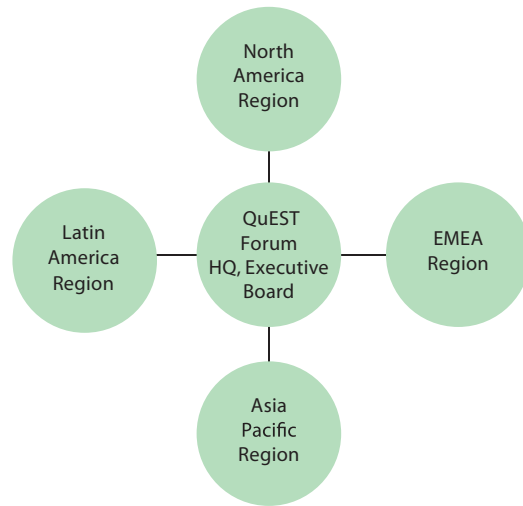


Member Companies

The strength of QuEST Forum comes from its member companies, global organizations representing every telecommunications manufacturing, service, and support discipline. For the most current member directory, please visit www.questforum.org.



Global Regional Structure

QuEST Forum's member organizations represent all global regions — Africa, Asia, Europe, Latin America, Middle East, and North America. Advances in today's global telecommunications technologies have led to rapid growth and varying degrees of specialization and domain expertise.

In order to address the regional quality needs and provide local support for geo-specific issues, QuEST Forum has built a hub-and-spoke organization, covering geographical clusters and functional work groups by region.

Benefits of the Regional Structure

- Focus on regional issues and needs
- Participate in QuEST Forum on a regional level
- Share best practices information on local and international level
- Benchmark performance metrics to true global standards

QuEST Forum Work Groups

QuEST Forum promotes collaboration, shares industry best practices, harmonizes global quality management systems, and drives improvement of end-user satisfaction through four work groups that address relevant issues, help establish QuEST Forum strategies, and manage the deployment of the strategic plan. The four work groups are:

- Global
- Integrated Global Quality Requirements and Measurements (IGQ)
- Oversight
- Telecom Business Excellence (TBE)

Each work group is led by an elected Chair and Vice Chair, and an appointed Secretary. Sub-teams usually manage and implement the specific tasks in each work group. As QuEST Forum is a virtual organization, these work groups communicate and function via face-to-face meetings, teleconferences, web conferences, and online discussion logs and chats.

QuEST Forum Benchmarking

QuEST Forum's Performance Benchmarking is a practical approach to share, compare, correct and transform internal functions and processes of participating member organizations in virtually any operational area. The program provides an open, trusted and committed environment to help participants meet and exceed industry performance standards through a collaborative process.

QuEST Forum Membership

making

quality

count

for you

learn
improve
grow
excel

QuEST Forum is a unique partnership of telecommunications service providers and suppliers, and a leading force in the pursuit of global product and services quality and performance excellence.

Discover the benefits of membership.



**Performance Excellence through
Global Telecommunications Quality**



Contact us at
information@questforum.org.

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QuEST Forum influences industry-wide quality by:

- Promoting a collaborative global forum of industry leaders
- Harmonizing global quality requirements and supporting their consistent application
- Maintaining a searchable repository of industry trends, performance, and comparative data
- Identifying and sharing best practices



VISION
To be the key global force in the telecommunications industry to improve quality of products and services to customers.



MISSION
To evolve the telecommunications industry-leading quality management system with standardized performance measurements and share best practices through industry collaboration.

One of QuEST Forum's top priorities is to help members become more customer centric. This is especially significant to service providers whose goal is to enhance customer satisfaction to end customers like you and me.
Don Pickens, COO, QuEST Forum

QuEST Forum is just what we needed — we get to network with customers and hear firsthand how we can meet and exceed their expectations. That's really important for us.
Jeff Harpe, Director, Core Processes & Systems, Nortel Networks

The industry-wide measurements have given us the most effective vendor management tools that we ever could have hoped for.
Brendan Pelan, TL 9000 Project Leader, Verizon

Why should YOU join QuEST Forum?

If you're a service provider...

QuEST Forum can help you stay on the leading edge by improving supply chain management practices, standardizing vendor appraisal systems, influencing global regulatory issues, and improving service to end customers. You'll gain a true global perspective and have the opportunity to influence the direction of the telecom industry.

If you're a supplier...

QuEST Forum is focused on your business success and helping you increase customer satisfaction. You'll network with your customers and peers, learn industry best practices, and discover what you need to stay competitive, improve quality, and enhance customer relationships.

Services that Count

Performance Data Reports (PDR)

Learn about your company's performance by benchmarking your results and reviewing industry data. The PDRs will help identify key metrics and get the performance and comparative data you need to increase the quality of products and processes across your organization.

TL 9000 Support

Improve organizational excellence by implementing TL 9000 and achieving practical results: increased productivity, enhanced customer relations, reduced costs, and improved product and service reliability. QuEST Forum provides members no-cost data registration, comprehensive measurements handbooks, training discounts, and easy access to certified registrars, trainers, and auditors.

Work Groups and Events

Grow your business connections and sales relationships as you network with customers, peers, and suppliers. QuEST Forum provides many opportunities for you to participate in events, contribute your expertise to work groups, play a part in standards development, share best practices, interact with global colleagues, and gain insights from subject matter experts (SMEs).

Best Practices Information and Events

Excel in business by learning from your peers about best practices and how to implement them. QuEST Forum helps you discover and share industry best practices by facilitating a variety of global conferences and events, and providing online access to a knowledge repository of presentations, articles, and research.

Benefits that Matter

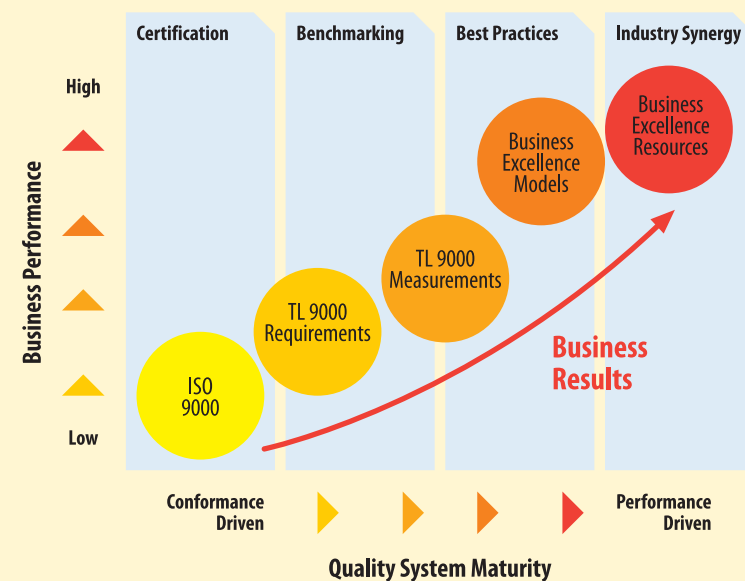
- Receive no-cost TL 9000 data registration and compare your performance to the industry with benchmarkable data
- Learn best practices in telecom and supply chain management
- Network with your customers, suppliers, peers, and industry leaders
- Download leading best practices documentation and vendor management tools
- Gain sponsorship opportunities, and discounts for training, books, and events
- Increase your competitive value to global customers
- Have a voice and vote in standards development that affects you
- Showcase to customers your focus on quality and continuous improvement

From Conformance to Performance

While QuEST Forum created and now maintains the TL 9000 quality management and measurements system, it is much more than the administrative power behind TL 9000. QuEST Forum supports telecom service providers and suppliers through each phase of the Quality-Performance Spectrum (QPS).

Whether your company is just starting down the quality path, or is implementing a mature business excellence model, QuEST Forum offers the support you need to achieve continuous improvement and bottom-line business results.

Telecom Quality-Performance Spectrum (QPS)



What is QuEST Forum?

Quality Excellence for Suppliers of Telecommunications Forum



How can I join QuEST Forum?

Companies interested in joining QuEST Forum may visit www.questforum.org for more information and to complete the online membership application (a downloadable version is available).

Full Membership Available to telecom service providers and suppliers.	US \$10,000
Member Affiliate Available to subsidiaries of full member companies.	US \$5,000
Liaison Membership Available to valued organizations such as registrars, accreditation bodies, training providers, consultants, and trade associations.	US \$3,000

Need to contact QuEST Forum?

Email us at membership@questforum.org.