

Agenda

Day One

Time	Subject
8:00 a.m.	Introductions
8:30	MODULE 1: Introduction to TL 9000 Overview
9:30	MODULE 2: TL 9000 Measurements Version 3.5 Introduction/Overview of Measurements Data submission process
11:00	Common Measurements
12:00p.m.	LUNCH
12:45	Common Measurements (cont'd.)
2.00	Outages/Hardware/Software/Services
4:45	END OF DAY ONE

Homework: Read TLComm Life Cycle Manual and Profile, assign workshop questions

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Day Two

Time	Subject
8:00 a.m.	Review homework
8:45	MODULE 3: Life Cycle Model
10:00	MODULE 4: TL 9000 Quality Management System Requirements ISO 9000:2000
12:00	LUNCH
12:45 p.m.	TL Requirements (cont'd)
5:15	END OF DAY 2

Homework: Read Sections 1, 2 & 3 of Requirements Handbook and complete the requirements matrix for all adders in sections 4, 5, 6 and 7.



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Day Three

Time	Subject
8:00 a.m.	MODULE 4, cont'd
9:00	MODULE 5: Registration
9:45	MODULE 6: Implementation Project Plan
11:45	LUNCH
1:00 p.m.	Implementation Project Plan (cont'd.) Case Study
4:15	Module 7: Putting It All Together
5:15	END OF COURSE

