

Summary of the QuEST Forum Bylaws

The following is a brief summary of the content of the Bylaws of the QuEST Forum to provide non-members an overview of the basic principles and operation of the Forum.

Article I – Name and Principal Office

The official name of the organization is Quality Excellence for Suppliers of Telecommunications Forum. It is a nonprofit mutual benefit corporation. The principal office for the transaction of business is located at the Forum Administrator.

Article II – Purpose

The purpose of the Forum is to provide an environment where Telecommunications Industry Service Providers and Suppliers can work together to foster continuous improvement of service to the consumer, decrease time to market, improve service provider-supplier relationships and enhance the quality of telecommunications products and services and thereby improve total cost of ownership throughout the supply chain.

Article II – Scope

This organization is a worldwide forum for cooperation and communication between the Telecommunications Service Providers and Suppliers that will encourage the continued evolution of mutually beneficial quality initiatives.

Article II – Objectives

- Develop and maintain TL 9000 - "Quality Management System Requirements and Measurements", for use by the global telecommunications industry.
- Develop and maintain a system of collecting TL 9000 registered data, and use that information to generate comparative measurement reports.
- Promote the use and development of a collaborative forum and Best Practices in quality for the global telecommunications industry.
- Foster continuous improvement of telecommunications services
- Engage in all other activities in support of its purposes.

Article III – Members

Full membership in the Forum is open to (a) all Telecommunications Service Providers and (b) all Suppliers of Telecommunications equipment (hardware and software), installation, system design, and all products that are integrated into telecommunications systems worldwide. Liaison membership in the Forum is open to TL 9000 training providers, Certification Registration Bodies, Accreditation Bodies, or any other organizations approved for liaison membership by the Executive Board.

Each full member company has one vote. Any member company, full or liaison, may participate in any meeting of the Forum or its Working Committees. Each member is required to attend any Forum meeting in its region and also must supply a subject matter expert to work on at least one of the Working Committees.

Article IV – Officers, Executive Board, and Forum Administrator

The members of the Executive Board shall be the Officers of the Forum. The Executive Board consists of twelve individual representatives from Full Members. Six of these are from service providers and six are from suppliers. A Chair, Vice-Chair and ten Directors make up the Executive Board. The Chair and Vice-Chair are selected from a service provider and a supplier. Each Executive Board member must represent a different company.

The Executive Board members are elected for two year terms. The Vice Chair serves for one year as Vice Chair and then automatically becomes the Chair for the following year. One half of the directors are elected each year.

Amongst other duties, the Executive Board oversees the development and execution of the strategic plan of the Forum. This plan is reviewed, updated, and approved by the full Forum membership on an annual basis.

Article V – Forum Meetings

There is at least one meeting of the full Forum each calendar year as well as at least one meeting in each region. The Forum meeting and regional meeting may be combined. The full Forum meeting held in the first quarter of each calendar year is designated the Annual Meeting. At this meeting the Executive Board members are installed, the Officers and Working Committees give reports, the Working Committee leadership is announced, the strategic plan status is reviewed, new TL 9000 Certifications are recognized, and the efforts of individual contributors are recognized.

Article VI – Working Committees

Working Committees (also known as Work Groups and Regional Groups) are created as necessary to address specific program issues, develop and maintain the TL 9000 requirements, and provide the Forum with recommendations.

Each Group elects a Chair and a Vice Chair from the membership of the Group. Each Group has a charter, updated annually, describing its purpose, objectives, and deliverable items.

Article VII – Sub-teams

The Working Committees may establish Sub-teams to carry out the work of the Committee on specific projects.

Article VIII – Official Language

The official language of the Forum is U.S. English.

Article X – Voting

Voting may be conducted by letter ballot (including electronic) or during a meeting. A quorum, over 50% of the members, must submit a ballot. Changes to the Bylaws, strategic plan, or TL 9000 Handbooks require a two-thirds approval to pass.

Article XI – Appeals

Members, who believe they have been or will be adversely affected by any act of, or failure to act by, the Forum, a Working Committee, a Subcommittee or the Forum Administrator have the right to appeal such actions or inaction. Membership applicants which have been denied membership

by the Forum also have the right to appeal the Forum's decision to deny membership. There is a specified process for hearing and reviews these appeals.

Article XII – Document Registration, Annual, and Other Reports

All documents generated by the Forum or any of its Executive Board, Working Committee, Subcommittee or other bodies are the property of the Forum and may be used by the Forum Members or other third parties on the terms established by the Forum.

Documents generated during a Forum, Executive Board, or Working Committee meeting; or submitted to a Forum, Executive Board, or Working Committee meeting are sent to the Forum Administrator for file and future reference. All Forum, Executive Board, and Working Committee documents are registered in the document log of each Forum entity regardless of what level of public discussion they receive. This is a requirement of the due process procedures which have been adopted by the Forum.

Some specific documents are letter ballots and results, the annual report, and certain transactions noted in the Bylaws.