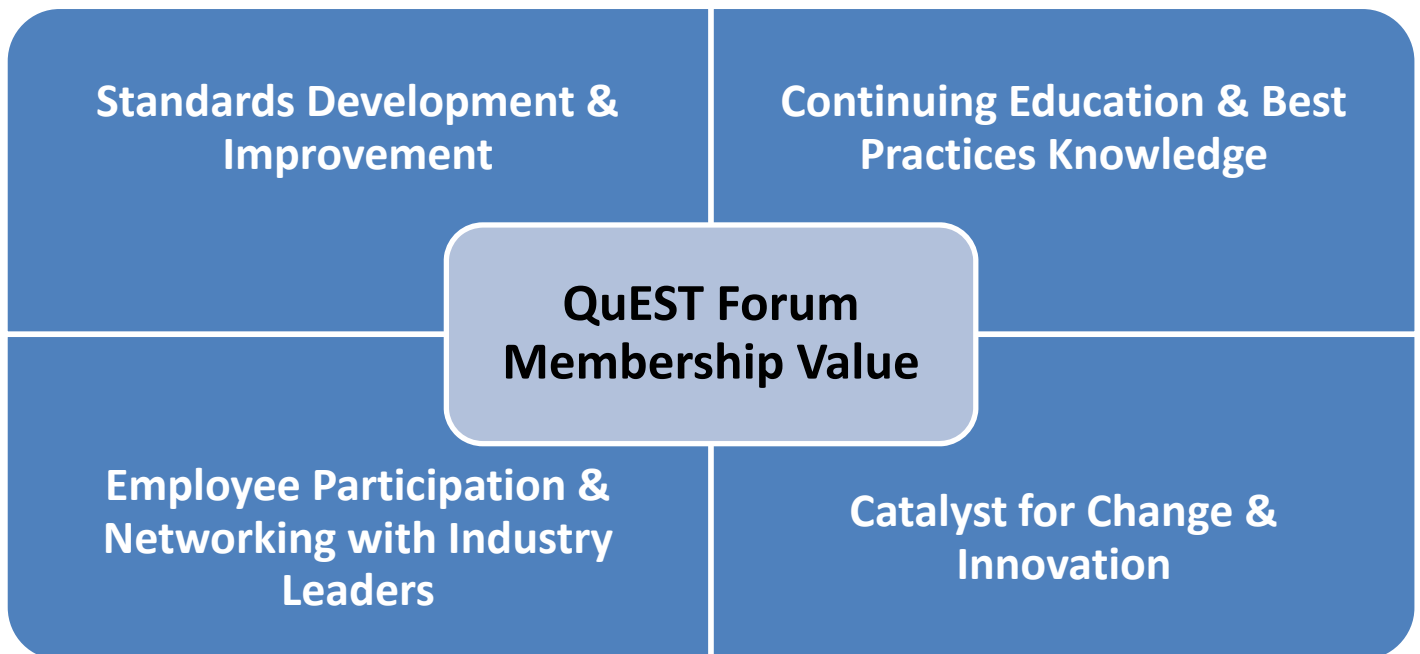


## QuEST Forum: Our Value Proposition

QuEST Forum is a global communications association comprised of a unique partnership of industry service providers and suppliers dedicated to continually improving products and services in our industry. The strength of QuEST Forum comes from its member companies' Subject Matter Experts (SMEs) who operate in a collaborative environment allowing suppliers and service providers, that are often competitors, to come together to develop innovative solutions to practical business problems. QuEST Forum is in its second decade and its growth globally over this period has made it the leading global force in the pursuit of continuing communications products and services quality and performance. At this time eight of the world's top ten service providers are active members of QuEST Forum.

QuEST Forum's creation and continuing improvement of the TL 9000 quality management system has provided an industry specific platform of guidelines and processes that have improved supply chain management effectiveness and efficiency. The performance measurement requirement has allowed companies to track their company's improvement and to know their position as compared to similar companies and products. By employing the TL 9000 quality management system companies have been able to improve efficiency, implement process improvements, and reduce defects; adding millions to the bottom line over the past decade. TL is truly unique in that it requires all certified companies to provide auditable data into a central data base. This data allows QuEST Forum to provide benchmarkable data which allows companies to continually strive to be best in class.



Successful companies maintain an external posture, i.e. they ensure that they are employing the business practices that optimize performance. They are aware of developments in new products or services offerings by encouraging their organizations to become and continue to be involved in outside activities. Typically this is done through relationships, academic institutions, trade associations and consulting organizations. QuEST Forum is a unique organization where active involvement results in a combination of continuing education, employee participation, networking, objectivity, increased knowledge and the practical application of business solutions.

The Bottom Line: For the past 12 years QuEST Forum has been delivering a strong value proposition to its members. The model established by QuEST Forum's founders, who were committed to improving quality and performance for all products and services in communication continues to demonstrate its viability. QuEST Forum members remain committed to excellence and the principles of integrity and objectiveness. QuEST Forum is a name that stands for:

**Raising Standards. Bridging Technologies. Building Value.**