



2016 EMEA Regional Conference Draft Agenda

Dress is Business Casual

Monday 20 June 2016	
Executive Board	
11:30	Executive Board Lunch <i>(by Invitation Only)</i>
13:00	Executive Board Meeting <i>(by Invitation Only)</i>
17:30	Executive Networking Reception <i>(by Invitation Only)</i>
18:00	Executive Networking Roundtable <i>(by Invitation Only)</i> <i>"Customer Satisfaction Benchmarking"</i> hosted by Metrinomics and P3 insight
19:30	Executive Board Dinner <i>(by Invitation Only)</i>

KPI Work Group Meeting	
13:30	KPI Workgroup Meeting on Measurement Development <i>(Observers and new Team Members welcomed)</i>
17:00	KPI Workgroup Meeting concludes

Jumpstart Workshop	
17:00	Jumpstart into TL 9000 Workshop
18:30	Jumpstart concludes

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“Balancing Disruptive Innovation, Customer Experience and Quality”

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Conference DAY 1 Tuesday 21 June 2016	
7:45	Registration & Coffee Service
8:45	<i>Housekeeping</i> : Don Irvine , Chief of Staff; <i>EventMobi Demo</i> : Megan Crawley , Executive Director of Business Development, QuEST Forum
9:00	Welcome & Opening Remarks: Helena O'Malley , Director of Customer Quality Engineering, EMEA, Xilinx Corporation and QuEST Forum EMEA Region Co-Chair
9:15	Keynote Presentation: " Microscopic View of Next Generation Operations ", Sankaran Ramanathan , Executive Director, Network Support Systems, Verizon Wireless and QuEST Forum Executive Board Chair
9:45	Keynote Presentation: " Management Systems 3.0 – Driving Improvement and Innovation ", Dr. Nigel Croft , Chairman, ISO Technical Subcommittee TC176/SC2
10:30	Keynote Presentation: " Emerging Technology Trends ", Deepti Arora , Chief Quality Officer, NOKIA and QuEST Forum Executive Board Vice Chair
11:00	Morning Break - for all attendees
11:30	Executive Presentation: " How to Manage a Changing Ecosystem ", Andreas Halvarsson , Partner, EY
12:00	Executive Presentation: " Sourcing for a Software Centric World " Neil Gowling , Area Manager- Europe, Middle East and Africa Technology, Operations & Business Solutions Supply Chain, AT&T
12:30	Executive Presentation: " QuEST Sustainability Accessor Tool ", John Spear , Director, epi Consulting
13:00	Lunch - provided for all attendees
14:30	Executive Presentation: " Steps Toward Assuring NFV Quality: Impact of NFV on TL 9000 - QuEST Forum's Emerging Role ", John Wronka , Quality Senior Director, NOKIA and QuEST Forum Oversight Work Group Co-Chair
15:00	Executive Presentation: " Customer Experience Metrics of ICT Products ", Leroy Blimegger, Jr., PhD , Global President, Assurance & Managed Services, Huawei Technologies Co., Ltd.
15:30	KPI Team Update: " Customer Experience and Managed Services KPIs ": Customer Experience Framework Update from Per Kangru , Viavi Solutions; and Managed Services Update from Alan Rutterford , Bywater Excel
16:15	Afternoon Break - for all attendees
	Best Practices Presentations Session:
16:45	BPC Presentation: " Metrics Driven Risk Assessment Leading to Revenue Savings ", Ajeet Patil , Lead Business Analyst, Ericsson
17:15	BPC Presentation: " Can SDN and NFV Catalyse Service Innovation for Broadband Providers? ", Ronan Kelly , Chief Technology Officer EMEA & APAC, ADTRAN, Inc.
17:45	Conference Close Day One: Fraser Pajak , CEO, QuEST Forum
18:30	Networking Reception
19:30	Recognition Ceremony

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Conference DAY 2 Wednesday 22 June 2016	
7:00	Registration & Coffee Service
8:00	Convene and Welcome: Manfred Kenull , Manager, Service Escalation, Cisco Systems and QuEST Forum EMEA Region Co-Chair
8:05	Keynote Presentation: " Experience Journeys in a Networked Society ", Dr. Jörg Niemöller , System Manager, OSS/BSS Architecture, Ericsson; introduction by Maria Eriksson , Senior Director Performance Management Frameworks, Ericsson and QuEST Forum Executive Board Director
8:45	Executive Panel Discussion: " Customer Sensitive Networks ", Hans-Jürgen Schmolke , CEO, Metrinomics; Michael Wennesheimer , Managing Director, P3 insight; Fraser Pajak , CEO, QuEST Forum
9:45	Morning Break - for all attendees
10:15	Executive Presentation: " Programmability Enabling Disruptive Technologies ", Vincent Tong , Executive Vice President, Global Operations & Quality, Asia Pacific Executive Leader, Xilinx Corporation
10:45	TL Expert Presentation: " The Impact of ISO 9001:2015 on TL 9000 ," Ashok Dandekar , Quality Director, Fujitsu Labs of America and QuEST Forum Co-Chair GBE Work Group and Secretary of the APAC Region
11:15	Executive Presentation: Jonathan Hopkinson , Huawei Technologies, Co., Ltd., and Leader of TM Forum's Customer Experience Management Collaboration Program
11:45	Lunch - provided for all attendees
13:00	Executive Presentation: " QuEST Forum Operations Update ", Fraser Pajak , CEO, QuEST Forum
	Best Practices Presentations Session:
13:30	BPC Presentation: " A New Quality Paradigm in Research and Innovation ", Subramanyam Ranganathan , Master Black Belt, NOKIA
14:00	BPC Presentation: " Software Defined Operations ", Henry Au Yeung , Head of ICT Operation & Architecture Design, Huawei Technologies, Co., Ltd.
14:30	Conference Close: Helena O'Malley , Xilinx Corporation; and Fraser Pajak , QuEST Forum

Thursday 23 June 2016	
9:00	EMEA Leadership Meeting at Cisco Office
11:00	Meeting concludes