

AGENDA DAY 1

Time Topic

8:00 INTRODUCTIONS

MODULE 1

QuEST Forum Overview

- Vision & Mission
- History & Achievements
- Purpose, Benefits, & Structure of TL 9000
- Responsibilities

MODULE 2

Planning a TL 9000 Assessment

MODULE 3

Understanding TL 9000 Requirements

- Workshop TL 9000 Clause 4 & 5
- Review of TL 9000 Clause 4 & 5
- Quiz – TL 9000 Clause 4 & 5
- Workshop TL 9000 Clause 6
- Review of TL 9000 Clause 6
- Quiz – TL 9000 Clause 6

12:00 LUNCH

1:00 MODULE 3 continued

Understanding TL 9000 Requirements

- TL 9000 Clause 6 (continued)
- TL 9000 Clause 7.1
- Workshop – Life Cycle Model
- Review of TL 9000 Clause 7.2
- Review of TL 9000 Clause 7.3
- Quiz – TL 9000 Clause 7.2 & 7.3
- Review of TL 9000 Clause 7.4 – 7.6
- Quiz – TL 9000 Clause 7.4 -7.6
- Review of TL 9000 Clause 8
- Quiz – Clause 8

5:00 End day 1

Homework: Read TLComm Profile and Strategic Quality Plan

DAY 2

Time Topic
8:00 REVIEW OF DAY 1 TOPICS

CASE STUDY 1: Passages 1 – 5 only

- Preparation
- Review and Feedback

MODULE 4

Understanding TL 9000 Measurements

- NPR & FRT Calculations
- OTD Quiz

12:00 LUNCH

1:00 MODULE 4 continued

Understanding TL 9000 Measurements

- FR Calculation
- Outage Quiz
- Review of Auditor Responsibilities re: Measurements

MODULE 4A

Understanding TL 9000 Measurements for Process Auditing

- Understanding How TL 9000 Requirements Impact TL 9000 Measurements Workshop

CASE STUDY 1: Passages 6 – 10

- Preparation
- Review and Feedback

5:00 End day 2

Homework

DAY 3

| Time | Topic |
|-------|--|
| 8:00 | MODULE 5 Executing a TL 9000 Audit <ul style="list-style-type: none">• Review of Scope, TL 9000 Specialty, Product Category, LCM• Alerts• Review of Data Submission Reports• Advisor Software• Data Validity |
| | MODULE 6 CASE STUDY 2: passages 1 - 5 <ul style="list-style-type: none">• Preparation• Feedback & Review |
| | CASE STUDY 2A: Assigned Sections <ul style="list-style-type: none">• Preparation• Review and Feedback |
| | MODULE 7 Reporting and Corrective Action for a TL 9000 Audit Workshop – Nonconformity Writing |
| 12:00 | LUNCH |
| 1:00 | MODULE 8 Summary and Course Review |
| 1:30 | Exam (2 hrs) |
| 3:30 | Exam End |
| 4:00 | End Course |