

QuEST Forum March 2008 Newsletter

EMEA Regional Conference, Prague, Czech Republic

The QuEST Forum EMEA Regional Conference will be held in Prague, Czech Republic on 14 – 17 April 2008. Keynote presentations will focus on the theme “*Maintaining Excellence Through an Integrated Supply Chain*”. Best Practice Cases will also be provided covering business continuity, product management, critical roles, and collaborative engagement.

Confirmed Speakers Include:

- Thomas Betram - CTO, Magyar Telekom
- Ellen Bovarnick - Vice President Lean Six Sigma and Global Quality, Nortel
- Joseph De Feo - CEO, Juran Institute
- Mukul Gupta - Associate Vice President & Country Head (UK) for Communications, Media & Entertainment Practice, Infosys
- John Hatton - Director Vendor Management, BT
- Pavel Kos - CTO, Vodafone Czech Republic
- Herve Legenvre - Director Major Accounts, EFQM
- Steve Sherman - Vice President Global Process & Quality, Alcatel-Lucent
- Guolin Wang - Head of Wireless R&D (Europe), Huawei Technologies

Do not miss the chance to explore the opportunities and issues that companies like yours will soon face from rapid technology advancements played out in the global field. Consumers are embracing new technologies, and both providers and suppliers are facing the challenges of convergence, faster adoption, global expansion, and evolving standards.

Please [click here](#) to register for the EMEA Regional Conference.

Americas Regional Conference, Calgary, Alberta, Canada

The QuEST Forum Americas Regional Conference will be held in Calgary, Alberta, Canada, on 2 – 6 June 2008, will feature keynotes and papers on the theme “*Value in QF Membership; Convergence in Services, Wireless Media, and Entertainment*”, supported by Best Practice Cases covering this theme.

If you, a colleague, or a collaborative group have what it takes to inspire, educate and provide insightful knowledge of the telecommunications industry, **please submit a proposal to speak at the Americas Regional Conference to information@questforum.org by Monday, 14 April 2008.**

The proposal should include the following information:

- Your Name and Title
- Company Name
- A brief summary of your activity in QuEST Forum – or if you are a first time participant please indicate so

- A brief summary of your proposed paper or keynote topic including its relevance to both the meeting's theme and its relevance to QuEST Forum members

Ninth Annual Best Practices Conference, Denver, Colorado, USA

The Ninth Annual Best Practices Conference will be held in Denver, Colorado, USA, 15-17 September 2008.

QuEST Forum is soliciting speakers to share the best practices and methodologies that have made their organizations successful and you are invited to submit an abstract for presentation at this informative event. You are also encouraged to invite colleagues and other industry professionals to submit an abstract. The links below will assist potential presenters prepare their presentation abstract for submission. **The deadline for submitting an abstract is 31 May 2008.**

[Abstract Submission Information](#)
[Best Practices Conference Information](#)

For more information, please contact the QuEST Forum Administrator at +1-972-661-6420 or via email at information@questforum.org.

APAC Regional Conference

Unfortunately, due to internal changes occurring in the China telecom industry, the APAC conference will not be held in Shanghai, China in 2008 as previously indicated. Other options are being explored and we will communicate the finalized dates and location as soon as possible.

QuEST Forum/TL 9000 Portal Upgrade

QuEST Forum is pleased to announce that on Saturday, 29 March 2008 an upgraded portal went live for QuEST Forum members and TL 9000 users. While the layout and how the portal functions remains the same, the portal now works in Fire Fox and also includes the capability for users to "add favorites". FM web has also been replaced by a proprietary program created by UTD to manage the documents and files for the Leadership Council and Work Groups.

We are excited about this upgrade and are confident that it will improve your experience in the portal. We would also like to extend our thanks to our partner, UTD, for their work on this project.

If you have any questions about the upgraded portal, please use the "Contact Us" feature in the portal and your question will be promptly addressed.

Testimonial: Intraline on the Benefits of TL 9000

In response to the requests for real world examples of the benefits of TL 9000, The QuEST Forum Newsletter will periodically feature the experiences of those organizations that have implemented TL 9000.

Pete Varma, President, Intraline: "The TL 9000 did increase our business. We are doing business with new customers that have stated that TL 9000 built confidence in Intraline's capabilities to meet their demands with high quality and using sustainable methods.

Due to the TL 9000 process, our company expanded the breadth and depth of the services we offer to our customers. The TL 9000 process was beneficial in our recent expansion into providing a complete set of Integrated Supply Chain

(ISC) Solutions. Intraline ISC solutions fall into eleven categories as follows; Leadership Solutions, Supplier Solutions, Logistics Solutions, Transportation Solutions, Quality Solutions, Materials Management Solutions, Cost Solutions, design Solutions, Technology Solutions, Diversity Solutions, Support Solutions and Education Solutions. Our employees have embraced TL 9000 and integrated the process with our service offerings to our customers.

Two additional benefits of TL 9000 is the focus it has created within Intraline on continuous improvement and internal collaboration. Intraline's TL 9000 team leader continues to involve all employees and measure their success. This has allowed our employees to focus on customers and respond to customers need as quickly as possible. Intraline also invested in new IBM servers to further integrate our back end system, so that information is readily available. Intraline servers integrate with our customer's ERP systems to receive purchase orders electronically, provide reports, access live data and process EFTs (Electronic Fund Transfers).

Intraline's customer satisfaction improved because we are now measuring our processes that impact our customers. Measurement gives us the ability to provide information on customer orders very quickly and with more accurate detail. Our company is enjoying cost reductions because we were able to reduce waste and streamline our process. We have also noticed that our profit margin has increased."

If you have a TL 9000 experience that you would like to share, please contact Steph Jeffers at sjeffers@spearone.com.

Executive Board Initiative

Since its inception, QuEST Forum has utilized contracted staff, currently being provided by Spear One Productions. While Spear One has provided very effective staff support, the Board feels that to enable us to provide even better service to our membership and TL 9000 users we should pursue direct QuEST Forum staff. Therefore, at the Executive Board Meeting held 12 March 2008, the Board agreed to create our own QuEST Forum staff. This decision will provide us the necessary flexibility to address our current initiatives and further our global expansion. Spear One will provide staff support through 15 August 2008. This move should be mostly transparent to our members, and we will keep you apprised of any changes that may be necessary due to this transition.

QuEST Forum is committed to serving the needs of our members and if you have any questions, please feel free to contact Don Pickens at dpickens@questforum.org.

QuEST Forum Sponsorship Opportunities

If your business could benefit from closer contact with key organizations in the telecom sector, the QuEST Forum Conferences can provide you with the platform for building the right relationships to deliver success. Sponsorships are still available for the Americas Regional Conference, the Ninth Annual Best Practices Conference and the APAC Regional Conference. For further details please contact information@questforum.org.

March 2008 Newsletter Links and Email Addresses

- [Register for the EMEA Regional Conference](#)
- [Best Practices Conference Abstract Submission Information](#)
- [Best Practices Conference Information](#)
- [Email QuEST Forum Information](#)
- [Email Pete Varma](#)

- [Email Don Pickens](#)
- [Email Steff Jeffers](#)

Do You Have Newsletter Suggestions or Article Ideas?

If so, please contact Steph Jeffers, at sjeffers@spearone.com.

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