#) to download the templates

If needed, enter a product name or location here.

Next, press the Submit button again.



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TL 9000 Key Submission

Enter Submission Key (16 characters) 00

Registration Option V

Next, enter an encryption key here. You make this up. Plain text characters, no blanks or control codes.

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-
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TL 9000 Key Submission

Enter Submission Key (16 characters) 16

Registration Option V

Here's an example.
It must be exactly 16
characters. It is
used to encrypt your
data in the MRS.

When finished, press
the Continue button.

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TL 9000 Submission

Product Category Table 4.0
Product Category 7.1.1
Product Category Name Installation
Data Year-Month 2007 - 1
Registration Type V

Measurement NPR

NPRs Total normalization units

Np4 Number of problem reports

Measurement FRT

Fr4c Number of problem reports closed

Fr4d Number of problem reports due

Measurement OFR

Of4c Number of overdue problem reports closed

Of4d Number of overdue problem reports

Measurement OTD

DVa Number of services delivered on time

The template contains all the required fields. Enter values in the boxes.

- Administrator
- Contact Us

- Go to questforum.org
- Go to tl9000.org

Measurement NPR

NPRs Total normalization units

Np4 Number of problem reports

Measurement FRT

Fr4c Number of problem reports closed

Fr4d Number of problem reports due

Measurement OFR

Of4c Number of overdue problem reports closed

Of4d Number of overdue problem reports

Measurement OTD

DVa Number of services delivered on time

DVd Number of services due

Measurement IOF

Nio Number of installation jobs that caused outages

Ni Number of installation jobs

Measurement SQ

SQd Service quality numerator as defined in Appendix A, Table 1

SQt Service quality denominator as defined in Appendix A, Table 1

Submit

Cancel

Validate but not Submit

Click Submit to send the data to the MRS

You can check your data without submitting it

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• **Contact Us**

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Online Data Submission Confirmation

[Print](#)

The submission PASSED all checks and has been submitted to MRS.

Online Data Submission Values Report

ProductCategoryTableName	4.0
ProductCategory	7.1.1
ProductCategoryName	Installation
DataTemplateType	V
YearOfData	2007
MonthOfData	1
EncryptionKey	richardistheking
RegistrationID	4104
Product/Location	Hamilton
MeasurementID	NPR
NPRs	15
Np4	2
MeasurementID	FRT
Fr4c	1
Fr4d	2
MeasurementID	OFR
Of4c	0
Of4d	0
MeasurementID	OTD
DVa	1
DVd	2

The MRS sends you a status report in two parts.

The top part contains all the data you submitted including the encryption key, the data, etc.

Online Data Submission Status Report

ProductCategoryTableName 4.0
ProductCategory 7.1.1
ProductCategoryName Installation
DataTemplateType V
YearOfData 2007
MonthOfData 1

MeasurementID NPR
NPRs Ok
Np4 Ok
NPR4 0.13333334

MeasurementID FRT
Fr4c Ok
Fr4d Ok
FRT4 50.0

MeasurementID OFR
Of4c Ok
Of4d Ok
OFR4 100

MeasurementID OTD
DVa Ok
DVd Ok
OTS 50.0

MeasurementID IOF
Nio Ok
Ni Ok
IO 25.0

MeasurementID SQ
SQd Ok
SQt Ok
SQ 1.0

The bottom part contains the calculated output values.

Save this page. Either print it or save it to a file. You'll need it for your audit.

Browser address bar: <https://qfportal.utdallas.edu/questVer2/jsp/tl9000/maintainTLReg.jsp?tlid=4104>

Page Title: Maintain TL 9000 Registration

Navigation: Home, RSS, Print, Page, Tools

Header: Performance Excellence through Global Telecommunications Quality | QuEST FORUM

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[Maintain TL 9000 Registration](#)

Operations on Registration

- [Edit Registration Profile](#)
- [Delete TL 9000 Registration Records](#)
- [Split/Merge Registration](#)

Certified Registration

- [View Registration History](#)

[Download Release 3.7 Templates](#)

[Download Release 3.8 Templates](#)

[Download Release 4.0 Templates](#)

Data Submission Management

View data submission history in year [2007](#) [2006](#) [2005](#) [2004](#) [2003](#) [2002](#) [2001](#)

Make a new submission for year [2007](#) [2006](#) [2005](#) [2004](#)

[Add Product Categories](#)

Payment History

- [View Invoices/Payments](#)

Profiles

- [View Public Registration Profile](#)
- [View Private Registration Profile](#)

Assign Responsibilities to Users

- [Users Willing To Join](#)
- [Not Joined](#)
- [Joined](#)

Help

Help

If you later find you made an error and need to resubmit, here's how to do it.

First, select the year of the submission in View History



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[View TL 9000 Data Submission History](#)

- ⊕ [2006 January \(No History\)](#)
- ⊕ [2006 February \(No History\)](#)
- ⊕ [2006 March \(No History\)](#)
- ⊕ [2006 April \(1 Submissions\)](#)
- ⊕ [2006 May \(2 Submissions\)](#)
- ⊕ [2006 Jun \(1 Submissions\)](#)
- ⊕ [2006 July \(No History\)](#)
- ⊕ [2006 August \(No History\)](#)
- ⊕ [2006 September \(No History\)](#)
- ⊕ [2006 October \(No History\)](#)
- ⊕ [2006 November \(No History\)](#)
- ⊕ [2006 December \(1 Submissions\)](#)
- [3.8- 7.1.1 - All](#)

Next, select the month and the product category.



Data Submission Details - Windows Internet Explorer

https://qfportal.utdallas.edu/questVer2/dsidViewSubmitLinkAction.do?dsid=v3y6d6t8m12

Live Search

Data Submission Details

Performance Excellence through Global Telecommunications Quality



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Data Submission Details	
Month	12
Year	2006
Product Category Table	3.8
Product Category ID	7.1.1
Product Description	Inst...
Product / Location	

Submit data for a new product / location

[download the templates](#)

Reports Available for download  DCR

Click the Resubmit Button to start the submission process. It is the same as the new submission process.

Need the Data Submission Receipt. Get it here.

TL 9000 Data Submission

- Data is secure and anonymous.
- Certified to ISO 27001 (BS 7799) – 1st in USA in January 2000
- Completely automated. 24/7/365 operation
- Currently average about 100 submissions/day
- Data averaged annually available to TL 9000 registrations free via registration profile
- Data averaged monthly including Best-in-Class as exclusive benefit of QuEST Forum membership



TL 9000 Certification

- You've registered
- You've completed TL 9000 preparations
- You've submitted three consecutive months of TL 9000 data
- You've passed your certification audit
- What's next?

TL 9000 Certification

- Your auditor/registrar must log in and certify your registration online.
- The auditor must certify each location and each product category individually.
- They enter a 'first certified' date the first time, and then enter current certification date, and expiry date.



TL 9000 Certification

- Finally, the auditor approves the registration.
- This approval makes it show on the public side and marks your future Data Submission Receipts as Certified to TL 9000
- Look for your registration on the public side. If you don't find it, call the auditor.



Contact Information

- Use Contact Button on every page of questforum.org and tl9000.org to
 - Ask questions
 - Make suggestions
 - Report problems

