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QuEST Forum Newsletter - November/December 2011

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Overview of 2011 APAC Best Practices Conference

The APAC Region Best Practices Conference was held 7 - 10 November in Beijing, China. This is the second consecutive year that the APAC conference was held in Beijing and there were over 140 total attendees. General feedback from the attendees was that this was the best conference they can remember in China.



Tim Harden presents at the 2011 APAC Best Practices Conference.

This year's conference focused on TL 9000 training and workshops as well as small businesses. The entire conference was set up to provide simultaneous translation in Chinese and English for all of the presentations and events. The first day featured a four hour sanctioned TL 9000 Essentials training class open to all registrants. That evening the Executive Roundtable and Networking Event was held and there were many participants from local small businesses as well as potential member companies in attendance. This event provided an overview of the QuEST Forum structure, goals, and success stories. A traditional

Results

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Chinese dinner hosted by the Executive Board at J & E Mansion Dining capped off the evening.



Attendees at the 2011 APAC Best Practices Conference.

The first full day of the APAC Best Practices Conference featured an opening Keynote address by Tim Harden, President –Supply Chain and Fleet Operations, AT&T. Followed by a Keynote address by Salvadore Calta – VP Client Value IBM. The remainder of the day was filled with valuable and educational Executive and Best Practices presentations.



Attendees "sign-in" at the 2011 APAC Best Practices Conference.

On Wednesday morning the conference was opened with a VIP address by Mr. Sheng Fei, Director General – Dept of Accreditation, CNCA and a Keynote address by Mr. John Wu – Deputy Director Corporate Quality, Huawei. The afternoon session was highlighted with a Keynote address by Mr. Freeman Yang. There were again many Executive and Best Practices presentations given during the day. The

will be closed 23 December and 26 December for the Christmas holiday and 30 December and 2 January for the New Year's holiday. Please note that handbook orders will not be shipped 23 December through 2 January. Handbook shipments will resume 3 January.



[Questions or Comments](#)

final activity of the day was a workshop on selecting TL 9000 product categories.



Networking Dinner at the 2011 APAC Best Practices Conference.

The final day of the conference featured a TL 9000 workshop on Measurements and PDRs. This interactive workshop received the highest marks in the conference survey for content and presentation.

Jack Pompeo, Huawei Technologies Comments on the 2011 APAC Best Practices Conference

“My very special thanks to QuEST Forum Staff, Rebecca, Donna, and team for planning and hosting an excellent 2011 APAC BPC in Beijing. It was the highlight of my 5 + years in China.

Financially we had 5 Diamond Sponsors and reached our attendance target but more importantly the conference rooms, food and service at the hotel were very good and we had excellent speakers, so I am fairly confident, we will have very positive feedback on the survey.

We had an outstanding turnout from the Executive Board, many had to travel long distances to be here in China. We had excellent attendance at the C-Level meeting and there is a strong demand for TL 9000 standard in China; this was evident by our many government meetings and the desire to make TL 9000 a National Standard in China.

Many folks talked with me at the Conference and they said that it was the best APAC BPC they have ever attended! Congratulations to all the

QuEST Forum staff for making it happen and looking, so easy too!”

Jack Pompeo
Corporate Quality Director
Huawei Technologies
Shenzhen, China

Pursuit of TL 9000 as a Chinese National Standard

QuEST Forum and the Greater China Hub have been working to position TL 9000 as a Chinese National Standard. Through the help of CEPREI, a meeting was arranged with the Standards Agency for the Peoples Republic of China (SAC). The meeting was held in Beijing and was well attended by QuEST Forum Executive Board members and Greater China Hub leaders. Discussions were held on an agreement between SAC and QuEST Forum and this agreement is in the approval process. The pursuit of the Chinese National Standard for TL 9000 could take some time but the benefits for both QuEST Forum and China is worth the time and effort involved.



QuEST Forum meets with the SAC at the 2011 APAC Best Practices Conference.

2011 APAC Best Practices Conference Presentations Posted

The presentations from the 2011 APAC Best Practices Conference that QuEST Forum has received permission to post are now available for conference attendees and 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 APAC Best Practices Conference, in the text box to the right of “Location (contains)” type “Beijing”. Select “APAC Best Practices Conference, Beijing, China Nov 2011” underneath the text box.
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.

Please contact information@questforum.org with any questions.

Supplier to Service Provider Metrics Request Letter

As part of our initiative to expand the use TL 9000 a letter has been created for use by supplier members to encourage their service provider customers who are not using TL 9000 metrics as part of their supplier management program to do so. The objective is to standardize and simplify for both parties the process of measuring supplier performance. This letter is intended to be delivered in a personalized manner by a key executive of the supplier to a key executive of the service provider. [Click here](#) to download a copy of the letter or visit the "[Resources](#)" section of the QuEST Forum website.

Membership

“Through our involvement in the QuEST Forum, Global Energy & Technology, Inc. has gained invaluable insight on the Best Practices of our communications industry. The QuEST Forum’s Small Business Subgroup has strengthened our application of the TL 9000 standard to our business, and has allowed for extensive networking opportunities with like-minded professionals. Global’s customized supply chain solutions and award winning, value-added services are attributed to our commitment to quality and benefit greatly by our continued membership in the QuEST Forum.”

Lisa Greenwood
Global Energy & Technology, Inc.

2012 Leadership Summit Registration

Registration is now open for the 2012 Leadership Summit, Work Group Meetings and Strategic Initiative Meetings, 30 January - 3 February in Richardson, Texas USA.

[Register Now](#)

[View the Agenda](#)

While there is no registration fee for the meetings, we ask that you register by 20 January 2011 to ensure accurate numbers for planning purposes.

[Make Hotel Reservations](#)

Please note that the deadline to receive the QuEST Forum room rate is 8 January 2012.

[Visiting Richardson, Texas with QuEST Forum](#)

A fact sheet about the conference, hotel and surrounding area to help you plan your trip.

Who should attend the January/February Meetings?

- The Leadership Council and Executive Board should plan to attend.
- Any one already involved in a Work Group, the Network and Service Reliability Strategic Initiative or the Next Generation Networks Strategic Initiatives as well as those interested in becoming involved are strongly encouraged to attend these face-to-face meetings.

[View information](#) on the QuEST Forum Work Groups.

QuEST Forum would like to thank the current sponsors of the 2012 Leadership Summit.

Diamond Sponsor



For information on sponsorship opportunities at the 2012 APAC Best Practices Conference, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268.

Forbes Names Axis Teknologies One of Americas Most Promising Companies

Forbes recently named Axis Teknologies, a QuEST Forum member, to their list of Americas Most Promising Companies. Axis Teknologies is an engineering firm that specializes in voice and data communication infrastructure. Forbes' list of America's Most Promising Companies features 100 privately held up-and-comers with compelling business models, strong management teams, notable customers, strategic partners and precious investment capital.

"Sizing up younger, privately held companies is hard: Their fortunes can change very quickly and there's a dearth of public data," says Forbes Executive Editor Brett Nelson. "We took a more comprehensive approach to evaluate their health and potential."

To sharpen its search, Forbes teamed up with CB Insights, a Manhattan-based data firm that tracks investment in high-growth private companies. With \$650,000 in grants from the National Science Foundation, CB has developed complex software called Mosaic that mines myriad online sources (from press releases and social networks to job boards and court filings) to come up with one, algorithmically derived score that measures a private company's health. Forbes married Mosaic's data-crunching with old-fashioned reporting to assemble a list of rising stars with bright growth prospects. To view the complete the list, please visit www.forbes.com/ampc.

2012 QuEST Forum Executive Board Election Results

QuEST Forum is pleased to announce the results of the 2012 Executive Board election.

Elected 2012 Vice Chair

- Tim Harden, AT&T

Elected Service Provider Directors

- Dana Filip-Crandall, British Telecom - 2 year term
- Mariano Legaz, Verizon - 2 year term
- SK Sharma, Bharti Airtel Ltd. - 2 year term

Elected Supplier Directors

- Kevin Calhoun, Corning Cable Systems - 2 year term
- Sonia Comajuan, Alcatel-Lucent - 2 year term
- Ken Koffman, JDSU - 2 year term
- Steve Pickett, Telmar Network Technology - 2 year term

Elected Small Company Supplier Director

- JoAnn Brumit, KARLEE - 2 year term

View the QuEST Forum 2012 [Executive Board](#) and the [Executive Contributors](#).

2012 Work Group and Regional Election Results

QuEST Forum is pleased to announce the 2012 Work Group, Region and Hub leaders.

Americas Region

John Russell
Telcordia Technologies
Chair

Joan Lynn
Axis Teknologies
Vice Chair

Jennifer Simcox
BIZPHYX, Inc.
Americas Secretary

Rodolfo Stecco
IRAM
Latin America Secretary

EMEA Region

Maria Eriksson
Ericsson
Chair

Colm O'Keeffe
Alcatel-Lucent
Vice Chair

Alan Rutterford
Excel Partnership UK
Secretary

APAC Region

Yasushi Kojima
Fujitsu
Co-Chair

Xu Feng
ZTE
Co-Chair

Ashok Dandekar
Fujitsu
Secretary

Greater China Hub

Xu Feng
ZTE
Co-Chair

Zhang Wei Hua
China Telecom Shanghai
Co-Chair

William Wong
HKQAA
Co-Secretary

Dr. Wan Juyong
CEPREI
Co-Secretary

India Hub

SK Sharma
Bharti Airtel Ltd.
Co-Chair

S.M. Balasubramaniyan
Wipro
Co-Chair

Secretaries are pending.

Japan Hub

Shunichi Fujii
Fujitsu
Chair

Ichiro Kawatsu
NEC
Co-Vice Chair

Toshihiko Ogura
JQA
Co-Vice Chair

Hisahiro Yoshizaki
Fujitsu
Secretary

Korea Hub

Junil Song
KQA
Secretary

GBE Work Group

Ashok Dandekar
Fujitsu
Co-Chair

Vinny Arrigali
Cisco Systems
Co-Chair

Bob Clancy
BIZPHYX, Inc.
Co-Secretary

Art Morrical
Alcatel-Lucent
Co-Secretary

IGQ Work Group

Mike Gaines
AT&T
Co-Chair

John Wronka
Alcatel-Lucent
Co-Chair

Nancy Bell
Alcatel-Lucent
Co-Secretary

Karen Rawson
The DESARA Group
Co-Secretary

Oversight Work Group

Irv Briks
AT&T
Co-Chair

Sheronda Jeffries
Cisco
Co-Chair

Chris James
Tii Network Technologies
Co-Secretary

Joe Kunzer
Tellabs
Co-Secretary

2012 APAC Best Practices Conference Call for Papers

The 2012 APAC Best Practices Conference will be held 3 - 5 April 2012 in New Delhi, India and will focus on the theme "Integrated Communications Services: Anytime, Anywhere". QuEST Forum is looking for speakers to share the best practices and methodologies that have made their organizations successful. You are invited to submit an

abstract for presentation at this informative event and are also encouraged to invite colleagues and other industry professionals to submit an abstract.

[Click here](#) to download a list of suggested abstract themes for the 2012 APAC Best Practices Conference, abstract submission guidelines, a detailed listing of the information required in the abstract submission form and a sample abstract submission. The information provided will help you as a potential presenter prepare your abstract for submission.

Follow the link below to submit an abstract for the 2012 APAC Best Practices Conference. Please note that abstract submissions will only be accepted through the online submission tool.

[Online Abstract Submission Tool](#)

The deadline for submitting an abstract for the 2012 APAC Best Practices Conference is 9 January 2012.

If you have any questions or need assistance, please contact QuEST Forum at +1-972-423-7360 or bpc@questforum.org.

QuEST Forum would like to thank the current sponsors of the 2012 APAC Best Practices Conference.

Diamond Sponsor



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Alcatel-Lucent

For information on sponsorship opportunities at the 2012 APAC Best Practices Conference, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268.

Mark Barnes, KGP Logistics on Supply Chain Services for the Telephony, Wireless and CATV Communications Industry

In a recent edition of the KGP Access magazine, Mark Barnes, Quality Manager of KGP Logistics and QuEST Forum Member Supplier Representative was interviewed for an article exploring the question of “Should TL 9000 mean something to CATV operators?” Mark concludes that “TL 9000 metrics provide a valuable measuring stick for CATV operators” and notes that “(the metrics) gives prospective customers a fair expectation of quality level since there is never any doubt as to what the numbers mean. Hard data equals hard evidence.”

[Click here](#) to view the article in its entirety.

KGP Logistics is a telecom distributor serving the communication and supply chain needs of wire line, wireless and CATV providers. KGP Logistics is a QuEST Forum member and TL 9000 certified.

TIA 2012 - Innovation in the Network

The broadband communications industry is in a constant state of great change and opportunity. This is true in the technology arena and increasingly true in the business realm as well.

For network operators and communications service providers, even the very business model of the carrier is undergoing a significant transformation. Traditional differentiators for service providers — network speed, depth of product/service portfolio and price — are no longer enough to attract and retain customers.

No matter what the subject – M2M, Cloud, Optical Transport, Network Convergence –it is clear that innovation is the order of the day in ICT.

Whether companies are opening Innovation Centers, working as part of diverse ecosystems or collaborating internally across vast geographic boundaries, at the heart of today's Innovation model is The Network.

TIA 2012 Conference and Exhibition is designed to capture this transformation on multiple levels for the global ICT industry. The event brings together leading minds in technology, in the network business model, in network innovation and a transformed customer experience.

Alcatel-Lucent, the event's host sponsor, reprises its role from the 2011 show as the forward-thinking technology company delivering new thinking and new products to carriers and enterprise customers alike. Attendees to TIA 2012 will hear from Alcatel-Lucent's leadership, including North American President, Robert Vrij, and other product and technology executives as they provide insight and knowledge on topics ranging from Green ICT to Optimizing Networks.

[Click here](#) to view highlights of TIA 2012: Inside the Network.

Today the pace of Innovation is occurring at a pace unlike any time before, as companies are looking beyond their walls to tap new resources, ideas and explore new business models. In 2012, the best opportunity for the North American market of communications suppliers, integrators, network operators and service providers to gain an immersive experience into these changes is TIA 2012 "Inside the Network." Plan on attending the event – June 5-7, 2012 in Dallas, Texas and check www.tia2012.org for updates on speakers, exhibitors and specialty conferences.

EMEA Region KPI Team Successes

The EMEA led KPI sub-team had some marked success during 2011. They achieved three of their four targets and are working away at the last one.

Earlier in 2011, the subteam obtained higher visibility for the Supplemental Measurements and also introduction of ITIL language into the new draft Measurements handbook V 5.0. Our thanks to the teams who worked on these projects.

On 3 November, it was agreed at the IGQ Work Group meeting to include a new Section 9.2 "Customer Complaint Report Rate" (CCRR) in the draft Version 5.0 of the Measurements handbook.

The EMEA Leadership team would like to thank all of the people in took part for their dedication and hard work to achieve these milestones, in particular the CCRR team and all the people throughout QufST Forum

who supported the team. This is the successful culmination of 18 months of dedicated work.

The subteam is now working on the last item – developing the “Incident Restore Time “ (IRT) measurement. We are looking for both service providers and suppliers to join us in the benchmarking trial. Please contact Colm O’Keeffe (colm.okeeffe@alcatel-lucent.com) or Alan Rutterford (alan@tlp.co.uk) if you want to join in this exciting development or for further information

2012 QuEST Forum Sponsorship Opportunities

Commit to sponsor multiple QuEST Forum events in 2012 and receive a discount. The discount amount is determined by the [level of sponsorship](#) and the number of events sponsored. [Click here](#) to access the online sponsorship calculator to see how much you can save. Sponsorship packages can also be tailored to meet your desired level of exposure and expenditure.

To commit to sponsor in 2012 or for more information on sponsorship opportunities, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268. Please note that in order to receive the discount, sponsorships must be committed to and paid-in full prior to the first event sponsored.

Save the Dates: QuEST Forum 2012 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

13 – 16 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. To switch between the 2011 and 2012 events, select the year you want and click “Go”.

Updated QuEST Forum Vision Statement

The QuEST Forum Executive Board unanimously voted to update the QuEST Forum vision statement from “Be the global force for improving quality of products and services delivered to customers of communication technologies.” to “Be the global force for improving quality of products and services delivered to customers of information and communication technologies (ICT).” This change positions QuEST Forum to better serve its members as the industry as a whole.

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), 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. The team is also 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.

Since the last report the team has:

- Finalized a high level executive summary on the challenges facing the industry and how QuEST Forum and TL 9000 will help address those issues. All comments from the Executive Board review have been incorporated into this three page paper

A second one page version of this material was also created. Once layout is completed, these will be available for use.

- Completed a brochure on the Measurements for Next Generation Networks Strategic Initiative
- Signed an agreement with TIA to hold a QuEST Forum C-level event and dinner prior to the TIA2012 conference in Dallas/Fort Worth next June.
- Presented the QuEST Forum speaker's training material to the Executive Board.

Tasks currently in progress include:

- Completion of the final details on a more extensive executive level paper that builds on the summary noted above. This version is designed to easily allow the insertion of market specific to a given market segment. Work on the third paper which is a detailed case study intended for publication is being held up while the team, led by Uma Chandrashekhar with Steve Welch and Steve Pickett as principle contributors, re-evaluates possible publications to target.
- Working on the details with TIA for the QuEST Forum and TL 9000 session on the afternoon prior to TIA2012 followed by a C-level event and dinner that evening.
- Development of publicity materials for new TL 9000 Certifications similar to new members material developed last year.
- Annual review and update of marketing material.
- 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

Bryan Glutting, ACS Solutions, bglutting@acssolutions.com

Uma Chandrashekhar, Alcatel-Lucent, <mailto:umac.shekhar@alcatel-lucent.com>

Joan Lynn, Axis Technologies, jlynn@axisteknologies.com

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PDR's

As mentioned last month, the PDR Subteam held a three hour workshop at the APAC Best Practices conference in Beijing. The workshop was very well attended and was rated highly on the event customer satisfaction survey. While there was an extensive amount of material prepared to present at the workshop, it was agreed by design to focus on audience questions. Questions included clarification of certain product category selections, a review of new measures being proposed for the Measurements Handbook 5.0, clarification of "problem reports" and the use of monthly and industry average trend charts. On the latter subject, results of the four PDR Industry Reports were highlighted. This report was released in conjunction with the conference, along with an official press release. Unlike previous reports, the fourth report focused on a single product category (Edge Routers), over a five, rather than two, year span and included a number of different measures. This report also featured a "side bar" article that explained potential reasons for industry and monthly average spikes. Some report highlights include: 76%/90% improvement in Critical/Major Problem reports (NPR1/NPR2); strong performance in major problem report fix response time (FRT2), with the industry average reaching over 90% in 2011; After spiking in mid-2008, Software Fix Quality (SFQ) had a downward trend and is currently running at less than .2%

PDR's Team:

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

Network & Service Reliability

Phase 1 & 2 are complete.

Phase 3 (In progress) - The team during the November work group meetings. Discussions included but was not limited to the Change Management measurement set, the Churn measures, and planning for 2012.

Phase 4 (In progress) - Active recruitment continues for the wireless and managed sub-teams. It is anticipated that these new sub-teams will finalize participants and start meeting in 2012.

Phase 5 (In progress) - The team finalized the IGQ Work Group comment review for the MTRS and GSI measures. Both measures were reviewed in detail during the face-to-face work group meetings. The measures have acceptance pending an updated definition of "critical service disruption".

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
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.

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 were conducted to test measurement effectiveness and further develop each measurement for consideration in the next Measurements Handbook. A total of seven measurements were proposed and six measurements were studied. Two measurements were ultimately sent to IGQ for Comment Review and one measurement, On Time Delivery to Supplier Promised Date, was accepted into the draft Measurements Handbook. The Pre Deployment Sub Team benchmarked four measurements for the Supplemental Measurements Library, Software benchmarked one measurement and documented two measurements for the library and Performance is working on six measurements for the library. Additionally, the Security Team has developed recommendations to strengthen security requirements and completed a security measurements guidance document that will be sent to IGQ for Comment Review. Sustainability has plans to move forward with a benchmark study to evaluate the TEER measurement for TL 9000.

Looking ahead to 2012, the NGN team will continue with the current Subteam work while forming new Subteams for Wireless, Handsets and Cloud. The NGN team always welcome new members. Please contact Beth Ford if you are interested in joining.

Measurements for Next Generation Networks Team:

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

Ken Koffman, JDSU, ken.koffman@jdsu.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

New TL 9000 Registrations

Congratulations to the newest TL 9000 registrants: Alcatel-Lucent Quality Management System, Anixter Integrated Supply, AT&T C&E Pole Placement, Champion Telecom, Inc., DASANSMC Inc., Delta Electronics (Dongguan) Co., Ltd., East Point Communication Technology Co., Ltd., Flextronics Manufacturing Mex. S.A. de C.V., Fujitsu Optical Components Limited, Genesis Networks Telecom Services, LLC - DBA Genesis-ATC, Great Lakes Wire & Cable, Kunsul Plastic Pipe Co., Ltd., Netvision Telecom Inc., SHENZHEN GRENTech CO.,LTD, SUZHOU AEON TECH CO.,LTD, TE Connectivity Networks, Inc., and Zhuhai Founder Tech. High Density Electronic Co., Ltd.

QuEST Forum's Sonia Comajuan, Alcatel-Lucent

With more than 18 years experience in the Telecommunications industry, [Sonia Comajuan](#) is Vice President of Global Quality & Customer Satisfaction at Alcatel-Lucent. Sonia leads Alcatel-Lucent's corporate wide Quality & Customer Satisfaction strategy, planning and assessment to ensure fulfilling customer commitments, while delivering a "right-first-time" customer experience. Sonia's global organization is accountable for transformation and quality functions both centrally and across delivery, products and supply chain, and reports to the COO.

An executive with MBA and Telecommunications Engineering degrees, Sonia has deep experience in Operations, Global Project Management (PMP® and GPM Alcatel-Lucent Accreditation), Quality Assurance, Sales Support and Software Design and Integration. With extensive international and multicultural experience, fluent in five languages, Sonia is enthusiastic and passionate in providing vision and direction with focus on accountability and results.

Sonia is a leader who has developed her professional career in Barcelona, Buenos Aires, Rio de Janeiro and currently Madrid, always comfortable working in international and virtual and complex

environments. Sonia started her career as Network Integrator of Switching Systems and Intelligent Networks in Alcatel Spain, then moving to the Applications area for Technical Tendering Support, and later to Project Management. Previous to her current position, Sonia's managerial and leadership experience included: Director of Quality Assurance for EMEA Region, Director of the Project for BT's MVNO Network Deployment and O&M; Director of Project Management as GPM for major Telecommunications Service Providers and Vertical Markets in Spain; Director of Operations for Applications business in Latin America.

Sonia holds a Masters degree by Catalonian University (UPC) in telecommunications Engineering, an MBAPDG from IESE Business School, is PMP certified by PMI, and Global Project Management (GPM) Accredited by Alcatel-Lucent.

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QuEST Forum

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