



Raising Standards. Bridging Technologies. Building Value.

QuEST Forum Newsletter - June 2010

June 2010 Articles

[Call for Papers: 2010 APAC Best Practices Conference](#)

[Call for Sponsors: 2010 Americas Best Practices Conference and September Work Group Meetings](#)

[2010 EMEA Best Practices Conference](#)

[QuEST Forum Member Value Survey Results](#)

[Argent Associates on the Value of QuEST Forum Membership and TL 9000 Certification](#)

[Purchase the TL 9000 Measurements R4.5 Handbook Starting 1 July](#)

[15 November 2010 R5.0 Requirements Implementation](#)

[Call for Nominees: Vice Chair of the IGQ Work Group](#)

[Revised Anti-Trust Guidelines Adopted by the QuEST Forum Executive Board](#)

Call for Papers: 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 is 28 July 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.

[Emerald Sponsor](#)



[Sapphire Sponsors](#)

Bylaws Amendment Vote is Now Open

Executive Board Project #3 and #3A Made a Standing Committee of the Executive Board

Executive Board Project Updates

Upcoming QuEST Forum Sanctioned Training Courses

Validation Audit Project Update

IGQ Subteam Composed of NESAC and QuEST Forum Members Formed

New TL 9000 Registrations

QuEST Forum's Pankaj Sethi

Submit an Abstract

for the 2010 APAC Best Practices Conference

≈

Register

for the 2010 EMEA Best Practices Conference

≈

Purchase

Requirements R5.0 Handbooks

≈

Sponsor

the 2010 Americas Best Practices Conference

≈

Download

the revised Anti-Trust Guidelines



Comments or Questions



Ruby Sponsor

AT&T

Item Sponsors

Executive Roundtable & Networking Event: AT&T, Cisco
Executive Board Dinner: AT&T

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

Call for Sponsors: 2010 Americas Best Practices Conference and September Work Group Meetings

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. Registration for the 2010 Americas Best Practices Conference is scheduled to open 1 July.

As a sponsor you have the opportunity to:

- 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 communications industry.

Sponsorship Levels

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

Diamond US\$15,000

Emerald US\$10,000

Sapphire US\$6,500

Ruby US\$3,500

[Item](#)

Sponsor multiple QuEST Forum events and receive a discount.*

Sponsor 2 Events – receive a 5% discount
Sponsor 3 Events – receive a 10% discount
Sponsor 4 Events – receive a 15% discount

**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 Americas Best Practices Conference or for more information, please contact Rebecca McVeigh at +1 972-423-0268 or rmcveigh@questforum.org.

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

Diamond Sponsor



Emerald Sponsors



Sapphire Sponsors



Ruby Sponsor

Qwest Communications

Item Sponsors

Meeting Kit: ADTRAN

Executive Board Dinner: Argent Associates, BIZPHYX, Inc., IncrediTek, KGP Telecommunications, Inc., Restor Telecom and Teltech Communications

2010 EMEA Best Practices Conference

The [2010 EMEA Best Practices Conference](#) has been rescheduled for 13 - 14 July 2010 in Berlin, Germany. An Executive Board meeting and associated events as well as a KPI Work Group Meeting will take place on 12 July 2010.

[Register Now](#) [View the Agenda](#)

If you will be attending the EMEA Best Practices Conference in July, you must book your hotel reservation directly with the hotel by 30 June 2010 to receive the QuEST Forum room rate of €130 single/double. To book a room:

- Call the hotel reservation department at (49) (30) 20270 or
- Click on the [hotel reservation link](#) on the [EMEA Best Practices Conference Hotel page](#).
- Remember: You must identify yourself as a QuEST Forum attendee to receive the reduced room rate.

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

Diamond Sponsors



ERICSSON

Emerald Sponsors



Sapphire Sponsors



Ruby Sponsors

Qwest Communications Sector Supply

Item Sponsors

Executive Roundtable and Networking Event: AT&T, Cisco

Executive Board Dinner: AT&T

Meeting Kit: ADTRAN

For information on sponsorship opportunities, please contact Rebecca McVeigh at rmcveigh@questforum.org or +1 972-423-0268.

QuEST Forum Member Value Survey Results

The 2010 QuEST Forum Member Value Survey has concluded. Thank you to everyone who provided feedback on QuEST Forum. Sixty-nine percent of the respondents were satisfied or highly satisfied with the value of their membership in QuEST Forum versus 64% in 2009. This is a significant improvement in member satisfaction and reflects the hard work done by QuEST Forum leaders to improve QuEST Forum products and services. QuEST Forum is committed to listening and acting on the feedback from our membership so that we can continually improve. A complete summary of the results is being compiled by Walker Information, Inc., the QuEST Forum member company that conducts the survey for QuEST Forum with assistance from the Oversight Work Group Survey Subteam.

The results of the 2010 Member Value Survey will be presented at the Leadership Council's July meeting and the Executive's Board August

meeting. The recommendations from these discussions will then be incorporated into the input material for the Executive Board's strategic planning meeting to be held 20 September. Please be assured that the members' input via the survey will be used to help drive QuEST Forum's future direction and continued improvement.

Argent Associates on the Value of QuEST Forum Membership and TL 9000 Certification

"The value of TL 9000 is undisputed. Since becoming TL certified and becoming members of the Quest Forum, Argent Associates has been able to more than double our business in a difficult economy. We believe that Quest Forum's value to our business is critical to our continued growth and success. Our ability to deliver over 99% on our customer's key performance indicators, benchmark against our peers, and network with our customers is vital to growing our business."

-- Argent Associates, Inc.

Purchase the TL 9000 Measurements R4.5 Handbook Starting 1 July

The QuEST Forum membership has approved the new release of the TL 9000 Measurements Handbook. Hard copies and site licenses of the R4.5 Measurements Handbook as well as an e-learning Delta training course will be available for purchase on the TL 9000 website, www.tl9000.org starting 1 July 2010.

The TL 9000 Quality Management System Measurements Handbook Release 4.5 is a comprehensive guide to measurements processing, usage, responsibilities and requirements. It defines the minimum set of performance measurements to assess progress and evaluate results of quality management system implementation. It also identifies performance measurements in the key areas of hardware, software, and service quality. The new release of the TL 9000 Measurements Handbook has an effective date of December 31, 2010, to ensure adequate time for organizations to complete Delta training and seamlessly upgrade to the new release.

TL 9000 Release 4.5 Measurements Delta e-learning is a one hour program that provides an in-depth overview of the changes between release 4.0 and release 4.5 of the TL 9000 Quality Management System Measurements Handbook. It is structured to "bridge the gap" between Release 4.0 and Release 4.5 of the Measurements Handbook by summarizing the key changes and their impact on the organization, its customers, and the audit process. Participants of this course will come away with an understanding of the changes incorporated in the new release of the TL 9000 Measurements and how they will be affected by these changes. Course concludes with an exam and a

certificate of achievement awarded to participants with passing scores.

For more detailed information on the effective date for TL 9000 Measurements Handbook Release 4.5, the transition period from Measurements Handbook Release 4.0 and information on TL 9000 e-learning courses, please visit the TL 9000 website at www.tl9000.org.

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](#).

Call for Nominees: Vice Chair of the IGQ Work Group

QuEST Forum is now accepting nominations for the position of Vice Chair for the [IGQ Work Group](#). The term will be for the remainder of 2010. The deadline for submitting nominations is Tuesday, 20 July 2010 and the following information should be included when submitting nominations. Please note that nominees should be a member of both QuEST Forum and the IGQ Work Group.

1. Nominee Name and Title
2. Company Name
3. Nominee's Contact Information (Mailing Address, Phone and Email Address)
4. Letter from Management committing support for time, travel, incidental secretarial support, and mailing support. [Click here](#) to download the template for the Management Support Letter.

Nominations should be submitted via email to Kelly Stafford at kstafford@questforum.org. Kelly will confirm receipt of the nomination.

Each Work Group has a specific responsibility to achieve the QuEST Forum's strategic direction by carrying out the strategies defined in the current QuEST Forum Strategic Direction. [Click here](#) to view the responsibilities of the Vice Chair of the IGQ Work Group.

If you have any questions regarding this leadership role or the process outlined above, please contact Kelly Stafford at +1 972-423-0139 or via

email at kstafford@questforum.org.

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.

Bylaws Amendment Vote is Now Open

Voting opened 21 June on the proposed Bylaws amendment for Article IV, Section 1.12 and email notifications were sent to the Primary and Alternate Voters for the Full Member Companies. All votes are due by 9 July 2010.

- [Click here](#) to view the proposed Bylaws amendment and the current wording for Article IV, Section 1.12.
 - [Click here](#) to view a letter of support for the proposed Bylaws amendment from the Executive Board.
 - [Click here](#) to view the Q&A session facilitated by the Governance Committee on the proposed Bylaws amendment.
-

Executive Board Project #3 and #3A – Membership and TL 9000 Registrations and Member Participation made a Standing Committee of the Executive Board

Executive Board Project #3 and #3A– Membership and TL 9000 Registrations and Member Participation is charged with increasing QuEST Forum membership, TL 9000 registrations and member participation. Due to the ongoing nature of the team's efforts and the far reaching scope of their projects, the QuEST Forum Executive Board unanimously voted in the June Board meeting to make Executive Board Project #3 and #3A a Standing Committee of the Executive Board.

Executive Board Project #3's work has benefited QuEST Forum tremendously, and we look forward to their continued efforts as a Standing Committee of the Executive Board. QuEST Forum would like to thank Trevor Putrah, the lead of Project #3, and the members of the team: Dave Stahl, JoAnn Brumit, Tim Harden, Mariano Legaz, Bryan Glutting, Jay Wilson, Kevin Heering, Don Pickens and Don Irvine.

Executive Board Project Updates

Executive Board Project #3 – Membership and TL 9000 Registrations

At the end of May, membership was 161, which is a net increase of 9 for the year and exceeds the green goal of 5. New members include Alta, Neustar, Twin Valley and ICBS. Additional new members are anticipated in June. The number of at risk accounts delinquent in paying 2010 dues has been reduced to 20, down 2 from a month ago. Of the 20, 4 are in the process of paying and 2 others have indicated that they plan to pay. Five service providers in the EMEA region are at risk. Executive-level relationships and support in this region are limited so members of Executive Board Project #3 continue to focus on engaging the appropriate decision makers within these member companies. Commitments for attendance at the C-Level event during the EMEA Best Practices Conference in July are in line with those for the original date. Executive Board Project #3 and others continue to seek participation from selected major service providers and hope to appeal to the Network executives with the value of Executive Board Project #6 and Executive Board Project #9.

Executive Board Project #3 will work with the Governance Committee to propose changes to the Bylaws that will both support the current process used in efforts to retain at-risk members and revise rules related to suspension of member privileges for those who are substantially delinquent in paying dues. The team is seeking balance between the flexibility often required to retain an at-risk member and consistency in enforcing obligations associated with membership.

The Executive Board Project #3 team discussed the importance of pursuing companies for membership who are of strategic importance to QuEST Forum. While all companies are welcome to be QuEST Forum members, resources should be focused on key strategic company recruitment in selected market segments. Executive Board Project #3 will work with Executive Board Project #4 to identify potential strategic prospects and develop specific plans to gain their membership.

Executive Board Project #4 provided Executive Board Project #3 with a list of non-member companies whose TL 9000 registration management fees are such that QuEST Forum membership may make financial sense. Executive Board Project #3 will add these companies to the list of prospective members.

Membership dues recommendations and supporting information for 2011 from the Oversight Work Group will be reviewed by Executive Board Project #3.

A proposal was put forth to establish a standing Executive Board committee functionally equivalent to Executive Board Project #3, but replacing Executive Board Project #3. The motion was made, seconded and all approved this new Executive Board committee.

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 work with the members to meet our general participation goal of 75% and our active participation goal of 35%. As of the end of the first quarter we stood at 67% and 19% respectively against the two goals and have many upcoming opportunities for the members to actively participate in the QuEST Forum. We know that more active participation of member organizations will ultimately serve to drive our vision of achieving global telecommunications quality and industry-wide performance excellence. I am optimistic that with programs like the upcoming EMEA Best Practice Conference in July and the Americas Best Practice Conference in September we will be able to reach our goals for the year.

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 purpose of this project is to expand the marketing of QuEST Forum and TL 9000 beyond the traditional core audience and venues. The team has put together plans to address each of the market segments identified for targeting. These 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.

The team has also identified the need to add material to the new member kit to assist members in the promotion of QuEST Forum and TL 9000 both internally and externally. One new item would be a sample announcement letter the company could send to their suppliers and/or customers. Related to this is the development of a pair of placards for use in trade show booths, etc. One would proclaim QuEST Forum membership, the other TL 9000 Certification.

The team is also continuing to work on 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. Significant progress is being made with TIA through the help of Bryan Glutting. We will also be following up the work of EB #6 to create a liaison agreement with ATIS to pursue joint marketing opportunities, especially internationally.

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

The PDR evaluation team took the opportunity at the Dallas, May face-to-face QuEST Forum meeting to have a special face-to-face meeting of its own on the evening of May 19th. The team had the opportunity to meet Duk-Jin Kim from UTD, the developer of the "visualization tool" discussed last month. As a recap, this tool, which is in concept phase, allows a user to quickly determine if a product category's PDR industry statistics (eg. industry average) are improving, degrading or are unchanged over time. Again the team felt there is great promise for the tool.

The discussion turned to planning for the next "industry report". It was agreed that a report based on the tool would be better towards the end of the year to allow better understanding of the tool and its capabilities. The next report expected in early third quarter will be based on similar techniques used for the On Time Delivery industry report. The current focus is on the switching category and FRT (Fix Response Time) and NPR (Number of Problem Reports). Progress has been on developing the draft power point slides developed that will be the basis of the next industry report.

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. The working committee will also be creating a formal introduction or “jumpstart” process for organizations that join the study going forward.

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

Update: The participants are transitioning to monthly submissions for MTTR and GSI. Once May’s results are available, the SMEs will schedule a review. This is to ensure that data has been submitted correctly and outlying data points are valid.

Both the Executive Board Project #6 and Executive Board Project #9 teams met during the May work group meetings. As a result an EB6-EB9 sub-team was formed with the intention of identifying collaborative opportunities and input to each project’s measure development.

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.

Planning for the center of study workshop and additional participants will continue through the month of June.

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 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 is going to vote before the membership. There is also planning to host a visit from CNCA in September.

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 Forum collaboration opportunities. We have 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 potential challenges.

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 the Executive Board Project #6 / Executive Board Project #9 Interface sub team are working diligently to develop specific recommendations. Additional sub teams will be formed as needed. Executive Board Project #9 also continues to align with industry groups such as ATIS and NESAC. Additionally, the team has engaged in ongoing discussions with Executive Board Project #6, the In Process Measurements subteam and the KPI subteam 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, sqwelch@swbell.net

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, 5 July 2010, Hemel Hempstead UK
[Excel Partnership UK](#)

TL 9000 Measurements , 6 July 2010, Hemel Hempstead UK
[Excel Partnership UK](#)

TL 9000 QMS Auditing, 7 – 9 July 2010, Hemel Hempstead UK
[Excel Partnership UK](#)

TL 9000 Requirements, 12 July 2010, Singapore
[Excel Partnership UK in association with EQS Asia](#)

TL 9000 Measurements, 13 July 2010, Singapore
[Excel Partnership UK in association with EQS Asia](#)

TL 9000 QMS Auditing, 14 – 16 July 2010, Singapore
[Excel Partnership UK in association with EQS Asia](#)

Please note that all information is subject to change. Check the provider's website to confirm class offerings, dates and locations.

Validation Audit Project Update

The one-time assessment fee process for the [Validation Audit Project](#) began in April 2010, with invoices for June renewals. Per the Project guidelines, 23 sites have been randomly selected for Validation Audits. Please note that the sites selected for Validation Audits will be notified as outlined in the Validation Audit Process document after their Accreditation Body has received training.

The first round of training for the Accreditation Body auditors and QuEST Forum Observers was held in Milwaukee, Wisconsin, USA the end of May. The trainers for the May session were Ken Koffman, Sheronda Jeffries and Laura Coplon. The trainees provided valuable feedback which helped further refine the training material. The next training for the Accreditation Body auditors will be taught by Ken Koffman and Laura Coplon October 2010 in Shanghai, China.

If you have any questions about the [Validation Audit Project](#), please use the [Contact Us](#) feature on the [QuEST Forum](#) or [TL 9000](#) websites.

IGQ Subteam Composed of NESAC and QuEST Forum Members Formed

A new subteam of the [IGQ Work Group](#) has been formed. Co-chaired by Mike Gaines, representing NESAC as well as IGQ, and Tom Yohe, representing QuEST Forum, the subteam is a joint effort between QuEST Forum and NESAC. The team will be made up of various QuEST Forum members, including both Suppliers and Service Provider's, and NESAC leaders. Don Pickens, the Chief Operating Officer of QuEST Forum and Ken Koffman, a QuEST Forum Executive Board member, will serve on this team as will Andy Whitt, a QuEST Forum leader who is also the current Chair of NESAC. The subteam's focus is to review various product categories to ensure accuracy of the data so that performance goals can be established.

New TL 9000 Registrations

Congratulations to the newest TL 9000 registrants: **Alphonsus Tech Co., Ltd.**, and **CONNECT Professional Services**.

QuEST Forum's Pankaj Sethi

A member of TTSL's Apex Committee, [Pankaj Sethi](#) holds responsibility for Corporate Services, covering Excellence, Quality and Corporate Communications. In furthering the corporate values of Tata group, he holds responsibility for Corporate Social Responsibility. He also acts as the Chief Ethics Counselor at TTSL. Current responsibilities include: customer relationship management, business process management, business excellence, internal audit, corporate communications, corporate social responsibility and business ethics.

Pankaj has been instrumental in creating and developing the VAS Business Unit in TTSL and the rich spread of VAS services. Today in TTSL, the VAS Business Unit is the highest contributor to company revenues as compared to other operators in industry. He also plays an active role in risk management and process improvement through his leadership of the Internal Audit and BPR functions. Under his leadership, the company teams has renewed with vigor, its dedicated journey of excellence, under the Tata TBEM program.

Pankaj has been with Tata Teleservices for over 5 years. He brings with him a decade of marketing experience with FMCG companies and brands such as Levers, Brooke Bond, Johnson and Johnson and Richardson Vicks (P&G). Prior to joining Tata Telservices, he worked extensively in media companies in Television (Nimbus Communications), Films (Mukta Arts) and Internet (Microland).

Pankaj has a MBA from Indian Institute of Management –Ahmedabad and holds a graduate degree in Physics, from Delhi University. He is an active speaker and participant in key industry forums and in regular media interactions. He is a Director on the Asia Board of Mobile Entertainment Forum, Executive Board member of Mobile Payment Forum of India (MPFI) and a member and advisor to MMA India (Mobile Marketing Association). Pankaj is also a member of the following Councils in TTSL: VAS Council (focused on developing the emergent VAS areas of m-commerce, mobile advertising and mobile 2.0 services), Product Council (responsible for evaluating the new products/tariffs to be launched and tracking the performance of newly launched products), Rural Council (evaluates and designs Rural Business Models) and Customer Mancom (analyses the VOC (Voice of Customer), identifies, tracks and monitors action plans to improve upon VOC findings).

Suggestions or Comments on the QuEST Forum Newsletter

Please email us at information@questforum.org. We look forward to hearing from you.

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.