



PECB Certified TL 9000 Lead Auditor

**Master the audit of Telecommunications Quality Management System (TLQMS)
based on TL 9000**

Why should you attend?

The TL 9000 Lead Auditor training enables you to develop the necessary expertise to perform a Telecommunications Quality Management System (TLQMS) audit by applying widely recognized audit principles, procedures and techniques. During this training course, you will acquire the knowledge and skills to plan and carry out internal and external audits in compliance with ISO 19011 and the certification process according to ISO/IEC 17021-1.

Based on practical exercises, you will be able to master audit techniques and become competent to manage an audit program, audit team, communication with customers, and conflict resolution.

After acquiring the necessary expertise to perform this audit, you can sit for the exam and apply for a “PECB Certified TL 9000 Lead Auditor” credential. By holding a PECB Lead Auditor Certificate, you will demonstrate that you have the capabilities and competencies to audit organizations based on best practices.



Who should attend?

- Auditors seeking to perform and lead Telecommunications Quality Management System (TLQMS) certification audits
- Managers or consultants seeking to master a Telecommunications Quality Management System (TLQMS) audit process
- Individuals responsible for maintaining conformance with QMS requirements
- Technical experts seeking to prepare for a Telecommunications Quality Management System (TLQMS) audit
- Expert advisors in telecommunication

Course agenda

Duration: 5 days

Day 1 | Introduction to Telecommunications Quality Management Systems (TLQMS) and TL 9000

- Course objectives and structure
- Standards and regulatory frameworks
- Certification process
- Fundamental concepts of Telecommunications Quality Management
- Telecommunications Quality Management Systems (TLQMS)

Day 2 | Audit principles, preparation and launching of an audit

- Fundamental audit concepts and principles
- Audit approach based on evidence and risk
- Initiating the audit
- Stage 1 audit
- Preparing the stage 2 audit (on-site audit)

Day 3 | On-site audit activities

- Stage 2 audit
- Communication during the audit
- Audit procedures
- Creating audit test plans
- Drafting audit findings and nonconformity reports

Day 4 | Closing the audit

- Audit documentation and quality review
- Closing the audit
- Evaluation of actions plans by the auditor
- Beyond the initial audit
- Managing an internal audit programme
- Competence, evaluation and closing the training
- Closing the training

Day 5 | Certification Exam



Learning objectives

- Understand the operations of a Telecommunications Quality Management System (TLQMS) based on TL 9000
- Acknowledge the correlation between TL 9000, ISO 9001 and other standards and regulatory frameworks
- Understand the auditor's role to: plan, lead and follow-up on a management system audit in accordance with ISO 19011
- Learn how to interpret the requirements of TL 9000 in the context of a TLQMS audit

Examination

Duration: 3 hours

The "PECB Certified TL 9000 Lead Auditor" exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competency domains:

- Domain 1** | Fundamental principles and concepts of a Telecommunication Quality Management System (TLQMS)
- Domain 2** | Telecommunications Quality Management Systems (TLQMS)
- Domain 3** | Fundamental audit concepts and principles
- Domain 4** | Preparation of a TL 9000 audit
- Domain 5** | Conducting a TL 9000 audit
- Domain 6** | Closing an ISO 9001 audit
- Domain 7** | Managing a TL 9000 audit program

For more information about exam details, please visit [Examination Rules and Policies](#).



Certification

Upon the successful completion of the exam, you can apply for the credential shown on the table below. Depending on the level of experience, a certificate will be issued to you if you comply with all the other requirements related to the selected credential.

For more information about the TL 9000 certifications and the PECB certification process, please refer to the [Certification Rules and Policies](#).

Credential	Exam	Professional experience	MS audit experience	Other requirements
PECB Certified TL 9000 Provisional Auditor	PECB Certified TL 9000 Lead Auditor exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified TL 9000 Auditor	PECB Certified TL 9000 Lead Auditor exam or equivalent	Two years: One year of work experience in telecommunication management	Audit activities: a total of 200 hours	Signing the PECB Code of Ethics
PECB Certified TL 9000 Lead Auditor	PECB Certified ISO 9001 Lead Auditor exam or equivalent	Five years: Two years of work experience in telecommunication management	Audit activities: a total of 300 hours	Signing the PECB Code of Ethics

General information

- Certification fees are included on the exam price
- Training material containing over 450 pages of information and practical examples will be distributed
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free