

## Executive Board Major Projects

Initiated in 2008, the Executive Board Projects harness the talents and resources of the Executive Board to drive major initiatives.

### Executive Board Project #1 - **Operational Efficiencies**

Will move to standing committee in 2010.

This project implemented the Asaba Group's recommendations to improve operational efficiencies by revising the Balanced Scorecard and the creation of a CRM and will move to standing committee in 2010.

### Executive Board Project #3 - **Membership and TL 9000 Registrations**

Will continue in 2010.

This project is charged with increasing QuEST Forum membership, TL 9000 registrations, and member participation. Accomplishments during 2009 include:

- Recruited 21 new members for a net add of 9 members in a challenging economy.
- Increased the number of TL 9000 registered sites by 150 locations.
- Initiated a program to invite the senior executives of prospective member companies to participate in special C-Level functions.
- Provided samples of procurement contract language utilized by member companies as a guide for others in their development of TL 9000 as a supplier requirement.

This project will continue in 2010 with ongoing emphasis on identifying and recruiting new candidates for QuEST Forum membership as well as increasing member participation and growing TL 9000 registrations.

### Executive Board Project #5 - **Performance Data Reports**

Will continue in 2010.

This project is tasked with improving the relevance, usefulness, and accuracy of the PDRs. In 2009, the team's accomplishments included:

- Released the inaugural report on the state of quality in the telecommunications industry focusing on one measure, On-Time Delivery, across eight representative product categories over a two year period, 2007-2008.
- Identified and corrected situations, including retroactively for 2007 and 2008 data, where an organization's data was designated as "uncertified" due to delays in information flowing to QuEST Forum after recertification.
- Trialed, refined and rolled-out "Advisor" software, which provides an additional level of error detection and correction for PDR data entry, to all product categories.
- Presented the "How to Use PDRs" workshop at the EMEA, Americas, and APAC Best Practices Conferences.

#### Executive Board Project #6 - **Network Reliability**

Will continue in 2010.

The goal of this project is to determine network improvements that will best increase end customer satisfaction as well as improve operational efficiencies.

- Recruited fourteen organizations to participate in the study with additional participants pending.
- Identified a set of operational and network performance measurements to be included in the study.
- Documented a set of measures including description, calculations and counting rules.
- Initiated data submissions to a benchmarking “sandbox” that are ongoing with initial results expected late December/ January 2010.

In 2010 the focus of this project will include identifying additional areas of study within the service provider operational environment, develop opportunities for the participants to share best practices, identify TL 9000 certification opportunities specific to the service provider operational environment and develop performance indices using the measurements established during the program.

#### Executive Board Project #7 - **Engaging the Regions**

Will continue in 2010.

This project was created to engage QuEST Forum's regions and global members and leverage their core competencies. The major accomplishments of this team include:

- Conducted executive visits to the EMEA and APAC regions to recruit new members/TL 9000 registrations and encourage more active participation in QuEST Forum activities.
- Worked with the Greater China Hub on increasing participation at the Board level.
- Renewed the engagement of the India Hub and their involvement at the Board and Work Group levels.

#### Executive Board Project #8 - **Collaboration**

New for 2010.

The purpose of this project is to improve QuEST Forum's collaboration and communication capabilities through the adoption of technology and the improvement of processes.

#### Executive Board Project #9 – **Measurements for Next Generation Networks**

New for 2010.

This project will work to enhance TL 9000 Measurements system to effectively address converged, next generation, IP-based communication networks.