The Presentation will start soon! There may be silence before we start.
Webinar will be 1.5 hours

To make Full Screen

For Q & A or CHAT, expand here or may auto-expand

For Q & A or CHAT select “All Panelists”

Phone icon identifies speaker
Globe icon identifies presenter

What challenges do you face in managing/governing your sustainability efforts?
Who is QuEST Forum?

Global community of Service Providers, Suppliers & Liaisons

Jointly create, develop and share quality management standards, best practices offerings and industry-leading resources

Develops & maintains TL 9000, an information and communication technologies (ICT) industry quality management system standard
QuEST Forum Members

<table>
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<tr>
<th>Service Providers</th>
<th>Suppliers</th>
<th>Liaisons</th>
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Complete Member Directory
http://questforum.org/member/member_directory.html
What Is **TL9000**?

- Created by the QuEST Forum
- Globally recognized quality standard, designed to improve communications products: hardware, software and services
- Built on ISO 9001 and its quality management principles
- Includes requirements for continual improvement, customer satisfaction and reporting of industry standard measurements
• Offers value to members and prospective members by providing educational opportunities consistent with the intent of TL 9000 and the best practices introduced at QuEST Forum’s conferences.

• Provides a top-quality educational system that supports quality and process improvement focusing upon the needs of the ICT industry.
QUALITY & CONTINUOUS PROCESS IMPROVEMENTS

- TL9000
- PDR Benchmarks
- Cost of Poor Quality (CoPQ)
- Lean Six Sigma (LSS)
- Supplier Performance Score Cards
Since 2005
Analytics-As-A-Service
2017-2020 Vision Roadmap
Insights-As-A-Service

What is the right question to ask? This “cognitive” ability to come up with not just the right answers but with the right questions (especially questions that were never asked or considered before) is the highest level of both analytics maturity and data science capability maturity.
TL 9000 Performance Data Reports (PDRs)

What are PDRs?

Monthly PDRs

These reports show the Best-in-class, Industry Average, Worst-in-Class, and monthly average by TL 9000 measurement plotted over a selectable period of months.

Notice

The Performance Data Reports are calculated according the latest release of the TL 9000 Measurements Handbook.

Details of the calculations formulas and the Performance Data Reports are explained here.

These files can be easily opened by any spreadsheet program.

See the schedule to determine when new PDRs are produced.

Annual PDRs

Select File to Download ▼

OR

Download All ▼ Zip File

OR

Download All in one file ▼ Zip File Text File
### Graphical PDR Reports

#### Select Product Category Data File
- **TL9000: TrendData-1-1-2017Aug.csv**

#### Select Measurement
- **PKT2 - Major Problem Report Fix Response Time**

#### Selected Year-Months to Display
- 2015-07
- 2015-08
- 2015-09
- 2015-10
- 2015-11
- 2015-12
- 2016-01

#### Display Options
- Hide Best In Class
- Hide Worst In Class
- Hide Industry Average
- Hide Monthly Average
- Hide Chart
- Hide Data Table

#### Data Table

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<th>Year-Month</th>
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<th>Worst In Class Count</th>
<th>Industry Average Count</th>
<th>Monthly Average Count</th>
<th>My Company Values</th>
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Pdrinsights – for PDR Sub-Group – Deep Dive Interactive Analysis – 1.2.9.2 – Edge Router
Pdrinsights – for PDR Sub-Group – Deep Dive Interactive Analysis – 1.2.9.1 Core Router
PDRinsights – PDR Sub-Group - OTD across Product Categories
PDR Insights – Launch Timeline

- IOS App – Release 1 – Public Beta – 18 September 2017
- Android App / PDR Web – will follow Few Weeks later
- Silver Plan – Free Access to Quest Forum / TL9000 members
- Free Trial option during public beta trial – Q4, 2017
- Details of enhanced premium APP (PRO) version – Details to follow soon
- Special launch pricing details – Sep 20, 2017
To suggest potential topics and presenters for QuEST Forum Academy, please visit


to download a Project Submittal Form. Email the completed form to QFAsubmittal@questforum.org.
Does your company operate in the ICT space? Are you a QuEST Forum member? If not, sign up today and reap the immediate benefits of membership.  
http://www.questforum.org/join/

For additional information, please visit:  
www.questforum.org  
www.tl9000.org
Thank you for participating in the QuEST Forum Webinar

Next Webinars:

ISO 9001:2015 and MSS Transition Process
Wednesday, September 27th @ 11:00 am CDT

You will be directed to a survey and your feedback is appreciated.