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2011 Americas Best Practices Conference - Registration Opens 11 July

The [2011 Americas Best Practices Conference](#) will be held 12 – 14 September 2011 in Seattle, Washington and will focus on the theme “Integrated Communications: The Next Quality Paradigm.” Designed to provide learning and networking opportunities through a thought-provoking blend of keynote speakers, panel discussions, executive sessions and pre-conference workshops, the 2011 Americas Best Practices Conference is the pre-eminent event dedicated to communication technologies professionals.

Registration for the 2011 Americas Best Practices Conference will open 11 July 2011. We look forward to seeing you in Seattle.

QuEST Forum would like to thank the current sponsors of the 2011 Americas Best Practices Conference.

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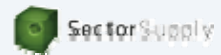
QuEST Forum's Candace
Dominick



Questions or
Comments



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Executive Board Dinner: BIZPHYX, ADTRAN, ASAP, Restor, TelTech
Comm, Triage

Small Business Breakfast: KARLEE

Beer & Gear Reception: Shields Environmental, Sector Supply

Break: Cisco

C-Level: Corning

For information on sponsorship opportunities, please contact Rebecca
McVeigh at rmcveigh@questforum.org or +1 972-423-0268

2011 APAC Best Practices Conference - Make Plans to Attend

The [2011 APAC Best Practices Conference](#) will be held 8 – 10
November 2011 in Beijing, China and will center around the theme
“Integrated Communications: The Next Quality Paradigm.” Mark your

calendars and make plans to attend. Registration will open 7 September 2011.

QuEST Forum would like to thank the current sponsors of the 2011 APAC Best Practices Conference.

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For information on sponsorship opportunities, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268

2011 EMEA Best Practices Conference Overview

The ancient city of Rome was the setting for the EMEA Region's 2011 Best Practices Conference. The Conference was kicked off with powerful messages covering the trends in the industry and the relevance of TL 9000 in this ever changing industry from Tim Harden, President Supply Chain and Fleet Operations, AT&T; Petter Jartby, Vice President and Head of Group Common Functions, Ericsson; and Ray Hardy, Programme Director, BT. There were strong Best Practices presentations, and Workshops on two important quest Forum strategic initiatives that completed a day filled with powerful messages. The day ended with a Networking Dinner held at the Villa Miani. The renovated Villa sits atop a hill overlooking Rome and provided a unique setting for networking. Day two of the Conference began with a challenging

message from Stef Van Aarle, Senior Vice President EMEA, Alcatel-Lucent. There were more enlightening Best Practices and the conference concluded with an Executive Panel that addressed the topic of “Maintaining Customers’ Trust”. All-in-all the attendees rated the Conference higher than last year’s conference and the comments noted the powerful speakers and messages presented.

2011 EMEA Best Practices Conference Presentations Now Available in the Knowledge Library

The presentations from the 2011 EMEA Best Practices Conference that QuEST Forum has received permission to post are now available for conference attendees and all QuEST Forum members to download in the Member Portal. [Click here](#) to view a list of the available presentations. To download the presentations, please follow the directions below.

1. [Login](#) to the QuEST Forum Member Portal. If you do not have a User ID or Password for the Portal, click on “Create a New User Account” at the bottom of the Login webpage.
 2. Choose “Member’s Area” from the left hand menu.
 3. Choose “Conference Papers” from “Resources” on the right hand side of the page.
 4. A new window will open with a search box titled “Knowledge Library Search”.
 5. In the “Knowledge Library Search” box, type the title of the presentation or the author’s name of the presentation that you would like to view. If you would like to view all available presentations from the 2011 EMEA Best Practices Conference, in the text box to the right of “Location (contains)” type “Rome”. Two choices will appear. Choose “EMEA Best Practices Conference, Rome, Italy June 2011”.
 6. Click “Submit”
 7. Click on the presentation’s title to download the pdf file of the presentation.
 8. To download the audio synced version of the presentation, click “More Info” underneath the title of the presentation. Then click the “Video” link to download. It may take a couple of minutes for the audio synced file to download. Please note that not all presentations have an audio synced version available. Please see the list accessed through the link above for complete details.
 9. Please contact information@questforum.org with any questions.
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Cindy Kazee, Universal Network Development Corporation on the Benefits of TL 9000

For UNDC, the value of the TL 9000 certification reaches far beyond meeting a customer requirement. Implementing a quality improvement process gave my company the structure we needed to prepare for growth. It gave me a way to measure customer satisfaction and service performance in hard numbers. The fact that we are continually polling our customers and asking for ways to improve your services sends a clear message that meeting and exceeding their expectations is a high priority.

Cindy Kazee
President
[Universal Network Development Corporation](#)

Tim Harden's TIA Keynote Presentation Now Available

[Tim Harden](#), President - Supply Chain and Fleet Operations, AT&T and Chair, QuEST Forum Executive Board, was the closing Keynote for [TIA 2011](#). Tim's presentation, which emphasized the importance of TL 9000 and demonstrated the value it provided AT&T, is now available for download on the [TIA Now website](#). To download Tim's keynote address and other videos from the TIA 2011 event, [click here](#).

Annual Performance Data Reports with Normalization Units

The Annual Performance Data Reports (PDRs) were recently recalculated to include the average number of normalization units from all certified registrations in 2010 for each of the measurements where normalization units apply. The Annual PDRs are accessed from the Registration Home Page by clicking on the View Annual Performance Data Report link and then selecting a product category. These reports are free to all TL 9000 certified registrations. For more information click on the PDRs button in the main menu bar of the TL 9000 website.

QuEST Forum member companies will be able to access all product category's Annual PDR data in early July from the normal monthly Performance Data Reports access page.

These reports were recently authorized by the IGQ Work Group at the request of the PDR enhancements team headed by John Wronka and sponsored by Ken Koffman.

QuEST Forum Small Business Members - Looking to Grow your Business?

The Small Business subgroup meets monthly by conference call to develop innovative solutions to practical small business problems, by utilizing QuEST Forum's member companies' Subject Matter Experts (SMEs) and the TL 9000 quality management system.

Join the call in July to learn about how to manage a remote facility. Jo Ann Brumit, CEO of KARLEE and Executive Board Member of QuEST Forum will share valuable insights on using web-based tools, achieving operational control with minimal indirect costs, and ensuring control using metrics. For more information, please contact Melissa Brock, KARLEE at mbrock@karlee.com.

Save the Date:

- September 13th, 7:00 AM – The Small Business Subgroup will host a breakfast at the 2011 Americas Best Practices Conference highlighting Small Businesses as a vital part of the supply chain. Registration for the Americas Best Practices Conference will open 11 July.

Sign Up:

- Small Business Workshop at the Americas Best Practice Conference – *“Winning Growth Strategies Using TL 9000”*

How to Join the Small Business Subgroup:

- You must already be a member of QuEST Forum with a login and password. If you are a QuEST Forum member and do not have a login and password, click “Create a New User Account”, on the [login](#) page.
- [Log in](#)
- Click on “Executive Board”
- Click on “Sub Teams”
- Select “EB3”
- Click on “Sub Teams”
- Click on “Small Business Subgroup”
- Click “Join as Full Member”
- You are now a member of the Subgroup!

If you have any questions concerning the Small Business Subgroup, please contact Melissa Brock, KARLEE at mbrock@karlee.com.

Save the Dates - QuEST Forum 2011 & 2012 Events

2011 QuEST Forum Events

13 - 14 September 2011, [Americas Best Practices Conference](#)
Seattle, Washington, USA

15 - 16 September 2011, Work Group Meetings
Seattle, Washington, USA

8 - 10 November 2011, [APAC Best Practices Conference](#)
Beijing, China

15 - 18 November 2011, Work Group Meetings
Richardson, Texas, USA

2012 QuEST Forum Events

30 - 31 January 2012, Leadership Summit
Richardson, Texas, USA

1 - 3 February 2012, Work Group Meetings
Richardson, Texas, USA

3 - 5 April 2012, APAC Best Practices Conference
New Delhi, India

15 - 17 May 2012, Work Group Meetings
San Jose, California, USA

11 - 13 June 2012, EMEA Best Practices Conference
Madrid, Spain

10 - 12 September 2012, Americas Best Practices Conference
Chicago, Illinois, USA

13 - 14 September 2012, Work Group Meetings
Chicago, Illinois, USA

20 - 23 November 2012, Work Group Meetings
Atlanta, Georgia, USA

To view the online QuEST Forum calendar in its entirety, [click here](#) or go to the "Meetings" tab on the QuEST Forum website, www.questforum.org, and choose "Calendar" from the left hand menu.

Bylaws Revision Vote

The Governance Committee, with assistance from legal counsel and input from both QuEST Forum Staff and the Bylaws Subteam of the Oversight Work Group, recently completed an extensive project to modernize and clean up the Bylaws. There were over 100 edits made, many of which were formatting, clarifying, reorganizing, procedural and/or other practical changes intended to bring the Bylaws in line with current practices and policies. The few changes which were substantive in nature are consistent with the agreed upon strategic direction and evolution of the QuEST Forum into the preeminent global quality organization for a converging, rapidly changing industry. At the 6 June Executive Board meeting, the Executive Board unanimously approved all changes for vote by the QuEST Forum membership and strongly recommends your company to vote yes to these changes. We are confident that these changes will promote the continued professionalization of the management of our organization, and ensure the engagement of an active, capable and fully involved Executive Board.

Member voting on the proposed Bylaws amendments opened 22 June. An email containing instructions on how to access the vote was sent to all of the Primary and Alternate Voters of the voting members. All votes are due by 8 July 2011. Below are links to the Executive Summary and red-lined version of the proposed Bylaws amendments.

- [Click here](#) to view an Executive Summary of the proposed Bylaws amendments.
- [Click here](#) to view a red-lined version of the proposed Bylaws amendments in its entirety

To ensure informed voting, an online Discussion Board is open for Q&A on the proposed Bylaws amendments. The instructions below explain how to access the online Discussion Board. The online Discussion Board will be open until 8 July 2011.

Access the Online Discussion Board

- [Login](#) on the [QuEST Forum Website](#).
- Click on "Member's Area" in the left hand menu bar.
- Click on "Discussion Board" in the middle of the screen.
- Click on "Access Topic" next to "2011 Bylaws Amendments"
- To reply to a previous post, click "Reply" to the right of the post.
- To post a new question or start a discussion on a new topic, click "Create New Thread" at the top of the posts.
- If you have any questions on how to use the Discussion Board, please utilize the "[Contact Us](#)" feature on the QuEST Forum

website.

Upgraded Version of QuEST Forum/TL 9000 Portal Released

The latest version of the QuEST Forum/TL 9000 portal is now live. While several changes were made, the two most visible changes are the explicit declaration of exclusions and exemptions in TL 9000 registration profile and the addition of the ability to upload photos for QuEST Forum events. If you have any questions, please use the "[Contact Us](#)" feature on the [QuEST Forum](#) and [TL 9000](#) websites.

Upload Your Photos from QuEST Forum Events

There is now a new feature in the QuEST Forum portal where you can upload your photos from the QuEST Forum conferences that you have attended and view photos uploaded by other conference attendees. Below are instructions on how to use this photo feature.

We hope that you will share your photos from the recent 2011 EMEA Best Practices Conference as well as past QuEST Forum events. Please remember that QuEST Forum is an industry association and all shared photos should be appropriate for a business environment. QuEST Forum reserves the right to remove shared photos at its discretion and without prior notification.

1. [Login](#) to the QuEST Forum Member Portal. If you do not have a User ID and password for the QuEST Forum Member Portal, click "Create a New User Account" at the bottom of the login screen.
2. Click "User Events" in the middle of the "User Home" page.
3. Click "View/Upload" next to the event for which you want to upload or view photos. Please note that while you can view the photos from any event, you will only be able to upload photos for the events that you attended.
4. To upload a photo, click the "Upload Photos" button on the left-hand side of the screen.
5. A new window will open. Click the "Browse" button to navigate to the photo file on your computer. Fill out the "Caption" box and click the "Upload Photos" button.
6. To view the uploaded photos, click on the large blue arrow on the right and left-hand side of the screen to scroll through the pictures.

Strategic Initiatives Updates

Marketing Outreach

The purpose of this project is to expand the marketing of QuEST Forum and TL 9000 beyond the traditional core audience and venues. Targeted market segments include cable, enterprise (OEMs and campus networks), non-telecom networks (smart grid/utilities and alternative carriers such as Google), consultants, and small suppliers. For each segment, the team has defined a specific value proposition, identified key companies, trade shows, and industry associations and developed marketing plans and customized presentations. Additionally this year the team is championing involvement and value delivery for targeted segments with the Membership & Recruitment initiative, providing expanded support to international groups/hubs, and working on engagement with governmental agencies to build support for TL 9000.

Progress since the last report includes:

- Posting of an update to the TL 9000 Database Security presentation.
- Completion of several tasks related to search engine optimization for the QuEST Forum and TL 9000 websites.
- A one page summary of the all three PDR white papers.
- Presenting the training and support material developed by the team for anyone speaking on behalf of QuEST Forum or on TL 9000 at external conferences to the Leadership Council.
- Distribution of QuEST Forum and TL 9000 placards to member and certified companies at TIA 2011.

Tasks currently in progress are:

- An executive level paper on the challenges facing the industry and how QuEST Forum and TL 9000 will help address those issues. This effort is being led by Uma Chandrashekhar with Steve Welch and Steve Pickett as principle contributors.
- Development of publicity materials for new TL 9000 Certifications similar to new members material developed last year.
- Annual review and update of marketing material.
- Developing tri-fold brochure targeted at small businesses.
- Supporting "Needs Assessment" for consultant and private network (smart grid, etc.) segments.
- Supporting marketing initiatives related to promoting Best Practices Conferences around the world.

The inventory of speakers and presentations for use supporting both

new market initiatives and other QuEST Forum needs is being continually updated. If you or someone from your company is giving a presentation at a non-Forum event, please let the team know so the details may be captured in the inventory.

Marketing Outreach Team:

Lead: Steve Pickett, Telmar Network Technologies,
steven.pickett@telmarnt.com

Chris Frey, Accenture, christopher.e.frey@accenture.com

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Mike Fargano, QWEST, michael.fargano@qwest.com

Tom Yohe, Telmar Network Technologies, tom.yohe@telmarnt.com

PDR's

The PDR team continues to look at potential topics for the 4th "Industry Report", building on the extensive interest from the first three published reports. In fact, the first three Industry Reports will be translated into a number of key languages (Chinese, Korean, Japanese, and Spanish). Currently the team is looking at Software Problem Reports, Product Category 9 Performance and Routers as possible topics.

Last year UTD developed a "visualization tool" that helped determine statistically valid PDR trends, and was an excellent aid in identifying potential Industry Report topics. The tool, developed by a graduate student, has now been transferred to the UTD team that supports QuEST Forum. This success protects an important investment made last year.

PDR's Team:

Lead: Ken Koffman, BigBand Networks, ken.koffman@bigbandnet.com

IGQ Co-Chair/PDR Evaluation Sub-team Lead: John Wronka, Alcatel-Lucent, jwronka@alcatel-lucent.com

Network and Service Reliability

Phase 1 and 2 are complete.

Phase 3 (In progress) The team is looking to work on a study on

common and required TL 9000 measures in Product Categories 7.3.2 and 9.x. This will be discussed along with a study on power plant and its impact on network reliability and NOC as a managed service.

Phase 4 (In progress) New content has been added to the "Jump Start" or overview presentation.

Phase 5 (In progress) The team has prepared the measure documentation in the TL 9000 Measurement Handbook format in preparation for IGQ review. There will be a workshop on the study at the EMEA Best Practices Conference and a panel outlining the study and benefits of participation is being prepared for the Americas Best Practices Conference.

Network and Service Reliability Team:

Lead: Fraser Pajak, TELUS Communications, fraser.pajak@telus.com

Amador Lucero, Qwest, amador.lucero@qwest.com

Tim Harden, AT&T, th8261@att.com

Dave Sanicola, The Desara Group, Dave.Sanicola@DesaraGroup.com

Don Pickens, QuEST Forum, dpickens@questforum.org

Measurements for Next Generation Networks

The intention of this initiative is to develop a set of network measurements, including network performance, designed for Next Generation networks. Over the next five years, existing communication networks will be evolving into an IP-based architecture, which encompasses a high degree of software in network elements. The objective of this project is to create a roadmap and guide the implementation of TL 9000 Measurements for the future IP-based network. This network will need to be managed for provisioning and maintenance in a cost effective and efficient manner. There will also be a need to know how the overall network is performing relative to peer companies.

Next Generation Measurements (NGN) sub teams have developed specific recommendations in the areas of Fulfillment, Pre Deployment, Reliability, Software, Sustainability, Performance and Security. Benchmark studies are underway to test measurement effectiveness for consideration for the next Measurements Handbook (Pre Deployment, On Time Delivery to Supplier Promised Date and Software measurements for Product Category 7.2.2). The Performance sub team is making good progress defining This team is working with the Network Reliability and Benchmarking team to develop performance based measurements.. The Security sub team has developed recommendations for new security requirements and a security measurements guidance document.

Measurements for Next Generation Networks Team:

Lead: Tim Harden AT&T th8261@att.com

Ken Koffman, BigBand Networks, ken.koffman@bigbandnet.com
Mariano Legaz, Verizon, Mariano.legaz@verizon.com
Trevor Putrah, KGP, taputrah@kgptel.com
Don Pickens, QuEST Forum, dpickens@questforum.org
Fraser Pajak, Telus, Fraser.Pajak@telus.com
Steve Welch, sgwelch@swbell.net

Upcoming QuEST Forum Sanctioned Training Courses

Listed below are upcoming QuEST Forum sanctioned training courses. Please visit the Provider's website for more information and registration details.

TL 9000 Requirements
4 July 2011, Hemel Hempstead UK
[Excel Partnership UK](#)

TL 9000 Measurements
5 July 2011, Hemel Hempstead UK
[Excel Partnership UK](#)

TL 9000 QMS Auditing
6 – 8 July 2011, Hemel Hempstead UK
[Excel Partnership UK](#)

Please note that all information is subject to change. Check the provider's website to confirm class offerings, dates and locations.

New Members

QuEST Forum is pleased to welcome the new members that were added in June: **CABLCON**, Americas Small Supplier.

New TL 9000 Registrations

Congratulations to the newest TL 9000 registrants: **GENBAND US, LLC., Infinite Convergence Solutions, INTERSOFT Co., Ltd.** and **Narinet, Inc.**

QuEST Forum's Candace Dominick

[Candace Dominick](#) is the QuEST Forum TL 9000 Administrator at the University of Texas at Dallas. She performs the day-to-day administration of the worldwide QuEST Forum Customer Response Center. She also processes the TL 9000 invoices, coordinates the bi-weekly QuEST Forum Production meetings, and manages the worldwide QuEST Forum e-shop and shipment of handbooks.

Candace was employed at UT Dallas in 2000 as a Customer Service Associate. In October 2009, she became a financial/budget analyst and assists the CSEPI Institute Executive Director and Center Directors with internal administrative duties such as contracts, policies and procedures, and human resources as well as monitoring, administering, and coordinating the CSEPI Institute budgets and financial reviews. Candace attended Towson Strafford Business School.

Candace is also the personal and finance director of her church. She helped to start a food pantry for the community and is involved in her church mission group that sends food, clothing and other personal items to the Philippines. Candace sings in the choir and has two adorable dogs, a border collie named Jeffrey and a mutt named Daisy, along with three children and a husband.

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QuEST Forum

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