



Service Providers and
Suppliers Summit **2017**

18-22 September 2017
Dallas, Texas

Hosted by the
Americas Region

"Partnering for Success: Turning Concepts into ICT Solutions"

**QuEST Forum 2017 Americas Service Providers & Suppliers Summit
Presentations Available in the Knowledge Library**

Keynote Speakers

Assuring Performance and Quality of Virtualized Networks,

Fraser Pajak, CEO, QuEST Forum; and Tim Doolittle, Director, IP Network and Systems, CenturyLink

Accelerating Connectivity in a Changing ICT Landscape,

Wesley Johnston, CEO, TIA

Making QuEST Forum and TL 9000 More Relevant to Suppliers & Service Providers,

Ken Koffman, CTO, QuEST Forum

TIA and QuEST Forum Merger Announcement,

Fraser Pajak, CEO, QuEST Forum; and Wesley Johnston, CEO, TIA

Executive Speakers

Driving Network Assurance for Networks in Transformation,

Brenda Boehm, Chief Strategy Officer, Executive Vice President, Technology & Products, TIA

Challenges of VNF Procurement and Onboarding,

Kenneth Dilbeck, Vice President of Collaboration R&D, TM Forum

Applying a Factory Mindset to Achieve Operational Excellence in the Field,

Barrie Hall, Senior Vice President - Fulfillment, Fujitsu Network Communications

Embedded. Accelerated. Cognitive. Technology Transformation Wreaks Havoc on Products, Supply Chain and Companies, Hannah Kain, President and CEO, ALOM

User Centric IOT - Value is Created in the Eye of the User,

Maciej Lebedowicz, Head of Solutions Management, and Hans Jürgen Schmolke, CEO, Metrinomics GmbH

The Evolution of Surveillance Operations,

Todd Miller, Vice President of Global Infrastructure Operations, CenturyLink

Security and Privacy of Big Data - A NIST Perspective,

Arnab Roy, PhD, Research Manager, Fujitsu Laboratories of America

Users and Their Providers - How Value is Created and How QuEST WCX Can Help,

Hans Jürgen Schmolke, CEO, Metrinomics GmbH; and Rikard Lundqvist, Vice President of Technology, P3 Communications

The Digital Ready Workforce,

Susan Schramm, Chief Marketing Officer, Senior Vice President, Memberships, TIA

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Continued...**

Best Practices Speakers

Where We Are and Where We're Going: Trials and Tribulations within a Sustainable Supply Chain,

Annie Bevan, Sustainability Projects Manager, Superior Essex International

Adopting Agile with Continuous Delivery for Faster Field Deployments,

Tony Bieniek, Manager - Access Test and Certification Labs, CenturyLink; and
Kent Darzi, Director of Engineering, Strategic Initiatives & Operations, ADTRAN, Inc.

Measuring Customer Advocacy – Transactional or Relationship Surveys?,

Marion Bize, Manager, Service Quality & Process Engineering, Fujitsu Network Communications

The Art and Science Behind Delivering Robust Networks,

Aparna Ganesh, Head of Quality - 3G Core Business, NOKIA

New Wine in Old Bottles: Agile Software Development and TL 9000,

Rick Hill, TL 9000 Program Manager, NQA (National Quality Assurance)

Communicate with Partners to Prevent the Cost of Poor Quality,

Yasushi Kojima, Consultant and QMS Manager, Chuo Engineering

Profiling Methods for Customer Issues & Returns,

John Latimer, Senior Director, Worldwide Customer Quality Engineering, Xilinx Corporation

Business Analysis Framework for Software Defined Networks' Proof of Concepts,

Puja Shah, Technology Analyst, Infosys Ltd.

Agile Methodologies and How it Impacts TL 9000,

Ujwala Sindgikar, Senior Manager Quality, Wipro Limited

Freeing the Value Through Circularity,

Mark Stevens, Director of Corporate Social Responsibility, Ciena

The Role of Advanced Analytics in Quality, Customer Experiences & Beyond,

Mani Vannan, Founder and CEO, AnalyticsWise, Inc.

Customer Satisfaction Using Integrated Standards and Frameworks,

Venkatakishnan Ramaswamy, Quality Head, Communications Business Unit, Wipro Limited