

LTL 9000 CERTIFICATION: REQUIREMENTS AND MEASUREMENTS FOR CONTRACTED SOFTWARE DEVELOPMENT (I)

Bogdan PAPUC*, Ioan C. BACIVAROV**

***Abstract:** TL 9000, the ISO 9001:2000 – based telecoms-specific quality management standard, has become increasingly accepted by this important industry sector worldwide. Key players in the telecoms industry reported many benefits from implementing TL 9000, including enhanced customer relationships, cost reduction and increased competitiveness. Some 1200 companies have been certified worldwide, and the total it is expected to rise over 10000.*

The aim of this paper is a full presentation and analysis of the requirements and the measurements related to TL 9000 registration and certification for category 7.2.2 Software Development Services: Contracted services to develop and/or test software programs or subroutines – Contracted software development.