Opportunities for Engagement within QuEST Forum
Goal for today’s webinar

- Learn of opportunities within QuEST Forum
- Identification of various levels of engagement
- Value of participation
- Virtual opportunities
- Project based opportunities
- Defined expertise participation
QuEST Forum Academy

Purpose

• QuEST Forum Academy is intended to:
  • Provide a top-quality educational system that supports quality and process improvement focusing upon the needs of the ICT industry.
  • Offer value to TL 9000 Certified organizations, QuEST Forum members and prospective members by providing educational opportunities consistent with the intent of TL 9000 and the best practices introduced at QuEST Forum’s conferences.

Who Should Participate

• Improve Implementation of TL 9000 and related standards
• Understand best practices in the ICT industry and other industries
• Support QuEST Forum Initiatives

Value of participation

• Business management opportunities including RFP review and prioritization
• Content design/development and review
QuEST Forum Academy Sub-Teams

- **Business Sub-Team** – develop and manage the business processes for QuEST Forum Academy including RFP and contracts
- **Content Management** - Ensure quality of offerings
  - **Pipeline Ranking** – determine scheduling of events based upon potential audience and relevancy to QuEST Forum or TL 9000
  - **Education Provider Selection** - Filter presenters
- **Platform Management** – Provide technical support, administer event invitations and event registration
- **Oversight** – includes Sub-Team leaders and Process Mapping Lead
QuEST Forum Structure

Work Group Leadership

- Oversight
  - IGQ
  - GBE
  - NSPRC

Regional Leadership

- APAC
- EMEA
- Americas
Integrated Global Quality (IGQ)

**Purpose**
- IGQ synchronizes the global industry quality system requirements and measurements.
- Ensures the TL 9000 Handbooks are steadily evolving and keeping pace with changes in the industry for products, solutions, technology, services and supply chain.

**Who Should Participate**
- Desire to influence direction of TL 9000 Requirements and Measurements
- Interested in process measurements
- Utilizing PDR measurements and benchmarking
- Engaging with supplier chain

**Value of participation**
- Input to the TL 9000 requirement and measurement handbooks
- Benchmarking Opportunities with industry peers
- Opportunity to optimize Performance Data Reports
IGQ Sub teams

- **CSAT Survey Benchmarking** - Standardizing and Benchmarking NPS and other CSAT results
- **NSPRC** - Aligns TL 9000 with NSPRC Measurements
- **Performance Data Reporting (PDR)** - Evaluates & Improves Data Consistency
- **Product Category** - Maintains, Updates & Revises Product Categories
- **Other Sub teams** - Sustainability and In Process Measurement
Oversight

Purpose

• Oversight Work Group manages the overall TL 9000 program, including Registration and Measurement Repository systems, electronic tools, recognition, training, translations, Certification Bodies, and Accreditation Bodies. OSWG CEO.
• Coordinates with QuEST Forum leadership and staff to ensure efficient operation of QuEST Forum

Who Should Participate

• Auditors, Trainers, Certification Bodies
• Those who are interested in direction of TL 9000 3rd party audit process
• Those with an interest in web site design, survey design, and training

Value of participation

• Influence the TL 9000 certification process.
• Better understand training and individual TL 9000 certification.
• Improve the feel of the TL 9000 and QuEST Forum website
Oversight Sub Teams

- **Accreditation/Registrar (AB/CB)** - Oversee 3rd Party System Operation for TL 9000
- **Individual TL 9000 Certification** - Oversee TL 9000 Individual certification process
- **New Member Process** - Review and revise the new member presentation and process as needed to ensure accuracy and the reflection of regional support of new members.
- **Jump Start** - Maintain Jump Start Program
- **Strategic Relationships** - Manage and monitor strategic relationships with other standards organizations or trade associations to assure the continued value, relevance, and credibility of the TL 9000 Certification process
- **Surveys** - Manage and operate the QuEST Forum survey processes
- **Training** - Manage the process of selection of training providers, assess customer satisfaction with training, direct and support improvement efforts, and promote a consistent training experience across all providers
- **Website** - Manage and prioritize enhancement and change requests for web site. Maintain web change procedure and responsibility map
Global Business Excellence (GBE)

**Purpose**

- To provide a global collaborative forum for communications leaders to facilitate the launch and ongoing maturity of the QuEST Forum regions and hubs
- Establish QuEST Forum as the recognized global industry leader in providing information on Business Excellence and Best Practices

**Who Should Participate**

- Interested in developing best practices and tools to support QuEST Forum initiatives and business processes

**Value of participation**

- Develop innovative ways to improve efficiency of QuEST Forum processes through the development of tools and best practices
- **Abstract Process Support** – Manage tools and processes used to select content for regional best practice conferences
- **Process Benchmarking** - Investigate opportunities to facilitate best practice sharing via process benchmarking
- **Best Practice Repository** – Manage tools and content of QuEST Forum Best Practice Repository
- **Scorecard** – Manage process and track results for QuEST Forum balances scorecard
Americas Region

Purpose

• The America’s region seeks to advance QuEST Forum’s strategic objectives, services and products in the United States, Canada, Central America, South America and the Caribbean. We continually promote participation in the QuEST Forum Work Groups and Strategic Initiatives.

Who Should Participate

• All QuEST Forum members assigned to the Americas region should participate

Value of participation

• Participation in the Americas region activities offers QuEST Forum members a valuable opportunity to network with industry peers and to collaborate on best practices through the planning and execution of the BPC and member education webinars
• **Best Practice Conference Planning** – Responsible for planning and execution of annual Americas Best Practice Conference

• **Latin and South America Engagement** - Encourage QuEST Forum membership and participation of ICT organizations outside of North America

• **Member Education Webinars** – Develop and manage the delivery of member educational webinars

• **New member peers** – Responsible for engaging new QuEST Forum members to find areas where they can actively participate
Small Business

Purpose

• The Small Business Group facilitates educational opportunities for small businesses to grow and mature to become high performing suppliers
• Networking opportunities with industry leaders, customers and peers

Who Should Attend

• Companies interested in improving business performance
• Companies wanting to learn about industry best practices
• Growth potential for the member company

Value of participation

• Targeted small business training
• Support for TL 9000 Certification and Improving Business Performance
• Networking opportunities
Executive Board Initiatives

EB Initiative Participation Opportunities

- **Cost of Poor Quality** - An Executive Board Initiative to highlight the true cost of poor quality
- **Tower Initiative** - Develop Quality and Safety Measures for Cell Sites and Towers
- **Marketing Outreach** - Provide opportunities for outreach of QuEST Forum to other associations, companies, and targeted market segments
- **Next Generation Networks** - Keep pace with technology introductions in wireless, wired networks, cloud-based services and software defined applications & services to effectively address converged, next generation, IP-based communications networks
- **Wireless Handset** - Standardize the measurements used to monitor Wireless Handset performance and provide the basis for benchmarking of improvements in quality
Best Practice Conferences

**APAC Best Practices Conference**
13 – 16 April 2015
Tokyo, Japan

**EMEA Regional Conference**
15 – 18 June 2015
Munich, Germany

**Americas Best Practices Conference**
14 – 18 September 2015
San Diego, CA
Face to Face Workgroup Meetings

**Leadership Summit & Workgroups**
26 – 30 January 2015
Richardson, TX

**Workgroups**
18 - 21 May 2015
Richardson, TX
Thanks for attending!

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