



Telecommunications Quality Management

TL 9000

DQS MANAGEMENT SYSTEMS SOLUTIONS | 1500 MCCONNOR PARKWAY SUITE 400 | SCHAUMBURG, IL 60173 | 800-285-4476 | WWW.DQSUS.COM



TL 9000 was designed to help telecommunication companies achieve business excellence through continual performance improvement by adopting 'best practices' and benchmarking the performance against the 'best-in-class' globally.

TL 9000 helps achieve this by establishing and implementing an industry-specific Quality Management System which addresses requirements like:

Customer Focus

- Long-&Short Term Quality Planning
- Product and Service Life Cycle
- Disaster Recovery Systems
- Service Delivery Plan and Project Planning
- Customer Satisfaction Monitoring

The benchmarking of performance with the 'best-in-class' globally is achieved by measuring, reporting and continually improving the customer-centric performance measurements such as on-time service delivery, service quality, number of problem reports, fix response time for problem report, etc.

TL 9000 Benefits

- Increase customer satisfaction
- Foster employee motivation
- Clearly define responsibilities
- Establish efficient and effective corporate processes
- Minimize corporate risk
- Initiate continuous improvement
- Save time and operating costs
- Prevent errors
- Improve corporate image

Quick Facts about DQS Inc.:

- Formed as a partnership between Underwriters Laboratories Inc. (UL) and DQS (German Registrar of Management Systems). DQS was founded by DGQ (German Society of Quality) and DIN (German Institute of standardization).
- Global presence: 80 offices in 60 countries
- Best in class auditors: over 2,500 competent auditors worldwide
- Large customer base: over 59,000 certifications