



**QuEST Forum Newsletter  
July 2009**

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**Register now for the 2009 Americas Best Practices Conference**

Registration is now open for the [2009 Americas Best Practices Conference](#) and Work Group Meetings. The conference will be held in Orlando, Florida, 22 – 23 September at the Walt Disney World Dolphin and will focus on the theme “Achieving Next Generation Business Excellence.” The Work Group Meetings are also in Orlando, Florida, 24 – 25 September.

[Register Now](#)

[Reserve a Hotel Room](#)

[Come Early. Play Late](#)

Discounts on room, food and spa treatments for QuEST Forum attendees and their families.

[QuEST Forum's Best Practices Conferences](#) are the pre-eminent events dedicated to telecommunications professionals who want to share success stories and lessons learned in a multitude of disciplines.

As an attendee, you will have the opportunity to:

- Learn about proven methods shared by subject matter experts (SMEs)
- Discover firsthand insights on benchmarking and measurement
- Interpret and apply best practices across a variety of business functions
- Showcase your organizational successes and gain industry-wide recognition
- Network with your peers, customers, industry experts, and scholars

Regarding the recent 2009 EMEA Best Practices Conference, Harald Stubert with Ericsson noted. “It was a pleasure to take part in the QuEST Forum Best Practice Conference in Paris. This was my first QuEST conference, but it will not be the last. It was very valuable for me to meet with high level executives from several of our largest customers – e.g. AT&T, Verizon and Vodafone. It is valuable to have a forum where informal contact is promoted. Last, but not least, the conference was very professionally organized. Looking forward to the Orlando conference!”

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## **Shields Environmental Group Sponsoring a Golf Day at the 2009 Americas Best Practices Conference**

Shields Environmental Group is celebrating our 30 year anniversary in August 2009. To help us celebrate we would like to invite you to our [sponsored golf day at ChampionsGate Golf Club](#) on September 21st 2009. Simply click on [www.shieldsgolfinvitational.com](http://www.shieldsgolfinvitational.com) for more information.

We look forward to seeing you at the event.

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## **2009 Americas Best Practices Conference Sponsorships**

Sponsorships are available for the Americas Best Practices Conference. As a sponsor you will:

- Demonstrate your organization's continual quest for quality.
- Interact with peers, customers and suppliers in a collaborative and congenial atmosphere.
- Support QuEST Forum and the global telecommunications industry.

[View the sponsorship levels and the corresponding sponsor benefits.](#)

[View the Item sponsorships and their benefits for the Americas Best Practices Conference.](#)

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

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## **2009 APAC Best Practices Conference**

The [APAC Best Practices Conference](#) will be held in Shanghai, China, 21 - 25 September 2009 and presentations will focus on the theme "Doing Business in North America – Using TL 9000".

Registration will open 19 August 2009. We look forward to seeing you there.

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## **2009 November Work Group Meetings**

The November Leadership Council and Work Group Meetings will be held in Scottsdale, Arizona, 9 – 12 November 2009.

Registration for the November meetings will open 9 September 2009. Please start making plans to attend.

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## Document Review Underway for the Validation Audit Project

The proposed Validation Audit (VA) Project Documents are available for QuEST Forum Member comments. These documents are located in the Files/Documents folders under the Member's Area on the QuEST Forum website. See access details at the end of this article.

1. Validation Audit Process Definition and Criteria for comment;
2. TL 9000 Certification Validation Audit Report for comment;
3. Validation Audit Process Flowchart for comment; and
4. VA Comment Spreadsheet for recording your comments on the foregoing three documents.

The OSWG determined that the QuEST Forum needed to validate the effectiveness of the certification process after several member companies experienced inconsistent product quality from TL 9000 certified organizations. The AB/CB Subteam developed a statistically-based sample of our third-party certification process to provide confidence in the validity of the certificates.

A Subteam of QuEST Forum member companies consisting of Service Providers, Suppliers, CBs, ABs, Training Providers and Consultants developed the Validation Audit Project. This is a one-time project. Based on the results of the sample, the OSWG will determine what additional action, if any, is needed. For answers to frequently asked questions about the project, please consult the VA FAQs document located per the access details outlined below.

Assuring the integrity and quality of TL 9000 certifications is of the utmost importance. The QuEST Forum Executive Board fully supports the Validation Audit initiative. The VA Project demonstrates our commitment to the TL 9000 brand.

Please go to the link referenced in this article and review the documents. Record your comments about the documents 1-3 above, on the VA Comment Spreadsheet and return per the instructions in the spreadsheet by Tuesday, August 11, 2009.

These documents use the same review and approval process that is used for the TL 9000 Handbooks. To view the standard document review process, named "IGQ Production Process", log in as a Member, go to the IGQ WorkGroup area, and click on files/documents. It is in the main window that then opens.

If you have any questions regarding the process documentation, please feel free to contact Laura Coplon at [laura.coplon@tellabs.com](mailto:laura.coplon@tellabs.com) (1.630.798.4639) or any member of the OSWG.

You can access the VA documents by following these steps:

- 1) <http://questforum.org/index.htm>
  - 2) Login to the Member Only/Login [top right of screen]
  - 3) Select "Members Area" [left-side margin]
  - 4) Select "Files/Documents" [center of page] – New screen will appear
  - 5) Select Validation\_Audit\_Project [left side near bottom]
  - 6) The referenced VA documents appear on the main pane.
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## **Product Category Table R4.2 Review**

The Integrated Global Quality Requirements and Measurements Work Group (IGQ) is pleased to present for your review and comments a set of proposed changes to the Product Category Tables A-1 through A-6.

These changes have been prepared by the Product Category Table sub-team based on input from training providers, registrars, sub-team members, other IGQ sub-teams, and the TL 9000 user community. In addition, items deferred from the R4.1 Table review are included. The resulting modifications have been approved by the Work Group for distribution for your review. You will note the proposed changes have been marked in the draft document. While you may submit comments on sections of the Tables that have not been modified, it is possible that action on comments that do not pertain to the proposed changes will be deferred until the next revision of the Tables. QuEST Forum invites all member companies and interested parties to review and comment on these changes.

The combined comments will be reviewed during teleconferences which will be held in September 2009. The exact dates and times will be sent out later. After all comments have been resolved, the changes will be incorporated into the Product Category Tables and the new R4.2 version will be sent out for formal approval by all QuEST Forum full member companies.

The document containing the proposed changes is available via the QuEST Forum portal. To view the changes, please follow these steps:

1. Go to [www.questforum.org](http://www.questforum.org) and log in
2. Select the Member's Area option on the left hand list
3. Select Files/Documents from the right hand list
4. Click on Product Category Table R4.2. There are three documents in the directory in the right panel.
5. Click on IGQReviewCommentsProductCategoryTableR4.2.xls to download the comment form. NOTE: All comments must be submitted via the Excel spreadsheet, which includes instructions for its use.
6. Click on Product Category Tables R4.2 with Changes Marked.doc to download the draft.
7. Click on R4.2 Change History.doc to view a summary of the changes.

Comments are due on or before August 28, 2009. QuEST Forum appreciates the effort by member companies to make the standard better by participating in the comment review process.

Thank you for participating. If you have any questions regarding this review, please enter your request through the Contact function on any page of the QuEST Forum website.

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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 for the remainder of 2009 and throughout 2010 at the reduced membership promotional rate.

This is a promotion to bring new companies into QuEST Forum as members. Therefore, companies that are currently QuEST Forum members or were members in 2008 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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### **QuEST Forum APAC Executive Visit**

The delegation visited Beijing and Shanghai (13 – 17 July) with the goal of reaching out to the newly restructured Service Providers and various Chinese Governmental/Regulatory organizations. In addition, the delegation met with the leadership of the Greater China Hub and held a TL 9000 Workshop on Performance Data.

The delegation was comprised of the following team members: Tim Harden – AT&T, Ken Koffman – Big Band Networks, Don Pickens – QuEST Forum, Doug Harris – UTD, Richard Morrow – UTD, and Don Irvine – QuEST Forum. The schedule and meetings were coordinated and set up with the outstanding help of HKQAA and China Telecom Shanghai Branch. QuEST Forum would like to extend a special thanks to Gary Mao and Ding Qi who were of tremendous assistance to the delegation.

While in Beijing, the delegation met with CNCA (Certification & Accreditation Administration of the People's Republic of China) and CNIS (China National Institute of Standardization). In Shanghai the delegation was part of a symposium held by SCA (Shanghai Communications Administration) and SHCIA (Shanghai Communications Industry Association). The meetings with these government agencies were critical in gaining understanding of the regulatory climate in China and establishing/continuing relationships between these organizations and QuEST Forum. Also in attendance at the meetings in Shanghai were various Service Providers and Suppliers from the Shanghai Province.

There were also meetings held with China Mobile and China Unicom in Beijing and China Telecom Shanghai Branch in Shanghai. In Shanghai the QuEST Forum delegation was received by Mr. Zhang Wei Hua, who is the co-chair of the Greater China Hub and an Executive Board member. Mr. Wei Hua and staff presented a report on the progress being made by China Telecom Shanghai in implementing TL 9000 extensively throughout their company. They reported that they are finding many benefits in utilizing TL 9000 and that they will share their findings as well as the benefits of participation in QuEST Forum with China Telecom. QuEST Forum is confident that all of China Telecom will adopt TL 9000 as a result of the positive findings by the Shanghai Branch

On Friday the 17th there was an open workshop presented by Ken Koffman with over 50 attendees. The workshop was a half day session on proper data reporting and many questions were presented and answered.

The delegation concluded its visit with a meeting with the Greater China Hub members. Plans were discussed and critical items were addressed in preparation for the APAC Best Practices Conference to be held in Shanghai from 19 – 22 October.

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### **Requirements Release 5.0 Translations**

Agreements are in place for the translation of the Requirements Release 5.0 Handbook into Korean and Japanese and both translations are scheduled to be available in the fourth quarter of 2009. The translation of the Requirements Release 5.0 into additional languages is still being negotiated. Further details will follow at a later date.

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## Requirements R4.0 to R5.0 Delta Training E-Learning Course Now Available

The E-Learning course “Requirements R4.0 to R5.0 Delta Training” is now available. [Per Alert 09-003A](#), “(i)n order to conduct an audit to the R5.0 Requirements Handbook, the registrar auditor must have successfully completed the TL 9000 Release R4.0 to R5.0 Requirements Delta training class available through the TL 9000 web-site at [http://www.tl9000.org/training/delta\\_training.html](http://www.tl9000.org/training/delta_training.html).”

Available online and accessed through the TL 9000 website, [www.tl9000.org](http://www.tl9000.org), the E-Learning courses are self-paced, available 24/7 and economically priced. [Click here](#) to view a list of all of the available E-Learning courses.

[Register for the “Requirements R4.0 to R5.0 Delta Training”](#)

Release 5.0 of the TL 9000 Requirements Handbook contains additional adders, clarifications, and notes. Three specific areas emphasized in the revision are risk management, supplier management, and design for manufacturability. The TL 9000 Quality Management System Requirements Handbook Release 5.0 also includes the new ISO 9001:2008 language.

[Purchase the Requirements Release 5.0 Handbook](#)

For questions or assistance please use the [“Contact Us”](#) feature on either the TL 9000 or QuEST Forum website.

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## EMEA Best Practices Conference Presentations Available in the Knowledge Library

The presentations from the 2009 EMEA Best Practices Conference that QuEST Forum has received permission to post are now available for download in the Member Portal. [Click here](#) to view a list of the available presentations.

To download the presentations, please follow the directions below.

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 “EMEA Best Practices Conference, Paris, France (Jun 2009)” from the drop-down menu to the right of “Select a Location”.
  5. 15 results will be returned.
  6. Click on the presentation’s title to download.
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## Executive Board Project Updates

### Executive Board Project #1 – Operational Efficiencies

The team continues to make progress in the implementation of the ASABA Group’s recommendations on improving QuEST Forum operational efficiencies. The enterprise wide project management tool (PMT) is deployed and gaining adoption for tracking board initiatives and working committee activities. There has also been excellent acceptance of the on-line meeting tracker for tracking attendance and participation in conference calls and scheduled meetings.

The review of the balance scorecard is complete, and it is being put into production with an estimated completion date of July/August 2009. Enhancements to the PMT have also been made to make it more useful in tracking activities and populating the new balanced scorecard.

Lastly, the QuEST Forum CRM system has been tested and deployed.

Project #1 Lead:

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

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

The team met July 8, 2009 to review progress on recruiting activities.

Development of the letter to QuEST Forum board members requesting their support in identifying top supplier candidates is completed. The letter and associated lists of QuEST Forum members and TL 9000 registered companies was sent out with a response requested by August 7. This initiative is expected to generate a significant target list of qualified candidates for TL 9000 registration and QuEST Forum membership. The list will be prioritized by the Project 3 team for strategic recruiting activity.

During the APAC executive visit the QuEST Forum delegation focused on promoting the benefits of registration and membership, the importance of including TL 9000 as a supplier requirement and encouraging member participation. In addition to individual company visits, a TL 9000 workshop is planned in Shanghai.

Project #3 Executive Board Leads:

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, [jbrumit@karlee.com](mailto:jbrumit@karlee.com)

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

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

### **Member Participation**

The team is currently working with 26 companies who have not yet participated in 2009 Forum activities. Two of these companies have committed to attend the Americas Best Practices Conference and one, Teltech Comm, has committed to sponsoring; three companies will be invited to the C-Level meeting at the Americas Best Practices Conference, and peers have been assigned to mentor seven other organizations. As the Americas Region reviews the list, the remaining companies will receive peers as the Americas Region reviews the list.

The EMEA team has also received their list of non-participating members in the EMEA Region and the initial list shows 14 companies at 0% participation. The team will review the list and provide feedback and begin assigning peers by the end of August.

The team's next effort will be to develop the APAC list of non-participating companies and distribute it to the APAC Region's leadership to begin the same efforts that have proven successful so far in both the Americas and EMEA Regions. I'm optimistic that we will meet the goals to engage those companies that could become "at risk" for continued membership.

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

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

One of the key actions taken this year by Executive Board Project #5 was the implementation of the "Advisor" software application. This application notifies TL 9000 data submitters with "advisories" that there is a potential data integrity issue that should be investigated. The existence of an advisory does not prevent the data from being successfully submitted. However, organizations are expected to review any advisories identified and verify integrity of the submitted data. If errors are found, the organization's data is required to be corrected and resubmitted. Also, during registration and surveillance audits, the registrar will be expected to follow-up with the organization to insure data integrity, as appropriate, for any measurement flagged with an advisory.

While "Advisor" was trialed before implementation, due to its significance, it was only rolled out to one product category, Edge Routers, in the second quarter of 2009 in order to assess its impact and detect any major issues before further deployment. The PDR Improvement team reviewed the submission results and the data was very encouraging. For 19 data submissions, 8 generated "advisories", with a total number of 21 advisories. The 21 advisories were comprised of only 3 types of which "Advisor" #1 - the calculated measurement over the smoothed period is perfect" was by far the most frequent. Based on this analysis, we are all confident that the "Advisor" software is yielding the desired results.

The team will be continuing to roll out the software cautiously. A new alert has been published that will extend the advisor roll-out across 11 additional product categories: These represent a wide cross section of products and should provide confirmation that we are ready to implement the "Advisor" on all data submissions

- 1.2.2 Access Multi-service
- 1.2.9.2 Edge Routers (continuation)
- 3.3.2.1 Basic Base Transceiver System
- 3.3.2.2 Advanced Base Transceiver System
- 4.2.1 On Line Critical Operations Support Systems
- 5.3 Power Systems
- 6.2.1.2.1 Simple Wireless Subscriber User Terminals
- 6.2.1.2.2 Complex Wireless Subscriber User Terminals
- 7.1.1 Installation
- 7.7.2 Printed Circuit Board Assembly Manufacturing Services
- 8.1.4 Electromechanical Components and Subassemblies
- 8.5.2.3 Optical Subassemblies

More detailed information on the Advisories can be found at:

[http://tl9000.org/alerts/data\\_submissions.html](http://tl9000.org/alerts/data_submissions.html)

As always, contact us if you have any questions.

Project #5 Executive Board Lead:  
Ken Koffman, BigBand Networks, [ken.koffman@bigbandnet.com](mailto:ken.koffman@bigbandnet.com)  
IGQ Co-Chair/PDR Evaluation Subteam 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 for the Network Reliability Centers (NRCs).

This project is broken into the following phases:

Phase 1 – Develop a White Paper or Executive Briefing. This document will be used to engage senior level leaders in a service provider's operations unit.

Update: This phase is complete as both the Executive Briefing and the White Paper were finalized.

Phase 2 – Identify at least 5-15 companies to participate and begin the NRC benchmark study.

Update: The list of service providers providing commitment to the study is growing each month! This month we welcomed FT-Orange to the study. There are also invites pending with other EMEA service providers. These organizations had representatives and senior leadership in attendance at the EMEA Best Practices Conference in June where the study was presented in detail.

The SME calls now have been scheduled to occur every Wednesday at 9 AM Central until the end of 2009. The SMEs have created and classified a list of 60+ measurements. It should be noted that the measurement list continues to grow as more companies join the study.

Two sub-teams have been formed: one led by Darrel Dunmire from Telecommunications Systems and the other led by Jim Steiner from Qwest Communications. These sub-teams are each meeting weekly via conference calls and are in the process of identifying measurements with historical data common to the sub-team participants. This is to ensure that at least 5 companies can provide data to the study to produce Average as well as the Best in Class and Worst in Class rankings. Most importantly, the sub-team participants with the help of QuEST Forum SMEs are working towards defining and documenting measurements.

Congratulations to the SMEs for making excellent progress!

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

Update: Not yet started.

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. Focus has now shifted to the Greater China Hub (APAC) and the Indian Hub (APAC). The Greater China Hub hosted the QuEST Forum Executive visit, 13 – 17 July, in Beijing and Shanghai and committed to supporting the activities necessary to prepare for the APAC Best Practices Conference in Shanghai this October.

One of the goals of the QUEST Forum Executive visit in China was to further engage China Mobile, China Telecom and China Unicom in QuEST Forum. Meetings with governmental/regulatory bodies CNCA, CNIS, SCA, and SHCIA were held and were beneficial in developing and understanding the roles of these agencies as well as addressing how to improve communication between QuEST Forum and these groups. The continuing development of the China and India Hubs will focus on an Executive Mentoring program. Discussions were held with the Greater China Hub including discussions with Zhang Wei Hua and Xu Feng. In addition, Tim Harden met with Dr. Li Yingtao.

During the China Executive visits, HKQAA agreed to play an even more active role in developing marketing material for the APAC Best Practices Conference. Grace Lao will provide the marketing support and will be an active member of the Greater China Hub.

There has been excellent participation from the Japan Hub during the APAC Hub calls and they have provided input on workgroup activity. The Validation Audit has helped to strengthen the communication with this hub.

The Americas region is leveraging the success of its previous Best Practices Conference processes as it plans its next conference in Orlando, Florida this September. The conference planning is progressing and on track.

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)

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

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## **New Members**

QuEST Forum is pleased to welcome the following new members: **Starent Networks**, Americas Region Supplier and **Charles E. Singleton**, Americas Region Supplier.

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## **New TL 9000 Registrations**

Congratulations to the newest TL 9000 registrants: **Belkin International**, **Hanyang Navicom**, **Chunghocomnet Co., Ltd.**, **WITCOM Co., Ltd.**, **Tyco Electronics(Shanghai) Co., Ltd.** **Fiber Optics Business Unit**, and **Digitron Co.**,

Ltd.

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### **EMEA Best Practices Conference Survey Raffle Winners**

Congratulations to Jarlath McEnroe, Alcatel-Lucent and Debi Basu, Vodafone for winning the raffle associated with the EMEA Best Practices Conference Survey. Both have received a discount on their 2010 EMEA Best Practices Conference registration. The next time you attend a QuEST Forum Best Practices Conference, simply complete the meeting survey and you will automatically be entered in the drawing to win the listed prize. QuEST Forum would like to thank Walker for their continued assistance in conducting the survey and selecting the raffle winners.

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### **QuEST Forum's Don Irvine, Director of Marketing and Product Development**

[Don Irvine](#) has been the Director, Marketing and Product Development for QuEST Forum since March 2008. Don is responsible for the marketing efforts of QuEST Forum, including the TL 9000 Quality Management System and other associated products at QuEST Forum. He is also currently capably acting as the QuEST Forum Chief of Staff.

Don's career spans 30+ years within the telecom industry with a balance of experience with both a telecom service provider (Sprint-now Embarq) and telecom terminal equipment suppliers (Vodavi & Samsung). Don is also a retired Navy Senior Chief Petty Officer having served 26 years in the Navy Seabees on active and reserve duty. Don's extensive knowledge of the telecom industry is a valuable asset to QuEST Forum and staff continually utilizes his expertise. Staff also knows that Don is a reliable source of interesting and sometimes arcane sayings and can always be counted on to provide some needed levity.

While working for Vodavi in Arizona, Don was a volunteer football coach at Horizon High School for 5 years. His most notable experience while serving as the head JV coach was leading the 1999 team to an undefeated season and a school record. Don's love of football also extends to his avid support of the Florida Gators and their 2008 National Championship was cause for great celebration and ribbing of staff members who might have supported the defeated opposition.

Don holds a BS Business/Marketing from the Rollins College, Winter Park FL. He has 2 grown sons, Will and Rick and 2 grandsons Cory and Tyler. Originally from central Florida, Don currently resides with his wife, Pat, in Plano TX.

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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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