



About QuEST Forum

QuEST Forum is a global association of companies dedicated to impacting the quality and sustainability of products and services in the Information and Communication Technologies (ICT) industry. Our data and insights are used to de-risk technology introduction, improve business performance and customer satisfaction.

As the voice of the industry, QuEST Forum provides forward-thinking companies a collaborative environment to positively impact business results and customer experience through:

- Tools that simultaneously improve speed to market and ensure quality
- Benchmarking Data to make informed purchase decisions and improve performance
- Best practice sharing, networking & education

Over the years, we have used the unique benchmarking capabilities developed for TL 9000 to create a rapid innovation model for new and developing areas of study specific to the needs and interests of our members. These "sandboxes" have allowed for the creation of new benchmarks for the industry in the areas of:

- Sustainability
- SDN/NFV
- Wireless Handsets
- Cost of Poor Quality (CoPQ)

And more.

Membership in QuEST Forum has many advantages, such as:

- Access to monthly benchmark reports, allowing members to gauge their performance against others in the industry
- A forum to network and collaborate with industry leaders through 3 global industry events (EMEA, APAC, Americas) and workgroup meetings held annually
- TL 9000 support and resources (EX: no-cost registration, handbooks, online and onsite training classes at discounted prices, easy access to registrars, auditors and trainers, etc.)
- A voice in determining the standards and requirements supported by TL 9000 and our other studies
- Special member discounts on industry events, tools and services (QuEST Sustainability Assessor, QuEST WCX and more)

QuEST Forum Facts

- Global leader in benchmarking capabilities
- 200 (+) member companies worldwide
- 800 (+) companies certified to TL 9000
- 2000 (+) TL 9000 certified locations worldwide
- Above average rated conferences, member satisfaction and likelihood to renew scores

QuEST Forum is a healthy, growing and influential organization providing a vital service to this great industry. If you are not a member, ask yourself why not?