



SAN DIEGO, CALIFORNIA

Americas

BEST PRACTICES CONFERENCE / 14-18 SEPTEMBER 2015



Improving Customer Experience through Innovation & Quality

QuEST Forum's Americas Best Practices Conference is a three day event geared towards ICT professionals interested in sharing success stories and learning from leaders in the industry. This event offers a unique opportunity to learn and network while enjoying a thought-provoking blend of keynote speakers, panel discussions, workshops and executive sessions.

Why Attend?

That's easy! There are so many benefits... but here are seven reasons this conference is worth your time.



Learn and share best practices with ICT professionals.



Gain insight to ICT tools and information that you can share with your organization.



Network! Network! Network! Connect, collaborate and learn from your ICT industry peers.



Future-Facing Content! This is no blast-from-the-past. All new speakers, content and ideas addressing the future-facing issues and solutions in ICT.



Earn Continuing Education Units (CEU).



Discover firsthand insights on benchmarking and measurements.



Start a dialog with suppliers and service providers such as AT&T, Apple, Fujitsu, NOKIA, Alcatel-Lucent, JDSU & more – who will be presenting real-world solutions they've implemented as best practices!

Small Business Luncheon & Workshop

Mix and mingle with the QuEST Forum Executive Board as you enjoy our special guest speaker at the Small Business Luncheon. You won't want to miss the in-depth, interactive workshop that follows. This session is set to deliver a message that will help your business prepare for growth and keep your skill set as competitive and fresh as the industry itself!

Meet Our Sponsors:



[Click Here for Sponsorship Opportunities >](#)

Learn More at www.questforum.org

REGISTER NOW!

Fast Facts:

QuEST Forum 2015 Americas Best Practices Conference:

Conference Rates:

QuEST Forum Members – USD \$495
Non-Members – USD \$695

Rates include:

- Small Business Luncheon & Workshop
- Breakfast, Breaks, and Lunch
- Conference Admission
- Networking Dinner, Recognition Ceremony
- Beer & Gear" Reception
- TL 9000 Workshop

TL 9000 Workshop

Amongst all the inspiring and innovative TL9000 experiences you will undoubtedly enjoy at the 2015 Americas Best Practices Conference, our TL 9000 Workshop is sure to stand out. This interactive workshop is designed to teach attendees a unique and creative way to apply TL 9000 in their day-to-day operations.

Key Topics

- Introduction to QuEST Forum and its purpose
- Overview of TL 9000 and the relevance of it to specific business activities
- Its relationship to ISO 9001 and the additional requirements of TL 9000
- R6 Initiative
- VA Audit Responses
- Impact of NFV on TL 9000

Testimonial:

“QuEST Forum BPCs are a one-stop shop where you hear about the new definition of quality, which encompasses reliability, security, and sustainability in addition to the traditional perspective. I cannot think of any other conference where you can, in a short span of two days, gain so much knowledge which one can actually apply in their own organizations.”

— Ashok Dandekar, Fujitsu
QuEST Forum Fellow

Networking Dinner & Recognition Ceremony

The Networking Dinner is a perfect chance to enjoy good food, good conversation and a little friendly competition amongst your colleagues. Our theme this year is the “San Diego Beach Boardwalk”. You'll enjoy an interactive and fun event with carnival games & prizes! The more tickets you earn the more chances you'll have to win at the Beer & Gear drawings on Wednesday evening!



Get to know your peers that comprise more than 70% of the total ICT market in North America.

[Read More >](#)

Who Should Attend?

- Service Providers
- Suppliers
- Certification Bodies
- Industry Subject Matter Experts (SMEs)



Venue & Lodging

**All meeting sessions will be held at:
The Westin San Diego Gaslamp Quarter**
910 Broadway Circle
San Diego, California, 92101 United States
Reservations:
+1-800-937-8461 (within the USA),
+1-619-239-2200 (outside of the USA)
Mention “QuEST Forum”



[Book Now >](#)

Lodging

For the conference, we have a room block at The Westin San Diego Gaslamp Quarter with a reduced rate of USD \$199/night.

About QuEST Forum

QuEST Forum is a global organization dedicated to quality and sustainability in the ICT community. We are very unique in that we create a collaborative environment for service providers and suppliers, who are often times competitors, to come together and develop innovative solutions to relevant industry issues. QuEST Forum unifies the ICT community through the implementation of TL 9000 (an ICT specific quality management system that is built on ISO 9001), performance benchmarking, and a broad array of common metrics that support rapid industry adoption of new technologies and consistent quality of communication networks around the world.



Learn More at www.questforum.org

Small Business Luncheon & Workshop Speakers



Scott Vowels, PhD
Manager, Global Supplier Diversity
Apple



Joanna Bloor
CEO – The Amplify Lab,
formerly of Pandora



Roland Tunez
AVP – Strategic Sourcing
AT&T



Annette Donofrio
Manager, NSS Quality Assurance
Verizon



Renee Dowis
Network Sourcing Director
CenturyLink



Mike Huggenberger
Senior Director, Technology &
Engineering Services
Great Plains Communications

Innovative Panel Discussions

Service Provider Panel

– Emerging Trends Fact or Fiction



Sankaran Ramanathan
Executive Director, Network
Support Systems
Verizon Wireless



Matt Rotter
Senior VP, Network Operations
CenturyLink



John Greene
CEO & General Manager
New Lisbon Telephone Company

Supplier Panel

– Emerging Trends, Technology Innovations



Deepti Arora
VP of Quality
NOKIA



Ravi Parmasad
Chief Quality Officer
Alcatel-Lucent



Motoyoshi Sekiya
Director of Fujitsu Laboratories
Fujitsu

[View Additional Speakers >](#)