

Course code: S1009

TL 9000 QMS

For ICT industry

TL 9000 defines the quality management system (QMS) requirements for design, development, production and service provision for the Information and Communication Technologies (ICT) industry. Participants learn the details of each clauses of the standard requirement to be able to apply within their organization.

OBJECTIVE

- To describe the concept overview of the TL 9000 requirement.
- To provide knowledge on management system and describe how Risk-Based Thinking is applied in TL 9000.
- To explain the importance of customer-specific requirements in the management system.
- To build awareness and encourage continual improvement within organization.

CONTENT



- **Session 1: Introduction**

Describe overview of TL 9000 and the relevance of it to specific business activities..



- **Session 2: Terms and Definitions**

Describe relevant terms and definitions that normally use in the quality system.



- **Session 3: Risk-based thinking and tools of Related Standards**

Describe TL 9000 concept is implemented in conjunction with management system. Explain quality concept of prevention and improvement

- **Session 4: Interpretation of TL 9000 requirement**

Describe the TL 9000 requirement clause by clause that implemented in conjunction with management system. Explain relationship to ISO 9001 and the additional requirements of TL 9000. Explain concept and awareness to improve effectiveness of the system.

- **Session 5: Conclusion**

Conclude requirement and explain step to implement the system.

Exercise workshop will also be delivered in each key sessions

PREREQUISITES

Basic knowledge in management system is optional. Experience in any industry will be more benefit.

