

QUEST FORUM ROADMAP - TIMELINE

Q3 2016 | Q4 2016 | Q1 2017 | Q2 2017 | Q3 2017 | Q4 2017 | Q1 2018 | Q2 2018 | Q3 2018 | Q4 2018 | Q1 2019 | Q2 2019

IMPROVING SOFTWARE QUALITY (SPI, SOFTWARE MODEL)

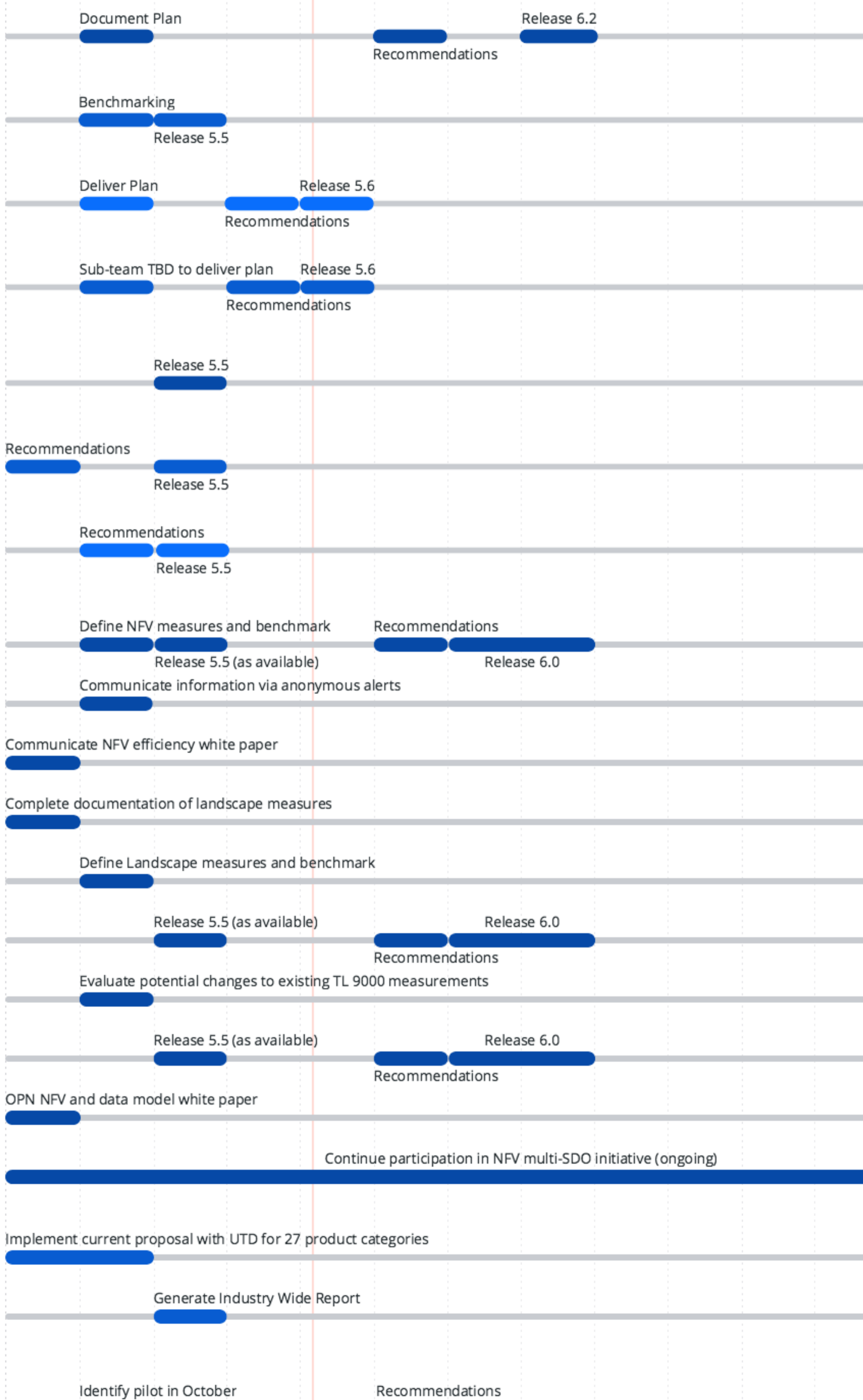
- DEFINE MEASUREMENT SUITE WHICH INCLUDES BENCHMARK-ABLE AND IN PROCESS MEASUREMENTS
- MODIFY OR EXPAND SPR MEASUREMENT
- EVALUATE TESTING REQUIREMENTS TO REFLECT INDUSTRY BEST PRACTICES
- EVALUATE DESIGN AND DEVELOPMENT REQUIREMENTS TO MAKE THE METHODOLOGY

ANALYZE CURRENT MEASUREMENTS (IGQ)

- ADDENDUM MEASURES (IRT)
- MODIFIED SFQ
- EVALUATE EXISTING TL 9000 MEASUREMENTS FOR REMOVAL

EXISTING EMERGING TECHNOLOGIES INITIATIVE (NFV/SDN)

- DE-RISK INTRODUCTION OF TECHNOLOGY
- MEASURE PERFORMANCE COMPARED TO LEGACY PRODUCTS



TOOLS, BPS FOR COLLECTING, ANALYZING AND REPORTING DATA (EMEA KPI, MARCOM COMMITTEE)

KPI ENHANCEMENT SUB-TEAM - CUSTOMER EXPERIENCE MEASUREMENTS

MODERNIZE DATA COLLECTION AND REPORTING (REPORTING DATA FROM CUSTOMER TO

VISUAL DASHBOARD (FOR ORGANIZATIONAL USE)

Recommendations
Benchmark Measurement
Release 5.6
Release 6.0

TL communication template for suppliers and customers - October

Visual dashboard to incorporate registered companies to TL industry data

EDUCATION, COMMUNICATION, AND MARKETING (AB/CB, QFA, MARCOM)

EDUCATION

COMMUNICATION

MARKETING

Education on how to apply TL 9000 to an organization's business - QFA

Newsletter
Newsletter
Newsletter
Newsletter
Newsletter
Newsletter
Newsletter
Newsletter
Newsletter
Newsletter
Newsletter

Develop process for collection of best practices - AB/CB sub-team

Develop TL 9000 marcom committee

Identify IP that QF wants to market

Publish TL cost model

WCX

SUBJECTIVE QUALITY SURVEYS

WCX PROJECTS

QUEST WCX CUSTOMER EXPERIENCE PLATFORM

Europe/Asia

Americas

Pilot Project

Pilot Deployment

SUSTAINABILITY

QUEST SUSTAINABILITY ASSESSOR

SUSTAINABILITY AWARDS

Launch English Version

Launch Mandarin Version

Award Announcement

Award Announcement

Award Announcement

BENCHMARKING

BENCHMARKING AS A SERVICE

Benchmarking Platform

Pilot Revenue Service

