



7th Annual **Best Practices Conference**
The Global Landscape of Telecommunications Quality

*Durham Marriott Civic Center
201 Foster Street
Durham, North Carolina, USA*

*11 September 2006 – Pre Conference Workshops
12-13 September 2006 – Conference
14-15 September 2006 – Work Group Meetings*

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7th Annual

Best Practices Conference

Pre-Conference Workshops Agenda

Workshop attire is casual dress

Agenda times are EDT

<p>Workshop Track 1 – Transition to Release 4.0. <i>(For participants experienced with TL 9000 Quality Management System)</i></p> <p>What’s new in the latest releases of the TL 9000 Quality Management System: Join these informative sessions where a number of subject matter experts will provide information on Release 4.0 of the Requirements and Measurements Handbooks, and how to prepare your organization for the transition from Releases 3.0/3.5.</p> <p>eTOM (Telecom Operations Map) is an initiative to deliver a business process model or framework for use by service providers and others within the telecommunications industry.</p>	<p>Workshop Track 2 – Jump Start into TL 9000 <i>(For participants who are new to TL 9000 Quality Management System)</i></p> <p>Jumpstarting a TL 9000 Initiative: Tools, Tips and What it Takes to be successful. Looking to “Jump Start” your TL 9000 program? Gotten started, but need a boost? Join these informative presentations from experts who will offer practical guidance on how to implement TL 9000.</p> <p>Sessions include basic material covering the TL 9000 Quality Management System and the associated registration and measurement reporting systems.</p>
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Track 1 - Agenda

Track 2 - Agenda

13:00-14:00	1A - “What’s revised or new in R4.0 Requirements”	13:00-14:00	2A – “Basic TL 9000 Overview”
14:00-15:00	1B - “What’s revised or new in R4.0 Measurements”	14:00-15:00	2B – “Jump Start: Preparing for your organization’s TL 9000 journey”
15:00-15:30	Break – Sponsored by SAI Global		
15:30-16:30	1C - “Implementation and transition to the new R4.0 Requirements and Measurements”	15:30-16:30	2C – “Basic registration, measurement repository and web operations systems”
16:30-17:30	1D - “eTOM: Telecom process model overview”		

Agenda for Tuesday, 12 September 2006

Conference attire is business dress

Agenda times are EDT

07:00 – 17:00	Registration	
07:15 – 08:00	Hosted Continental Breakfast – Sponsored by TeleCommunication Systems	
08:00 – 08:15	Welcome & Opening Remarks	Raghu Rau – Chair, QuEST Forum & Senior Vice President, Global Marketing and Strategy, Networks & Enterprise, Motorola, Inc.
08:15 – 09:00	The Biology of Business Best Practices: Supply Chain Excellence	Chris Bogan – CEO, Best Practices, LLC
09:00 – 09:45	Building 21st Century Global Operations	Joel Hackney – Senior Vice President, Global Operations and Quality, Nortel
09:45 – 10:15	Break – Sponsored by Motorola Please visit our exhibitor booths	
10:15 – 11:45	Telecommunications Best Practices – Leadership perspectives in Strategic Sourcing, Product Development and Network Operations	<p>Keith Connolly – Vice President, Strategic Sourcing, AT&T Services, Inc.</p> <p>Terry Clouthier – Vice President, Product Development, Fujitsu</p> <p>Michael Daigle – Vice President Network Planning, Verizon Communications</p> <p>Moderator: Ashok Dandekar, Fujitsu</p>
11:45 – 13:00	Lunch	
13:00 – 13:30	Return on Investment of Quality Management Systems: Realizing the Economic & Financial Benefits Using ISO FDIS 10014	Paul Palmes – Quality Assurance Director, Northern Pipe Products, Inc.
Session 1		
Quality Management Disciplines with Demonstrated Results		
13:30 – 15:00	Maturing the Nortel & Solectron Integration Business Model: Implementation of Lean Manufacturing to Manage Quality & Continuous Improvements in the Supply Chain	<p>Eric Fiest – Senior Manager Functional Excellence, Solectron</p> <p>Luc Pelletier – Director, Global Hardware and Supply Chain Quality, Nortel</p>
	Achieving a Six Sigma Level of Meeting Customers' Expectations in a Services Business	William Robinson – Vice President Quality, Easylink Services Corp.
	CMMI-based Process Improvement: Customer-Supplier Partnering for Success	Pete Fuenfhausen – Senior Manager, Engineering Process Improvement Program, Tellabs
	Moderator	Kevin Calhoun – Corning Cable Systems
15:00 – 15:30	Break Please visit our exhibitor booths	

Agenda for Tuesday, 12 September 2006 – Continued

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Agenda Times are EDT

Session 2 Best Practices in Software Quality & Supply Chain Excellence		Session 3 Models for Achieving Quality Excellence & Continuous Improvement		
15:30 – 17:00	Rapid Deployment of Supply Chain Processes Using Commercial Off the Shelf Software: How AT&T is Shortening the Development Window	Anne Jenney – Director Procurement Systems, AT&T Services, Inc. Bill Weiler – Senior Technical Architect, AT&T Services, Inc.	Best Practices for Warranty Analysis	Greg Spraker – Senior Engineer, SAS Institute
	Accelerated FTTP Video Solution RFP; Verizon Achieved Business Excellence through Benchmarking in Selection of a Fiber-to-the-Premises Video Solution Supplier	Anthony Gambino – Senior Sourcing Process Leader Access, Transport & Video Strategic Sourcing, Verizon	Leveraging Cost of Poor Quality to Drive Quality Improvement	John Latimer – Senior Quality Systems Manager, Xilinx Corporation
	Continuous Improvement in Software Quality of Nortel CDMA Base Transceiver Station product	David Chavez – Director Software Development, Nortel	A Multi-Dimensional Approach to Achieve Supplier Quality Improvement	Marty Cilwik – Member of Technical Staff, Lucent Technologies
	Moderator	Steve Power – Nortel	Moderator	Julie Byrne – Lucent Technologies
18:00 – 21:30	Evening Event – Please wear your name badge Dress is business casual			

Special Invitation: Join QuEST Forum for a spectacular evening at the Nasher Museum of Art at Duke University.

The Nasher Museum of Art at Duke University was founded as the Duke University Museum of Art (DUMA) in 1969 with the gift of the Brummer Collection of Medieval and Renaissance Art to the University. The museum's holdings have since grown to more than 13,000 works of art, acquired primarily through donations. The permanent collection is strong in four core areas: medieval and Renaissance art, African art, ancient American (pre-Columbian) art and Classical sculpture. Duke faculty have long used the museum's permanent collection in their teaching and research.

NASHER MUSEUM OF ART AT DUKE UNIVERSITY

Evening Itinerary

- 6:00 p.m. Meet in Hotel Lobby (*transportation to be provided – buses will depart at 6:05 p.m.*)
- 6:30 p.m. Cocktail Reception
- 7:30 p.m. Dinner and jazz duo entertainment
- 9:45 p.m. Transportation back to Durham Marriott at the Civic Center

****Guests are free to tour the museum throughout the evening.***

Agenda for Wednesday, 13 September 2006

Conference attire is business dress

Agenda times are EDT

07:00 – 17:00					Registration									
07:15 – 08:00					Hosted Continental Breakfast – Sponsored by STAT-A-MATRIX									
08:00 – 08:05		Convene & Welcome			Don Pickens – QuEST Forum Chief Operating Officer									
08:05 – 08:45		Quality Leadership at Motorola and TL 9000: The Good, The Bad, and The Needed			Michèle Boulanger – Vice President of Quality & Digital Six Sigma, Motorola Networks and Enterprise									
Session 4					Session 5									
TL 9000 Global Success Stories					Report Card and Measurement Tools									
08:45 – 10:15		TL 9000 Measurement, v3.5: IT Realization			Mr. Jiang Shixin – Metrics Development Manager, Alcatel Shanghai Bell Co., Ltd. Ms. Peng Ying – Quality Measurement Engineer, Alcatel Shanghai Bell Co., Ltd.			Efficient Report Card Development and Use		Tom Yohe – Manager NA Metrics Reporting, Alcatel				
		Improving Network Services by Benchmarking with TL 9000 industry Best-in-Class Data			Dr. Zhijian Yao – General President, Business Dev. Dept, Zhejiang Mobile			“Take-Home” Metrics Tools		Carl K. Vogel – Senior Quality Systems Analyst, Ulticom, Inc.				
		Systems Thinking Approach to Improving Delivered Quality			John Latimer – Senior Quality Systems Manager, Xilinx Corporation			Developing a Data Collection and Analysis Tool for Tracking Product and Supplier Performance		Alison Kelly – Member of Technical Staff, Lucent Technologies				
		Moderator			Brendan Pelan – Verizon Communications			Moderator		Kevin Calhoun – Corning Cable Systems				
10:15 – 10:45					Break					Please visit our exhibitor booths				
Session 6					Session 7									
Quality Audits Achieving Excellence					Driving Improvement with TL 9000									
10:45 – 12:15		Internal Quality Auditing with a TL 9000 Perspective			Frank Sidorowicz – TL 9000 Program Manager, TUV America			Reputation Through Registration: How the New York Provisioning Center Used TL 9000 to Improve Service Delivery and Change Customer Perception		Mary Giorgio – Director, Verizon Partner Solutions				
		Get Them to Play is Not the Problem.....Get Them to Play <i>Together</i> , Now That's the Problem! Improving the Quality of Internal Audits			Geoffrey Sommerville – Director of Quality, Telmar Network Technology			Life Cycle Analysis Using SPR, The Software Problem Report Metric proposed for TL 9000		Bob Mullen – Quality Systems Engineer, Cisco Systems				
		Process Checking: An Alternative to Traditional Internal Audit Methods			Pete Fuenfhausen – Senior Manager, Engineering, Tellabs			The Benefits of TL 9000 for Small Business		Bryan H. Glutting – CEO, ACS				
		Moderator			Tony Korycki – British Telecommunications			Moderator		Diane Faglon – STAT-A-MATRIX				
12:15 – 13:30					Lunch									

Agenda for Wednesday, 13 September 2006 – Continued

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Session 8 Delivering Best In Class Software

13:30 – 15:00	Prevention Versus Containment – Which Yields Best In Class Software? In this interesting mock debate, participating companies will focus on the pros and cons of containment vs. prevention methods of software faults for delivering high quality software to customers.	David Heinzelmann – Engineering Operations Manager, Motorola David Hsiao – Senior Manager Metrics and Benchmarking, Cisco Systems John Russell – SEI SCAMPI Lead Appraiser, Telcordia
	Moderator	Ronna Smith-Zahner, Motorola
15:00 – 15:30	Break	Please visit our exhibitor booths
15:30 – 16:00	Best Practices, Standards and Regulations – Is there a Difference?	Karl Rauscher – Chair, Technical Committee on Communications, Quality and Reliability, Institute of Electrical and Electronic Engineers (I.E.E.E.)
16:00 – 16:45	Institutionalizing Industrial Engineering, Process Improvement in BellSouth	Rod Odom – President Network Services, BellSouth
16:45	Closing Remarks & Adjourn	Don Pickens – QuEST Forum COO