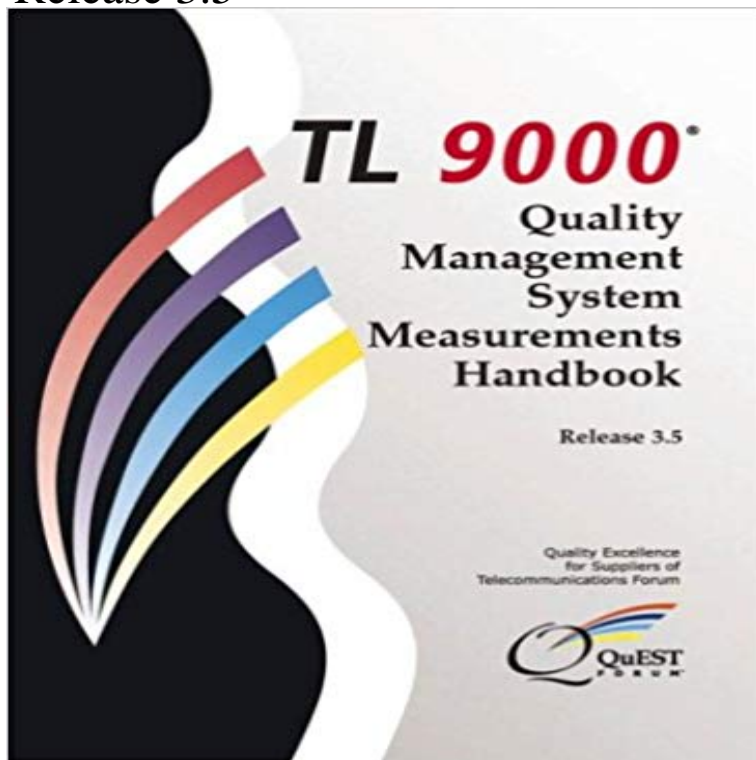


TL 9000 Quality Management System: Measurements Handbook : Release 3.5



The Quality Excellence for Suppliers of Telecommunications Forum (QuEST Forum) Measurements Handbook, Release 3.5 is a revised set of quality management system face of the customer based measurements built upon currently used industry standards, including the ISO 9001:2000 series of International Standards. The Measurements Handbook was developed by industry experts in 2001-2 to refine the Hardware, Software and Services Quality Management System Measurements of TL 9000. The 3.5 revision includes additional measurements to satisfy telecommunications service provider requirements. It also expands TL 9000 to additional products, including service provider offerings. This common set of measurements is an integral part of the TL 9000 registration process.

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