



(Note: *Italicized items in parentheses are to be modified as needed to define the benchmarking project.*)

1 Background

The mission of QuEST Forum includes a strategic objective; to “Capture data to benchmark industry performance and to facilitate improvement of end customer experience”. The industry requires quantitative information, with common measures used for peer comparisons, focusing attention on where improvement will bring benefits to drive superior performance for customers and other stakeholders. Benchmarking within QuEST Forum is managed by the Integrated Global Quality Requirements & Measurements (IGQ) Work Group.

2 Topic Guide

2.1 Objectives

This benchmarking study has the aim of closely evaluating (*name the measurement set here*) to better understand causes of variability and data accuracy. This Topic Guide outlines how the QuEST Forum will establish a small study group to participate in a Data Study Team using the QuEST Forum *Benchmarking Process*, as shown below.

2.2 Scope

This study will focus on ... (*List appropriate product categories or else define the scope of the measurements to be benchmarked.*)

2.2.1 Study Team Organizations & Members

- (*List company name, primary contact, and e-mail for each participating company*)

2.2.2 Study Team Advisors

- (*Name the Study Team Leader here*)
- Richard Morrow, UTD
- IGQ Chair
- Oversight Chair

2.2.3 Benefits

The Study Team findings will help the QuEST Forum and its members understand the causes of variability and data accuracy in (*name the output measurements*) and provide the QuEST Forum factual data to improve the processes. The Study Team organizations will have access to more consistent performance data that they can use to benchmark their organization’s performance data. (*Modify the benefits to align with scope defined above.*)

2.3 Participation & Approach

2.3.1. The Study is limited to TL 9000 registered companies and/or QuEST Forum members, and there will be no additional fees for QuEST Forum members to participate in the benchmarking study. (*Modify previous sentence if non-QF members may be included.*) The QuEST Forum staff issues a call for selected companies interested in participating in the study to contact the Study Team Leader.

2.3.2 A minimum of five (5) participants willing to benchmark the same set of performance measures are needed to run the benchmarking study. Each participant will be required to:

- Provide a liaison,
- Conduct in-depth discussions about data gathering, interpretation and use of the measures,
- Obtain commitment on submission of required TL 9000 Performance data or other measurements as agreed among the participants,
- Collect their participating organization’s data for (*list measurement names here*) and submit this to



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the UTD benchmarking area, preferably 24 months of data per participant and no more than 24 months old if the data is collected on a monthly basis. The benchmark process can also be used to collect and analyze data collected over other time periods.

2.3.3. All project team members and participants will be required to comply with the APQC Benchmarking Code of Conduct and signal their assent to this compliance, prior to commencing any data submission. *(Include the following sentence only if appropriate to the study.)* Since this is a study for TL 9000 development purposes, existing QuEST Forum members' confidentiality is protected by existing anti-trust guidelines.

2.3.4 Data submission for the TL 9000 measures or other measures defined within the study will take place, including any required sub-counters, using a separate independent system, based on the QuEST Forum Measurement Repository System (MRS). Blinded results and aggregated outputs such as average, median, and/or standard deviation will be produced for project team analysis and validation of the measure. The exact set of outputs will be determined by the scope of the project. If the measurement set is TL 9000, then the outputs will be only the normal set of PDRs. *(The project team should define any desired output measurements here.)*

2.3.5. To assure confidentiality of the information provided by each participant, anonymity of performance results will be assured through a blinding process applied to all submitted data.

2.3.6. The same QuEST Forum Measurement Repository System and all the existing security features will be applied to the Study Team data collecting processes.

2.3.7. Results will be shared and reviewed with the Study team to help identify anomalies and trends, next steps, and suggested improvements to the measurement set as well as to the approach. For this study, this may include comparison of the method used to determine normalization units, application of counting rules and counting rule exclusions.

2.3.8. Mentoring for participants will be available from within the Study team and QuEST Forum Leadership.

2.3.9 Handling of abnormalities & re-submissions:

a) The Study Team & UTD will examine the Benchmark Data output for indication of abnormalities and allow time for a second pass of re-submission.

b) Re-submitters will notify UTD of the type of error found that caused the re-submission to be necessary and UTD will publish a report of the error types, without the submitter's ID.

c) After the re-submission period is completed the process will re-start until such time as all participants no longer report any perceived abnormalities in the data. This will extend the project plan timeline.

2.4 Measurement Set

The measure set for the study is defined in TL 9000 Measurements Handbook or as defined by the study team.

2.4.1 The organizations will submit their existing data for the applicable time period. *(List any special conditions regarding the measurement set here.)*



2.5 Proposed Project Plan

The following key steps are envisaged for the execution of this study: *(Modify the project plan table below to fit the scope and timeframe of the study.)*

Activity	Owner	Feb wks 3-4	Mar wks 1-2	Mar wks 3-4	Apr wks 1-2	Apr wks 3-4	May wks 1-2	May wks 3-4
1. Finalize project plan	Project Team							
2. Recruit participants	Project Team							
3. Set up pilot area	UTD							
4. Test pilot area	Project Team							
5. Launch, training and briefing	Project Team							
6. Gather and submit data	Participants							
7. Data validation / correction	UTD							
8. Results analysis	Project Team							
9. Status update to IGQ WG	Project Team							
10. Review & agree next steps	Project Team							

2.5 Project Contacts

Organizations interested in benchmarking should contact the Study Team; direct inquiries should be made to *(the study team leader’s name and e-mail here)*

Or via the QuEST Forum office:

Telephone (USA) - +1 972 423 7360
 Email address - information@questforum.org

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