

QuEST Forum Strategic Planning Process

INPUTS

VOICE OF THE CUSTOMER
Member Value Survey Results
TL 9000 Survey Results
Member Representatives Input

VOICE OF THE BUSINESS
Environmental Scan
(Board & Leadership Council)

INDUSTRY BENCHMARKS & RECOMMENDATIONS

WORK GROUP PRIORITIES & REQUEST FOR SUPPORT AND EXECUTIVE BOARD PROJECTS

OUTPUTS

Vision: Be the global force for improving quality of products and services delivered to customers of information and communication technologies (ICT).

In the long term QuEST Forum will become:

- A Benchmark Industry Quality Association
- The Industry Source of Quality Requirements and Measurements
- The Industry Source of Quality Performance Data
- The Industry Source of Best Practices Information
- The Provider of a Robust Product and Service Offering

Mission: Drive the adoption of TL 9000 through global collaboration, evolving the Requirements, Measurements, and 3rd party registration process while sharing Best Practices.

Key Objectives:

- A) Promote a collaborative global and regional forum of industry leaders
- B) Identify and share best practices to improve operational excellence
- C) Harmonize global industry quality management system requirements and measurements
- D) Capture and benchmark key industry performance data to drive improvement of end customer experience
- E) Develop new products and services

Focus Area

Goals

Executive Owner

Target Completion

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.