



**QuEST Forum Newsletter  
January 2010**

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**2010 EMEA Best Practices Conference: Call for Papers**

The [EMEA Best Practices Conference](#) will be held in Berlin, Germany 20-21 April 2010 and will focus on the theme of "Next Generation Communication Services Excellence".

QuEST Forum is looking for speakers to share the best practices and methodologies that have made their organizations successful and you are invited to submit an abstract for presentation at this informative event. The deadline for submitting an abstract is 12 February 2010.

Please visit the following link to the online submission tool. The information provided will help potential presenters prepare their presentation abstract for submission. [Click here](#) to download a list of suggested themes for abstracts.

[Online Abstract Submission Tool](#)

For more information, please contact the QuEST Forum Administrator at +1-972-423-7360 or [information@questforum.org](mailto:information@questforum.org).

QuEST Forum would like to thank the current sponsors of the 2010 EMEA Best Practices Conference.

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**2010 EMEA Best Practices Conference: Call for Sponsors**

As a sponsor you have the opportunity to:

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- Support QuEST Forum and the global communications industry.

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[View](#) the corresponding sponsor benefits by level.

Diamond US\$15,000	Element 1 US\$2,500
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Sponsor multiple QuEST Forum events and receive a discount.\*

- Sponsor 2 Events – receive a 5% discount
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- Sponsor 4 Events – receive a 15% discount

\* Element 3 and Item sponsorships are not eligible for the multiple sponsorship discount. To receive the multiple

*sponsorship discount, a company must commit and pay for the multiple sponsorships at the time of commitment.*

To commit to sponsoring the EMEA Best Practices Conference or for more information, please contact Rebecca McVeigh at +1 972-423-0268 or [rmcveigh@questforum.org](mailto:rmcveigh@questforum.org).

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## 2010 Meeting Dates

Mark your calendars and plan to attend the Best Practices Conferences and Work Group Meetings in 2010.

3 – 5 February	Work Group Meetings	Dallas, Texas, USA
20 – 22 April	EMEA Best Practices Conference	Berlin, Germany
18 – 20 May	Work Group Meetings	Dallas, Texas, USA
21 - 22 September	Americas Best Practices Conference	Atlanta, Georgia, USA
23 – 24 September	Work Group Meetings	Atlanta, Georgia, USA
26 – 28 October	Work Group Meetings	Dallas, Texas, USA
16 – 18 November*	APAC Best Practices Conference	Beijing, China

*\* The date for the APAC Best Practices Conference has changed. Please update your calendars.*

To view the 2010 calendar in its entirety, [click here](#).

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## Results of the Validation Audit Vote

The Validation Audit Project was approved by the QuEST Forum membership in a December vote.

The purpose of the validation audit project is to gather data that enables the QuEST Forum to assess the effectiveness of the TL 9000 certification process. This two year project includes twenty-three one-day audits, each conducted by two independent auditors, used to assure and confirm the integrity of the TL 9000 3rd party certification process.

Organizations to be evaluated will be chosen at random, yet assuring we have worldwide coverage. Participation in the one-time project by the selected organizations is a requirement to maintain TL 9000 certification.

Based on the analysis of the data from this project, further actions may be proposed by the QuEST Forum Oversight Workgroup (OSWG). The VA subteam of OSWG is proceeding with the detailed planning to implement the Project.

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## TL 9000 Measurements Handbook 4.5 Draft Progress

The deadline for submitting comments on the TL 9000 Measurement Handbook Release 4.5 was January 19th. The request for comments was sent out to all IGQ members and also to regional leaders to ensure a broad base of inputs. The IGQ Work Group will start the comment review at the February face-to-face meeting.

Based on the number of comments, and progress made at the meeting, the IGQ Work Group will be better able to project when the document will be finalized and ready for vote.

Thank you to all that provide comments on the document. Your inputs are vital to QuEST Forum and TL 9000.

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### **Jack Pompeo, Vice Chair APAC Region Awarded Fellow Status by ASQ**

QuEST Forum would like to congratulate Jack Pompeo, Vice Chair APAC Region for being awarded “Fellow” status by the Americas Society to Quality (ASQ). Fellows are recognized as having achieved professional distinction and pre-eminence in the technology, theory, education, application, or management of quality control. ASQ has awarded Fellow status to a total of 600 members to date.

[Click here](#) to download the ASQ press release in its entirety.

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### **Update from the India Hub**

The India Hub met face to face on the 18th of January at the Infosys Campus, Bangalore. The India Hub’s advisory council met in the morning to deliberate on the hub’s plans for the year and the afternoon was spent meeting with all the members.

In attendance were QuEST Forum Board Members, Satyendra Kumar, Infosys Technologies, Ltd. and Arun Malik, Bharti Airtel, Ltd. as well as representatives from Wipro Technologies, Ltd., Alcatel-Lucent, Cognizant Technology Solutions, Huawei Technologies Co., Ltd., Tech Mahindra, Tata Teleservices, Ltd., Aricent, L&T Infotech and TCS.

Members were briefed on global projects and the Work Groups and how they could engage with the various sub teams and projects. Members also deliberated on plans for the regional hub to meet more often to share experiences and learn from each other.

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### **Membership Promotion for New Members with Company Revenues under \$50M**

Based on a recommendation from Oversight’s Budget and Finance sub-team, the Board has approved a limited time membership promotion for new small company members with revenues under \$50M. Going forward through 31 December 2010, eligible companies can pay \$2,500 in dues rather than the current \$5,000 membership requirement. The companies that choose to participate in this promotion can take advantage of the numerous benefits of QuEST Forum membership throughout 2010 at the reduced membership promotional rate

This is a promotion to bring new companies into QuEST Forum allowing them to experience the value of being a QuEST Forum member. Therefore, companies that are currently QuEST Forum members or were members in 2009 are not eligible for this membership promotion. The 2011 dues for organizations that joined under this membership promotion will return to the standard small company membership dues for 2011.

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## Executive Board Project Updates

### Executive Board Project #3 – Membership and TL 9000 Registrations

QuEST Forum membership increased to 152 members at the close of 2009. The QuEST Forum Balanced Scorecard (BSC) for membership was set at 151, so this exceeded the goals. These were very good results and only 4 short of the green goal for the year set by this team. The number of TL 9000 registrations at the end of 2009 increased to 1818. This exceeded the green goal of 1791 and approached the blue goal of 1831.

The green and blue net-add membership goals for 2010 are 5 and 15 respectively. So far in January two new members have joined (Wind and Harris) and two were removed from the roster. Current membership remains at 152.

Approximately 30% of the membership has paid their annual dues. This is in line with past years and is expected to remain on track. The roster is comprised of strong members and any that become at-risk will be identified and targeted for retention early in the year.

There are currently 22 confirmed guests planning to attend the C-Level networking event associated with the February 1 Executive Board and Leadership Council meetings in Dallas. There has been good responses from those who were invited and good sponsorship support for the activity. The team will continue to encourage potential members to attend up to around 30 invitees.

As a basis for 2010 recruitment, an expanded list of active and potential candidate companies is being assembled. The spreadsheet includes information from past and current activities needing follow up and a list of all communication providers who have filed with the FCC. The team discussed various components of the list and how to pursue them in 2010. This will be discussed in length at the Leadership Summit. Board members who have not supplied their lists of potential QuEST Forum members and/or TL registrants will be encouraged to do so.

Project #3 Executive Board Leads:

Leader: Trevor Putrah, KGP Telecommunications, [taputrah@kgptel.com](mailto:taputrah@kgptel.com)

Dave Stahl, Tellabs, [david.stahl@tellabs.com](mailto:david.stahl@tellabs.com)

JoAnn Brumit, KARLEE, [jabrumit@karlee.com](mailto:jabrumit@karlee.com)

Tim Harden, AT&T, [th8261@att.com](mailto:th8261@att.com)

Ed Rohlfs, ADTRAN, [ed.rohlfs@adtran.com](mailto:ed.rohlfs@adtran.com)

Mariano Legaz, Verizon, [mariano.legaz@verizon.com](mailto:mariano.legaz@verizon.com)

Bryan Glutting, ACS Solutions, [bglutting@acssolutions.com](mailto:bglutting@acssolutions.com)

Don Irvine, QuEST Forum, [dirvine@questforum.org](mailto:dirvine@questforum.org)

### Member Participation

We finished the year with great results, thanks to the engagement of the hubs and the board members participation through innovative ideas such as C Level meetings and special invitations. Most importantly, we learned how to reach out and bring in member companies that had never participated in QuEST Forum in the past.

Of the 8 goals (2 for each hub and an overall total), we met or exceeded the green goal in three, the blue goal in four, and we missed one hub goal slightly. Thanks to all and I look forward to a successful year as we raise the bar in 2010.

Executive Board Lead:

Ed Rohlf, ADTRAN, [ed.rohlf@adtran.com](mailto:ed.rohlf@adtran.com)

### **Executive Board Project #5 – PDRs**

As a result of Executive Board Project # 5 to improve the value of PDRs, two changes, as outlined in [Alert 10-002A](#), are being implemented to the Performance Data Report publication process in 2010. These are:

Performance Data Reports will be available approximately one week earlier. The due dates for submitting data have not changed and are available at [http://tl9000.org/alerts/data\\_submissions.html](http://tl9000.org/alerts/data_submissions.html). The code analyzing the timeliness of data submittals which results in probation or suspension for late or missing data submissions will be run the next business day after the data is due. The PDRs will be calculated and posted the next business day after that. The new publication schedule will start in January 2010 with the publication of the November 2009 data.

The file type of the PDRs will change from 'txt' to 'csv'. The structure of the data in the file is not changing so any processing programs that were written to utilize the PDRs 'txt' file will still work unchanged. Making the change to a 'csv' file means that the data does not have to be converted from text after it is placed into Excel. In fact, the 'csv' file will open directly with Excel.

Project #5 Executive Board Lead:

Ken Koffman, BigBand Networks, [ken.koffman@bigbandnet.com](mailto:ken.koffman@bigbandnet.com)

IGQ Co-Chair/PDR Evaluation Sub-team Lead

John Wronka, Alcatel-Lucent, [jwronka@alcatel-lucent.com](mailto:jwronka@alcatel-lucent.com)

### **Executive Board Project #6 – Network Reliability**

The intention of this initiative is to develop a set of service provider metrics to enhance the TL 9000 Quality Management System (QMS). These enhancements will measure quality and services as managed by Network Operations Centers (NOCs) specifically from the Network Reliability Centers (NRCs).

Phases 1 and 2 of the program were completed in 2009 and the study is open to Service Providers who wish to join.

Phase 3 – Publish study results. Incorporate into the Measurements and Requirements TL handbooks.

Update: Six organizations submitted data for the MTTR measurements and initial results were distributed to the participants in mid-December. The results are being reviewed to ensure data has been submitted correctly. Once verified, the submitters will enter data for June to December 2009 and then monthly thereafter. Discussion is under way for a Global Service Impact (GSI) measurement submission date.

The SME calls continue in 2010 every Thursday have been re-scheduled to 9 AM Central.

The SMEs also will meet during a face-to-face workshop on February 4 and 5 in Dallas, TX.

Phase 4 – Add more Network Centers for benchmarking. Begin studies. Have core team make suggested additions to TL 9000 Measurements and Requirements Handbooks.

Update: Not yet started.

Phase 5 – Find and/or develop centers of excellence in network operations. Once these centers of excellence are identified, develop training on managing world class network centers. This should be a value added service and revenue source for QuEST Forum.

Update: Not yet started.

Project #6 Executive Board Leads:

Fraser Pajak, TELUS Communications (Lead), [fraser.pajak@telus.com](mailto:fraser.pajak@telus.com)

Amador Lucero, Qwest, [amador.lucero@qwest.com](mailto:amador.lucero@qwest.com)

Tim Harden, AT&T, [th8261@att.com](mailto:th8261@att.com)

Dave Sanicola, The Desara Group, [Dave.Sanicola@DesaraGroup.com](mailto:Dave.Sanicola@DesaraGroup.com)

### **Executive Board Project #7 – Engaging the Regions**

Executive Board Project #7 is closely aligned with the Global Work Group and is working to actively engage the regions in developing short and long term plans to address regional needs. For 2010 as part of this initiative, QuEST Forum is planning Executive Delegation visits to EMEA and APAC (China & India). The purpose of these three visits will be to recruit new members/TL 9000 registrations and encourage more active participation in QuEST Forum activities.

Work continues on getting the Asia (India and China) Hubs more involved at the Executive Board level. Also there is continuing plans to make strategic appointments and work for increased participation across all the regions.

The APAC Best Practices Conference will be held in Beijing and will be supported by the Greater China hub. While attendance at the Shanghai conference was good, it significantly raised awareness of opportunities within China for further expansion. This year's Executive Visits and Conference are key to strengthening the participation and influence of the APAC Region. The renewed engagement by the India Hub is going well and the task of strengthening this hub continues. We are looking forward to increased participation from Tata and Bharti-Airtel.

Project #7 Executive Board Lead:

Kevin Calhoun, Corning Cable Systems, [kevin.calhoun@corning.com](mailto:kevin.calhoun@corning.com)

Supported by:

Shunichi Fujii, Fujitsu, [fujii.shunichi@jp.fujitsu.com](mailto:fujii.shunichi@jp.fujitsu.com)

Zhang Wei Hua, China Telecom (Shanghai), [zwh@shtel.com.cn](mailto:zwh@shtel.com.cn)

Xu Feng, ZTE, [xu.feng@zte.com.cn](mailto:xu.feng@zte.com.cn)

Satyendra Kumar, Infosys Technologies, Ltd., [satyendra\\_kumar@infosys.com](mailto:satyendra_kumar@infosys.com)

Steve Dickens, BT, [steve.c.dickens@bt.com](mailto:steve.c.dickens@bt.com)

Don Irvine, QuEST Forum, [dirvine@questforum.org](mailto:dirvine@questforum.org)

Don Pickens, QuEST Forum, [donpickens@questforum.org](mailto:donpickens@questforum.org)

### **Executive Board Project #8 – Collaboration**

Executive Board Project #8 is focused on leveraging industry standard collaboration tools and improving processes to increase the effectiveness of the various QuEST Forum meetings and events. The team is currently focusing on improvements to the Board, Leadership and Working Group meetings and activities. One particular endeavor will include enhancements to the upcoming State of the Forum Web Conference during the February 2010 Leadership Summit.

Project #8 Board Lead:

Ron Ostrowski, Cisco, [rono@cisco.com](mailto:rono@cisco.com)

### **Executive Board Project #9 – Measurements for Next Generation Networks**

The intention of this initiative is to develop a set of measurements designed for Next Generation networks needed for

Service Providers to manage these complex emerging technologies. 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.

#### Team Deliverables:

1. Create team Charter (complete)
2. Create an initial inventory of TL 9000 measurements and potential Next Generation measurements for review and comment by the team (complete)
3. Each organization is to provide comment on the initial template and provide additional Next Generation measurement recommendations (in progress)
4. The team will review all proposed measurements, determine if gaps exist, reach out to fill any gaps (1Q10)
5. Compile a list of recommended Next Generation measurements, rank proposed measurements and vote on final set to put forward (1Q10)
6. Conduct vetting and comments period by other stakeholder groups and compile final set of recommendations (2Q10)

#### Dependencies:

- The team recognizes that a high degree of coordination and alignment will be needed to include input from EB#6, KPI sub team, In Process Measurements sub team and India Hub Software sub team.
- Coordination and alignment will be needed to collaborate with related technical bodies such as NESAC and ATIS for measurement input relevant to the team deliverables.

#### Project #9 Board Leads:

Tim Harden, AT&T (Lead), [timothy.harden@att.com](mailto:timothy.harden@att.com)  
Ken Koffman, BigBand Networks, [ken.koffman@bigbandnet.com](mailto:ken.koffman@bigbandnet.com)  
Mariano Legaz, Verizon, [mariano.legaz@verizon.com](mailto:mariano.legaz@verizon.com)  
Steve Dickens, BT, [steve.c.dickens@bt.com](mailto:steve.c.dickens@bt.com)  
Trevor Putrah, KGP, [taputrah@kgptel.com](mailto:taputrah@kgptel.com)

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### New QuEST Forum Members in January

QuEST Forum is pleased to welcome the new members that were added in January: **Harris Corporation, RFCD Public Safety & Professional Communications**, Americas Region and **WIND Telecomunicazioni S.P.A**, EMEA Region.

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### New TL 9000 Registrations in January

Congratulations to the newest TL 9000 registrants: **NEI, AzureWave Technologies, Inc., Tata Teleservices Ltd. (TTSL), HCL Technologies Ltd, Samjung Co., Ltd., and Airtec System Co., Ltd.**

Congratulations to the organizations that have added new locations: **Cisco Systems** and **The CableShoppe, Inc.**

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## QuEST Forum's Jo Ann Brumit

[Jo Ann Brumit](#) is CEO and Chairman of KARLEE, a WBENC woman owned certified business in Garland, Texas. Recipient of the 2000 Malcolm Baldrige National Quality Award, 2000 Texas Business of the Year (Large Division) & 1999 Regional Business of the Year by the Texas Association of Business and Chambers of Commerce, 2000 Athena Award, 1999 Texas Quality Award, 1995 Well Managed Business Award by Baylor University, and 1991 Entrepreneur of the Year Award for Manufacturing by INC. Magazine, Ernst & Young. She was recognized among the "Top 25 Women Business Owners" by the Dallas Business Journal in 2009. Mrs. Brumit has over 35 years experience in leadership and Performance Excellence practices.

Before joining KARLEE in 1982, Ms. Brumit was controller for a sheet metal fabricator and an accountant for an attorney, investor and independent oil producer. Mrs. Brumit is committed to creating a global organization focused on performance excellence, exceeding stakeholder expectations and utilizing best practices, while evolving the most knowledgeable leadership team. Her efforts have elevated KARLEE into an industry leader.

Ms. Brumit believes her personal attributes are some of her strongest professional skills. Her drive to excel coupled with her desire to see those around her achieve superior performance produces success. She has 4 children and 3 grandchildren.

Ms. Brumit serves on several boards, including Executive board of QuEST Forum and Board Trustee for the Baylor Health Care System. She is a former board member for the Workforce Solutions for Greater Dallas (06-08 Chair), Founding Board member for the Texas Quality Foundation, and the Garland Chamber of Commerce (2008 Chair). She is a mentor and guest speaker to a variety of organizations and women's groups.

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## Suggestions or Comments on the QuEST Forum Newsletter?

Please email [information@questforum.org](mailto:information@questforum.org). We look forward to hearing from you.

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