



Overview

Best Practice Offerings (BPO)

Industry studies show that companies using business excellence models, such as Malcolm Baldrige or EQM, regularly outperform peers in financial terms. The Best Practice Offerings (BPO) were created to identify, recognize, share, and facilitate the deployment of best practices in the telecom industry and promote continual improvements in product and services quality.

Business excellence models help organizations advance from quality conformance to performance excellence. As an organization's quality management system matures, QuEST Forum provides the necessary tools and resources to make this transition through conferences, events and an innovative knowledge base.

In the context of QuEST Forum's rapid expansion into new geographies, evolving telecom technologies, and innovative business practices, it also provides the foundation to share and exchange information and resources that lead to business excellence.

"I have uncovered many practical insights from the Best Practices Conference and have been able to successfully implement these ideas in my organization."

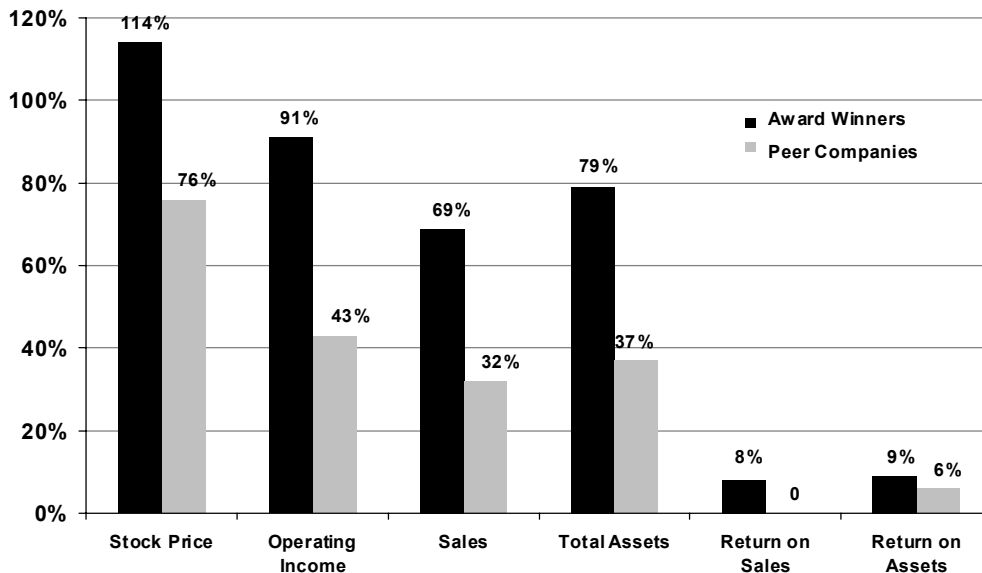
Rachel Buckley,
Director, Supply Chain
Performance, SBC

The Value of BPO

- Researches, evaluates, and facilitates sharing of best practices to benefit the entire telecom industry
- Provides an online repository of best practices data, research, and resources
- Delivers knowledge building and unmatched networking opportunities
- Encourages collaboration between industry constituents on quality and performance topics

Increasing Performance with Active Quality Systems

With QuEST Forum, quality pays. A five-year study of more than 600 quality award winners compared to a control group of firms similar in size and operating in the same industries showed that, as a whole, the winning companies experienced significant improvement in the value of their common stock, operating income, sales, return on sales, return on assets, and asset growth.



Note: 1990 - 94 results after winning quality award in 1989
 Source: Vinod Singhal and Kevin Hendricks, 1999 Center for Quality of Management Journal

The Benefits to You

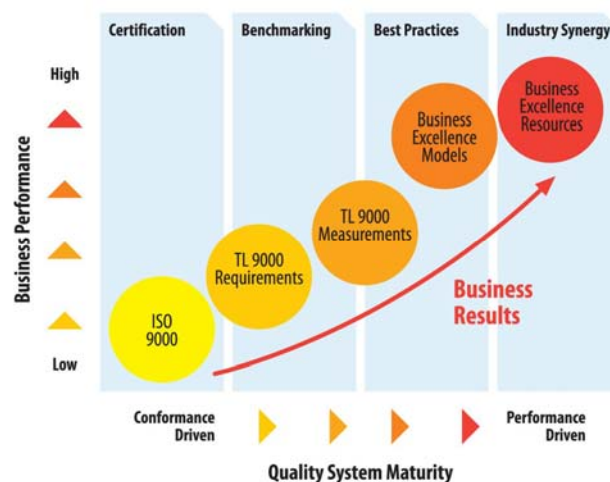
- Continual business and performance improvement
- Access to best practices database of presentations, articles, and research
- Availability of resources to close implementation gaps in business excellence models through self-assessment
- Connect directly with subject matter experts (SMEs), presenters and speakers at Best Practices Conferences
- Speaking opportunities and global recognition for best practices in participating companies

The Telecom Quality-Performance Spectrum (QPS)

While organizations can benefit from a single quality practice, the impact of moving from mere “conformance” thinking to “performance” thinking yields dramatic business improvements.

QuEST Forum supports telecom service providers and suppliers through each phase of the Quality-Performance Spectrum (QPS).

Whether your company is just starting down the quality path, or is implementing a mature business excellence model, QuEST Forum offers the support you need to achieve continuous improvement and bottom-line business results.



Best Practice Offerings

Best Practices Conference

QuEST Forum hosts global and regional best practices conferences that offer knowledge building and exceptional networking opportunities. Topics include the latest tools, techniques, and methodologies to help organizations achieve and sustain business excellence.

Knowledge Library

An online database of conference papers, data, and research is available for member access, query, and download from the QuEST Forum web site.

Coaching and Mentoring Resources

QuEST Forum offers invaluable guidance and individual support through its network of industry leaders and subject matter experts (SMEs).

Resource Handbook for Business Improvement

The Handbook is a valuable resource for organizations adopting Business Excellence Models. It can help shape strategic plans and business objectives, identify business improvement areas, and provide ideas and resources for gap closure.