



NCR Earns TL 9000 Certification in Support of Its Telecom and Technology Business

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NCR recognized for excellence in quality, continuous improvement initiatives for telecommunications industry

DULUTH, Ga.--(BUSINESS WIRE)--Feb. 3, 2012-- [NCR Corporation \(NYSE: NCR\)](#) today announced that it has earned TL 9000 certification as part of its global continuous improvement and quality management initiatives. TL 9000 is an ISO Quality Management System certification designed specifically for the telecommunications industry.

To achieve this distinction, aspects of NCR's global Services organization, including its Services Center of Excellence in Peachtree City, Ga. and additional service delivery centers in Amsterdam, Brussels, Istanbul, and Prague, as well as its Telecom & Technology Line of Business, were audited by [Bureau Veritas](#), a global leader in conformity assessment and certification services. Criteria reviewed included process documentation, corrective action and metric collection for specialized service functions, such as installation and engineering, and requirements to address communications between telecom network operators and suppliers.

"Continuous improvement and quality management initiatives like TL 9000 are essential elements of NCR's customer-focused, market-driven strategy," said Nadine Routhier, vice president, NCR Telecom & Technology. "We look forward to applying these process improvements across our business, which will help NCR drive productivity gains and sustainable improvements for the benefit of our customers around the world."

"In the TL9000 audit, NCR demonstrated exceptional consistency regarding its business processes and total quality initiatives around the world," said Trevor Douce, senior client manager, Bureau Veritas. "The audit process normally will demonstrate several non-conformities that need to be addressed. NCR had none of these, which is an exceptional achievement."

[NCR Telecom & Technology](#) (T&T) delivers on-site and consulting services to over 60 global telecom and OEM companies. It works with these companies as a service partner, helping them cost-effectively build out their multi-vendor network infrastructure and bring reliable and scalable business services to market faster, reduce operating costs and maximize the availability of mission-critical business applications for their customers.

In addition to the new TL 9000 certification, NCR is ISO 9000 certified globally.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a global technology company leading how the world connects, interacts and transacts with business. NCR's assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, hospitality, entertainment, gaming, public sector, telecom carrier and equipment organizations in more than 100 countries. NCR (www.ncr.com) is headquartered in Duluth, Georgia.

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Source: NCR Corporation

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