



**QuEST Forum Newsletter
February 2010**

Registration Open: 2010 EMEA Best Practices Conference

Registration is now open for the [2010 EMEA Best Practices Conference](#), 20 – 21 April 2010 in Berlin, Germany. Register on or before 19 March to receive the early registration discount: €300 (approximately, US\$400) for members; €400 (approximately, US\$550) for non-members. Please note that the stated currency rates are as of 8 February 2010 and are subject to change. Registration fees will be charged in US Dollars based on the currency exchange rate on the date of registration.

The conference will focus on the theme of “Next Generation Communication Services Excellence” and a Preconference Workshop on KPI will be held on 19 April 2010.

[Register Now](#)

[View the Preliminary Agenda](#)

[Hotel Reservations](#)

QuEST Forum's Best Practices Conferences are the pre-eminent events dedicated to telecommunications professionals who want to share success stories and lessons learned in a multitude of disciplines.

As an attendee, you will have the opportunity to:

- Learn about proven methods shared by subject matter experts (SMEs)
- Discover firsthand insights on benchmarking and measurement
- Interpret and apply best practices across a variety of business functions
- Showcase your organizational successes and gain industry-wide recognition
- Network with your peers, customers, industry experts, and scholars

QuEST Forum would like to thank the current sponsors of the 2010 EMEA Best Practices Conference.

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Executive Roundtable and Networking Event: AT&T, Cisco
Meeting Kit: ADTRAN

For information on sponsorship opportunities, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268.

2010 Insights & Intentions

Published annually, the 2010 edition of Insights & Intentions offers a concise and meaningful look into QuEST Forum's current operations, leadership, and organizational outlook as well as its future initiatives.

Copies of the 2010 Insights & Intentions have been sent to the primary and alternate contacts for each member company. To download an electronic version of the 2010 Insights & Intentions, [click here](#).

2010 Leadership Summit

Held in Richardson, Texas during the first week of February, the 2010 Leadership Summit was attended by over 100 volunteers and featured a two day joint meeting of the Executive Board and Leadership Council, a C-level networking

event, an Executive Board Dinner, a webex presentation of the State of the Forum and Work Group meetings.

The joint meeting of the Executive Board and Leadership Council focused on a review of QuEST Forum's 2009 activities and plans for 2010. Representatives from all Regions and Work Groups were present and contributed to the discussions. During the second day of the joint meeting, Fraser Pajak, Chair Emeritus, Kevin Calhoun, 2010 Chair and Don Pickens, COO of QuEST Forum presented the State of the Forum presentation via webex.

On Monday night, a C-level networking event and Executive Board Dinner was held at the Southfork Ranch. Over 30 senior level representatives from communications organizations participated in the C-level networking event and attended the Executive Board Dinner with the QuEST Forum Board and Leadership Council. Initiated in 2009, the C-level networking events allow the QuEST Forum Board to interact with high ranking executives of prospective member companies and are a vital recruitment tool for QuEST Forum.

The 2009 COO Award Recipients, Laura Coplon, Tellabs, Jack Pompeo, Huawei Technologies, Trevor Putrah, KGP Telecommunications, Johannes Schuck, Alcatel-Lucent, and Jennifer Simcox, BIZPHYX, were recognized at the Executive Board Dinner and the volunteer leaders of the Work Groups and Regions were recognized for their efforts on behalf of QuEST Forum in 2009 at the Tuesday night networking reception. The successful and busy week concluded with face-to-face meetings of the Work Groups on Wednesday, Thursday and Friday.

The next face-to-face Work Group meetings are 18 – 20 May in Richardson, Texas. Mark your calendars and make plans to attend. We look forward to seeing you there.

2009 COO Award Recipients

QuEST Forum is pleased to present the 2009 COO Award recipients. The COO Award recognizes the outstanding service of volunteers who have gone to extraordinary lengths to support the efforts of QuEST Forum. The recipients of the 2009 COO Awards are:

Laura Coplon, Tellabs

Laura received the 2009 COO Award for her work on the Validation Audit project. For over two years, Laura worked tirelessly on the details surrounding the Validation Audit project and was instrumental in the publication of the Code of Conduct for Registrar Auditors and preparing the Validation Audit proposal for vote.

Jack Pompeo, Huawei Technologies

Jack received the 2009 COO Award for his efforts in China to support the planning and execution of the 2009 Best Practices Conference in Shanghai as well as the development of a strategy for China going forward. A key member of the APAC leadership, Jack has also been very instrumental in leading several TL 9000 Benchmark Studies that helped improve the accuracy and reliability of the TL 9000 PDR Data.

Trevor Putrah, KGP Telecommunications

Trevor received the 2009 COO Award for his leadership of Executive Board Project #3 – Membership and TL 9000 Registrations. In 2009, Trevor led Project Team #3 in the recruitment of 21 new members for a net add of 9 members, increased the number of TL 9000 registered sites by over 150 locations and initiated a program to invite the senior executives of prospective member companies to participate in special C-level functions.

Johannes Schuck, Alcatel-Lucent

Johannes received the 2009 COO Award for his expert leadership of the EMEA Region. Johannes was also

instrumental in the formation of the KPI subteam in EMEA.

Jennifer Simcox, BIZPHYX

Jennifer Simcox received the 2009 COO Award for her oversight and championship of the Peer Program in the Americas Region. Jennifer's diligence ensured that new members in the Americas Region quickly became engaged and realized the value of QuEST Forum membership and participation.

Funding the Validation Audit Project

The Validation Audit Project was approved by the QuEST Forum membership in a December vote.

The purpose of the validation audit project is to gather data that enables QuEST Forum to assess the effectiveness of the TL 9000 certification process. This project is expected to span two years and will include twenty-three one-day audits, each conducted by two Accreditation Body auditors. Organizations to be evaluated will be chosen at random while assuring we have worldwide coverage. Participation in this one-time project is a requirement to maintain TL 9000 certification.

The validation audits will be funded by a one-time assessment of US\$150 per certified TL 9000 registration. Each individual TL ID/Profile is considered a TL registration. For example, if your company has five (5) TL IDs/Profiles, your assessment will be a total of US\$750 (5 registrations x US\$150 assessment fee).

One-Time Assessment Process:

- Invoices for the one-time assessment fee will be sent out via the online Registration Management System (RMS).
 - QuEST Forum Members with TL 9000 registrations will also be invoiced using this method even though they normally do not receive TL 9000 RMS invoices.
- The anticipated start date for invoices to be sent out is April 2010. Invoices will be sent two (2) months prior to the month of the anniversary of an organization's TL registration.
 - Therefore, invoices sent in April 2010 will be for registrations with an anniversary date during June.
- The date shown on the invoice will be the first day of the anniversary month.
 - For example, invoices sent in April 2010 will be dated 1 June 2010.
- If an organization has multiple registrations, they will receive multiple invoices.
 - An invoice will be sent two (2) months prior to the month of the anniversary for each certified TL 9000 registration.
- Payment may be made by credit card, check or wire transfer.
- Payment is due by the last day of the month of the anniversary of the organization's TL registration.
 - For example, the invoice for the assessment fee for a TL registration with a June anniversary will be due 30 June 2010.
- Non-payment by the due date results in blocked access to the TL 9000 Registration until payment is received.

If you have any questions, please use the [Contact Us](#) feature on the [QuEST Forum](#) or [TL 9000](#) websites.

Annual PDR Data Now Available

The annual PDR data is now available. Posted on 24 February 2010, six weeks earlier than previous years, the annual PDR data provides the average value for each measurement in each product category over the year 2009 and for the first time, it also provides the Best-in-Class value for December 2009

The annual PDR data is free to all TL 9000 certified registrations, regardless of QuEST Forum membership status. To access the annual PDR data, click on "View Annual Performance Data Report" from the registration home page in the portal. Please note that registrants can see the data only for their certified product categories.

Accessing the Online QuEST Forum Calendar

QuEST Forum maintains an online calendar of QuEST Forum events. [Click here](#) to download a tutorial on accessing events listed on the online calendar or [click here](#) to go directly to the calendar on the QuEST Forum website.

2010 Meeting Dates

Mark your calendars and plan to attend the Best Practices Conferences and Work Group Meetings in 2010.

20 – 22 April	EMEA Best Practices Conference	Berlin, Germany
18 – 20 May	Work Group Meetings	Dallas, Texas, USA
21 - 22 September	Americas Best Practices Conference	Atlanta, Georgia, USA
23 – 24 September	Work Group Meetings	Atlanta, Georgia, USA
26 – 28 October	Work Group Meetings	Dallas, Texas, USA
16 – 18 November*	APAC Best Practices Conference	Beijing, China

* *The date for the APAC Best Practices Conference has changed. Please update your calendars.*

To view the 2010 calendar in its entirety, [click here](#).

Upcoming QuEST Forum Sanctioned Training Courses

QuEST Forum's authorized training providers are active QuEST Forum member companies that have contributed to the actual development of the TL 9000 Handbooks, presented at the Best Practices Conferences, and participated in other QuEST Forum activities. These providers are selected for their experience in telecommunications industry, training and access to internal of subject matter experts.

Listed below are upcoming QuEST Forum sanctioned training courses. Please visit the Provider's website for more information and registration details.

TL 9000 Quality Management System Auditing

[SAI Global](#)

6 April 2010, Dallas, TX

TL 9000 Quality Management System Implementation

[SAI Global](#)

14 April 2010, Chicago, IL

TL 9000 Release 5.0 Requirements and 4.0 Measurements

[SAI Global](#)

12 April 2010, Chicago, IL

Please note that all information is subject to change. Check the provider's website to confirm class offerings, dates and locations.

Executive Board Project Updates

Executive Board Project #3 – Membership and TL 9000 Registrations

The Executive Board Project #3 team continues to work toward increased membership and registration goals for 2010. Current membership remains steady at 152 and registrations have increased to 1822 locations.

The Executive Board #3 team and QuEST Forum hosted more than 25 prospective members at the C-Level dinner held during the recent Leadership Summit. Feedback from the guests has been very positive and new memberships are anticipated as a result of the event. The C-Level activities are designed to introduce executives of prospective member companies to the benefits of the QuEST Forum and develop interest in membership. The event in Dallas was noteworthy in that it was the first C-Level activity not associated with a Best Practices Conference. Significant guest attendance was achieved by the Executive Board, Executive Board Project #3 team and QuEST Forum staff personally contacting their peers in the industry and extending an invitation. These relationships continue to offer significant potential for membership growth.

The Leadership Summit provided an opportunity to review Executive Board Project #3 recruitment activity with the Executive Board and Leadership Council. Members provided input on three primary topics; obtaining Executive Board top-supplier candidate lists, retaining at-risk members and supporting Executive Board Project #5's efforts to improve PDR metrics. These are core elements in achieving Executive Board Project #3's objectives in 2010.

Project #3 Executive Board Leads:

Leader: Trevor Putrah, KGP Telecommunications, taputrah@kgptel.com

Dave Stahl, Tellabs, david.stahl@tellabs.com

JoAnn Brumit, KARLEE, jabrumit@karlee.com

Tim Harden, AT&T, th8261@att.com

Ed Rohlfs, ADTRAN, ed.rohlf@adtran.com

Mariano Legaz, Verizon, mariano.legaz@verizon.com

Bryan Glutting, ACS Solutions, bglutting@acssolutions.com

Don Irvine, QuEST Forum, dirvine@questforum.org

Member Participation

The new 2010 goals have been agreed to by each of the regional hubs and the executive board has approved the targets. Discussion at each of the regions has resulted in some good ideas to track and take action on the progress. We expect to continue to have a more engaged QuEST membership in 2010.

Executive Board Lead:
Ed Rohlf, ADTRAN, ed.rohlf@adtran.com

Executive Board Project #5 – PDRs

Building off of successes in 2009, Executive Board Project # 5 has reviewed its key 2010 objectives with the QuEST Forum Executive Board and the IGQ Work Group at the recent Leadership Summit held in Richardson Texas. While much has been accomplished and we have seen PDR satisfaction scores improve significantly in 2009, the team knows that more needs to be done and has a plan in place to make even more impact.

One of the top priorities is to continue publishing industry reports such as the On-Time Delivery Measurement Study that was published last year. The plan is to publish at least two more covering different measurements and/or product categories. To this end there are some exploratory efforts in partnering with faculty and graduate students at UTD to increase the number of industry reports through the development of analysis tools.

Other plans include updating the "How to Use PDRs" whitepaper/workshop, along with the industry statistic calculations white paper.

In the near term, the team is putting the final touches on guidelines to help organizations properly select product categories. Proper selection is important as data entered into the wrong category dilutes the value and accuracy industry statistics in that category. The guidelines are now in their 3rd draft, and they should soon be published.

Later in the year, there will also be a review of "advisories" that have been generated as a result of the "advisor" software implemented in 2009. The purpose of the review will be to determine if changes should be made to the triggers for the advisories and whether or not the program is being effective in reducing the potential for the entry of erroneous data into the UTD database.

Project #5 Executive Board Lead:
Ken Koffman, BigBand Networks, ken.koffman@bigbandnet.com
IGQ Co-Chair/PDR Evaluation Sub-team Lead
John Wronka, Alcatel-Lucent, jwronka@alcatel-lucent.com

Executive Board Project #6 – Network Reliability

The intention of this initiative is to develop a set of service provider metrics to enhance the TL 9000 Quality Management System (QMS). These enhancements will measure quality and services as managed by Network Operations Centers (NOCs) specifically from the Network Reliability Centers (NRCs).

Phases 1 and 2 of the program were completed in 2009 and the study is open to Service Providers who wish to join. The working committee will also be creating a formal introduction or "jumpstart" process for organizations that join the study going forward.

Phase 3 – Publish study results. Incorporate into the Measurements and Requirements TL handbooks.

Update: The initial MTTR results have been reviewed and discussed during the remainder of January. The SMEs met during a face-to-face workshop on February 5 in Dallas, TX as part of the QuEST Forum workgroup meetings. The SMEs intend to meet face-to-face as part of these meetings going forward.

During the workshop, both the MTTR and Global Service Impact (GSI) measurement definition were been agreed

upon. The team is now working with UTD to submit MTTR data on a monthly basis starting February 15. A tentative submission date for GSI is being determined and the submission template is being developed.

The team has now started discussion on a new measurement that they have labeled Global Pain Impact (GPI) that will compliment the MTTR and GSI measures.

The SME calls continue every Thursday at 9 AM Central.

Phase 4 – Add more Network Centers for benchmarking. Begin studies. Have core team make suggested additions to TL 9000 Measurements and Requirements Handbooks.

Update: Not yet started.

Phase 5 – Find and/or develop centers of excellence in network operations. Once these centers of excellence are identified, develop training on managing world class network centers. This should be a value added service and revenue source for QuEST Forum.

Update: Not yet started.

Project #6 Executive Board Leads:

Fraser Pajak, TELUS Communications (Lead), fraser.pajak@telus.com

Amador Lucero, Qwest, amador.lucero@qwest.com

Tim Harden, AT&T, th8261@att.com

Dave Sanicola, The Desara Group, Dave.Sanicola@DesaraGroup.com

Don Pickens, QuEST Forum, dpickens@questforum.org

Executive Board Project #7 – Engaging the Regions

Executive Board Project #7 is closely aligned with the Global Work Group and is working to actively engage the regions in developing short and long term plans to address regional needs. For 2010 as part of this initiative, QuEST Forum is planning Executive Delegation visits to APAC (China July and India May/June). The purpose of these three visits will be to recruit new members/TL 9000 registrations and encourage more active participation in QuEST Forum activities.

Work continues on getting the Asia (India and China) Hubs more involved at the Executive Board level. Also there is continuing plans for the QuEST Forum Executive Board to be able to make strategic appointments and work for increased participation across all the regions.

The APAC Best Practices Conference will be held in Beijing (Nov 16 – 18) and will be supported by the Greater China hub as well as the entire APAC area. While attendance at the Shanghai conference was good, it significantly raised awareness of opportunities within China for further expansion. This year's Executive Visits and Conference are keys to strengthening the participation and influence of the APAC Region. The renewed engagement by the India Hub is going well and the task of strengthening this hub continues. We are looking forward to increased participation from Tata and Bharti-Airtel to supplement the effort of current participants as we plan for the 2011 APAC Conference in India.

Project #7 Executive Board Lead:

Kevin Calhoun, Corning Cable Systems, kevin.calhoun@corning.com

Supported by:

Shunichi Fujii, Fujitsu, fujii.shunichi@jp.fujitsu.com
Zhang Wei Hua, China Telecom (Shanghai), zwh@shtel.com.cn
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Steve Dickens, BT, steve.c.dickens@bt.com
Don Irvine, QuEST Forum, dirvine@questforum.org
Don Pickens, QuEST Forum, dpickens@questforum.org

Executive Board Project #8 – Collaboration

Executive Board Project #8 is focused on leveraging industry standard collaboration tools and improving processes to increase the effectiveness of the various QuEST Forum meetings and events. The team is currently focusing on improvements to the Board, Leadership and Working Group meetings and activities.

At the February 2010 Leadership Summit, the State of the Forum presentation was broadcast via webex to allow member representatives around the world to participate. The team is also reaching out to the Regions and the other Executive Board Projects to determine their collaboration needs.

Project #8 Board Lead:

Ron Ostrowski, Cisco, rono@cisco.com
Viny Arrigali, Cisco, varrigal@cisco.com

Executive Board Project #9 – Measurements for Next Generation Networks

The intention of this initiative is to develop a set of measurements designed for Next Generation networks and to ensure that suppliers design these networks and support systems so that network operations have the tools necessary to provide excellent customer service. Over the next five years, existing communication networks will be evolving into an IP-based architecture, which encompasses a high degree of software in network elements. The objective of this project is to create a roadmap and guide the implementation of TL 9000 Measurements for the future IP-based network as well as to ensure the equipment, software, and support systems provide the tools to manage both the maintenance and provisioning of all services.

Completed Deliverables:

1. Created team Charter
2. Created an initial inventory of TL 9000 measurements and potential Next Generation measurements for review and comment by the team
3. Each organization provided comment on the initial template and additional Next Generation measurement recommendations
4. The EB#9 team assigned a category grouping to each measurement

Next Steps and Timeline:

1. Map to existing TL 9000 measurements to determine where similarities exist (1Q10)
2. Conduct gap analysis to ensure that all relevant category groupings have been addressed (1Q10)
3. Compare to sub team (EB#6 / KPI / IPM) measurement work to ensure alignment (1Q10)
4. Define and rationalize Next Generation measurements (2Q10)
5. Further define final group of measurements (to include coordination with technical bodies standards work) (2Q10)
6. Conduct Validation / Benchmark study to collect and analyze Next Generation measurement data (3Q10)

7. Compile a final list of recommended Next Generation measurements (4Q10)
8. Conduct vetting and comments period by stakeholder groups (1Q11)

Dependencies:

- The team recognizes that a high degree of coordination and alignment will be needed to include input from EB#6, KPI sub team, In Process Measurements sub team and India Hub Software sub team.
- Coordination and alignment will be needed to collaborate with related technical bodies such as NESAC and ATIS for measurement input relevant to the team deliverables.

Project #9 Executive Board Lead:

Tim Harden, AT&T, th8261@att.com

Supported by:

Ken Koffman, BigBand Networks, ken.koffman@bigbandnet.com

Steve Dickens, British Telecom, steve.c.dickens@bt.com

Mariano Legaz, Verizon, Mariano.legaz@verizon.com

Trevor Putrah, KGP, taputrah@kgptel.com

Don Pickens, QuEST Forum, dpickens@questforum.org

Fraser Pajak, Telus, Fraser.Pajak@telus.com

Steve Welch, Value Propositions, LLC, sgwelch@swbell.net

New TL 9000 Registrations in February

Congratulations to the newest TL 9000 registrants: **ITDistributors, Dial Interactive, Inc., Volt Information Sciences, Inc., Tech-Giant (Shanghai) Computer Co., Ltd., and Wasu Netcom Info Port Co., Ltd.**

QuEST Forum's Yasushi Kojima

[Yasushi Kojima](#) is the Global Quality Officer for FUJITSU Network Product Business Unit and also leads the Design Innovation Process in this Unit. He is responsible for global quality functions and innovation process creation at FUJITSU Network Product which has two major products in the photonic system and wireless system. He graduated from the Waseda University in Tokyo and has a Masters degree in Mechanical Engineering

Mr. Kojima joined Fujitsu in 1979 and was in charge of design and development for transmission systems. He has physical design experience, especially in thermal and system control study, and designed marine transmission undersea unit and outside cabinet systems globally. From 1999 to 2005, he was assigned to work as a Senior Director at FNC in Richardson TX where he led Network Servicing to make outside cabinet systems as well as leading component quality and selection.

Mr. Kojima was also a board member of the Japanese Heat Pipe Society from 1995 to 1998 and he studied Heat Pipe's long life reliability for telecommunication system use at the Tsukuba University.

Mr. Kojima loves marine sports, especially yacht sailing in the ocean. While in Texas, he got a youth soccer coach's license and coached a youth girls' team. After returning to Japan, he has continued coaching an elementary class girls' soccer team in his free time. He has two children, a boy and a girl. His family has good memories of their Texas days

and hosts US exchange students in order to introduce them to the Japanese life style.

Suggestions or Comments on the QuEST Forum Newsletter?

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