Document Title: Category Approval Process	Document Number: QFP-035
Owner: Product and Service Category Sub-team/IGQ	Revision: 2.0
Approved by: IGQ and Oversight Working Groups	Effective Date: November 1, 2020

1.   POLICY

It is an objective of the TIA QuEST Forum to provide TL 9000 industry statistics that are as accurate as possible.

2.   PURPOSE

To ensure accurate data, TL 9000 Certified organizations must be reporting their data in the correct product or service categories. The purpose of this process is to help ensure that occurs.

3.   SCOPE

The categories associated with any new TL 9000 certification and all new categories added to an existing certification shall be approved via this process prior to certification.

4.   RESPONSIBILITIES

It is the responsibility of the organizations seeking certification to submit the required information on the category to obtain approval. It is the responsibility of the Category Verification Sub-team (Sub-team) to conduct the approval process. The TL 9000 Administrator will maintain the RMS functionality required for this process and will be the facilitator of communications between the organization and the Sub-team.

5.   REFERENCES

Current version of the Category Tables

6.   PROCEDURE

The approval process for new category selections for a new or existing certification is as follows:

Step 1 – The organization adds the category to their private TL 9000 registration profile

Step 2 – The system asks if it wants to start the approval process now or wait.

Step 3 – When TIA QuEST Forum approval is requested, a pop-up window appears requesting the following information:

1) Product or service description
2) Product name and/or model number (hardware/software products – Families 1-6 and 8)
3) Primary function (hardware/software products – Families 1-6 and 8)
4) Competitors' products name or model numbers (hardware/software products– Families 1-6 and 8)
5) Link(s) to material on web
6) Attach brochure(s)

Note: Item 1 is required in all cases. Either items 5 or 6 are also required in all cases. Items 2 and 3 are required for Families 1-6 and 8. Item 4 applies only to Families 1-6 and 8 and is optional. The pop-up will not close until all required information has been completed.

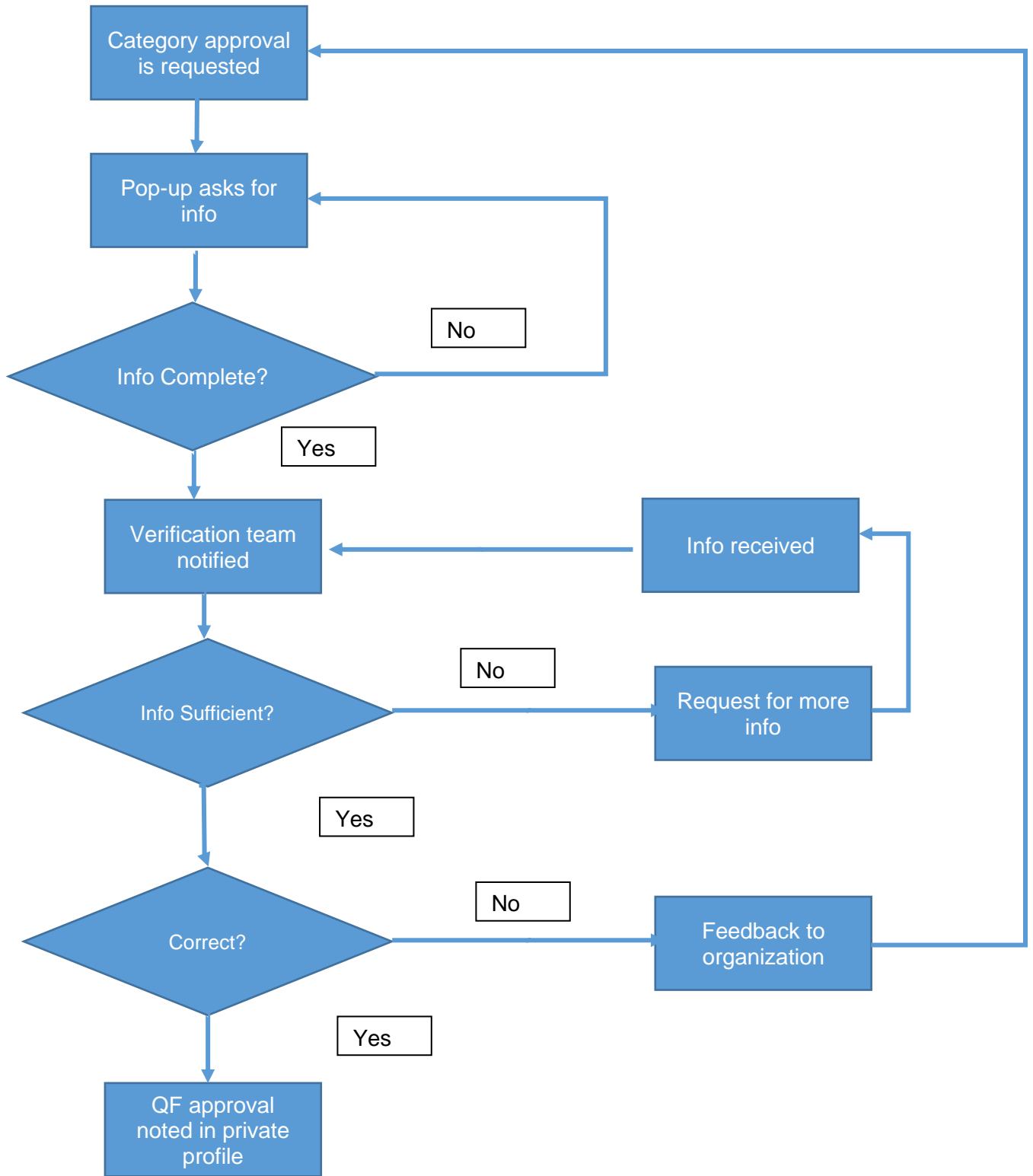Step 4 – Category Verification Sub-team notified

Step 5 – Sub-team determines if the information received is sufficient. If not, then request is sent to the organization by the TL 9000 Administrator for more information. If yes, then Step 5 takes place

Step 6 – The Sub-team verifies the category selection. If it is correct, then the approval is noted in the organization's private TL 9000 profile. If not, then the organization is notified by the TL 9000 Administrator.   The information provided to the organization will include a suggested appropriate category. If more than one might apply, then some guidance on how to choose the correct category shall also be provided by the Sub-team.

The approval process should be completed within 30 days of notification to the Sub-team. Delays in responding for requests for more information from the organization may extend this time.

The flow chart below depicts this process.

7. Category Approval Process

Flowchart:

- **Category approval is requested** →
- **Pop-up asks for info** →
- **Info Complete?**
  - No → back to Pop-up asks for info
  - Yes → **Verification team notified** →
- **Info Sufficient?**
  - No → **Request for more info** → **Info received** → back to Verification team notified
  - Yes → **Correct?**
    - No → **Feedback to organization** → back to Category approval is requested
    - Yes → **QF approval noted in private profile**

QUALITY RECORDS

Any material submitted by the organization along with any subsequent correspondence shall be kept for a minimum of one year after the approval of the certification or new category by the organization's Certification Body.

8.   REVISION HISTORY

Latest Date Reviewed (Version update not required if document not revised):

<mark>Sept. 01, 2020</mark>

Change to Revision	Description/DCR Number	Effective Date	Name
Initial Release		January 1, 2015	IGQ
V2.0	Update terminology	November 1, 2020	IGQ