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QuEST Forum Newsletter - October 2011

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QuEST Forum Celebrates World Quality Day

Established by the United Nations in 1990, World Quality Day aims to raise awareness of how quality approaches can have a tangible effect on business and contribute towards growth and economic prosperity. Organizations around the world celebrate World Quality Day on the second Thursday of November.

The 2011 theme of World Quality Day is 'In Pursuit of Excellence'. This theme recognizes that organizations who want to succeed must continuously strive to improve. Quality professionals know that the quest for quality never stops: every organization must constantly scrutinize its systems and processes to ensure that they are optimizing outcomes and exceeding their customer's requirements.

QuEST Forum will celebrate the 2011 World Quality Day at the 2011 APAC Best Practices Conference. We hope that you will join us. For more information on World Quality Day, visit the Chartered Quality Institute, www.cqui.org, or [click here](#).

2011 APAC Best Practices Conference

The 2011 APAC Best Practices Conference will be 7 – 10 November in Beijing, China and will focus on the theme of Integrated Communications: The Next Quality Paradigm.

会议信息

Conference information in Chinese.

[Register Now](#)

A registration discount is available to all QuEST Forum Members and TL 9000 Certified Companies. You can also register now and pay in RMB at the conference and receive an official receipt

Upcoming QuEST Forum
Sanctioned Training
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2011 APAC Best Practices
Conference

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Register

November Meetings

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Americas Region
TL 9000 Webinar



Questions or
Comments?

[View the Agenda](#)

The conference training sessions, workshops, and presentations will all be simultaneously translated into Chinese.

[Hotel Reservations](#)

The QuEST Forum room rate will be offered, based on availability, to attendees two (2) calendar days before 5 November, and two (2) calendar days after 10 November.

[Visiting Beijing with QuEST Forum](#)

A fact sheet about the conference, hotel and surrounding area to help you plan your trip.

The conference will emphasize TL 9000 QMS education.

- A TL 9000 sanctioned training class will be offered on 7 November and attendees will receive certificates acknowledging their participation.
- On 9 November a workshop will cover how to select TL 9000 Product Categories.
- On 10 November there will be an interactive TL 9000 workshop on Measurements and PDR Data.

High quality conference speakers include:

- VIP speaker from CNCA
- Keynote and Executive Speakers from IBM, AT&T, Ericsson, China Telecom-Shanghai, Huawei, ZTE, Fujitsu, Wipro, Bharti-Airtel, Motorola Mobility, TELUS Communications, JDSU and Alcatel-Lucent
- Professor from Peking University

Conference attendees will:

- Learn about Network and Service Reliability Benchmarking for Telecom Operators.
- Discover TL 9000 “Best Practices” shared by international and Chinese companies.
- Network in a relaxed and social atmosphere at a famous Beijing Restaurant.

QuEST Forum would like to thank the current sponsors of the 2011 APAC Best Practices Conference.

[Diamond Sponsors](#)



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Emerald Sponsors



Sapphire Sponsors



Item Sponsors

Tuesday Morning Tea Break: Cyber Security and Emergency Preparedness Institute

Executive Roundtable and Networking Event: Cyber Security and Emergency Preparedness Institute, Telmar Network Technology

Executive Board Dinner: BIZPHYX, Inc.

Small Business Breakfast: AT&T

For information on sponsorship opportunities, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268.

QuEST Forum November Meetings

The Leadership Council, Work Groups, the Service Reliability Strategic Initiative, Measurements for Next Generation Networks Strategic Initiative and NSPRC will meet the third week of November in Richardson, Texas.

[Register Today](#)

[View the Agenda](#)

Please note that there is no registration fee for this event.

[Visiting Richardson, Texas with QuEST Forum](#)

A fact sheet about the conference, hotel and surrounding area to help you plan your trip.

[Make Hotel Reservations](#)

Hyatt Regency North Dallas
701 East Campbell Road
Richardson, Texas, 75081 USA

The QuEST Forum group rate is US\$129 + tax. The "cut-off date" for accepting reservations into this room block is Sunday, 23 October 2011. Reservation requests made after this date will be accepted at the hotel's prevailing rate, based on availability.

Who should attend the November Meetings?

- The Leadership Council should plan to attend.
- Any one already involved in a Work Group, the Network and Service Reliability Strategic Initiative or the Next Generation Networks Strategic Initiatives as well as those interested in becoming involved are strongly encouraged to attend these face-to-face meetings.

[View](#) information on the QuEST Forum Work Groups.

NSPRC Meeting Attendees

- Please note that there is no conference fee. Please register via the link below so that we have a record of your intended participation.
- Please book your room reservations directly with the hotel via the link below.
- A continental breakfast will be provided daily outside of the meeting room.
- Lunch will be on your own.

QuEST Forum would like to thank the current sponsors of the November Meetings.

Item Sponsors:

Leadership Council Lunch: AT&T
Tuesday Morning Break: AT&T
Wednesday Morning Break: AT&T
Thursday Morning Break: AT&T

For information on sponsorship opportunities, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268.

Elgia on the Benefits of TL 9000 Certification

"As a small business serving very large customers and their enterprise level clients, it is especially important for Elgia to establish and maintain a high degree of credibility. Certifying to a globally recognized system such as TL 9000 provides that credibility by highlighting our ongoing commitment to quality and business excellence.

We decided to seek TL 9000 certification at the suggestion of long-time

customer, AT&T. After receiving certification in the spring of 2011, we identified a significant opportunity within AT&T and we were approved to launch a pilot for an innovative concept. Our TL 9000 certification provided credibility with AT&T's internal managers which helped pave the way for approval of the pilot. Pending completion, we hope to expand on the success of the pilot and approach additional areas within AT&T. TL 9000 certification will remain an important advantage for Elgia by providing credibility as we pursue additional inroads into our entire customer and prospect base, and by providing the framework for delivering service excellence when we win new business opportunities."

Stacey Scott, CEO
Elgia

Complimentary Virtual TL 9000 Workshop for the Americas Region

The Americas Region is pleased to offer a [complimentary TL 9000 workshop](#) for QuEST Forum members on 7 December 2011 from 3:00pm – 4:30pm Central. The virtual workshop will be in an interactive webinar format and will cover how to correctly select and verify TL 9000 product categories. Attendees will also have the opportunity to ask questions and share their ideas for future educational webinars.

[Register Now](#)

Please note that while there is no registration fee for this event, you must register in order to receive the access information for the webinar.

If you have any questions, please contact QuEST Forum via the "[Contact Us](#)" function on the QuEST Forum or TL 9000 websites.

Voting Open: 2012 Executive Board Election

Voting is now open for the 2012 Executive Board Election. The primary and alternate voters for the Full Member companies have been notified via email that votes are due.

To view the candidates' bios and position statements as well as any additional campaign materials provided by the candidates, [login](#) to the Portal and click on the link located in the middle of the page titled "2012 Executive Board Candidates' Bios, Position Statements and Campaign Materials."

If you have any questions about the election or voting process, please contact Melha Hill at mhill@questforum.org

Call for Nominees: 2012 Work Group and Regional Elections

QuEST Forum will be holding the 2012 Work Group and Regional Leadership elections in November/December and we are now accepting nominations for the position of Chair and Vice Chair for the following Work Groups and Regions:

- Global Business Excellence (GBE) Work Group
- Integrated Global Quality (IGQ) Requirements & Measurements Work Group
- Oversight Work Group
- Americas Region
- EMEA Region

Each of these groups has a specific responsibility to achieve the QuEST Forum's strategic direction by carrying out the strategies defined in the current QuEST Forum Strategic Direction. [Click here](#) to view the responsibilities of the Work Group/Regional Chair and Vice Chair as outlined by Article VI, Section 9 of the Bylaws.

The deadline for submitting nominations is Wednesday, 9 November 2011 and the following information should be included when submitting nominations. Please note Nominees should be a member of the Work Group or Region for which they are being nominated.

- Work Group or Region (GBE, IGQ, Oversight, Americas, or EMEA)
- Position (Chair and Vice Chair)
- Nominee Name and Title
- Company Name
- Nominee's Contact Information (Mailing Address, Phone, E-mail)
- Letter from Management committing support for time, travel, incidental secretarial support, and mailing support. [Click here](#) to download the template for the Management Support Letter.

Nominations should be submitted via email to Melba Hill at mhill@questforum.org. Melba will confirm receipt of the nomination.

To view a spreadsheet of the nominations received for the 2012 Work Group and Regional, please follow the instructions below. The spreadsheet will be updated as nominations are received throughout the nomination submission period.

- [Log-in](#) to the Members Only area of the QuEST Form website.
- Click on "Member's Area" in the left-hand menu.

- Click on the “Files/Documents” link located approximately in the center of the page.
- A new window titled “File Store” will open up.
- In the “File Store” window, click on the folder titled “2012 Work Group and Regional Elections”.
- Download the file titled “Nominees for 2012 Work Group and Regional Elections”

If you have any questions regarding these leadership roles or the process outlined above, please contact Melba Hill at mhill@questforum.org.

TL 9000 Expert and TL 9000 Practitioner

QuEST Forum offers individuals the opportunity to be recognized for their knowledge and use of the TL 9000 Quality Management System at two levels. Recognition as a TL 9000 Practitioner is for individuals who have successfully completed either the TL 9000 Implementation or TL 9000 Auditing course plus any needed release–related delta courses and have been involved with a TL 9000 implementation. A TL 9000 Expert must meet the requirements for a TL 9000 Practitioner and be actively involved in a QuEST Forum Work and/or Regional Group as well as having additional experience and meeting other requirements.

[Click here](#) to review the detailed requirements for obtaining and maintaining either of these certifications. There is a \$25 fee for the first year of certification and a \$10 per year fee annually to maintain certification.

[Apply](#) to be a TL 9000 Practitioner.

[Apply](#) to be a TL 9000 Expert.

[Renew](#) your TL 9000 Practitioner Certificate.

[Renew](#) your TL 9000 Expert Certificate.

QuEST Forum recognizes the following individuals as TL 9000 Experts for their knowledge and use of the TL 9000 Quality Management System.

<u>Name</u>	<u>Company</u>	<u>Certified Date</u>
Tom Yohe	Telmar Network Technology	2009-02-03
Kenneth Koffman	JDSU	2009-03-02
Irving Briks	AT&T Inc.	2009-03-02
Richard Morrow	QuEST Forum	2009-03-03
Jennifer Simcox	BIZPHYX, INC.	2009-03-06

Bob Clancy	BIZPHYX, INC.	2009-03-16
Sheronda Jeffries	Cisco Systems	2009-03-16
Frank Sidorowicz	Orion Registrar, Inc.	2009-03-16
David Sanicola	The DESARA Group, Inc.	2009-03-20
John Russell	Telcordia Technologies	2009-04-25
Charles Morton	Alcatel-Lucent	2009-04-28
Karen Rawson	The DESARA Group, Inc.	2009-04-28
Gary McMullin	Phoenix Telecom Solutions, Inc.	2009-05-08
John Wronka	Alcatel-Lucent	2009-06-02
Christine Ferrara	Motorola Mobility	2009-06-19
Isao Uchida	Technofer.Ltd. Japan	2009-09-23
Davide Ceruti	Cisco Systems	2009-11-17
Diane Faglon	STAT-A-MATRIX	2010-02-24
Nancy Bell	Alcatel-Lucent	2010-03-01
Rodolfo Stecco	QA - Quality Austria	2010-03-08
Laura Coplon	Tellabs	2011-03-01

TL 9000 Industry Reports Translated into Chinese, Japanese, Korean and Spanish

The three TL 9000 Industry Reports produced by the PDR Sub-team have been translated into Chinese, Japanese, Korean, and Spanish. The translated documents have been posted to the tl9000.org website and are now available for use by the regions. The documents can be found at <http://www.tl9000.org/pdrs/reports.html>

Save the Dates: QuEST Forum 2011 and 2012 Events

2011 QuEST Forum Events

8 - 10 November 2011, APAC Best Practices Conference
Beijing, China

15 - 18 November 2011, Work Group Meetings
Richardson, Texas, USA

2012 QuEST Forum Events

30 - 31 January 2012 Leadership Summit

Richardson, Texas, USA

1 - 3 February 2012, Work Group Meetings
Richardson, Texas, USA

3 - 5 April 2012, APAC Best Practices Conference
New Delhi, India

15 - 17 May 2012, Work Group Meetings
San Jose, California, USA

11 - 13 June 2012, EMEA Best Practices Conference
Madrid, Spain

10 - 12 September 2012, Americas Best Practices Conference
Chicago, Illinois, USA

13 - 14 September 2012, Work Group Meetings
Chicago, Illinois, USA

13 – 16 November 2012, Work Group Meetings
Atlanta, Georgia, USA

To view the online QuEST Forum calendar in its entirety, [click here](#) or go to the “Meetings” tab on the QuEST Forum website, www.questforum.org, and choose “Calendar” from the left hand menu.

Updates: Strategic Initiatives

Marketing Outreach

The purpose of this project is to expand the marketing of QuEST Forum and TL 9000 beyond the traditional core audience and venues. Targeted market segments include cable, enterprise (OEMs and campus networks), non-telecom networks (smart grid/utilities and alternative carriers such as Google), and small suppliers. For each segment, the team has defined a specific value proposition, identified key companies, trade shows, and industry associations and developed marketing plans and customized presentations. The team is also championing involvement and value delivery for targeted segments with the Membership & Recruitment initiative, providing expanded support to international groups/hubs, and working on engagement with governmental agencies to build support for TL 9000.

Since the last report the team has:

- Discussed additions and changes to the 2012 edition of Insights and Intents which is the QuEST Forum annual report.
- Completed the translation of the three industry reports produced by the PDR Sub-team in to Chinese, Japanese, Korean, and Spanish. The translated documents have been posted to the TL 9000 web site
- Solidified QuEST Forum's strategic relationship with ATIS.
- Completed a review by the Executive Board of the executive level papers described below.

Tasks currently in progress include:

- A set of executive level papers on the challenges facing the industry and how QuEST Forum and TL 9000 will help address those issues. This effort is being led by Uma Chandrashekar with Steve Welch and Steve Pickett as principle contributors. The three papers are a two page high level document, a longer, more detailed "case study", and a customizable version that can be targeted to specific market segments.
- Working with TIA for a QuEST Forum and TL 9000 session on the afternoon prior to TIA 2012 followed by a C-level event and dinner that evening.
- Development of publicity materials for new TL 9000 Certifications similar to new members material developed last year.
- Annual review and update of marketing material.
- Supporting "Needs Assessment" for consultant and private network (smart grid, etc.) segments.
- Supporting marketing initiatives related to promoting BPC's around the world.

The inventory of speakers and presentations for use supporting both new market initiatives and other QuEST Forum needs is being continually updated. If you or someone from your company is giving a presentation at a non-Forum event, please let the team know so the details may be captured in the inventory.

Marketing Outreach Team:

Lead: Steve Pickett, Telmar Network Technologies,

steven.pickett@telmarnt.com

Chris Frey, Accenture, christopher.e.frey@accenture.com

Bryan Glutting, ACS Solutions, bglutting@acssolutions.com

Uma Chandrashekar, Alcatel-Lucent, mailto:umac.shekhar@alcatel-lucent.com

Joan Lynn, Axis Teknologies, jlynn@axisteknologies.com

Sue Clancy, BIZPHYX, Inc., sclancy@bizphyx.com

Ashok Dandekar, Fujitsu, ashok.dandekar@us.fujitsu.com

JoAnn Brumit, KARLEE, jabrumit@karlee.com

Mark Barnes, KGP Telecommunications, Inc. mbarnes@kgptel.com

David Dwyer, KGP Telecommunications, Inc. ddwyer@kgptel.com
Don Irvine, QuEST Forum, dirvine@questforum.org
Don Pickens, QuEST Forum, dpickens@questforum.org
Kelly Stafford, QuEST Forum, kstafford@questforum.org
Mike Fargano, QWEST, michael.fargano@qwest.com
Tom Yohe, Telmar Network Technologies, tom.yohe@telmarnt.com

PDR's

The major focus of the team in October was to complete the final editing of the next Industry report. The report will be released in conjunction with the APAC BPC conference, where the PDR team will also be presenting a workshop. In the past these type of workshops have been very well attended. A major difference in the forthcoming Industry Report, is that it will focus on a single product category (Edge Routers), cover a number of different measures (e.g. problem reports, fix response time, on-time delivery, software fix quality) and will also cover a five year period. Previous reports covered two year periods. Stay tuned for the next newsletter that will provide highlights of the report. The team has also been continuing its proactive review of product categories, using the "Product Category Verification process that the team developed. Focus was on 7.1.2 Provisioning. Based on the analysis of companies in that Product Category, as part of the verification process, a few companies will be sent letters requesting them to review their rationale for being in that Product Category.

PDR's Team:

Lead: Ken Koffman, JDSU, Ken.Koffman@jdsu.com
IGQ Co-Chair/PDR Evaluation Sub-team Lead: John Wronka, Alcatel-Lucent, jwronka@alcatel-lucent.com

Network & Service Reliability

Phase 1 and 2 are complete.

Phase 3 (In progress) - The team is reviewing the Change Management measures and working on data collection. Work will need to be done to update the benchmarking sandbox. This study has also been extended to include Wireless Infrastructure. Work is in progress to document the proposed churn measure. A number of the participants are interested in this study and are working on data availability. The team is actively planning its agenda for the November work group meetings.

Phase 4 (In progress) - Active recruitment continues for the wireless and managed sub-teams. The original Phase 1 recruitment list is also being revisited by the Executive Sponsor, Fraser Pajak in order to re-engage some of the participants as well as recruit new members to the study.

Phase 5 (In progress) - The team needs to finalize the IGQ comment review for the MTRS and GSI measures in order to meet the November

deadline.

Network and Service Reliability Team:

Lead: Fraser Pajak, TELUS Communications, fraser.pajak@telus.com

Amador Lucero, Qwest, amador.lucero@qwest.com

Tim Harden, AT&T, th8261@att.com

Don Pickens, QuEST Forum, dpickens@questforum.org

Measurements for Next Generation Networks

The intention of this initiative is to develop a set of network measurements, including network performance, designed for Next Generation networks. Over the next five years, existing communication networks will be evolving into an IP-based architecture, which encompasses a high degree of software in network elements. The objective of this project is to create a roadmap and guide the implementation of TL 9000 Measurements for the future IP-based network.

Next Generation Measurements (NGN) sub teams have developed specific recommendations in the areas of Fulfillment, Pre Deployment, Reliability, Software, Sustainability, Performance and Security. Benchmark studies were conducted to test measurement effectiveness and further develop each measurement for consideration in the next Measurements Handbook (Pre Deployment, On Time Delivery to Supplier Promised Date and Software measurements for Product Category 7.2.2). A total of seven measurements were studied and sent to IGQ for Comment Review. The Performance sub team, working with the Network Reliability and Benchmarking team, is developing network performance measurements for the Supplemental Measurements Library. The Security sub team has developed recommendations for new security requirements and recently completed a security measurements guidance document that will be sent to IGQ for Comment Review.

Measurements for Next Generation Networks Team:

Lead: Tim Harden, AT&T, th8261@att.com

Ken Koffman, JDSU, ken.koffman@jdsu.com

Mariano Legaz, Verizon, Mariano.legaz@verizon.com

Trevor Putrah, KGP, taputrah@kgptel.com

Don Pickens, QuEST Forum, dpickens@questforum.org

Fraser Pajak, TELUS, Fraser.Pajak@telus.com

Steve Welch, sgwelch@swbell.net

Upcoming QuEST Forum Sanctioned Training Courses

Listed below are upcoming QuEST Forum sanctioned training courses. Please visit the Provider's website for more information and registration details

TL 9000 Auditing
14 – 17 November, Seoul, Korea
[Bizpeer](#)

TL 9000 Requirements
28 November, Hemel Hempstead UK
[Excel Partnership](#)

TL 9000 Requirements
29 November, Hemel Hempstead UK
[Excel Partnership](#)

TL 9000 QMS Auditing
30 November – 2 December, Hemel Hempstead UK
[Excel Partnership](#)

Please note that all information is subject to change. Check the provider's website to confirm class offerings, dates and locations.

New QuEST Forum Members

QuEST Forum is pleased to welcome the new members that were added in October: **ABS-Quality Evaluations**, Americas Liaison.

New TL 9000 Registrations

Congratulations to the newest TL 9000 registrants: **Comba Telecom Systems (China) Ltd., Elentec Co., Ltd., General Dynamics Information Technology, Inc., Korea Optic Technology Co., Ltd., New Breed Logistics, Inc., Memphis, NTSG, Inc., Oclaro, Sunwavetec Co., Ltd., TE Connectivity and TII.**

QuEST Forum's Edward Chen

A QuEST Forum Board Member for 2012 and 2013, Mr. Chen has worked for Huawei Technologies Co., Ltd. since 1994 and is currently Vice President of Business Process and Information Technology Department for all of Huawei Technologies. He has also served Huawei in the following areas:

- Head of R&D Wireless Product Line and he established the Wireless R&D Center in Sweden
- Head of the Wireless Marketing and Pre-Research Department
- Managing Director for Huawei Technologies UK and Ireland
- President of the Huawei Communication Tech Co. Ltd., a wholly-owned subsidiary of Huawei Group, focused on terminal products, including product design, R&D, manufacturing, and distribution.

Mr. Chen received his Bachelor in Physics at the National Defense Technology University in Hunan Province and completed his Masters in Electronics at the Atomic Energy Institute in Beijing.

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