

Director

**Ken Koffman**

Global Business Quality Officer & VP, Business Excellence

JDSU, Communications, Test, & Measurement

www.jdsu.com

Ken is a customer-focused results-oriented executive with an excellent technical background and over 30 years of Telecom management experience. As the Quality Officer at JDSU, Ken oversees the creation and optimization of all corporate key processes and the measurement system that drives continual improvement and maximizes customer satisfaction for this cutting edge innovator.

Before joining JDSU, Ken had a similar role at BigBand Networks, successfully building a robust quality system for the video networking pioneer. Prior to that, Ken had several diverse management responsibilities at Bell Labs and Siemens, covering all aspects of complex product development and support – from systems architecture to 7x24 Service. He oversaw strategic planning, balanced score card design, and QMS implementation, while serving QuEST as an SME and team leader.

Ken is a charter member of QuEST, an author of both handbooks, an Executive Board Director, and an acknowledged industry expert. He is the Board's liaison and an active participant in the Oversight & IGQ Workgroups and Board champion for the Performance Data Report improvements initiative.
