

QuEST Forum February 2008 Newsletter

2008 Annual Meeting In Review

Thank you to everyone who contributed to the success of the 2008 Annual Meeting held at the Omni Hotel in downtown Los Angeles, California, USA. We realized an increase in member attendance of over 30% from the 2007 Annual Meeting.

Other meeting highlights included the celebration of the 10th Anniversary of QuEST Forum, induction of new board members, 2007 TL 9000 Recognition, and numerous thought-provoking presentations by industry insiders. The presentations addressed quality from the customers' perspective, managing supply chain quality, new and exciting technologies, broadband and content distribution rights and a historic perspective of the QuEST Forum. Attendees also enjoyed a networking dinner at the Dorothy Chandler Pavilion which is famous for its long time hosting of the Academy Awards. The stars of our evening were the volunteers who were recognized for their many contributions to QuEST Forum.

Your 2008 QuEST Forum Executive Board

<p>Chair Ron Ostrowski Executive, Strategic Operations US Service Provider <i>Cisco Systems, Inc.</i></p>		<p>Project Director Vincent Arrigali Manager, Quality Systems <i>Cisco Systems, Inc.</i></p>
<p>Vice-Chair Fraser Pajak Vice President, National Network Assurance <i>TELUS Communications</i></p>		<p>Chief Operating Officer Don Pickens <i>QuEST Forum</i></p>
<p>Treasurer Tim Houghton Senior Vice President and Chief Sourcing Officer <i>Bell Canada</i></p>		
<u>Directors</u>		
<p>Jehangir Ardeshir President, Business Improvement <i>Tata Teleservices Limited</i></p>		<p>Satyendra Kumar Senior Vice President & GroupHead, QualitySystems <i>Infosys Technologies, Inc.</i></p>
<p>David Ayers Vice President, Engineering <i>Nortel</i></p>		<p>Gary McMullin Executive Vice President <i>Telmar Network Technology</i></p>
<p>JoAnn Brumit CEO <i>Karlee</i></p>		<p>Everett McNair Vice President, Customer Support Services <i>Corning Cable Systems</i></p>

Pierre Cyr Vice President, Global Quality & Customer Satisfaction <i>Alcatel-Lucent</i>		Maureen Merkle President, Procurement <i>AT&T</i>
Michael Daigle Vice President, Network Planning <i>Verizon</i>		Peter Stangl Head of Supplier Performance Management, Global Supply Chain Management <i>Vodafone Group</i>
Steve Dickens General Manager, Corporate Quality <i>BT Group</i>		Zhang Wei Hua Chairman & General Manager <i>China Telecom (Shanghai)</i>
Ken Koffman Global Corporate Quality Officer <i>BigBand Networks</i>		Dr. Li Yingtao President of Central Research & Development <i>Huawei Technologies</i>
<u>Executive Contributors</u>		
John Brots Executive Vice President, Global Operations <i>Tellabs</i>		Steve Welch QuEST Forum Chairman <i>1997, 1998</i>
Shunichi Fujii General Manager, Global Quality <i>Fujitsu</i>		

Annual Meeting Presentations Are Available

To view the presentations we have permission to distribute from the 2008 Annual Meeting, use the following instructions:

- 1) Login to the QuEST Forum Member Portal
- 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) In the "Search QuEST Forum Knowledge Library", choose "Annual Conference, Los Angeles, CA, USA (Feb 2008)" from the drop-down menu to the right of "Select a Location"
- 5) Five results will be returned
- 6) Click on the Presentation's Title to download

Testimonial: Glow Networks on the adoption of the TL 9000 Standard

Dr. Jay Srinivasan, Founder and President of Glow Networks, Inc.: "In the last 3 years since Glow Networks adopted the TL 9000 standard the company has seen an astounding 350% revenue growth!

The greatest benefit we derived by adopting TL 9000 is in instilling a rigorous process discipline across the company. The process discipline, in itself, helped us organize what we already had, and provided access to the latest and greatest

information to every employee. This discipline helped us avoid repeat work; helped us use the document to train new recruits; and helped us improve or maintain top quality.

We can testify that we would have lost business that we already had if we had not adopted TL 9000. TL 9000 helped us respond to proposals much better and more readily because of standard documentation we have developed as part of TL 9000.

In certain areas, TL 9000 helped us improve our customer satisfaction. In areas where we already had the best quality rating, having TL 9000 made it easier to maintain those ratings.

We also saw cost reductions due to the elimination of repeat work. When you have the processes and procedures documented and updated on a routine basis, you naturally will eliminate the need to go back to the drawing board every time you have a new project.”

Call for Speakers: EMEA Conference, 14-17 April 2008

The EMEA Regional Conference will be 14-17 April 2008 in Prague, Czech Republic. We are currently seeking dynamic individuals to speak on the current and future state of telecommunications and best practices. If you, a colleague or a collaborative group have what it takes to inspire, educate and provide insightful knowledge, please submit a proposal to information@questforum.org by Monday, March 3, 2008. The proposal should include the following information:

- | | |
|----|---|
| 1) | Your Name and Title |
| 2) | Company Name |
| 3) | A brief summary of your activity in QuEST Forum |
| 4) | A brief summary of your proposed topic including its relevance and usefulness to QuEST Forum members. |

Confirmed speakers include:

- * Thomas Bertram - CTO, Magyar Telekom (Deutsche Telekom Hungary)
- * Ellen Bovarnick - Vice President Lean Six Sigma and Global Quality, Nortel
- * Joe De Feo – CEO, Juran Institute
- * John Hatton - Director Vendor Management, BT
- * Pavel Kos - CTO, Vodafone Czech Republic
- * Herve Legenvre - Director Major Accounts, EFQM
- * Steve Sherman - Vice President Global Process & Quality, Alcatel-Lucent

Current Sponsors –

Diamond:	BT, Vodafone
Emerald:	Walker Information
Sapphire:	Alcatel-Lucent, Cisco, DNV, Huawei, Juran Institute, Nortel, Smallpeice Enterprises, Telmar Network Technology
Ruby:	BSI Management Systems

Save the Date: Americas Regional Conference Is Headed To Calgary

Mark your calendars for The Americas Regional Conference on 2 – 6 June 2008 in Calgary, Alberta, Canada. Do not miss this opportunity to learn from industry experts and network with your peers. Look for more information on the QuEST Forum website in the future.

Important Upcoming Dates

EMEA Regional Conference	Prague, Czech Republic	14-17 April 2008
Americas Regional Conference	Calgary, Alberta, Canda	2-6 June 2008

Best Practices Conference	Denver, Colorado, USA	15-18 September 2008
APAC Regional Conference	Shanghai, China	TBD October 2008
Work Group Meetings	New Orleans, Louisiana, USA	18-20 November 2008

Update Your Information in the Member Portal

Please help us communicate more efficiently with you by updating your personal information in the Member Portal. Additionally, all content for publications is taken from the information listed in your profile and it is our goal to always accurately portray your organization and your position.

If you are the primary administrator for your company, please also check the information listed in your organization's profile to ensure that the correct information is listed for 2008. If you have any questions or need assistance, please use the "Contact Us" feature in the member portal.

Do You Have Newsletter Suggestions or Article Ideas?

If so, please contact Steph Jeffers, at sjeffers@spearone.com.

If you would like to unsubscribe from all QuEST Forum emails, please email information@questforum.org with Unsubscribe All in the subject line.

If you would like to unsubscribe from the QuEST Forum Newsletter, please click below.