

Session Summary

Jim Clarke

Open Kimono: Transforming Customer Input into Engineering Process Improvements

The presentation will show how regular Customer Quality Reviews influenced a TL-9000 based metrics program deployed across 5 R&D organizations within Tellabs. The challenge was to establish candid and regular Customer feedback and quality metric reviews to evaluate product & process performance across all of our R&D product divisions. The metric program is used to drive enterprise wide engineering process improvements in support of corporate strategic goals of exceeding customer expectations and best in class product and process quality. The presentation will include a discussion of the top level TL-9000 based metrics and the related in-process metrics deployed to manage product development projects and improvements.