

<b>Subordinate Standard Program</b>		
<b>TL 9000 CB Application for Accreditation</b>		
AUTHORITY: Accreditation Manager	EFFECTIVE DATE: 18 March 2010	DOCUMENT NUMBER: <b>FA 2010.04</b>

## Section 1: CB Name, Contact Information, and Processing Fees

CB name:

Street address:

City:

State/province:

Postal code:

Country:

Name of person completing application:

E-mail:

TL 9000 application fee: \$2,500

### **Fees are payable when purchasing application**

Application and all supporting documents shall be submitted in English.

Instructions on application process are at [www.anab.org](http://www.anab.org); click on Become a Certification Body.

Application shall be obtained through ANAB's Enterprise Quality Manager (EQM) database at <http://anab.remoteauditor.com> and completed electronically (including submission of all supporting evidence) and submitted to ANAB via EQM. Instructions on how to obtain and upload the application in EQM can be found at [www.anab.org](http://www.anab.org); under Documents, select Heads Up and click on issue 72.

If the completed application is not accepted by ANAB after three reviews, the application will be declined. The CB may re-apply (including payment of application fees) after 60 days.

A CB applying for [TL 9000](#) accreditation shall already be accredited by or in application with ANAB.

All [TL 9000](#) requirements for CB accreditation can be found at [www.tl9000.org](http://www.tl9000.org).

## Section 2: TL 9000 CB Requirements

Provide evidence that the CB's certification system includes the requirements of TL 9000.

Requirement	To Be Completed by CB		To Be Completed by ANAB
	Reference to Supporting Document(s) Including Specific Section References	Comment/Response	Comment/Response
1. Statement on CB letterhead signed by officer of CB agreeing to conduct TL 9000 certifications in conformance with "Code of Practice for TL 9000 CB."  Requirement: <a href="#">TL 9000 Accreditation Body Implementation Requirements, Section 1.1</a>	<b>Initial Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
2. Credential of technical experts designated to represent telecommunications industry on basis of telecommunications industry experience.  Requirement: <a href="#">TL 9000 Accreditation Body Implementation Requirements, Section 1.4</a>	<b>Initial Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
3. Evidence (copy of certificate) person(s) who participates in TL 9000 certification decisions has successfully completed (that is, passed exam) QuEST Forum-approved TL 9000 Requirements and Metrics training course.  Requirement: <a href="#">TL 9000 Accreditation Body Implementation Requirements, Section 1.5</a>	<b>Initial Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
			Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
4. Provide documentation that references how CB establishes and makes known veto power of TL 9000 qualified person(s) participating in certification decision process.  Requirement: <a href="#">TL 9000 Accreditation Body Implementation Requirements, Section 1.5</a>	<b>Initial Response</b>		
	Documentation reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>		
	Documentation reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
	Documentation reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
5. List of all assessors and contract and/or permanent	<b>Initial Response</b>		

<p>staff used by CB who are TL 9000 qualified on basis of having successfully completes (that is, passed exam) QuEST Forum-approved TL 9000 Requirements and Metrics training course. For each auditor, provide (a) scope category qualifications (IAF and NACE code) and (b) copy of certificate of successful completion of QuEST Forum-approved TL 9000 Requirements and Metrics training course.</p> <p>Requirement: <a href="#">Qualification and Experience Requirements for TL 9000 Registrar Auditors</a></p>		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>	
		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>	
		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>6. For each auditor, provide copy of certificate of successful completion of QuEST Forum-approved TL 9000 Requirements and Metrics training course.</p> <p>Requirement: <a href="#">TL 9000 Accreditation Body Implementation Requirements, Section 1.6, and Qualification and Experience Requirements for TL 9000 Registrar Auditors</a></p>	<b>Initial Response</b>	
		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>	
	<b>Final Response</b>	
		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>7. Model of each type (HW, SW, SC) of certificate to be issued to TL 9000 certified organizations, including example of relevant scope of registration statement.</p> <p>Requirement: <a href="#">TL 9000 Accreditation Body Implementation Requirements, Sections 1.8 and 1.12</a></p>	<b>Initial Response</b>	
		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>	
	<b>Final Response</b>	
		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>8. Does body related to CB offer or provide quality system consulting services, including private training? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, provide explanation of relationship.</p> <p>Requirement: <a href="#">Code of Practice for TL 9000 Registrars</a></p>	<b>Initial Response</b>	
		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>	
	<b>Final Response</b>	
		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>9. What are CB's delisting criteria and process for delisting certified organizations?</p> <p>Requirement: <a href="#">TL 9000 Accreditation Body</a></p>	<b>Initial Response</b>	
	Document reference:	Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:	
<b>Second Response</b>		

Implementation Requirements, Section 1.13	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
10. In event of delisting (withdrawal) of CB's TL 9000 qualification or QMS accreditation, what is CB's process for remedies afforded its TL 9000 certified suppliers?  Requirement: <a href="#">TL 9000 Accreditation Body Implementation Requirements, Section 1.14</a>	<b>Initial Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
11. TL 9000 defines <i>major</i> nonconformances as structural or systemic deficiencies which could (adversely) affect product or service quality. How has CB established and made known that all major nonconformities must be resolved prior to issuance of TL 9000 certificate?  Requirement: <a href="#">Alert 05-007B</a>	<b>Initial Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
12. How has CB established and made known restriction against conducting certification services if CB or related body has provided quality system consulting and/or ISO 9001-based in-house or private training to client seeking TL 9000 certification?  Requirement: <a href="#">Code of Practice for TL 9000 Registrars</a>	<b>Initial Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
13. How has CB required that all TL 9000 audit reports be equivalent in content to RvA publication <i>Guidelines for Compiling Reports on Quality System Audits</i> , and that all such reports be issued within 45 days of audit unless otherwise agreed by supplier?  Requirement: <a href="#">Code of Practice for TL 9000 Registrars</a>	<b>Initial Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Second Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Final Response</b>		
	Document reference: Section number:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
14. How has CB established and made know that for TL 9000 audits, if quality system consultants to	<b>Initial Response</b>		
	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>

supplier are present they are limited to role of observer? Requirement: <a href="#">Code of Practice for TL 9000 Registrars</a>	Section number:		
	<b>Second Response</b>		
	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:		
15. What is CB's process for settling disputes over interpretations of standard, for example, appeals process? Requirement: <a href="#">Code of Practice for TL 9000 Registrars</a>	<b>Initial Response</b>		
	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:		
	<b>Second Response</b>		
16. How does CB require that all audit team members performing TL 9000 audits have satisfactorily completed all TL 9000 Requirements and Metrics training courses (including e-learning) sanctioned by QuEST Forum? Requirement: <a href="#">Code of Practice for TL 9000 Registrars</a>	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:		
	<b>Second Response</b>		
	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
17. For TL 9000 periodic surveillance, how does CB require that all applicable ISO 9001 and TL 9000 clauses are examined at least once in each three-year certification cycle? Requirement: <a href="#">Code of Practice for TL 9000 Registrars</a>	Section number:		
	<b>Final Response</b>		
	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:		
18. How do CB's TL 9000 certification services incorporate requirements of TL 9000 Requirements Handbook, Appendix D, Audit Days Table, including documentation of actual audit days and accreditation body approval of any reduction in minimum on-site audit days? Requirement: <a href="#">TL 9000 Auditor Time</a>	<b>Initial Response</b>		
	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:		
	<b>Second Response</b>		
	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:		
	<b>Final Response</b>		
	Document reference:		Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:		

19. How has CB established and made known to supplier that TL 9000 certification will not be granted until at least one data point (three consecutive months of data) regarding appropriate metrics has been submitted to QuEST Forum Administrator and written confirmation of acceptability of data has been received?  Requirement: <a href="#">TL 9000 Measurements Handbook, section 3.5.2.d</a>	<b>Initial Response</b>	
	Document reference:	Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:	
	<b>Second Response</b>	
	Document reference:	Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>
	Section number:	
<b>Final Response</b>		
Document reference:	Approved? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Section number:		

### Section 3: TL 9000 Initial Audits

ANAB requires full-system stage 1 and stage 2 witnessed audits for accreditation for TL 9000 certification. A suitable organization will be design responsible and subject to prime contractor flowed-down requirements. Note: If a design responsible organization is not available, an organization that is not design responsible may be used, but the scope of accreditation may be limited to TL 9000 for non-design responsible organizations until ANAB has witnessed the CB auditing the design control processes of a suitable organization's quality system.

### Section 4: CB Management Endorsement

Submission steps:

1. Verify responses to all questions are complete and all required information (attachments) is included.
2. Upload application to EQM (<http://anab.remoteauditor.com>). Instructions on how to upload the application and supporting evidence to EQM can be found at [www.anab.org](http://www.anab.org); under Documents, select Heads Up and click on issue 72.
3. The initial (off site) document review takes approximately two weeks.
4. The CB will be notified when the review is complete.

CB management who completed the application and determined that the information meets all applicable requirements:

Name:

Title:

Date: