

2009 APAC Best Practices Conference

Preliminary Agenda

Conference attire is business casual

Tuesday 20 OCTOBER													
APAC BEST PRACTICES CONFERENCE (Day 1)													
8:00	Registration & Breakfast												
9:00	Welcome & Opening Remarks – Fraser Pajak, Vice President, National Service Infrastructure Support, TELUS Communications and QuEST Forum Executive Board Chair												
9:10	VIP Address – Sheng Fei, Director General, Department of Accreditation, CNCA												
9:25	QuEST Forum Operational Update - Don Pickens, COO, QuEST Forum												
9:50	Keynote Presentation: Harmony and Innovation of Supply Chain Zhang Wei Hua, General Manager, China Telecom Shanghai Branch, QuEST Forum Executive Board Member and Greater China Hub Co-Chair												
10:20	Tea Break												
10:40	Executive Presentation: Delivering the Quality of Future Networks Using TL 9000 Tim Harden, President Supply Chain and Fleet Operations, AT&T												
11:25	Executive Presentation: A CSR Era After Economics Crisis – A Business Case to Telecommunication Company Dr. Michael Lam, Executive Director, HKQAA												
12:00	Executive Presentation: The Development of 3G in ZTE He Shiyu, Executive Vice President, ZTE												
12:30	Lunch												
14:00	Keynote Presentation: TL 9000: The Gateway to Business Success in North America Delores Johnson-Cooper, Director – Supplier Diversity & Quality Management, Verizon												
14:45	Executive Presentation: TL 9000 Performance Data Reports (PDR's) - 4 W's: What, Why, Who, What Ken Koffman, Global Corporate Quality Officer, BigBand Networks												
15:30	Tea Break												
16:00	Service Provider Executive Panel:												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Zhang Wei Hua</td> <td style="width: 30%;">China Telecom Shanghai Branch</td> <td style="width: 40%;"></td> </tr> <tr> <td>Tim Harden</td> <td>AT&T</td> <td></td> </tr> <tr> <td>Delores Johnson-Cooper</td> <td>Verizon</td> <td></td> </tr> <tr> <td>Fraser Pajak</td> <td>TELUS Communications</td> <td></td> </tr> </table>	Zhang Wei Hua	China Telecom Shanghai Branch		Tim Harden	AT&T		Delores Johnson-Cooper	Verizon		Fraser Pajak	TELUS Communications	
Zhang Wei Hua	China Telecom Shanghai Branch												
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Delores Johnson-Cooper	Verizon												
Fraser Pajak	TELUS Communications												
17:30	Break												
18:30	Networking Dinner Event												

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Wednesday 21 OCTOBER APAC BEST PRACTICES CONFERENCE (Day 2)	
8:00	Registration & Breakfast
9:00	Convene and Welcome Kevin Calhoun, Executive Director, Global Quality and Environmental Management, Corning Cable Systems and QuEST Forum Executive Board Vice Chair
9:05	Keynote Presentation: Act Global, Think Local Davis Yang, Vice President, Huawei
9:35	Executive Presentation: Network Reliability Benchmarking Study - Executive Board Project #6 Fraser Pajak, Vice President, National Service Infrastructure Support, TELUS Communications and QuEST Forum Executive Board Chair
10:20	Tea Break
10:40	Executive Presentation: Meeting Customer Demands in a Global Outsourced World Kevin Calhoun, Executive Director, Global Quality and Environmental Management, Corning Cable Systems
11:10	Best Practices Presentation: Unleashing Business Value through Globalised Product Development – A Wipro Experience SM Bala, Vice President, Wipro
11:40	Executive Presentation: The Changing Role of Quality Professionals Satyendra Kumar, Senior Vice President and Group Head, Quality, Infosys Technologies, Ltd.
12:10	TL 9000 Recognition
12:40	Lunch
14:00	Keynote Presentation: Benefits of Business Collaboration Ron Ostrowski, Executive Strategic Operations, Cisco Systems
14:45	Executive Presentation: Designing for Security, A New Dimension in Quality Carlos Solari, VP, Quality Assurance, Security and Reliability, Alcatel-Lucent
15:30	Tea Break
16:00	Best Practices Presentation: How Fujitsu Does Business in the USA Ashok Dandekar, Director, Quality & Program Management, Fujitsu
16:30	Best Practices Presentation: Huawei USA's Quest for TL 9000 Jack Pompeo, Chief Quality Officer, Core Network, Huawei
17:00	Conference Close Don Pickens, COO, QuEST Forum