



TL 9000 · ISO 9001 · ISO 14001

[www.bizphyx.com](http://www.bizphyx.com)

# the TL 9000 experts



## TL 9000 Experts

**BIZPHYX** assists organizations of any size reduce costs, improve productivity and gain a competitive advantage in corporate and government supply chains by helping them implement quality standards such as **TL 9000, ISO 9001 and ISO 14001.**

## ISO Quality Experts

**BIZPHYX** is the nation's leading TL 9000 and ISO 9001 quality management consulting firm.

Has a customer told you that you need **TL 9000** quality certification to be a part of their supply chain?

**BIZPHYX** can lead you through the process. We offer clients **over 75 years of telecom and quality management experience** focused in three core areas; training, implementation and QMS maintenance.

Nationally recognized as **TL 9000 Experts**, **BIZPHYX** is a global QuEST Forum selected training provider and we have the distinction of two TL 9000 Master Trainers on staff. Unlike other quality consultants, **we are certified to both ISO 9001 and TL 9000.** Few quality consultants are certified to the standards they implement.

This level of expertise translates into results for our clients, as evidenced by a **100% client certification rate.** We help you take your QMS to the next level—improving your bottom line.

TL 9000



ISO 9001

ISO 14001

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Learn more about the TL 9000 Experts



# Getting TLReady®

## Understanding TL 9000

**TL 9000** is designed to meet the quality requirements of the global communications industry. Built on ISO 9001 and its eight quality principles, TL 9000 employs 92 telecom-specific adders and is designed specifically for the communications industry. **This standard is now required by many of the large service providers.**

Today, customers demand quality and expect suppliers to proactively comply with the highest product and service standards. TL 9000 eliminates the need for multiple quality management standards, which reduces the cost of doing business and ultimately results in better products and services for consumers.

Although TL 9000 may be required, there are very clear benefits to obtaining certification. It will give you the framework to consistently produce high quality products and services for your customers and you will gain access to new markets, reduce operating costs and increase profits.

**Another added benefit is that you also certify to ISO 9001 when you obtain TL 9000 certification.**

TL 9000 applies to the entire communications industry including wireline, wireless, cable, ILEC, CLEC and VoIP. QuEST Forum maintains and governs the standard.

**As TL 9000 Experts and Master Trainers, we have the expertise to lead your organization to certification.**



## Getting TLReady® THE ESSENTIAL STEPS FOR A SUCCESSFUL TL 9000 IMPLEMENTATION

**BIZPHYX does not certify or register you to TL 9000. We prepare you for this certification. Here are some of the services we offer as part of our turnkey TLReady® implementation program:**



To become TL 9000 certified you will need to learn about the requirements of the standard and how they apply to your business.

For example, unlike ISO 9001, TL 9000 requires monthly data submission to the QuEST Forum measurements repository (MRS).

Here are a few of the steps involved:

- Quality System Assessment and Gap Analysis

- Outline A Project Plan
- Assemble A Core Team
- Develop Your Quality Manual
- Establish and Define Key Metrics
- Draft Your Documentation
- Prepare Your Employee Communications Package
- Assist With Your QuEST Forum Application
- Assist With Your Data Submission
- Participation in Certification Audits

We remain with you every step of the way until you have developed your TL 9000 quality system and achieved certification.

### Why Choose BIZPHYX?

Unlike other quality consultants, we are certified to both ISO 9001 and TL 9000.

Our executives also serve in leadership roles within QuEST Forum, the governing body over the TL 9000 standard.

This level of expertise translates into results for our clients, as evidenced by an unprecedented **100% client certification rate.**

*"For UNDC, the value of the TL 9000 certification reaches far beyond meeting a customer requirement. Implementing a quality improvement process gave my company the structure we needed to prepare for growth. It gave me a way to measure customer satisfaction and service performance in hard numbers."*

CINDY KAZEE, PRESIDENT, UNDC

# TL Maintenance and Support

## Drive Costs Down, Improve Productivity and Manage Risk



All quality management system needs to be refined, maintained and improved to yield a measurable ROI.

Like ISO 9001, it is recommended that you conduct internal audits, which you can outsource to us, along with other TL 9000 QMS maintenance activities.

**BIZPHYX** can also support you during your certification audit and at future surveillance audits conducted by your registrar.

A service offering that sets us apart from our competition is the support that we make available to clients, post-certification.

As TL 9000 subject matter experts, we provide clients with this complimentary support through a **robust knowledge base and live TL 9000 support desk.**

In addition to our podcasts, Twitter tips, articles, videos and white papers,

*"The BIZPHYX team was instrumental in helping us obtain our TL 9000 and ISO 9001 certification. I highly recommend their services!" -A2Q2*

*"We simply could not have made it through our expedited TL 9000 implementation and certification process without BIZPHYX." -MasTec*

**BIZPHYX** publishes **THE STANDARD**, a quarterly quality newsletter.

We do this to help clients

maintain and maximize their quality certification.

No other quality consultants offer this level support to clients free of charge.

RSS:  
[support.bizphyx.com](http://support.bizphyx.com)



**TL9000**

## EXPERT ADVICE

*"The templates, information and training provided by BIZPHYX make implementing ISO 9001:2008 and TL 9000 a manageable process – especially for a small company."*

-TRIAGE PARTNERS



## Training and E-Learning

Nationally recognized as TL 9000 Experts, BIZPHYX is a global QuEST Forum selected training provider. We also have the distinction of two TL 9000 Master Trainers on staff.

Training is involved in the preparation, implementation and maintenance of TL 9000. Whether you require training regarding Release 4.5 of the TL 9000 Measurements Handbook or internal auditing, **BIZPHYX** offers training on a wide range of QMS topics.

As subject matter experts, we offer a comprehensive line-up of courses on TL 9000, ISO 9001, ISO 14001, internal audit, measurements, implementation, risk management, marketing, Lean Six Sigma, corporate sustainability and much more.

Unlike other training providers who only offer expensive public courses, **BIZPHYX** offers a unique approach to quality

training by providing clients with multiple training options. Our training is delivered through public courses, on-site training (instructor led), webinars and through our own e-learning management system (LMS), known as **BIZPHYX University**, which is AICC and SCORM compliant.

Throughout the year, we offer reasonably priced webinars on leading-edge topics that help you maintain your QMS.

For a complete list of current courses, webinars and complimentary audio FAQs, please visit: [www.bizphyx.com](http://www.bizphyx.com)

**The foundation of any successful certification is superior training.**

# All QMS Services

There are always revisions to quality standards like TL 9000. Release 5.0 is the latest version of the Requirements Handbook and Release 4.5 is the latest version of the Measurements Handbook.

We can help your company upgrade your existing TL 9000 quality system to include ISO 14001 (the environmental management system), as well as assist your organization with additional QMS support services.

Are you defining and meeting environmental and corporate sustainability requirements?

IMPROVE. ADVANCE. GROW.



- Implementing and Maintaining Other ISO Based Standards
- Measurements Reporting
- Management Reviews
- Internal Audits
- Certification and Surveillance Audit Support
- Supplier Audits and Supplier Development
- Risk Management (DRP and BCP)

**BIZPHYX** offers a unique a program where companies can obtain certification to TL 9000 and ISO 14001 **at the same time**, addressing both environmental and industry specific quality requirements.



- ISO 14001 Implementation and Corporate Sustainability Support

Don't hesitate to call us for a **FREE** quality management overview: **972.429.5660**



- Quality Training: BIZPHYX University

## Supplier Development

Let **BIZPHYX** develop a custom solution for your organization. We have delivered quality overview and supplier education sessions to nearly 1,000 small businesses and diverse suppliers.

## Does your company have a supplier diversity initiative?

If so, there's an expectation that your diverse suppliers will be able to reduce costs and bring innovation into your supply chain.

The challenge we see is that diverse suppliers cannot meet contract requirements as a new supplier without a quality certification, but they cannot afford to obtain certification before winning a large contract. **It's a catch-22 situation.**

We have developed a web-based solution enabling diverse suppliers (M/W/DVBE) to achieve TL 9000 and ISO 9001 certification, at one-fourth the cost of bringing in an on-site consultant. The process which takes about 8-12 months, has been highly successful with a **100% certification rate for companies on the first audit.**

Supplier audits, scorecard development and quality training for diverse suppliers are just a few of the other strategic sourcing solutions we provide.



*"To guide us, we chose BIZPHYX, a certified women owned business (WBE) with the experience and professionalism to get the job done."*

-W&A

