

# 2010 Americas Best Practices Conference

## Preliminary Agenda

Conference attire is business casual

DAY 1 Tuesday 21 SEPTEMBER 2010		
AMERICAS BEST PRACTICES CONFERENCE		
7:00	Registration & Breakfast	
8:00	Welcome & Opening Remarks - <a href="#">Kevin Calhoun</a> , Executive Director, Global Quality and Environmental Management, Corning Cable Systems and QuEST Forum Executive Board Chair	
8:15	<b>Keynote Presentation:</b> <b>Technology Evolution and the Mandate for Quality</b> , <a href="#">Tim Harden</a> , President Supply Chain and Fleet Operations , AT&T Services and QuEST Forum Executive Board Vice Chair	
9:00	<b>Executive Panel: TL 9000: The Metrics Challenge</b> Ken Koffman, Global Corporate Quality Officer, BigBand Networks and QuEST Forum Executive Board Member Chad Brumit, Vice President, KARLEE  Moderator: Kevin Calhoun, Executive Director Global Quality and Environmental Management, Corning Cable Systems and QuEST Forum Executive Board Chair	
10:30	Break	
11:00	<b>Session 1: Innovations and Telecommunications Panel</b> <b>Innovation Utilizing Technology -- Supply Chain Integrity</b> , Betty Manetta, President & CEO, Argent Associates, Inc. <b>From TL 9000 to Dashboards - The Evolution of Inspired Performance</b> , Bryan Glutting, CEO / Owner, ACS Solutions <b>Telecom, Quality &amp; Innovation: a Service Provider's Perspective</b> , <a href="#">Fraser Pajak</a> , VP National Service Infrastructure Support, TELUS Communications and QuEST Forum Chair Emeritus Moderator: Uma Chandrashekhar, Alcatel-Lucent	
12:30	Lunch	
14:00	<b>Session 2: Product Quality Panel</b> <b>Improving Performance of Erbium-Doped Fiberoptic Amplifiers</b> , Steve Condra, Cisco Systems <b>Counterfeit Parts Prevention</b> , Timothy Woodcome, National Quality Assurance (NQA) <b>Software Reliability Predictions - Are We Done Yet?</b> , Dr. Kazuhira Okumoto, Alcatel-Lucent Moderator: Joan Lynn, TELUS Communications	<b>Workshop 1: Leveraging Value &amp; Future Direction of PDR's</b> Tom Yohe, Global Director of Quality, Telmar Network Technology Ken Koffman, Global Corporate Quality Officer, BigBand Networks and QuEST Forum Executive Board Member
15:30	Break	
16:00	<b>Session 3: Enhancing the Customer Experience</b> <b>The Journey to Improve ADTRAN's Customer Satisfaction Survey Program</b> , Ed Bryan, ADTRAN, Inc. <b>Managing Benefits in Complex Improvement Programs</b> , Tony Korycki, British Telecommunications plc <b>Identifying the Levers for an Unrivaled Customer Experience</b> , David Hsiao, Cisco Systems, and Noah Grayson, Walker  Moderator: Karen Rawson, The Desara Group	<b>Workshop 2: Sustainability Panel</b> Stephen Bernard, AT&T Services Tom Dadmun, ADTRAN, Inc. Tom Okrasinski, Alcatel-Lucent Bell Labs CTO Gale N. Lightfoot, Jr., Cisco Systems Dr. Ilona Schmidt, Corning Cable Systems Mahmoud Elkenaney, Huawei Technologies USA
17:30	Conclusion of Day 1	
18:30	Networking Dinner and Recognition Ceremony	

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7:00	Registration & Breakfast										
8:00	Convene and Welcome - Bryan Glutting, CEO, ACS Solutions										
8:15	<b>Keynote Presentation:</b> <b>From Reactive Behavior to Inspired Performance</b> , Bill Schwarz, CEO, The CEO Alliance										
9:00	<b>Executive Panel: The Value of TL 9000 Registration, A Supplier's Journey</b> Marianne Strobel, Executive Director Supply Chain & Fleet Operations,, AT&T Services Christine Bierman, President and CEO, Colt Safety Nancy Elberty, President, NTSG, Inc. Adam Pattisall, President and CEO, IncrediTek Cindy Kazee, President, Universal Network Development Corporation Troy Murphy, President, Vetco Supply Moderators: Sue Clancy, BIZPHYX and Jennifer Simcox, BIZPHYX										
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16:15	State of the Forum: Don Pickens, COO, QuEST Forum										
16:50	Closing Remarks and Adjourn										
17:00	Evening Networking Event - Beer and Gear										