



TL 9000 Informational Alert

1. Originating Workgroup: Workgroup: Contact: contact@questforum.org	2. Alert Number: 15-004A
3. Documentation Affected: None	4. Issue Date: June 24, 2015
5. Reason for Alert: To announce the availability of an aid to customers of TL 9000 Certified Organizations	
6. Description: <p>In order to adequately oversee the TL 9000 program, organizations that utilize the program need to work together to confirm that TL 9000 certifications remain valid and that TL 9000 meets customers' expectations.</p> <p>It is therefore the desire of the QuEST Forum to facilitate customer feedback to the certification bodies (CBs) concerning issues experienced by customers of TL 9000 Certified organizations. To accomplish this, QuEST Forum has reinstated the complaint button on the Organization's public profile. This complaint button is a vehicle to allow a complaint to be sent to an Organization's certification body. The complaint button can only be used after the customer has already communicated the issue to the organization. The button is strictly a convenience allowing the customer to alert the CB to the issue so the organization's response may be examined during the next audit. Directions on filing a complaint are provided when the button is selected.</p>	
7. Comments: QuEST Forum does no follow-up or tracking of these complaints for any reason. As stated above this is provided strictly as a convenience.	