



Raising Standards. Bridging Technologies. Building Value.

# QuEST Forum

**Performance Excellence through  
Global Telecommunications Quality**

QuEST Forum is a unique partnership of telecommunications service providers and suppliers, dedicated to supply chain quality and performance. We are the leading global force in the pursuit of telecommunications product and services quality and performance excellence.

The strength of QuEST Forum comes from its member companies, global organizations representing every telecommunications manufacturing, service, and support discipline.

For a directory of members please visit:  
[www.questforum.org](http://www.questforum.org)

# Why QuEST Forum?

In the aftermath of deregulation and break-up, a new telecommunications industry began to rapidly emerge. Across the globe, a wave of unprecedented change was re-shaping the industry as telecom regulators raced to increase competition. New wireless and internet technologies offered the dream of exciting new services and more consumer choice. But, how would these new networks and technologies actually work together, given that losses from quality defects was estimated at billions of dollars annually and customer satisfaction was steadily declining.

Fortunately, the answer emerged at an organizing conference in late 1997. With a remarkable burst of collaborative energy, the concept of a telecom



industry “forum” for quality systems and standards was born. This unique forum for Quality Excellence for Suppliers of Telecommunications (QuEST) would rotate leadership between service providers and suppliers, commit to the use of common performance measurements, and use volunteer work groups to develop new standards. Within eighteen months the new TL 9000 standards were published and the first registrations were completed.

Today we are in our second decade and are confident that our efforts will continue to result in amazing improvements in organizational performance and customer service. Now more than ever, the world looks to QuEST Forum to guide the delivery of a high quality telecom infrastructure to support our growing interdependent global economy and facilitate modern life.



## **Discover the Benefits of Membership**

*Here are just a few of the ways that QuEST Forum membership strengthens your organization:*

**Networking and Marketing** – The opportunity to network and collaborate with other suppliers and service providers is invaluable. QuEST Forum members consistently testify that the business they have gained through networking with other members exceeded their expectations. Additionally, the opportunity to sponsor QuEST Forum events and showcase your products and services allows your company to directly market to a captive and interested audience.

**Leadership and Guidance** – As members your company will have the chance to collaborate with industry leaders, innovators, and subject matter experts. The opportunity to share experiences, learn from visionaries throughout the global telecommunications industry, and keep abreast of the technologies shaping and driving the industry defies measurement.

**Board Participation and Work Groups** – Member companies can have personnel elected to the Executive Board and other executive leadership positions within QuEST Forum as well as participate in Work Groups. Serving in these leadership roles and participating in the Work Groups allows member companies to directly impact the TL 9000 standard and other valuable services provided by QuEST Forum.



## Who Benefits and How?

*QuEST Forum influences industry-wide quality by:*

- Promoting a collaborative global forum of industry leaders
- Harmonizing global quality requirements and measurements, and supporting their consistent application
- Maintaining a searchable repository of industry trends, performance, and comparative data
- Identifying and sharing best practices

Whether your company is just starting down the quality path, or is implementing a mature business excellence model, QuEST Forum offers the support you need to achieve continuous improvement and bottom-line business results.

## How can I join QuEST Forum?

Companies interested in joining QuEST Forum may visit [www.questforum.org](http://www.questforum.org) for more information and to complete the online membership application (a downloadable version is available).

### **Full Membership**

Available to telecom service providers and suppliers

### **Member Affiliate**

Available to subsidiaries of full member companies

### **Liaison Membership**

Available to valued organizations such as registrars, accreditation bodies, training providers, consultants, and trade associations



## Services That Count

**TL 9000 Support** – Improve organizational excellence by implementing and achieving practical results: increased productivity, enhanced customer relations, reduced costs, and improved service reliability. QuEST Forum provides members with no-cost data registration, training discounts, and easy access to certified registrars, trainers, and auditors.

**Work Groups and Events** – Grow your business connections and sales relationships as you network with customers, peers, and suppliers. QuEST Forum provides many opportunities for you to participate in events, contribute your expertise to work groups, play a part in standards development, share best practices, interact with global colleagues and gain insights from subject matter experts.

**Best Practices Information and Events** – Excel in business by learning from your peers about best practices and how to implement them. QuEST Forum helps you discover and share industry best practices by facilitating a variety of global conferences and events, and providing online access to a knowledge library of presentations, articles, and research materials.

**Performance Data Reports (PDRs)** – Learn about your company's performance by benchmarking your TL 9000 measurement results against industry statistics. The PDRs will help identify key improvement areas to increase the quality of products and processes across your organization.

## Global Regional Structure

QuEST Forum member organizations represent all global regions. In order to address the regional quality needs and provide local support for geo-specific issues, QuEST Forum has built a hub-and-spoke organization covering geographical clusters and functional work groups by region.

## Benefits of the Regional Structure

- Focus on regional issues and needs
- Participate in QuEST Forum on a regional level
- Share best practices on a local and international level
- Benchmark performance metrics to true global standards



For more information on QuEST Forum visit us on the web at [www.questforum.org](http://www.questforum.org) or contact us at [information@questforum.org](mailto:information@questforum.org)

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