

## 2009 QuEST Forum Executive Board

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### Director

**Steve Dickens**

*General Manager, Corporate Quality*

*BT*

[www.bt.com](http://www.bt.com)

Steve is currently General Manager, Corporate Quality for BT Group, where he is responsible for championing quality and business improvement across the Group, and maintaining management systems approvals and registrations for BT's various Lines of Business, as well as Group HQ and Corporate Functions. Steve has spent 36+ years in the telecom industry; working in a variety of roles in the fields of electronic equipment servicing and calibration, customer service management, supplier quality management, corporate relations, and quality & business process management. He is a Fellow of the Chartered Quality Institute and a Senior Member of the American Society for Quality.

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