



Raising Standards. Bridging Technologies. Building Value.

QuEST Forum's Performance Data Reports

**Performance Excellence through
Global Telecommunications Quality**

Measuring process effectiveness is fundamental to successful quality management and continual improvement of business processes. The TL 9000 quality system provides a standardized set of performance measurements that are useful for both of the above purposes and more.

TL 9000 registration requires the reporting of measurements that are data specific to the associated registration. This data is submitted to QuEST Forum's secure repository and this exhaustive database of measurements of all certified TL 9000 registrations is the source of the Performance Data Reports (PDR).

The PDRs provide reliable trend data and robust industry benchmark numbers for product categories.

What are PDRs?

QuEST Forum's TL 9000 Performance Data Reports (PDRs) provide industry benchmark statistics and trend data for over 110 product categories. Industry statistics include Best-in-Class, Worst-in-Class, Industry Average, and Monthly Average for each of the TL 9000 measurements in the product categories where sufficient data exists. To support useful benchmarking, the Best-in-Class, Worst-in-Class, and Industry Average results represent data over a sustained period of time (at least six consecutive months). The Best-in-Class and Worst-in-Class data points reflect performance from a single organization's data submission over that same sustained period.

PDRs are compiled from monthly data submissions from all TL 9000 certified registrations, as required by the TL 9000 Quality Management System. QuEST Forum's TL 9000 Administrator manages the database, oversees operations and produces the PDRs. Processes are in place to ensure complete anonymity of data. Even the TL 9000 Administrator is not able to link data submissions with specific companies. The complete system has also been certified to the ISO 27001 Information Security standard.

As part of their membership privileges, all QuEST Forum full and affiliate members can access the PDRs free of charge. QuEST Forum Liaison members and TL 9000 registered non-members can purchase PDR reports for one or more product categories.

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The Usage of PDRs

QuEST Forum has developed and published a “white paper” on PDRs. The document is titled *How to Use QuEST Forum TL 9000 Measurement Performance Data Reports*. Its purpose is to provide guidance and help to PDR users. It provides practical information and examples on how to extract PDR data and report displays, perform data analysis and interpretation, set measurement targets and drive continual quality improvement. It is available for free download at: http://tl9000.org/tl_resources/PDR_Usage.pdf

This paper also provides an overview of industry statistic definitions, and provides further insight on how to validate the data, use it for setting realistic targets, monitoring performance, and taking action.

Organizations interested in more information on PDRs should contact QuEST Forum’s IGQ Work Group. More information is available at <http://questforum.org> or via email to information@questforum.org.



The Value of the PDRs

- Truly comparable data for over 110 product categories in the telecom industry
- Drawn from a centralized database of industry-wide measurements
- Fortifies and encourages development of meaningful and valuable measurements
- An invaluable source for benchmarking

How does the value of PDRs differ from PDR benefits?

One major PDR benefit is that PDR statistics can be used as an input for setting appropriate TL 9000 measurement targets and driving continual improvement. Others include:

PDR Benefits

- Having industry “best-in-class” data to use in benchmarking
- Helps identify and improve telecom processes, products, and services
- Standardized customer reports and assessments using TL 9000
- Provides a basis for vendor performance appraisals and comparison to industry standards
- Makes verifiable data on industry trends and performance available to regulatory and other entities



Measurement Input and Flow

The TL 9000 Quality Management System enables organizations to input measurement data and access industry statistic benchmarks and trends through the QuEST Forum web site.

QuEST Forum has appointed The University of Texas at Dallas to manage the database, oversee operations, and produce the PDRs. This autonomous arrangement guarantees data integrity, security, and anonymity to all data contributors.

PDRs capture hardware, software, and service quality measurements for over 110 product categories. The product categories are constantly refined to reflect evolving technologies and new products.

PDRs can be customized for language, product category, and reporting period.



About QuEST Forum

QuEST Forum is a unique collaboration of service providers and suppliers dedicated to telecom supply chain quality and performance.

We unify the global telecom community through the implementation of TL 9000, a telecom-specific quality standard, collaboration in our work groups and regional hubs, emphasis on learning and sharing industry best practices, and creation and delivery of reports and benchmarks.



For more information on QuEST Forum visit us on the web at www.questforum.org or contact us at information@questforum.org

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