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QuEST Forum Newsletter - July 2010

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2010 Americas Best Practices Conference, 21 – 22 September, Atlanta, Georgia

The [Americas Best Practices Conference](#) will be held in Atlanta, Georgia, USA, 21 - 22 September 2010 and will center on the theme "Partnering for Quality in a Decade of Convergence". Pre-conference Workshops will be held 20 September and Work Group Meetings will follow the conference, 23 - 24 September.

[Register Now](#)

[View the Preliminary Agenda](#)

[Hotel Reservations](#)

The QuEST Forum room rate is guaranteed until either 1) the contracted block of rooms has been filled or, 2) if reservations are made before 26 August 2010, whichever occurs first.

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

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LLC, IncrediTek, Restor Telecom and Teltech Communications

For information on [sponsorship opportunities](#) for the 2010 Americas
Best Practices Conference, please contact Rebecca McVeigh at
mcveigh@questforum.org or +1 972-423-0268.

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**Call for Papers Extended until 17 August: 2010 APAC Best
Practices Conference**

QuEST Forum is looking for speakers to share the best practices and
methodologies that have made their organizations successful at the
2010 APAC Best Practices Conference 16 – 18 November 2010 in

Beijing, China. You are invited to submit an abstract for presentation at this informative event and are also encouraged to invite colleagues and other industry professionals to submit an abstract.

[Click here](#) to download a list of suggested abstract themes for the 2010 APAC Best Practices Conference, abstract submission guidelines, a detailed listing of the information required in the abstract submission form and a sample abstract submission. The information provided will help you as a potential presenter prepare your abstract for submission.

Follow the link below to submit an abstract for the 2010 APAC Best Practices Conference. Please note that abstract submissions will only be accepted through the online submission tool.

[Online Abstract Submission Tool](#)

The deadline for submitting an abstract for the 2010 APAC Best Practices Conference has been extended until 17 August 2010.

If you have any questions or need assistance, please contact QuEST Forum at +1-972-423-7360 or bpc@questforum.org.

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

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Executive Board Dinner: AT&T

For information on sponsorship opportunities for the 2010 APAC Best Practices Conference, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268.

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2010 EMEA Best Practices Conference Overview

The [2010 EMEA Best Practices Conference](#) was held in Berlin, Germany July 13 – 14. The meeting was originally scheduled for April, but was postponed due to the Icelandic volcanic eruption. The preliminary survey results show that the conference was highly rated and very informative. Throughout the conference the message was clear that an emphasis on quality measurements for current and emerging networks is needed.

The Chair of the EMEA Region, Johannes Schuck, Director Corporate Quality Improvement Programs, Alcatel-Lucent opened the conference on Tuesday, the 13th and was followed by the COO of QuEST Forum, Don Pickens, who presented a view of QuEST Forum today and in the future. The Keynote address was delivered by Tim Harden, President, Supply Chain and Fleet Operations, AT&T and various presentations on best practices continued throughout the day. The first day concluded with a networking dinner cruise on the Spree River.

The second day of the conference featured a Keynote address by Dr Iris Henseler-Unger, Vice President, Federal Network Agency for Electricity, Gas, Telecommunications, Post and Railways. There were several additional presentations and workshops throughout the day. The day concluded with a panel discussion hosted by Ken Koffman, Global Corporate Quality Officer, BigBand Networks. Panel participants included several QuEST Forum Board members.

The EMEA Best Practices Conference started strong and kept the attention of all present throughout the conference. QuEST Forum would like to thank the [sponsors](#) for their generous support of the EMEA Best Practices Conference and all of the [conference speakers](#) for sharing their knowledge and experiences.

Start making plans to attend the 2011 EMEA Best Practices Conference in Rome, Italy, June 2011. We look forward to seeing you

there.

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2010 EMEA Best Practices Presentations Available for Download

The presentations from the 2010 EMEA Best Practices Conference that QuEST Forum has received permission to post are now available for members to 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. If you are not a member, please contact QuEST Forum at information@questforum.org for assistance.
2. Choose "Member's Area" from the left hand menu.
3. Choose "Conference Papers" under "Resources" on the right hand side of the page.
4. In the "Search QuEST Forum Knowledge Library" box, in the drop-down menu to the right of "Select a Location" choose "EMEA Best Practices Conference, Berlin(Jul 2010)"
5. 11 results will be returned.
6. Click on the presentation's title to download.

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Results of Bylaws Amendment Vote

The QuEST Forum membership voted to approve the proposed Bylaws amendment for Article IV, Section 1.12. [Click here](#) to view the approved Bylaws amendment, Article IV, Section 1.12.

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15 November 2010 R5.0 Requirements Implementation

Remember all TL 9000 audits on or after 15 November 2010 must be conducted against the R5.0 Requirements Handbook. All audits still using the R4.0 Requirements Handbook must be fully completed prior to 15 November 2010.

The R5.0 release contains two new requirements, twenty five modified requirements, and two requirements with expanded scope. To prepare

for the transition from R4.0 Requirements to R5.0 Requirements, you need to [purchase copies](#) of the new Handbook as well as have your lead internal auditors take the [online delta training course](#).

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Revised Anti-Trust Guidelines Adopted by the QuEST Forum Executive Board

In the June Executive Board meeting, the QuEST Forum Executive Board unanimously voted to adopt the revised Anti-Trust Guidelines. The revisions ensure QuEST Forum's adherence to the current anti-trust regulations. All members are expected to adhere to the Forum's Anti-Trust Guidelines. [Click here](#) to download QuEST Forum's revised Anti-Trust Guidelines.

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QuEST Forum E-Learning Courses

QuEST Forum offers the following online TL 9000 courses:

- TL 9000 Essentials for Everyone E-Learning
- TL 9000 Release 5.0 Requirements Delta E-Learning
- TL 9000 Release 4.0 Requirements Delta E-Learning
- TL 9000 Release 4.5 Measurements Delta E-Learning
- TL 9000 Release 4.0 Measurements Delta E-Learning
- TL 9000 Requirements E-Learning
- TL 9000 Measurements: Common and Hardware E-Learning
- TL 9000 Measurements: Outage E-Learning
- TL 9000 Measurements: Software E-Learning
- TL 9000 Measurements: Services E-Learning

[Click here](#) to read the course descriptions and/or purchase the courses.

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Executive Board Project Updates

Executive Board Project #3 – Membership and TL 9000 Registrations

At the end of June, membership had grown to 163, a net increase of 11 for the year. The number of at-risk accounts delinquent in paying 2010 dues has been reduced to 17, down 3 from a month ago. Of the 17, 3

have indicated that they plan to pay. Proactive effort to communicate with the at-risk companies continues. The number of TL 9000 registered locations increased to 1916, up 98 for the year and up 22 for the month of June. The blue goal for 2010 is 1924.

Executive Board Project # 3 has reviewed the process it uses to manage at-risk (delinquent) memberships and also Section 6 of the bylaws regarding payment of dues. In an effort to align the written policies with the current process, bylaws changes will be recommended to the Governance Committee and related operating procedures will be developed for the Strategic Member Recruitment and Retention Committee.

As part of strategic member recruitment, the team will develop a list of companies whose participation would strengthen QuEST Forum and potentially attract other new members from their market segment. Recruitment will be coordinated with Executive Board Project #4 to align strategies, tactics and tools being developed for identified market segments.

Discussions continue on the importance of small company members and the impact of the associated dues levels. JoAnn Brumit and Sue Clancy have submitted information to Don Pickens and the Finance Committee for consideration as the current small company promotion and dues structure are being reviewed.

Work to support Executive Board Project #5 continues. Joe Kunzer has sampled companies from the matrix developed by Executive Board Project #5 to determine if those companies plan to register in the targeted product categories. He will share the results with Executive Board Project #5 and request an updated matrix of product categories and companies.

Executive Board Project #3 will begin identifying and recruiting attendees for the C-Level event associated with the 2010 Americas BPC. Joan Brumit will lead this project.

Project #3 Team:

Lead: Trevor Putrah, KGP Telecommunications, taputrah@kgptel.com

Dave Stahl, Tellabs, david.stahl@tellabs.com

JoAnn Brumit, KARLEE, jabrumit@karlee.com

Tim Harden, AT&T, th8261@att.com

Sue Clancy, BIZPHYX, sclancy@bizphyx.com

Mariano Legaz, Verizon, mariano.legaz@verizon.com

Bryan Glutting, ACS Solutions, bglutting@acssolutions.com

Jay Wilson, ADTRAN, jay.wilson@adtran.com

Kevin Heering, kevin.heering@adtran.com

Don Pickens, QuEST Forum, dpickens@questforum.org

Don Irvine, QuEST Forum, dirvine@questforum.org

Executive Board Project #3A - Member Participation

We continue to make progress towards both of our key participation goals for 2010. At the end of the second quarter, 114 of 173 overall members were participating which gives us a participation percentage of 66% against our green goal of 75%.

We are also tracking the percentage of members who are actively participating and active participation has increased from 19% in the first quarter to 24% in the second quarter against our green goal of 35% for the year. Please review the newsletter for upcoming events that provide excellent opportunities to increase member participation.

Project #3A Team:

Lead: Jay Wilson, ADTRAN, jay.wilson@adtran.com

Trevor Putrah, KGP Telecommunications, taputrah@kgptel.com

Executive Board Project #4 – Marketing Outreach

The team is continuing to make progress on this project to expand the marketing of QuEST Forum and TL 9000 beyond the traditional core audience and venues. Plans to address each of the market segments identified for targeting have been put together. The segments include cable, enterprise (OEMs & campus networks), non-telecom networks (smart grid/utilities and alternative carriers such as Google), non-member wireless companies, independent Telcos, and small suppliers.

In addition to the plans, the team has reviewed all existing marketing material and updated it as needed. New placards for use by QuEST Forum members and those certified to TL 9000 at trade shows and conferences have been developed. These will become part of the standard new member kit along with an external press release, an internal announcement, a letter to send to customers, and a letter to send to suppliers.

An inventory of speakers and presentations for use supporting both new market initiatives and other QuEST Forum needs has been put together. If you or someone from your company is giving a presentation at a non-Forum event, please let the team know so the details may be captured in the inventory.

The team is now working on creating new segment targeted marketing material emphasizing the value propositions for each market where needed. As reported earlier, we are leveraging existing strategic liaison agreements and developing others as needed to explore the marketing efforts of these partners for practices that could be utilized by QuEST Forum and identifying opportunities for joint marketing. Draft agreements are being worked on with ATIS and TIA. Related to this are ongoing efforts to reestablish active contact with TM Forum.

Also on the list of items the team is currently working on is understanding the needs of the India Hub so that they may be addressed, identification of key segment invitees to the C-Level meeting at the Americas Best Practices Conference, distribution of the new placards and new member kit material to existing members, working with member marketing departments to get the new materials used, working with the Oversight Work Group to update the new member process to include the new materials, and the facilitation of special interest groups within QuEST Forum around market segments.

Project #4 Team:

Lead: Steve Pickett, Telmar Network Technologies,

steven.pickett@telmarnt.com

Tom Yohe, Telmar Network Technologies, tom.yohe@telmarnt.com

JoAnn Brumit, KARLEE, jabrumit@karlee.com

Chris Frey, Accenture, christopher.e.frey@accenture.com

Mark Barnes, KGP Telecommunications, mbarnes@kgptel.com

Dave Dwyer, KGP Telecommunications, ddwyer@kgptel.com

Sue Clancy, BIZPHYX, Inc., sclancy@bizphyx.com

Bryan Glutting, ACS Solutions, bglutting@acssolutions.com

Don Pickens, QuEST Forum, dpickens@questforum.org

Don Irvine, QuEST Forum, dirvine@questforum.org

Kelly Stafford, QuEST Forum, kstafford@questforum.org

Executive Board Project #5 – PDRs

As mentioned last month, the PDR subteam is moving forward in drafting its second industry report which will focus is on problem report and fix response time measurements for the switching product family. A draft is currently in review.

Ken Koffman presented at the EMEA Best Practices conference on Leveraging PDRs. He covered the accomplishments and plans for the team, and also provided an overview of some key deliverables. He touched on the product category selection guidelines, "How to Use PDRs" white paper and workshop, and also on the On-time delivery industry report. He also provided a preview of the findings from the upcoming industry report on problem reports and fix response time. Feedback and discussions on the presentation was very valuable. There was clear interest in what the PDR data is saying from a trend standpoint and how TL 9000 and the use of PDRs can have impact on the industry.

Project #5 Team:

Lead: Ken Koffman, BigBand Networks,

ken.koffman@bigbandnet.com

IGQ Co-Chair/PDR Evaluation Sub-team Lead: John Wronka, Alcatel-

Lucent, 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: The participants are reviewing two additional measures: Incident Rate and Average Downtime. These measures use a sub-set of data required to submit data for the GSI measure.

The EB6-EB9 sub-team led by Don Topper is meeting on regular basis to review the reliability measures proposed by the EB9 team.

The SME calls continue every Thursday at 9 AM Central.

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

Update: To be started.

The planned work for this phase includes executive re-engagement for service providers who have joined and have not been actively participating.

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: To be started.

Starting at the end of July, the SMEs from participants submitting data will be meeting monthly via conference call and web-based meeting. These participants will be reviewing the PDRs to ensure that data has been submitted correctly and outlying data points are valid. This will also start best practice discussions.

Project #6 Team:

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

Amador Lucero, Qwest, amador.lucero@qwest.com

Tim Harden, AT&T, th8261@att.com

Dave Sanicola, The Desara Group,

Dave.Sanicola@DesaraGroup.com

Don Pickens, QuEST Forum, dpickens@questforum.org

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 an Executive Delegation visit to India in the last quarter of the year. The purpose of this visit will be to recruit new members/TL 9000 registrations, encourage more active participation in QuEST Forum activities, and meet with government certification and regulatory agencies. Work continues on getting the Asia (India and China) Hubs more involved at the Executive Board level.

The proposed bylaws change to allow the QuEST Forum Executive Board to make strategic appointments was approved by the membership. Planning to host a visit from CNCA in September is ongoing.

Project #7 Team:

Lead: Kevin Calhoun, Corning Cable Systems,
kevin.calhoun@corning.com

Supported by:

Shunichi Fujii, Fujitsu, fujii.shunichi@jp.fujitsu.com

Zhang Wei Hua, China Telecom (Shanghai), zwh@shtel.com.cn

Xu Feng, ZTE, xu.feng@zte.com.cn

Satyendra Kumar, Infosys Technologies, Ltd.,

satyendra_kumar@infosys.com

Steve Dickens, BT, steve.c.dickens@bt.com

Don Irvine, QuEST Forum, dirvine@questforum.org

Don Pickens, QuEST Forum, dpickens@questforum.org

Executive Board Project #8 – Collaboration

The Executive Board Project #8 team continues to look for and identify Forum collaboration opportunities. As a result, the team has begun to incorporate web based collaboration technology such as Webex into the Executive Board and Leadership Council monthly meetings. This approach replaces the previous audio only conference calls. The team continues to reach out to the Regional hubs for input regarding possible adoption of collaboration tools and related challenges. In addition, web based training and education opportunities are being explored in the regions.

Project #8 Team:

Lead: Ron Ostrowski, Cisco, rono@cisco.com

Vinny Arrigali, Cisco, varrigal@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. 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.

Executive Board Project #9 continues to have good momentum toward the project plan. Smaller sub teams have formed to further define and rationalize proposed measurements. The Executive Board Project #9 Reliability sub team, Executive Board Project #9 Security sub team and Executive Board Project #6 / Executive Board Project #9 Interface sub team are working diligently to develop specific recommendations. An Executive Board Project #9 Performance Measurements Sub Team will be forming shortly. Executive Board Project #9 continues to align with industry groups such as ATIS and NESAC. Additionally, the team has also engaged in ongoing discussions with Executive Board Project #6, the In Process Measurements sub team and the KPI sub team to ensure alignment, contribute ideas and share progress.

Project #9 Team:

Lead: Tim Harden, AT&T, th8261@att.com

Ken Koffman, BigBand Networks, ken.koffman@bigbandnet.com

Steve Dickens, British Telecom, steve.c.dickens@bt.com

Mariano Legaz, Verizon, Mariano.legaz@verizon.com

Trevor Putrah, KGP, taputrah@kgptel.com

Don Pickens, QuEST Forum, dpickens@questforum.org

Fraser Pajak, Telus, Fraser.Pajak@telus.com

Steve Welch, Value Propositions, LLC, sgwelch@swbell.net

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Upcoming QuEST Forum Sanctioned Training Courses

Listed below are upcoming QuEST Forum sanctioned training courses. Please visit the Provider's website for more information and registration details.

TL 9000 Requirements and Measurements Release 5.0/4.0, 30 – 31 August 2010, Chicago, Illinois

[SAI Global](#)

TL 9000 Quality Management System Implementation, 1 – 3 September 2010, Chicago, Illinois

[SAI Global](#)

Please note that all information is subject to change. Check the

provider's website to confirm class offerings, dates and locations.

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New QuEST Forum Members

QuEST Forum is pleased to welcome the new members that were added in July: **Accenture**, Americas Region Supplier, **ASAP**, Americas Region Supplier, **Calix, Inc.**, Americas Region Supplier, and **Profindis Gmbh**, EMEA Region Supplier.

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New TL 9000 Registrations

Congratulations to the newest TL 9000 registrants: **A2Q2 Corporation**, **AD PRO**, **AMG – A Management Group, Inc.**, **ATC Logistics & Electronics**, **CAMPNET Co., Ltd.**, **Hosiden Vietnam (Bac Giang) Co., Ltd.**, **MSA Global**, **PC Network, Inc.**, **Specialized Marketing Services, Inc.**, **Universal Network Development Corporation**, and **Zero Waste Solutions, Inc.**

Congratulations to the organizations that have added new locations: **Alcatel-Lucent**, **BigBand Networks**, **BroadSoft, Inc.**, and **Gemtek Technology Co., Ltd.**

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QuEST Forum's Ken Koffman

[Ken Koffman](#) is a customer-focused results-oriented executive with an excellent technical background and over 30 years of Telecom management experience. As the Quality Officer at BigBand, Ken oversees the creation and optimization of all corporate key processes and the measurement system that drives continual improvement and maximizes customer satisfaction for this cutting edge innovator.

Prior to joining BigBand, Ken had several diverse management responsibilities at Bell Labs and Siemens, covering all aspects of complex product development and support – from systems architecture to 7x24 Service. He oversaw strategic planning, balanced score card design, and QMS implementation, while serving QuEST as an SME and team leader.

Ken is a charter member of QuEST, an author of both handbooks, an

Executive Board Director, and an acknowledged industry expert. He is the Board's liaison and an active participant in the Oversight & IGQ Workgroups and Board champion for the Performance Data Report improvements initiative.

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Feedback on the QuEST Forum Newsletter

We hope that you are enjoying the recent upgrades to the newsletter. If you like the new newsletter format, please [click here](#). If you have specific comments about the newsletter, please email Kelly Stafford at kstafford@questforum.org.

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