

# 2009 Americas Best Practices Conference

## Preliminary Agenda

Conference attire is business casual

Tuesday 22 SEPTEMBER Americas BEST PRACTICES CONFERENCE (Day 1)			
7:00	Registration & Breakfast		
8:00	<b>Welcome &amp; Opening Remarks</b> Kevin Calhoun Executive Director, Global Quality and Environmental Management Corning Cable Systems		
8:15	Keynote Presentation: <b>AT&amp;T's Supplier Management Program</b> Keith Connolly VP Global Business and Operations Sourcing AT&T		
9:00	<b>Executive Panel: Suppliers and Standards Influence of Best Practices</b>		
	Grant Seiffert, President, TIA		
	Charles Kenmore, President & CEO, Anda Networks		
	Tony Beam, Director of Business Development, Tyco Electronics		
	Moderator	Bryan Glutting, ACS Solutions	
10:30	Break		
11:00	<b>Panel: Using TL 9000 to Drive Operational Efficiencies</b>	<b>Workshop 1 – New Member Orientation</b>	
	Process Technology in Supply Chain Management: A Case Study in Next Generation Quality	Shiloh Coleman, Sector Supply	Jennifer Simcox, BIZPHYX
	Employee Driven, Everyday Improvement	Mike Zink, Telcobuy.com	
	The Creation and Use of An Internal Score Card	Tom Yohe, Telmar Network Technology	
	Moderator	John Wronka, Alcatel-Lucent	
12:30	Lunch	TL 9000 Special Interest Groups – Can you see me now? – Art Morrical, Alcatel-Lucent	
1:45	Executive Presentation: <b>Sustaining Business Excellence: Moving Proven Principles to the Next Generation</b> Tanya Penny Vice President, Verizon Services Operations Verizon		
2:15	<b>Workshop 2 – SOTS – What You Need to Know</b>	<b>Workshop 3 – Jump Start</b>	

	Belle Kipping, Cisco	Bob Clancy, BIZPHYX	
3:45	Break		
4:15	<b>Panel: Establishing the Infrastructure to Ensure a Successful Business Excellence Program</b>	<b>Workshop 3 – Jump Start, cont'd</b>	
	Understanding the Customer Experience and Setting the Stage for Improvement	Eric Lussow, Tellabs	Bob Clancy, BIZPHYX
	Improving Customer Satisfaction via Lean Principles	Bernard Krupowicz, Tellabs	
	Got Metrics? A Back to Basics Approach to In-Process Metrics	Jim Clarke, Tellabs	
	Moderator	Joe Kunzer, Tellabs	
5:45	Break		
6:30	Networking Event and TL 9000 Recognition		

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Wednesday 23 SEPTEMBER Americas BEST PRACTICES CONFERENCE (Day 2)			
7:00	Registration & Breakfast		
8:00	<b>Convene and Welcome</b> Stephen Halbrook Director of Corporate Quality Assurance Custom Cable		
8:15	Keynote Presentation: <b>Enabling a Sustainable Global Environment</b> Harald Stubert Senior Expert Operational Assessment and Certification Ericsson		
9:00	Executive Panel: Managing Organizational Change / Economic Challenge		
	Minoru Takeno, Senior VP, Network Technology Group, Fujitsu Limited		
	Trevor Putrah, Chief Operating Officer, KGP Telecommunications		
	Moderator	TBD	
10:00	Executive Presentation: <b>Designing for Security, A New Dimension in Quality</b> Carlos Solari VP, Quality Assurance, Security and Reliability Alcatel-Lucent		
10:30	Break		
11:00	Panel: Business Excellence		Workshop 4 – PDRs
	Strategic Theme Based Value Transformation of Network Test Automation Solutions	Pavan Kurapati, Infosys Technologies	Tom Yohe, Telmar Network Technology  Ken Koffman, BigBand Networks
	Driving Customer Loyalty	Pavle Nikolic, ADVA Optical Networking	
	Getting the Most Value Out of TL 9000 Internal Audits	Nancy Bell, Alcatel-Lucent	
	Moderator	Mark Young, Tekelec	
12:30	Lunch	Creative Problem Solving - Diana Fiddick, BIZPHYX	
1:45	Executive Presentation: <b>How to Excel in a Downward Trend Environment</b> Bryan Glutting President and CEO		

	ACS Solutions		
2:15	Panel: Continuous Improvement & Business Excellence		Workshop 5 – TL 9000 Requirements Handbook R5
	Improving Customer Satisfaction, One Experience at a Time	Michael Boyd, iDirect	John Wronka, Alcatel–Lucent
	Continuous Improvement with The 8D Problem Solving Process	Chad Brumit, KARLEE	
	Managing Software Test Measurements Via Automated Processes	Michael Finelli, Tekelec	
	Moderator	Ed Bryan, ADTRAN	
3:45	Break		
4:15	Panel: Transformers: Morphing TL 9000 Customer-Supplier Partnerships into Business Results		
	Jessica Bennett, Verizon		
	Beth Ford, AT&T		
	Ronna Smith-Zahner, Motorola		
	Dave Hsiao, Cisco Systems		
	Moderator	John Russell, Telcordia	
5:45	Conference Close		