

2015 Americas Best Practices Conference Final Agenda

Dress is Business Casual

Monday 14 September 2015	
Executive Board <i>(all Executive Board events by Invitation Only)</i>	
8:00	Executive Board Meeting
11:30	Executive Board / Small Business Luncheon
13:00	Executive Board Meeting
17:00	Executive Think Tank Discussion led by MJ Petroni , Principal, Causeit, Inc.
19:20	Executive Board Dinner - meet in hotel lobby for a 19:30 departure

Small Business Workshop	
13:00	Small Business Workshop Panel Discussion: " Supply Chain 2020: Position Your Small Business for Future Growth ", Keynote by Scott Vowels, PhD , Manager Global Supplier Diversity, Apple Annette Donofrio , Manager NSS Quality Assurance, Verizon Wireless Renee Dowis , Director of Strategic Sourcing, CenturyLink Mike Huggenberger , Senior Director – Technology and Network Services, Great Plains Communication and QuEST Forum Executive Board Director Roland Tunez , Assistant Vice President – Technology Sourcing & Supplier Diversity, AT&T Moderator: JoAnn Brumit , CEO, KARLEE and QuEST Forum Executive Board Treasurer
15:15	Small Business Networking Event
16:30	Small Business Workshop Concludes

Speakers, Moderators, and Coaches Reception	
17:30	Speakers Orientation and Networking Reception - <i>By Invitation</i>
18:30	Reception Concludes

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"Improving Customer Experience through Innovation and Quality"

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Tuesday 15 September 2015											
7:00	Registration & Breakfast										
7:45	EventMobi Demo and Housekeeping Remarks, Don Irvine , Chief of Staff, QuEST Forum										
8:00	Welcome and Opening Remarks: Steve Pickett , WesTower Communications, Inc. a MasTec Company and QuEST Forum Executive Board Chair; and Jennifer Simcox , Axis Teknologies and QuEST Forum Americas Region Co-Chair										
8:10	Keynote Presentation: "The Internet of Things" , MJ Petroni , Principal, Causeit, Inc.										
9:10	Featured Speaker: "The Challenges and Opportunities for Rural Broadband" , Shirley Bloomfield , CEO, NTCA										
9:45	Break										
10:15	Featured Speaker: "Change and Innovation, Helping to Define a Customer's Experience" , Dr. Raul Deju , Chairman and CEO, Deju Management Advisors										
10:50	Featured Speaker: "Embracing Organizational Change in the Evolving Workplace" , Joanna Bloor , CEO, The Amplify Lab										
11:25	Featured Speaker: "Virtualization and Operations" , Andy Ray , Director -Engineering/ Operations, Verizon Wireless and QuEST Forum Member Representative, Service Provider										
11:55	Lunch - provided for all attendees										
11:55	Peer Guide/New Member Lunch: "TL 9000 Registration Process Journey" , Mike Childress , Vice President Operations & Quality, Palco Telecom Service, Inc.										
12:55	Featured Speaker: "Nine to Five to Five 9's" , Jim Pentecost , Chairman, Power and Telephone Supply Company										
13:30	Featured Speaker: "Smart Buildings, Campuses and Cities – IOT Builds on Momentum!" , Jim Young , Founder and CEO, Realcomm Conference Group										
14:05	Featured Speaker: "Inspiring Innovation Through Inclusion" , Scott Vowels, PhD , Manager, Global Supplier Diversity, Apple										
14:40	Featured Speakers: "Sustainability Thinking Pays Off; New Framework Drives Game-Changing Ideas" , Michael Huthart , Director of Operations - Northern Europe, and Klaus Grobe , PhD, Director of Global Sustainability, ADVA Optical Networking										
15:15	Break										
15:45	Best Practices Panel Sessions:										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: left;">Session Topic: Manufacturing / Process Excellence</th> <th style="width: 50%; text-align: left;">Session Topic: Business Excellence</th> </tr> </thead> <tbody> <tr> <td>"Path to Excellence in Nokia Networks Manufacturing Operations", Ronna Smith-Zahner, NOKIA</td> <td>"Improving Operational Efficiency through reducing cost of Poor Quality", Shashi Kaligotla, Tata Communications</td> </tr> <tr> <td>"Brave New World of Supply Chain Risk and Brand Management", Hannah Kain, ALOM</td> <td>"Design Thinking Achieves Customer Alignment, Product Robustness, and Reduced Defects", Subramanyam Ranganathan, NOKIA</td> </tr> <tr> <td>"Breathing New Life into End of Life", Danny Wade and Chris Rodgers, Teltech Communications</td> <td>"Operational Excellence with Lean Automated Emerging Issues 'Quality Hot List'", Aaron M. Braun, ARRIS</td> </tr> <tr> <td>Moderator: Karen Rawson, The DESARA Group</td> <td>Moderator: Jason Becker, Verizon</td> </tr> </tbody> </table>	Session Topic: Manufacturing / Process Excellence	Session Topic: Business Excellence	"Path to Excellence in Nokia Networks Manufacturing Operations" , Ronna Smith-Zahner , NOKIA	"Improving Operational Efficiency through reducing cost of Poor Quality" , Shashi Kaligotla , Tata Communications	"Brave New World of Supply Chain Risk and Brand Management" , Hannah Kain , ALOM	"Design Thinking Achieves Customer Alignment, Product Robustness, and Reduced Defects" , Subramanyam Ranganathan , NOKIA	"Breathing New Life into End of Life" , Danny Wade and Chris Rodgers , Teltech Communications	"Operational Excellence with Lean Automated Emerging Issues 'Quality Hot List'" , Aaron M. Braun , ARRIS	Moderator: Karen Rawson, The DESARA Group	Moderator: Jason Becker, Verizon
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17:05	Conference Close Day One										
18:00	<i>Networking Dinner and Recognition Ceremony</i>										

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Wednesday 16 September 2015											
7:00	Registration & Breakfast										
8:00	Welcome and QuEST Forum Operations Update and Initiatives, Fraser Pajak , CEO, QuEST Forum										
8:20	Executive Service Provider Panel - Emerging Trends Fact or Fiction										
	John Greene , CEO and General Manager, New Lisbon Telephone Company and QuEST Forum Executive Board Director										
	Andy Ray , Director -Engineering/ Operations, Verizon Wireless and QuEST Forum Member Representative, Service Provider										
	Matt Rotter , Senior Vice President, Network Operations, CenturyLink and QuEST Forum Executive Board Director										
	Brad Spencer , Director, National Network Integrity, TELUS Communications, Inc.										
	Panel Discussion - led by Moderator: MJ Petroni, Principal, Causeit, Inc.										
9:55	Break										
10:25	Executive Supplier Panel - Emerging Trends, Technology Innovations										
	Deepti Arora , Vice President Quality, NOKIA and QuEST Forum Executive Board Contributor										
	Motoyoshi Sekiya , Director of Fujitsu Laboratories Japan, Fujitsu										
	John Shelnutt , Vice President / General Manager - Mobility Domain Leader, Cisco Systems										
	Panel Discussion - led by Moderator: Fraser Pajak, CEO, QuEST Forum										
12:00	Lunch - provided for all attendees										
13:00	Keynote Speaker: "Full Spectrum Innovation and Digital Business Strategy", MJ Petroni , Principal, Causeit, Inc.										
13:40	Featured Speaker: "The National Association of Tower Erectors: Raising the Bar on Safety & Quality in 2015 and Beyond", Todd Schlekeway , Executive Director, NATE										
14:15	Break										
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16:10	<i>Transition to Combined General Session</i>										
16:20	Featured Speaker: "The Mobile Device's Role in Improving Customer Experiences", John Ishak , Quality Director Leader, Handsets & Devices, ZTE										
16:55	Conference Close: Fraser Pajak , CEO, QuEST Forum										
17:30	<i>Networking Event: Beer & Gear Reception</i>										

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Thursday 17 September 2015

Workshops		
	TL 9000 User Updates	
8:00	R6.0 Requirements , Nancy Patterson , Quality Manager, Alcatel-Lucent and QuEST Forum IGQ Work Group Co-Secretary	
8:30	Impact of NFV on TL 9000 , John Wronka , Senior Director Corporate Quality, Alcatel-Lucent and QuEST Forum Oversight Work Group Co-Chair	
9:00	Validation Audit Results and Responses , Laura Coplon , Quality Assurance Manager, Coriant	"50! - NO! 12 Shades of Transition through ISO 9001:2015" , Dave Sanicola , Sheronda Jeffries , Ed Bryan , Karen Rawson
9:30	Break	
	TL 9000 User Updates resume	"50! - NO! 12 Shades of Transition ..." Cont..
10:00	PDR Workshop , Ken Koffman , Global Business Quality Officer & VP Business Excellence, Viavi Solutions Inc. and QuEST Forum Executive Board Director; and John Wronka , Senior Director Corporate Quality, Alcatel-Lucent and QuEST Forum Oversight Work Group Co-Chair	Ed Bryan , Software Quality Engineer, ADTRAN and QuEST Forum Americas Region Co-Chair Sheronda Jeffries , TL 9000 Program Manager, Cisco Systems and QuEST Forum IGQ Work Group Co-Chair Dave Sanicola , President, The DESARA Group and QuEST Forum Executive Board Director Karen Rawson , Vice President, The DESARA Group and QuEST Forum Oversight Work Group Co-Chair
11:30	All Workshops Conclude - Lunch on own	

Work Groups	
8:00	Strategic Initiative: Wireless Handsets Meeting
8:00	Strategic Initiative: Network & Service Reliability Meeting
12:00	Strategic Initiative: Network & Service Reliability Meeting concludes
12:00	Lunch on own
13:00	Oversight Work Group Meeting
	GBE (Global Business Excellence) Work Group Meeting
15:00	Strategic Initiative: Wireless Handsets Meeting concludes
15:00	Break
17:00	Oversight, and GBE Work Group Meetings adjourn

Friday 18 September 2015

Work Groups	
7:00	Breakfast
8:00	IGQ (Integrated Global Quality) Work Group Meeting
10:00	Break
12:00	Work Group Meetings adjourn
12:00	Lunch on own