Sample Abstract for Submission
2016 EMEA Regional Conference

The following text is a best practice example of the main text requirements for abstract submission for QuEST Forum 2016 EMEA Regional Conference, 20-22 June 2016, Barcelona, Spain.

The deadline for submission is 29 February 2016. For more information and full guidelines, visit the online submission.

Title   *(Maximum character count: 10 words including spaces and punctuation)*

Common Metrics Drive Best-of-Class Even Within the Company

Summary   *(Maximum word count: 100)*

This presentation demonstrates how A-2-Z Telecommunications has used TL 9000 measurements within its diverse product lines to compare results and identify best practices. Identifying and sharing those best practices across our own product boundries has increased quality and performance for the entire company.

The presentation will show the methodolgy that enabled the direct comparison of results even though the products themselves varied.

Description   *(Approximate word count: 200)*

Problem/Condition: The problem was how to address the challenge of delivering performance improvements to the internal processes such that all A-2-Z Telecommunications product lines were meeting internal TL 9000 objectives. The program also sought to identify strengths for the purposes of capturing and using the 'best practice' and to enable further improvements.

How the Practice was Deployed: Using proven project management methodologies and quality tools, the team conducted detailed analysis of the TL 9000 measurements results to determine and prioritize (Pareto) areas for improvement. Discussion of how to manage expectations and how it is key for successful implementation is included as a key part of the presentation. The presentation will discuss how teamwork, communication and establishing 'early wins' was critical to the successful implementation of the targeted areas for improvement, and how statistical tools were used to validate data.

Outcomes and Results: The presentation will include verified results with comparisons to baseline and industry best-in-class results, e.g., a 25% improvement in OTD results in the first year. In-process internal metrics results will also be presented together with the 'next steps' which identify how the 'next level of performance has been quantified. How to segment and present the results for specific audiences (e.g., Top Management/Customers) were a key success driver and will be presented in detail.

Lessons Learned:

1. Look within before looking outside.
2. Team Building importance: "We didn't know how to work together across Departmental & Product line boundaries, but we're getting better every day." We originally thought that the various products were too different to learn from one another, but we were pleasantly surprised that you could.
3. Measurable results across the business can be achieved by using TL 9000 measurement data.
4. Don't just look at the low-performing results. The higher performing products and processes can yield valuable information and be further improved.

*If you have further questions, email **bpc@questforum.org.***