



2008 QuEST Forum Best Practices Pre-Conference Workshops

Preliminary Agenda

Workshop Attire is Business Casual

Monday 15 SEPTEMBER PRE-CONFERENCE WORKSHOPS

Workshop 1: Jump Starting into TL 9000 Moderator: Sue Clancy, BIZPHYX	
13:30 – 15:00	<p>Jump Start: Preparing Your Organizations for the TL 9000 Journey Presenters: Karen Rawson, SAI Global, and Bob Clancy, BIZPHYX</p> <p>Jump Starting a TL 9000 Initiative: Tools, Tips and What it Takes to be Successful. Looking to Jump Start your TL 9000 program? Gotten started, but need a boost? We can help! Includes presentations from experts who offer practical guidance on how to implement TL 9000.</p>
15:00 – 15:15	Break
15:15 – 16:00	Testimonials, Tips & Tools, Basic Registration, Measurement Repository and Web Operations Systems
16:00 – 16:30	Question & Answer Session
Workshop 2: Improving Processes Moderator: Belle Kipping, Cisco Systems	
13:30 – 14:30	<p>Using the Standard Outage Template System (SOTS) Presenter: Belle Kipping, Cisco Systems</p> <p>Discuss the use of the newly revised R4.0 template for reporting outages by service providers to their suppliers and by suppliers to analyze and produce their processed outage measurement data.</p>
14:30 – 14:45	Break
14:45 – 15:30	<p>QuEST Forum Website Improvements Presenter: Richard Morrow, University of Texas at Dallas</p> <p>Join us for an overall QuEST Forum tour including the TL 9000 site. See the changes and improvements to enhance member satisfaction.</p>
15:15 – 16:15	<p>Project Oriented Software Development Assessments Presenter: Dave Sanicola, Desara Group</p> <p>This talk describes Assessing Software Development organizations for TL 9000 compliance and effective implementation.</p>
Workshop 3: Making the Most of Your Membership Moderator: Art Morrical, Alcatel-Lucent	
13:30 – 15:00	<p>Performance Data Reports and Benchmarking Presenters: Ken Koffman, Big Band Networks Tom Yohe, Telmar Network Technology</p>
15:00 – 15:15	Break
15:15 – 16:30	<p>Member Introduction to QuEST Forum: Making the most of your membership Presenter: Jennifer Simcox, BIZPHYX</p> <p>What is QuEST Forum all about? Join us for a member orientation</p>
Workshop 4: Customer Satisfaction Challenges Moderator: Noah Grayson, Walker	
13:30 – 15:30	<p>Top Challenges in Customer Satisfaction Programs Presenter: Noah Grayson, Walker</p> <p>Representatives from Walker will share the findings of over three years of data citing the top challenges companies encounter in executing customer satisfaction and loyalty programs. They will also provide examples of innovative programs and best practices that have successfully addressed these issues.</p>

Workshop Day Ends—Enjoy your evening in Denver, Colorado



2008 QuEST Forum Best Practices Conference

Preliminary Agenda

Conference Attire is Business Casual

Tuesday 16 SEPTEMBER							
BEST PRACTICE CONFERENCE (Day 1)							
07:00	Registration & Breakfast						
08:00	Welcome & Opening Remarks						
08:15	Keynote Presentation: Breakthrough Performance Tom Stanton, Chief Executive Officer, ADTRAN						
09:00	Executive Presentation: Quality is a Quest: Measuring supplier and internal performance for continuous improvement Andrew E. Jones III, AVP, Global Strategic Sourcing (IT), AT&T Executive Presentation: Making TL 9000 Work For Your Organization Tanya Penny, Chief Procurement Officer, Verizon						
10:00	Break						
10:20	Executive Presentations: Influence of Third Party / Commercial-Off-the-Shelf (COTS) Hardware and Software on Quality Management Dave Ayers, VP, Leader of Common Engineering, Nortel Lew Feucht, Chief Quality Officer, Worldwide Operations, Sun Microsystems Horia Leonescu, VP of Quality Management, Emerson Power Network						
11:20	Executive Presentation: Putting TL 9000 Measurements in Action Pierre Cyr, VP, Global Quality & Customer Satisfaction, Alcatel-Lucent						
11:50	Lunch						
13:00	Keynote Presentation: Evolving Networks For The Connected Experience Rod Naphan, VP of Product and Strategic Planning, Fujitsu						
13:50	Concurrent Presentations Session 1						
	Session 2						
	<table border="1"> <tr> <td>Audit Management System Dave Miller, Quality Manager, Motorola</td> <td>"Take-Home" Tool: An Agile-Developed, Web-Based System to Test and Record Employee Knowledge of Their Processes Carl Vogel, Internal Quality and Productivity Consultant, Ulticom, Inc.</td> </tr> <tr> <td>An Efficient, Integrated TL 9000-CMMI-EMS Audit Program David Smith, Distinguished Member of Technology Team, Alcatel-Lucent</td> <td>Enhancing Software Patch Quality through Process Improvements Ramesh KN, PMP, Group Project Manager, Infosys Technologies Limited</td> </tr> <tr> <td>The Value of Internal Auditing Using the Process Approach Frank Sidorowicz, TL 9000 Program Director, Orion Registrar, Inc.</td> <td>A Statistical Model to Ensure High Quality Transitioned Work Qazi Ilyas, Quality Senior Manager, Alcatel-Lucent</td> </tr> </table>	Audit Management System Dave Miller, Quality Manager, Motorola	"Take-Home" Tool: An Agile-Developed, Web-Based System to Test and Record Employee Knowledge of Their Processes Carl Vogel, Internal Quality and Productivity Consultant, Ulticom, Inc.	An Efficient, Integrated TL 9000-CMMI-EMS Audit Program David Smith, Distinguished Member of Technology Team, Alcatel-Lucent	Enhancing Software Patch Quality through Process Improvements Ramesh KN, PMP, Group Project Manager, Infosys Technologies Limited	The Value of Internal Auditing Using the Process Approach Frank Sidorowicz, TL 9000 Program Director, Orion Registrar, Inc.	A Statistical Model to Ensure High Quality Transitioned Work Qazi Ilyas, Quality Senior Manager, Alcatel-Lucent
Audit Management System Dave Miller, Quality Manager, Motorola	"Take-Home" Tool: An Agile-Developed, Web-Based System to Test and Record Employee Knowledge of Their Processes Carl Vogel, Internal Quality and Productivity Consultant, Ulticom, Inc.						
An Efficient, Integrated TL 9000-CMMI-EMS Audit Program David Smith, Distinguished Member of Technology Team, Alcatel-Lucent	Enhancing Software Patch Quality through Process Improvements Ramesh KN, PMP, Group Project Manager, Infosys Technologies Limited						
The Value of Internal Auditing Using the Process Approach Frank Sidorowicz, TL 9000 Program Director, Orion Registrar, Inc.	A Statistical Model to Ensure High Quality Transitioned Work Qazi Ilyas, Quality Senior Manager, Alcatel-Lucent						
15:20	Break						
15:40	Concurrent Presentations Session 3						
	Session 4						
	<table border="1"> <tr> <td rowspan="3"> Supply Chain Sustainability through Collaborative Innovation Stephen Bernard, PMP, C.P.M. Supply Chain Sustainability, Program Manager, Supply Chain and Fleet Operations, AT&T Services, Inc Bob Boyle, Co-Lead, Global Strategic Sourcing - Energy & Environment, Supply Chain and Fleet Operations AT&T Services, Inc. Matthew Wilson, PhD, Client Development Manager and Principal Consultant, CH2M HILL </td> <td>Quality Improvement in Outsourcing Model Niraj Agarwal, Business Manager, Infosys Technologies Limited, India</td> </tr> <tr> <td>Benefits and Use Control Charts to Analyze TL 9000 and Process Metrics Diana Fiddick, Vendor Manager II, EMBARQ Logistics</td> </tr> <tr> <td>Using Lean Six Sigma to Drive ROI in your TL 9000 QMS Bob Clancy, Vice President, BIZPHYX Mike Pope, Director of Quality, Hutton Communications</td> </tr> </table>	Supply Chain Sustainability through Collaborative Innovation Stephen Bernard, PMP, C.P.M. Supply Chain Sustainability, Program Manager, Supply Chain and Fleet Operations, AT&T Services, Inc Bob Boyle, Co-Lead, Global Strategic Sourcing - Energy & Environment, Supply Chain and Fleet Operations AT&T Services, Inc. Matthew Wilson, PhD, Client Development Manager and Principal Consultant, CH2M HILL	Quality Improvement in Outsourcing Model Niraj Agarwal, Business Manager, Infosys Technologies Limited, India	Benefits and Use Control Charts to Analyze TL 9000 and Process Metrics Diana Fiddick, Vendor Manager II, EMBARQ Logistics	Using Lean Six Sigma to Drive ROI in your TL 9000 QMS Bob Clancy, Vice President, BIZPHYX Mike Pope, Director of Quality, Hutton Communications		
Supply Chain Sustainability through Collaborative Innovation Stephen Bernard, PMP, C.P.M. Supply Chain Sustainability, Program Manager, Supply Chain and Fleet Operations, AT&T Services, Inc Bob Boyle, Co-Lead, Global Strategic Sourcing - Energy & Environment, Supply Chain and Fleet Operations AT&T Services, Inc. Matthew Wilson, PhD, Client Development Manager and Principal Consultant, CH2M HILL	Quality Improvement in Outsourcing Model Niraj Agarwal, Business Manager, Infosys Technologies Limited, India						
	Benefits and Use Control Charts to Analyze TL 9000 and Process Metrics Diana Fiddick, Vendor Manager II, EMBARQ Logistics						
	Using Lean Six Sigma to Drive ROI in your TL 9000 QMS Bob Clancy, Vice President, BIZPHYX Mike Pope, Director of Quality, Hutton Communications						
17:10	End of Day						
18:30	Evening Event—NETWORKING DINNER at MILE HIGH STATION						



2008 QuEST Forum Best Practices Conference

Preliminary Agenda

Conference Attire is Business Casual

Wednesday 17 SEPTEMBER BEST PRACTICE CONFERENCE (Day 2)		
07:00	Registration & Breakfast	
08:00	Convvene & Welcome	
08:05	Keynote Presentation: "Distributed System Complexity & Quality: Possible?" Amador Lucero, VP of Network Operations, Qwest	
08:45	"Transition"	
08:50	Concurrent Presentations Session 5	Session 6
	Health Index for Sustenance Projects based on TL 9000 Metrics Pranay Mishra, Lead Executive – Quality, Aricent	The Role of ADKAR Strategic Change Management Model in Deploying TL 9000 Standard & Best Practices Albert Kafka, Head of IT/MIS and QMO, Netcom Africa
	Using ERI to Correlate Early Life Reliability to Manufacturing Data Lester Wolman, Data Analyst / Statistician, Symmetricom	Applying SOA to IT Program Management - Blueprint for a Service Delivery Framework Rajeev Z Kozhikkattuthody, Architect, Tata Consultancy Services Limited
	Product Quality Metrics and Maintainability Measurement Saurav Kanthi Chandra, Technical Architect, Infosys Technologies Limited	CMMI and ISO 9001/TL 9000 Integration and Automated Audit Program Management Han Daphne Yan, Quality Engineer, Nortel
10:20	Break	
10:45	Concurrent Presentations Session 7	Session 8
	TL 9000 Measurements Automation for Accuracy and Consistency James Hudec, Manager, TL 9000 Measurements and Data Delivery, Cisco Systems	Consolidation of Nortel QMS and TL 9000 Registrations Michel Lefebvre, Reliability Engineer, Nortel Networks
	Desktop Intelligence Tool for TL Measurements Alice Woo, Quality System Manager, Juniper Networks	Achieving Improvements Through Quality Processes With An Existing Tool Dennis Smith, VP Quality, KMM Telecommunications
	Improving the Data Quality in your Data Warehouse Dinesh Gupta, Senior Consultant – BI Practice, Tata Consultancy Services Limited Anup Ray, Senior Consultant – BI Practice, Tata Consultancy Services Limited David Whittington, Director of Enterprise Data Services, AT&T	Getting Excited About Management Review with Management Rigor Joe Kunzer, Senior Manager, Quality Assurance, Tellabs, Inc.
12:15	Lunch	
13:20	Concurrent Presentations Session 9	Session 10
	An Effective Repair Supplier Report Card Tom Yohe, Quality Director, Telmar Network Technology	Improving Mobile Handset Quality Lynn Nicholson, Director Supply Chain Quality Engineering, AT&T
	Optimization of the Management of an Extended Supply Chain by Integration of TL 9000 Measurements into the Management System Christopher James, Vice President Quality Assurance, tii Network Technologies	A New Paradigm for Quality of Service Management in Broadband Access Jonathan Kline, Senior Product Line Manager, Alcatel-Lucent
	The Data Never Sleeps: How Sun Drives Quality Improvement Lew Feucht, Chief Quality Officer, Worldwide Operations, Sun Microsystems, Inc.	Establishing an Effective Quality Policy Eileen Healy, President & CEO Healy & Co
14:50	Break	
15:15	Panel Discussion: Partnering That Works: TL 9000 Measurement Success Stories David Hsiao, Cisco Systems; Beth Ford, AT&T; David Heinzelmann, Motorola; Mark Criscione, Motorola; Jessica Bennett, Verizon	
16:45	Panel Discussion: SOTS as a Partnership Belle Kipping, Cisco Systems Joan Lynn, TELUS Communications	
17:15	Closing Remarks and Adjourn	



2008 QuEST Forum Best Practices Conference

Work Group Meetings Agenda

Conference Attire is Business Casual

Thursday 18 SEPTEMBER		
Work Group Meetings		
08:00 – 17:00	Registration	
07:00 – 08:00	Continental Breakfast	
08:00 – 17:00	Global Work Group Oversight Work Group TBE Work Group	(Please note: Lunch is “on your own”)

Friday 19 SEPTEMBER		
Work Group Meetings		
08:00 – 17:00	Registration	
07:00 – 08:00	Continental Breakfast	
08:00 – 15:00	IGQ Work Group	(Please note: Lunch is “on your own”)