QuEST Forum Academy

The Presentation will start soon! There may be silence before we start.
Webinar will be 1.5 hours

To make Full Screen

For Q & A or CHAT, expand here or may auto-expand

For Q & A or CHAT select “All Panelists”

Phone icon identifies speaker
Globe icon identifies presenter

What challenges do you face in managing/governing your sustainability efforts?
Who is QuEST Forum?

Global community of Service Providers, Suppliers & Liaisons

Jointly create, develop and share quality management standards, best practices offerings and industry-leading resources

Develops & maintains TL 9000, an information and communication technologies (ICT) industry quality management system standard
## QuEST Forum Members

### Service Providers
- at&t
- BT
- CenturyLink
- China Mobile
- China Telecom
- HughesNet
- NTT
- Tata
- kpn
- airtel
- Telus
- Verizon
- NLTC

### Suppliers
- 3M
- ADRAN
- Pace
- LG
- ANAB
- BUREAU VERITAS
- Alcatel-Lucent
- CISCO
- Ciena
- CORNING
- EMERSON
- Coriant
- Dynacom
- Hitachi
- Inspire the Next
- Juniper Networks
- ZTE
- Nokia
- BlackBerry
- Wipro

### Liaisons
- CEPREI Certification Body
- Standards Council of Canada
- Conseil canadien des normes
- SGS
- TÜVRheinland
- UL DQS Inc.

[Complete Member Directory](http://questforum.org/member/member_directory.html)
What Is **TL9000**?

- Created by the QuEST Forum
- Globally recognized quality standard, designed to improve communications products: hardware, software, and services
- Built on ISO 9001 and the eight quality principles
- Includes requirements for continual improvement, customer satisfaction and reporting of industry standard measurements
QuEST Forum Academy

• Offers value to 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.

• Provides a top-quality educational system that supports quality and process improvement focusing upon the needs of the ICT industry.
QuEST Forum & Sustainability Panel Discussion

Featuring Alcatel-Lucent, AT&T and Huawei
QuEST Forum & Sustainability Panel Discussion

• How does QuEST Forum support Sustainability?
• Overview of current efforts regarding sustainability and CSR including:
  – Reporting
  – Supply chain efforts
  – Performance monitoring and
  – Recognitions or benefits achieved
• QuESTions
Your Panel...

Steve Bernard

DeAnn Hargis

Adam Lane

Jef Mindrup
The world’s growing population and use of resources are creating unsustainable consequences that impact our businesses, our children, and our planet. With most of the benefits of the information age and workforce utilization realized, we are now entering the Age of Sustainability. With ROI factors of 20:1 and greater, sustainability is the new frontier for better business.

“Tackling climate change is not only a huge challenge for the world—it is also a significant opportunity.”

Luis Neves – Deutsche Telekom
Group Climate Change and Sustainability Officer

“The role that the ICT sector has to play in meeting ambitious emissions reduction targets is critical and technology is an important tool at its disposal.”

Vicente San Miguel – Telefónica
Chief Technology Officer
As an important supplier to British Telecom, Adva Optical Networking participates in BT’s “Better Future Supplier Forum” and in BT’s ‘Game Changing Challenge’. Adva Optical Networking refined their supply chain and logistics model to win the competition resulting in a significant ROI, increased operational efficiencies and CO2 reductions for British Telecom.

Adva Optical: Game Changing Highlights

• A 300% return on investment
• Boosts BT installations per day by around 30%
• 750 metric tons of CO2 Reductions
A Year of Growth

- YoY Membership Growth 189%
- Support Infrastructure In Place: Sustainability Sub Teams New Members, Standards, Metrics, Benchmarking, Training, Marketing
- Bi-Weekly Conference Calls – Led by Steve Bernard (AT&T)
- Completed 4 Quarterly Benchmarking rounds since June 2014
- Open to new members - Email si@questforum.org
A Year of Best Practice Sharing

As part of the collaborative process, companies participating in the Sustainability Initiative have shared their best practices with the SI group throughout ‘Year 1’.

Implementing the Sustainability Model

Why Sustainability Really Pays

Supply Chain Citizenship and Sustainability Program (C&S)

Sustainability at Huawei

The Start of Sustainability

The Sustainability Journey
QuEST/epi Sustainability Model

Level 3
Commercial

Level 1
Operational

Level 2
Organisational
A Year of Progress

- YoY Improvement across all 10 Measures
- YoY Average Improvement of all 10 Measures: 17.7%
- Highest YoY Improvement: 38% for Stakeholder Engagement (SKE)
A Year of Progress

• Highest Overall Score: Environmental Management Certification (EMC) at .767

• Results That Matter: Carbon Footprint and Ozone (CFO) Depletion at .692
Your cost base and your customers cost base are affected by sustainability factors, Sustainability transformation addresses this by driving cost reductions, operational efficiencies and effectiveness.

Sustainability is a major opportunity to innovate products, solutions and new business models which will drive sales growth.

Sustainability really matters to operators and therefore it should really matter to their suppliers.

Sustainability is not compliance, meeting legislative & customer requirements, doing good or “green washing”. It is a major and transformative business opportunity.
Your Panel...

Steve Bernard  
DeAnn Hargis  
Adam Lane  
Jef Mindrup
What challenges do you face in managing/governing your sustainability efforts?
How does your organization communicate the importance of sustainability and CSR to your employees?
Supplier Engagement

How does sustainability and CSR impact your organization’s decisions regarding supplier engagement and assessment?
Performance Improvement

Provide examples demonstrating what your organization is doing to improve your
(a) organization's environmental performance
(b) product’s environmental performance and
(c) organizations’ sustainability and CSR performance
Performance Improvement &

How do these examples impact your organization’s bottom line?
How has TL 9000 benefited your organization’s sustainability and CSR efforts?
What are the pros and cons of QuEST Forum’s participation in the sustainability and CSR arena?
Sustainability and CSR related issues are making headlines – *is it really possible to have one size fits all?*
Success is in Starting - What gets measured is what gets improved.

The Sustainability Initiative is open and at no cost for all QuEST Forum members and non-members to participate.

The SI group is focused on making progress in Sustainability through best practices sharing between ICT companies, and with an emphasis on creating strong ROI for your company and for your customers through Sustainability.

Join us!

si@questforum.org
Your Panel...

Steve Bernard

DeAnn Hargis

Adam Lane

Jef Mindrup
QuEST Forum Academy

To suggest potential topics and presenters for QuEST Forum Academy, please visit


to download a Project Submittal Form. Email the completed form to QFAsubmittal@questforum.org.
Does your company operate in the ICT space? Are you a QuEST Forum member? If not, sign up today and reap the immediate benefits of membership. [http://www.questforum.org/join/](http://www.questforum.org/join/)

For additional information, please visit:

[www.questforum.org](http://www.questforum.org)
[www.tl9000.org](http://www.tl9000.org)
Thank you for participating in the QuEST Forum Sustainability Panel

Next Webinars:
Sustainability Series – Circular Economy
TBD

ISO 9001:2015 with Nigel Croft
Thursday, August 26th @ 10:00 CST

You will be directed to a survey and your feedback is appreciated.