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QuEST Forum Newsletter - January/February 2012

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Overview of the 2012 Leadership Summit and Work Group and Strategic Initiatives Meetings

The QuEST Forum Executive Board and Leadership Council met in Richardson, Texas 30 - 31 January for the [2012 Leadership Summit](#). The Leadership Summit is a time for the leadership of QuEST Forum to review the activities and accomplishments of the previous year and present the plans and goals for the upcoming year to meet all strategic objectives. Over 100 participants attended the Leadership Summit and the Work Group meetings that followed.



After meeting the first day of the Leadership Summit, the Executive Board hosted a dinner at Chamberlains. Fifty-nine individuals joined the Executive Board for an evening of networking and fine dining. The recipients of the 2011 COO Award were recognized for their

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outstanding contribution at the dinner. In addition, the 2011 QuEST Forum Executive Board and Executive Contributors were recognized by Tim Harden, 2011 Chair and Don Pickens, QuEST Forum Chief Operating Officer for their many contributions.



The Executive Board and Leadership Council met on Tuesday, 31 January. The morning began with the presentation of the 2012 State of the Forum address. Members were able to listen to the State of the Forum via WebEx. The day concluded with a Recognition Reception for the Leadership Council, QuEST Forum staff and UTD. The Oversight, GBE and IGQ Work Groups held meetings on Wednesday and Thursday and the Measurements for Next Generation Networks team and the Network and Service Benchmarking team also met during the week.



QuEST Forum extends a heartfelt thanks to everyone who participated in the Leadership Summit and Work Group meetings. The next face-to-face Leadership Council and Work Group meetings are scheduled for 15 - 17 May in San Jose, California. We look forward to seeing you there.

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2011 COO Award Recipients

The 2011 COO Award recipients were recognized at the Executive Board Dinner at the 2012 Leadership Summit. The COO Award is given to individuals that go above and beyond their responsibilities as volunteers to support QuEST Forum. The 2011 COO Award recipients are:

Sue Clancy, BIZPHYX, Inc.

Sue received a COO Award for her work to build the awareness, relevance and membership status of Small Businesses, her dedication to enhancing the effectiveness of the "Jump Start" program as well as her ongoing recruiting efforts for QuEST Forum membership.

Sheronda Jeffries, Cisco

Sheronda received a COO Award for her efforts to bridge and open the door for training in Asia and her leadership in the development of the Virtual Instructor-Led Training

Vinny Arrigali, Cisco

Vinny received a COO Award for his involvement in the GBE Work Group's outreach to the APAC and EMEA Regions as well as his continued dedication in providing WebEx utilization to improve participation opportunities and communication for our global volunteers.

Beth Ford, AT&T

Beth received a COO Award for her exceptional work on the Next Generation Networks Strategic Initiative. Beth brought focus to a complex topic and was instrumental in driving the team toward achieving milestones and deliverables. Beth also did a great job as Member Director helping Tim Harden, 2011 QuEST Forum Chair.

Mark Barnes, KGP Logistics

Mark received a COO Award for his efforts with the Member Recruitment Committee in targeting service providers in the USA and EMEA for QuEST Forum membership. Mark also did an outstanding job as Member Director helping Trevor Putrah, 2012 QuEST Forum Chair.

Joan Lynn, Axis Teknologies

Joan received a COO Award for her efforts in organizing the C-Level meetings for all three regions, leading and coaching the abstract grading process for all of the Best Practices Conferences, and for being the project lead for the Network Performance and Reliability Measurements Board Team

Jennifer Simcox, BIZPHYX, Inc.

Jennifer received the COO Award for taking the new member peer program across all three regions. She has tirelessly recruited peers and set up a program to mentor new members for 18 months to ensure the new members are active and engaged from the beginning.

Jeff Bostow, CenturyLink

Jeff received the COO Award for being an active member of the Oversight Work Group Training Sub Team that developed the current online end-of-course CSAT assessment survey components. As a subset of this activity, Jeff also performed the statistical analysis using descriptive statistics to derive overall CSAT measures for continuous improvement.

Tom Yohe, Telmar Network Technology

Tom received the COO Award for being the project lead and keeping the Marketing Outreach Initiative moving forward. Tom is also actively involved in both the IGQ and Oversight Work Groups as well as providing technical assistance to sub-teams like benchmarking. Tom is a subject matter expert on most all aspects of QuEST Forum and constantly provides input for many QuEST Forum activities.

Woohyung Chae, Biznear Co. Ltd

Woobyung received the COO Award for acting as one of the QuEST Forum Observers for the Validation Audit. He went above and beyond by conducting three observations of Validation Audits. He was very cooperative by changing his schedule to accommodate our requests. His travel expenses were very frugal and his audits were thorough and professional.

Bernd Kohnke, BT Group

Bernd received a COO Award for his excellent contribution to the EMEA KPI team. He has provided leadership and contributed in many ways.

Ruud Slijhuis, KPN

Ruud received a COO Award for his excellent contribution and leadership to the EMEA KPI team.

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340 Club 2011 Members

Congratulations to the 2011 members of the 340 Club. Each company listed below was recognized at the 2012 Leadership Summit for exhibiting exceptional participation in QuEST Forum's activities. QuEST Forum truly appreciates our members' support through the investment of their employees' time and efforts in QuEST Forum's work groups, sub teams, and regions along with generous event sponsorships. Each company's cumulative participation points total meets or exceeds the 340 point minimum for 2011 calendar year participation.

ADTRAN, Inc.
Alcatel-Lucent
AT&T, Inc.
Axis Teknologies
BIZPHYX, Inc.
Cisco Systems
Ericsson
Fujitsu
Huawei Technologies Co. Ltd.
KGP Logistics
Telcordia Technologies
Tellabs
Telmar Network Technology

The 340 Club will continue in 2012 but the requirements may be modified. Participation is tracked by company and credit is given for participation in conference calls and face-to-face meetings as long as the attendance is recorded in the Meeting Tracker system. There are 11 participation categories: Attendance at regional BPCs, Executive

Board, Leadership Council, Strategic Initiatives, Work Groups (IGQ, OSWG, GBE), Work Group sub-teams, Regions/Hubs, Regions/Hubs Sub-teams, Sponsorships, voting, and other. The chart below shows the points per category and how they are calculated.

Category	Points Per Event	Maximum Points for Category
Attend Regional BPCs	15	45
Executive Board Member	15	15
Leadership Council Member	15	15
Strategic Initiative Teams*	4	60
Work Groups (GBE, IGQ, OSWG)*	4	80
Work Group Subteams*	4	40
Regions/Hubs*	10	120
Regions/Hubs Subteams*	10	120
Sponsorships - Tiered Point System		75
- Diamond	5	
- Sapphire	4	
- Ruby	3	
- Other (Element, Board Dinner, etc.)	2	
Voting - any vote/election during the year	10	10
Other	10	10
Maximum Points Possible		590
<i>*Credit is given by company for participating in conference calls and face-to-face meetings by logging into the Meetings Manager in the QuEST Forum portal. Credit may be given for participation in a team project via emails, if information is provided to Melba Hill by the team leadership.</i>		

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2012 Insights & Intents Released

Unveiled at the 2012 Leadership Summit in Richardson, Texas, the 2012 edition of Insights & Intents serves as our annual report and provides a concise and meaningful look into QuEST Forum's current operations, leadership and organizational outlook as well as its future initiatives. A copy of the 2012 Insights & Intents will be mailed to the primary contact for each member copy. An electronic version can also be [downloaded here](#). To request additional copy of the 2012 Insights & Intents, please contact QuEST Forum at information@questforum.org

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2012 EMEA Best Practices Conference Call for Papers

The [2012 EMEA Best Practices Conference](#) will be held 11 - 13 June 2012 in Madrid, Spain and will focus on the theme of “Integrated Communications Services: Anytime, Anywhere - for the Customer”. 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 EMEA 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 EMEA 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 EMEA Best Practices Conference is 21 February 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 EMEA Best Practices Conference.

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at&t



ERICSSON

Emerald Sponsor



Sapphire Sponsors



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

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2012 Americas Best Practices Conference Call for Papers

The [2012 Americas Best Practices Conference](#) will be held 10 - 12 September 2012 in Chicago, Illinois and will center around the theme "Integrated Communication Services & Quality: 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 Americas 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 Americas 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 Americas Best Practices Conference is 16 April 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 Americas Best Practices Conference.

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

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2012 APAC Best Practices Conference Registration Open

Registration is now open for the [2012 APAC Best Practices Conference](#), 3 - 5 April in Delhi, India. The theme of the conference is "Integrated Communications Services: Anytime, Anywhere".

[Register Now](#)

A registration discount is available to all QuEST Forum Members and TL 9000 Certified Companies. Small organizations that are not QuEST

Forum members and meet the criteria outlined below are also eligible to receive a discounted registration rate.

Registration Fees for QuEST Forum Members and TL 9000 Certified Companies

*Payment by Credit card - USD \$300 or approximately INR 15,800.
Payment on Site INR 15,800.*

Registration Fees for Non-Member SMALL Companies (US\$100 Million or less revenue annually):

*Payment by Credit card – USD \$350 or approximately INR 18,450.
Payment on Site INR 18,450.*

Registration Fees for Non-Member LARGE Companies (US\$100 Million or more revenue annually):

*Payment by Credit card – USD \$400 or approximately INR 21,000.
Payment on Site INR 21,000.*

Conference registration fees include the Networking Dinner. The cost to bring a guest for the Networking dinner is US\$80 or approximately INR 4,200.

[Hotel Reservations](#)

Reservations made after Monday, 20 February 2012 the hotel can offer special group rates based on availability.

[Visiting Delhi, India with QuEST Forum](#)

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

The 2012 APAC Best Practices Conference will emphasize TL 9000 QMS education.

- A TL 9000 “Jump Start” workshop on Monday afternoon, 2 April.
- A workshop during the conference on how to select TL 9000 Product Categories.
- An interactive TL 9000 workshop on Measurements and PDR Data on Thursday morning, 5 April.

Scheduled speakers include:

- VIP speakers from Governmental and Quality Organizations
- Keynote and Executive Speakers from AT&T, Ericsson, China Telecom-Shanghai, Huawei, ZTE, Fujitsu, Wipro, Bharti-Airtel, JDSU, Alcatel-Lucent, and others
- Industry related “Best Practices” speakers

The 2012 APAC Best Practices Conference will also include:

- Network and Service Reliability Benchmarking for Telecom Operators
- Networking opportunities in a relaxed and social atmosphere at a famous location in the Delhi area

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

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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.

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Getting the Most from Your QuEST Forum Membership Webinar for the Americas Region

The Americas Region is pleased to offer a complimentary virtual webinar for QuEST Forum members in the Americas Region* on 12 March 2012, 11:00am - 1:00pm Central. The webinar will focus on how to best utilize your QuEST Forum membership and realize the benefits of participating as a volunteer. The Executive Board Strategic Initiatives and the structure of Executive Board, Leadership Council and the Work Groups as well as their activities will also be covered in detail.

[Register Now](#)

Please note that while there is no registration fee for this event, you must register in order to receive the access information for the webinar.

If you have any questions, please contact QuEST Forum via the "Contact Us" function on the QuEST Forum or TL 9000 websites.

** Please note that the webinar will be recorded and made available for download by all QuEST Forum members.*

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TIA 2012 Innovation in the Network

This is your industry event - Join us! [Registration](#) opens in mid-February.

This is the era of the Networked Society, where anything that will

benefit from a connection will get one. Operators face both opportunity and threat from the combined force of the proliferation of a wide variety of smart devices, video/OTT and the rush to the cloud.

The whole IP network is the focus of TIA 2012 — it is the strategic differentiator that enables network operators, service providers and key enterprise customers to cope with the changing business climate.

TIA 2012: Inside the Network focuses on emerging opportunities and challenges in business and technology — of the Broadband Network.

Why Attend?

Service Providers, Network Operators, Business Executive, Marketing Professionals, Network Managers and Network Engineers, at TIA 2012 you'll discover solutions to increasing infrastructure demands by exploring new business models and opportunities for service innovation and growth. TIA 2012 is the one unique event focused on innovation in The Network! Plan to:

- Meet suppliers, OEMs and services firms and hear from industry leaders about critical future directions in Network business ecosystems and innovative technology advances
- Understand the changing dynamics of the telecommunications marketplace, and what they mean for infrastructure owners and services firms
- Learn how to extract maximum value and profitability from delivery of cloud services, video communications, multiscreen TV and new applications on a converged network infrastructure
- Explore the market dynamics, architectures and applications enabling affordable, reliable bandwidth in mobile backhaul, mobile data traffic offload, and small cell technology
- Gather new ideas on potential business models in the growing arena of M2M and the Internet of Things and understand the impact of M2M on future network architectures
- View the emergence of 100G Ethernet and new optical transport technologies as keys to scaling network profitably to meet the demands of traffic growth
- Take a top-down look at the new framework of security solutions and what is needed to bundle security with existing enterprise offerings
- Discover next-generation Green ICT products and services, as well as innovations delivering energy efficiency and cost-savings
- Gain intelligent data on data center infrastructure needs and upgrade paths to optimally handle traffic at 10G, 40G and 100G speeds
- Take the Telecom Crash Course for an overview of forces shaping our changing industry, including technological, economic, regulatory and social forces
- Learn about broadband needs in underserved regions and how

to tap the public-private community relationships to enter these markets

- Attend the Keynotes, Workshops, TIA Member Meeting, AT&T Opening Reception, Educational Conference, TIA Engineering Committee Meetings, VIP Dinner, and much more!

TIA is pleased to collaborate with QuEST Forum on this important event. Please join us!

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Training Subteam Announces Availability of VILT

QuEST Forum's Training Sub-Team is pleased to announce their first virtual instructor-led training (VILT) course, TL 9000 Introduction and Overview (VILT).

This virtual instructor-led training course allows the existing TL 9000 Introduction and Overview training course to move from on-site instructor-led to virtual delivery. This alternative delivery method allows learners to complete training with an instructor, but without travel.

The course also uses a modular approach and is equivalent to the existing TL 9000 Introduction and Overview training course.

The TL 9000 Introduction and Overview (VILT) training course will be offered by QuEST Forum's Authorized Training Providers, who are listed at: <http://tl9000.org/training/providers.html>

For more information on QuEST Forum's TL 9000 Introduction and Overview (VILT) training course, please visit: <http://tl9000.org/training/courses.html>

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Small Business Update

Join the small business conversation! On 21 February we will discuss KPI's and Dashboards and how you can use them to help your small business grow.

The Small Business Subgroup will be participating in the 2012 APAC Best Practices Conference in April to invite and encourage small

business involvement with QuEST Forum in the India hub. If you are aware of a small business in the India hub, please let us know and we will be glad to reach out to them. Just send us their name, company name and email address via the "[Contact Us](#)" function.

The purpose of the Small Business Subgroup is to come together 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. [Download](#) step-by-step instructions on how to join the Small Business Subgroup. Once you have joined, we will send you an invitation to join our calls.

[Visit](#) the newly built Small Business webpage on the QuEST Forum website to view the Small Business training topics for 2012, highlights on small businesses who are QuEST Forum members and news on the activities of the Small Business Subgroup.

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India Hub TL 9000 Training in February

QuEST Forum is sponsoring an introductory training on TL 9000 in four cities in India. The training classes will be in Delhi (2/13) Hyderabad (2/15), Chennai (2/16), and Mumbai (2/17). The training is in conjunction with an Executive Visit to India for membership recruiting and preparation for the APAC Best Practices Conference in Delhi in April. This training is being offered to promote the scheduled Sanctioned training being offered in India in April/May. (See the training schedule article below for sanctioned training details.)

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Save the Dates: QuEST Forum 2012 Events

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.

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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), small suppliers, and trainers/consultants. 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.

In 2011 the team met all of its green goals and two of three blue goals. Key accomplishments achieved in 2011 included:

- Development of new marketing material including a Network and Service Reliability Benchmarking Study brochure, a one page summary NPR/FRT white paper, a one page summary first three PDR white papers, a QuEST Forum for small suppliers brochure, and a Measurements for Next Generation Networks brochure.
- Updated material included the TL 9000 Database Security presentation, Web site search engine optimization, the new member orientation process and materials (with OSWG), and the format and type of content in the “Insights and Intentions”.
- Signing an agreement with TIA for pre-conference C-level event and dinner at TIA2012
- Arranging for the translation of 4 marketing brochures for APAC.

conference into Chinese and the first 3 PDR White Papers into all four of our “basic” languages

- Development of speaker training and support material
- The addition of a new targeted market segment - “Trainers & Consultants”
- Completion of the content for the three executive level white papers

Tasks for 2012 include:

- Review/refresh standard marketing material
- Establish relationships with SNO and IWPC
- Help support and maintain existing strategic relationships
- Review/update market segment plans and material
- Support develop of new material on Network Reliability Benchmarking including white paper
- Develop and implement EB #6 engagement process that can be used by the regions

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

Uma Chandrashekhar, Alcatel-Lucent, umac.shekhar@alcatel-lucent.com

JoAnn Brumit, KARLEE, jabrumit@karlee.com

PDRs

As part of the 2012 QuEST Forum Leadership Summit, the PDR subteam reviewed their accomplishments and plans for 2011/2012 with the Executive Board. Overall the board was pleased with the results, including the continued rise in PDR customer satisfaction. The team will continue its path on continuing to publish PDR industry reports, proactive product category verification, update "white papers" (e.g. PDR calculations paper), continue workshops and webinars, and identify TL 9000 candidate companies for product categories that don't have enough data to provide robust industry statistics. In addition, the team will look at aggregating data across product categories as another way to provided more information for the existing PDR data. Also the team will review error checking and other data submission processes and propose solutions to continue to improve PDR completeness and accuracy.

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

As part of 2012 work plan, the team will be structured into 3 sub-teams: wireline, wireless and managed services. The current participants will join the wireline sub-team led by Jason Becker, Verizon. The wireless sub-team is currently recruiting SMEs and will be led by Brad Spencer, TELUS. The managed services sub-team will be led by Don Topper, Huawei. This team will be closely collaborating with EMEA region leadership and the KPI team.

The team met during the Leadership Summit. The decision was made to submit the GSP measure to IGQ work group for consideration for the Supplemental Library. The team also did a PDR deep dive and identified a number of opportunities for additional data submissions. Next, the team finalized the Change Management measures. The study is planned launch in April with historical data submissions from January 2011 onwards for seven measures. Also planned for April is the Customer Churn measure. The team will work towards a study on the contract period churn measures.

Last but not least, the team will be collaborating with the PDR team to produce a whitepaper.

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 team developed a new Charter for 2012: Keep pace with technology introductions in wireless and wired networks to effectively address converged, next generation, IP-based communications networks.

Next Generation Measurements (NGN) sub teams are focusing on the areas of Pre Deployment, Software, Sustainability, Performance, Security, Cloud Computing/Data Center (new), Wireless Infrastructure (new), Wireless Consumer (new) and Enterprise (new). The sub teams are finalizing measurements for the Supplemental Measurements Library, recommending enhancements to the Requirements Handbook related to Security and Network Performance and forming new sub teams for Cloud, Wireless and Enterprise. Please contact Beth Ford to participate in one of the new sub teams or an existing NGN sub team

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

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Upcoming 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
20 February 2012, Hemel Hempstead UK
[Excel Partnership UK](#)

TL9000 Quality Management System Requirements Release 5.0 and
Measurements Release 4.5 Implementation
20 - 22 February 2012, Seoul, Korea
[Bizpeer](#)

TL 9000 Requirement
21 February 2012, Hemel Hempstead UK
[Excel Partnership UK](#)

TL 9000 QMS Auditing
22 - 24 February 2012, Hemel Hempstead UK
[Excel Partnership UK](#)

TL9000 Quality Management System Requirements Release 5.0 and
Measurements Release 4.5 Auditing
26 - 29 March 2012, Seoul, Korea
[Bizpeer](#)

TL 9000 R5.0 Requirements
23 April 2012, New Delhi, India
[BIZPHYX](#)

TL 9000 R4.5 Measurements
24 April 2012, New Delhi, India

[BIZPHYX](#)

TL 9000 R5.0/4.5 Auditing
25 - 26 April 2012, New Delhi, India

[BIZPHYX](#)

TL 9000 R5.0 Requirements
30 April 2012, Bangalore, India

[BIZPHYX](#)

TL 9000 R4.5 Measurements
1 May 2012, Bangalore, India

[BIZPHYX](#)

TL 9000 R5.0/4.5 Auditing
2 - 3 May 2012, Bangalore, India

[BIZPHYX](#)

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

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New QuEST Forum Members

QuEST Forum is pleased to welcome the new members that were added in January and February: Accedian Networks, Inc. (Small Supplier, Americas Region) and Trilogy Communications, Inc. (Small Supplier, Americas Region).

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New TL 9000 Registrations

Congratulations to the newest TL 9000 registrants: Alpha Technologies, ARTEMIA Communications, Inc., AVC, Dell Mobility, Fiber Business Solutions Group Inc., Hanuri Polytech Co., Ltd., Huawei Device USA Inc., Huawei Technologies Canada Co., Ltd., K-net Co., Ltd., NCR Services, Ray-Star System Solutions (Xiamen) Inc., Rosenberger Site Solutions, LLC, SHENZHEN ZHIWEIXIN ENTERPRISE CO.,LTD. and YURIMTECH Co., Ltd.

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QuEST Forum's Dana Filip - Crandall, BT

[Dana](#) joined BT in the summer of 2009 to support the transformation of the company across its technology development operations for products and platforms.

An operations general manager with more than 21 years of telecommunications experience, throughout her career she has played a leadership role in driving transformation change resulting in businesses that operate with step change improvements in customer satisfaction together with greater efficiency and significantly reduced costs. She has directed large team of operations personnel including field operations and call centre personnel, domestically and offshore.

Prior to joining BT, she held numerous commercial and operational positions with AT&T US West and Qwest.

Dana holds an MBA from the Northwestern Kellogg Graduate School of Management, and a Bachelor of Science in Electrical Engineering – University of Denver.

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