



2017 EMEA Service Providers & Suppliers Summit

DRAFT Agenda

Dress is Business Casual

TM Forum Conference DAY Tuesday 16 May 2017 - Acropolis Conf Ctr	
8:00	Registration at TM Forum Live!
9:00	General Session Keynotes
10:45	Morning Break - for all attendees
11:15	TM Forum Live! Track Sessions (Platinum and Gold Passes)
11:15	Exhibit Show Floor open (all Passes)
17:30	Conference Day concludes

Dress is Business Casual

TM Forum Conference DAY Wednesday 17 May 2017 - Acropolis Conf	
8:00	Registration at TM Forum Live!
9:00	Exhibit Show Floor open (all Passes)
9:00	TM Forum Live! Track Sessions (Platinum and Gold Passes)
17:30	Conference Day concludes
18:00	TM Forum / QuEST Forum Networking Reception - off site

2017 EMEA Service Providers & Suppliers Summit

DRAFT Agenda

"Customer Experience Driven by Collaboration and Innovation in ICT"

Dress is Business Casual

QuEST Forum Conference Thursday 18 May 2017 - Acropolis Conf Ctr	
8:00	Registration & Coffee Service
8:50	<i>Housekeeping and EventMobi demonstration:</i> Rebecca McVeigh , Chief of Staff, QuEST Forum
9:00	Keynote Presentation: "The One Click Ideal" , Maria Eriksson , Senior Director of Performance Frameworks, Ericsson and QuEST Forum Executive Board Director
9:30	Keynote Presentation: "Vision 2020 and WCX" , Deepti Arora , Chief Quality Officer, NOKIA and QuEST Forum 2017 Executive Board Chair
10:00	Executive Presentation: "Frustration Free Network as a Business Model" , Hans Jürgen Schmolke , CEO, Metrinomics GmbH
10:30	Morning Break - for all attendees
11:00	Executive Presentation: "The Truth About Customer Experience" , Mehiar Qaoud , Senior Manager Commercial Process Management, du - Emirates Integrated Telecommunications Company
11:30	Executive Presentation: "Sustainable Supply Chain Development Programme" , John Spear , Managing Director, epi Consulting and Antonio Luz-Veloso , Senior Expert Supply Chain Management, Deutsche Telekom
12:15	Executive Presentation: "Subjective Versus Objective Customer Experience" , Per Kangru, Technologist at the CTO Office, Viavi Solutions and QuEST Forum EMEA KPI Team
12:45	Lunch - provided for all attendees
14:00	Executive Presentation: "The WCX App and Objective Quality: Making it Work on a Day to Day Basis" , Véronique Kaploun , COO, Metrinomics GmbH; and Michael Wennesheimer , Managing Director, P3 Group
14:30	Executive Presentation: "Sustainability-Can it Help Your Business Survive?" , Will Zhanghao , Head of Corporate Sustainable Development, Huawei Technologies Co., Ltd.
15:00	Executive Presentation: "NFV/SDN QF Strategic Board Project" , John Wronka , Quality Senior Director, NOKIA and QuEST Forum Oversight Work Group Co-Chair
15:30	Executive Presentation: "How to Utilize WCX Survey Results to Achieve Improved User Experience" , Leroy Blimegger, Jr., PhD , Global President, Assurance & Managed Services, Huawei Technologies Co., Ltd.
16:00	Afternoon Break - for all attendees
16:30	Executive Presentation: "CTO Update and TL 9000 Roadmap" , Ken Koffman , CTO, QuEST Forum; and Dave Sanicola , President, The DESARA Group and QuEST Forum Executive Board Director
17:00	Executive Presentation: "QuEST Forum Operating Update" , Fraser Pajak , CEO, QuEST Forum
17:30	Conference Close: Fraser Pajak , QuEST Forum; and Alan Rutterford , Senior Consultant, Bywater Excel
18:30	ICT Executive Networking Event <i>(by Invitation Only)</i> - off site
20:00	Executive Board Dinner <i>(by Invitation Only)</i> - off site

2017 EMEA Service Providers & Suppliers Summit

DRAFT Agenda

Friday 19 May 2017 QuEST Forum Meetings at Hotel Boscolo Plaza	
Executive Board	
9:00	Executive Board Meeting (<i>by Invitation Only</i>)
13:00	Executive Board Lunch (<i>by Invitation Only</i>)

KPI Work Group Meeting	
8:30	QuEST Forum Overview / Jumpstart, Alan Rutterford , Senior Consultant, Bywater Excel
10:00	KPI Workgroup Meeting on Measurement Development (<i>Observers and new Team Members welcomed</i>)
13:00	KPI Workgroup Meeting concludes