



Heads Up

Issue: 30

Date: 2004/06/24

To: ANSI-RAB NAP Accredited CRBs and Accreditation Auditors

From: Lori Scheid, Manager of Registrar Accreditation

Re: Auditing TL 9000 Measurements Handbook, Release 3.5

The TL 9000 Measurements Handbook was revised earlier last year and published in March 2003. It is available for purchase from the QuEST Forum via ASQ (www.questforum.org). The revision is 3.5.

In April 2004 the QuEST Forum announced a training class for TL 9000 accredited certification/registration bodies (CRBs) TL 9000 qualified auditors. The announcement is attached at the end of this Heads Up.

TL 9000 Qualified Auditors

Auditors who understand written English

Training shall be completed prior to 2004/07/31.

Auditors who do not understand written English

There will be translated versions of the training available in the near future. Training shall be completed prior to 31 October 2004/10/31.

ANSI-RAB NAP Office Audits for ANSI-RAB NAP QMS TL 9000 Accredited CRBs

Prior to 2004/07/31 and prior to 2004/10/31

ANSI-RAB NAP audit teams will be verifying each CRB has notified all of their TL 9000 qualified auditors to complete the training prior to the deadlines.

If the auditors have not been notified, an Opportunity for Improvement will be issued.

After 2004/07/31 and 2004/10/31

ANSI-RAB NAP audit teams will be verifying that all TL 9000 qualified auditors have successfully completed the required training by the appropriate due date.

If a TL 9000 audit has been conducted by an auditor that has not taken the required training, the ANSI-RAB NAP will issue a major NCR.

If a TL 9000 qualified auditor has not taken the required training; however, they have also not conducted a TL 9000 audit, the ANSI-RAB NAP will issue a minor NCR.

**QuEST FORUM ANNOUNCES NEW REGISTRAR TRAINING CLASS
SUPPORTING MEASUREMENTS HANDBOOK VERSION 3.5
ALL REGISTRAR AUDITORS ARE REQUIRED TO COMPLETE ELECTRONIC TRAINING AND
EXAMINATION SEE SCHEDULE BELOW**

PURPOSE:

In order to provide instruction and guidance for Quality Management Systems Measurements Handbook Release 3.5, the QuEST Forum has developed a new sanctioned training module. This training class will be provided via e learning. This class dives further into the depth of the measurements definitions, counting rules, and interpretations vs. our previous training materials. It is expected that students will gain an improved understanding and appreciation of the interactions between the measurements and the overall quality system as well as better appreciate some of the subtle yet important aspects of the measurements themselves. It is anticipated that after applying this knowledge, TL 9000 registered organizations will benefit by seeing stronger and more consistent TL 9000 implementations. Originally planned as a course for registrars, this module can also provide added value for any organization registered to or considering TL 9000 registration.

E LEARNING:

This course is the first non-lecture based class in the sanctioned curriculum. The e-Learning format was chosen, in preference to an instructor-led event, based on user requests, to minimize costs, and provide Registrar Auditors maximum flexibility in scheduling studies and taking the examination. Excel Partnership Inc has developed all the material in cooperation with a QuEST Forum review team comprising Registrars, Suppliers, Service Providers and Subject Matter Experts. Based on the feedback and experience, we may consider this option for future training.

COMPLETION DATES - ENGLISH SPEAKING AND OTHER LANGUAGE TRANSLATIONS:

To improve consistency of Registrar audits for TL 9000 Organizations, the QuEST Forum Oversight Workgroup has set a requirement date for Registrar Auditors and Accreditation Body (AB) Auditors to successfully complete this class.

English: All English-speaking Registrar or AB Auditors must pass the electronic exam by July 31st, 2004.

Other Languages: Translated versions of the class are targeted for June, with a requirement for successful completion prior to October 31, 2004. Registrar or AB Auditors will not be qualified perform TL 9000 audits after these dates without successful completion of the examination. The examination is open book and the passing grade is 75%.

FEES:

The e-Learning tutorial and the exam fee per person is \$250 for QuEST Forum members (full and liaison), or \$325 for Non-Members. The fee includes a downloadable copy of the electronic tutorial (Adobe Acrobat .pdf file) and unlimited attempts at the examination until successful completion of the course.

Fees are to be paid on-line with a major credit card; or for orders of 10 people or more, by special arrangement. All payments made to: Excel Partnership – contact Gloria Morris for details at 203 426 3281 x247.

SUMMARY:

This training underwent a rigorous review of Subject Matter Experts and a comprehensive Beta test with a representative sample of students. All suggestions for improvement were formally documented, reviewed, and incorporated into our launched product. The Beta student's feedback was extremely positive and we're optimistic that the class will greatly assist the Organizations and Registrars who take it.

Instructions for accessing the electronic materials follow below.

We thank you for your continued commitment to the QuEST Forum's work.

Regards,

Kevin Calhoun – Quest Forum 2004 Project Director
Patrick Brendan Pelan – Oversight Workgroup Chair
Dave Sanicola – Registrar Committee Chair
Ken Koffman – Executive Contributor

INSTRUCTIONS TO ACCESS 'AUDITING RELEASE 3.5 MEASUREMENTS'

1. Open your Web browser (such as Internet Explorer).
2. Go to www.excel-elearning.com.
3. In the left navigation panel, click Auditing TL 9000 R3.5 Measurements for Registrars.
4. On the Auditing TL 9000 R3.5 Measurements for Registrars main page, click the Go To Download Form button to begin the process of downloading the tutorial module.
5. Once you have provided all necessary information and completed your download, open and study tlaudit.pdf, the tutorial module. You do not need to be online to complete the tutorial module.
6. Once you have completed the tutorial module, return to the Auditing TL 9000 R3.5 Measurements for Registrars main page on www.excel-elearning.com and click Log Into Test to log into the follow-up test.
7. Before you begin your test, make sure you have access, preferably in printed format, to the five case study documents. The documents are included in the initial download of the tutorial module and can also be downloaded at the very beginning of the test.
8. Complete the test, review your answers, and submit your score.

If you earn the passing score of 75% or higher, complete the online course survey to receive your paper certificate.