

QuEST Forum 2017 Service Providers & Suppliers Summit

Hosted by the APAC Region in conjunction with TM Forum and SZAQ

Final Agenda

Dress is Business Casual

Monday 20 March 2017	
Executive Board	
9:00	<p>TL 9000 Roadmap and QuEST Forum Shenzhen Meeting, Ashok Dandekar, Director, Fujitsu (by Invitation Only)</p> <p><i>ISO 9001 is revised every 8-10 years. TL 9000 is an ICT sector specific quality management standard based on ISO 9001. The ICT industry is evolving rapidly and to keep up with its evolution TL 9000 must be updated more frequently to stay relevant.</i></p> <p><i>A team of experts defined TL 9000 roadmap in mid-2016. During the Shenzhen meeting, TL 9000 Roadmap will be presented along with the process that was used to generate it. Also, the roadmap update process will be explained which includes the concept of point releases and their frequency. Input from service providers, suppliers in China and APAC region, and QuEST Forum Shenzhen branch will be sought. Also, we will discuss Huawei's proposal to implement QuEST Forum's tiered TL 9000 approach.</i></p>
12:00	Executive Board Lunch (by Invitation Only)
13:30	Executive Board Meeting (by Invitation Only)
17:30	Executive Networking Reception (by Invitation Only)
18:00	Shenzhen Supplier Quality Excellence Focus Group (by Invitation Only) Sponsored by Huawei Technologies Co., Ltd.; NOKIA; Fujitsu; ZTE; Cisco; AT&T; KGP
19:30	Executive Board Dinner (by Invitation Only)

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"A Collaborative Drive Towards Innovation in ICT"

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Conference DAY 1 Tuesday 21 March 2017	
8:00	Registration & Coffee Service
9:00	<i>Housekeeping:</i> Rebecca McVeigh , Chief of Staff, QuEST Forum and Megan Crawley , Executive Director, Marketing and Sales, QuEST Forum
9:10	<i>Convene and Welcome:</i> Stephanie Xu , Executive Director, QuEST Forum Shenzhen
9:25	Opening Remarks: Shenzhen Official
9:45	Keynote Presentation: " Future Plan of QuEST Shenzhen ", Dr. Li Rong , Executive Chairman, Shenzhen Association for Quality (SZAQ) and QuEST Forum Executive Board Contributor
10:05	VIP Presentation: " The Challenges & Future of Quality ", Victor Li , Vice President, Huawei Technologies Co., Ltd.
10:35	Morning Break - for all attendees
11:00	Executive Presentation: " Customer Experience ", Zhao Wei , Vice Director of Network Operation Center, Department of Networks, China Mobile Group Zhejiang Co., Ltd
11:30	Executive Panel Discussion: " Customer Experience "; Jonathan Hopkinson , Senior Director, Data Analytics Practice, Huawei Technologies Co., Ltd.; Ken Koffman , Chief Technology Officer, QuEST Forum; Wai Kooi Wong , Vice President Corporate Quality, Xilinx; Hans Jürgen Schmolke , CEO, Metrinomics; Moderated by Dr. Leroy G. Blimegger Jr. , Global President, Assurance & Managed Services, Huawei Technologies Co., Ltd.: <i>How Does a Robust Quality Management System Impact Customer Experience? Learn the right metrics & what you should benchmark to drive improvement & profitability through customer experience.</i>
12:30	Lunch - provided for all attendees
14:00	Executive Presentation: " Digital Transformation Framework ", Kenneth Dilbeck , Vice President of Collaboration R&D, TM Forum
14:30	Executive Panel Discussion hosted by TM Forum: " NFV & SDN - What's the Hold-up and How Best to Tackle Implementation? ", Masao Murata , Senior Architect, Fujitsu; Shahar Steiff , AVP New Technologies, PCCW Global; John Wronka , Quality Senior Director, NOKIA and QuEST Forum Oversight Co-Chair; He Wei , Senior System Architect, ZTE; Moderated by: Ken Dilbeck , TM Forum <i>Discussing the remaining technical barriers to reaping the benefits of virtualization and what's keeping communications service providers from realizing the full potential of virtualization technologies?</i>
15:30	Afternoon Break - for all attendees
16:00	Keynote Presentation: " WCX - The Future of Customer Experience ", Deepti Arora , Chief Quality Officer, NOKIA and QuEST Forum Executive Board Chair
16:30	Keynote Presentation: " Making QuEST Forum and TL 9000 More Relevant to Service Providers & Suppliers ", Ken Koffman , Chief Technology Officer, QuEST Forum
17:00	Conference Close Day One: Fraser Pajak , CEO, QuEST Forum
17:45	Networking Reception and Recognition Ceremony
19:15	Dinner on Own

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Conference DAY 2 Wednesday 22 March 2017	
8:00	Registration & Coffee Service
9:00	Reconvene and Welcome: Stephanie Xu , Executive Director, QuEST Forum Shenzhen
9:05	Keynote Presentation: " VOICE of Future and the Sustainability Practice ", Anders Karlborg , Assistant CEO, ZTE
9:35	Executive Presentation: " Value Creation in the Digital Age ", Rahul Mathur , Head of Enterprise Business - APAC, Tata Communications
10:05	Executive Presentation: " Collaboration Drives Innovation in ICT ", Glenn Edwards, PhD , Advisor to Huawei Chief Quality Officer <i>With focus on Collaboration between Service Suppliers and Suppliers.</i>
10:35	Morning Break
11:00	Executive Presentation: " The Power of ICT for Sustainable Future ", Hideyuki Kanemitsu , VP and Head of Corporate Environmental Strategy, Fujitsu <i>Fujitsu approach to our sustainable future and corporate vision, "Human Centric Innovation" will be introduced. There are 8 core ICT technologies support to realize it and are keys to address social issues. Some sustainable solutions such as Fujitsu's big data solution for real-time location data analytics, advanced traffic jam monitoring system using deep-learning tech. with case studies will be discussed.</i>
11:30	Executive Discussion Panel: " Sustainability ", Glenn Edwards, PhD , Advisor to Huawei Chief Quality Officer; John Spear , Director, epi Consulting; Will Zhanghao , Head of Corporate Sustainable Development, Huawei Technologies Co., Ltd.; Moderated by Keagan Rubel , Managing Consultant, Shenzhen, China, epi Consulting: <i>The future of Sustainability in the ICT sector, Get ahead of how sustainability is changing in the ICT sector. Join experts in discussing the future of sustainability in the ICT sector, and understanding what it means for your business.</i>
12:30	Lunch - provided for all attendees
13:45	Executive Presentation: " Business Agility Model for ICT Digital Transformation ", Tang XinHong , Chief Quality & Operations Officer, Huawei Technologies Co., Ltd.
14:15	Executive Presentation: " Business Agility for Telcos in the Digital World ", S. Sriram , Delivery and Operations Head, Tata Consultancy Services Ltd. <i>With digital disruption revolutionizing our industries, business agility has become a critical factor to gain market edge and competitiveness.</i>
14:45	Executive Presentation: " Why IoT Is a Big Deal, and Why That Is Good for Shenzhen ", Duncan Turner , Managing Director, HAX Accelerator and General Partner, SOSV
15:15	Afternoon Break
15:45	Executive Presentation: ADTRAN
16:15	Executive Presentation: " State of the Forum ", Fraser Pajak , Chief Executive Officer, QuEST Forum
16:45	Conference Close: Fraser Pajak , CEO, QuEST Forum

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Thursday 23 March 2017	
9:00	<p>"Interactive TL 9000 Measurements Performance Data Report (PDR) Workshop", Ken Koffman, Chief Technology Officer, QuEST Forum; and John Wronka, Quality Senior Director, NOKIA and QuEST Forum Oversight Work Group Co-Chair;</p> <p><i>This is an interactive workshop that will provide participants with an update on QuEST Forum initiatives to improve the value of the benchmarking data provided in TL 9000 PDRs.</i></p> <p><i>Participants will also have the opportunity to ask questions about PDRs, TL 9000 measurements, counting rules and product categories.</i></p>
13:00	Workshop concludes