



**QuEST Forum Newsletter  
October 2009**

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**State of Quality in the Telecommunications Industry: On-Time Delivery Measurement Study Released**

QuEST Forum unveiled its inaugural report on the state of quality in the telecommunications industry at the 2009 Asia Pacific Best Practices Conference, 20-22 October in Shanghai, China. QuEST Forum pursues the goal of global telecommunications quality and industry-wide performance excellence through its TL 9000 standard. Building on ISO 9001, TL 9000 provides the telecommunications industry with a consistent set of quality expectations that parallel rapid technology changes and customer expectations. TL 9000 is set apart from other quality management systems by its performance data requirement and as the keeper of the TL 9000 data, QuEST Forum is in the unique position to quantify the state of telecom industry quality

To ensure the creation of a credible study containing independently audited data, QuEST Forum engaged acknowledged communications technologies experts from worldwide voice, data, and video companies, such as AT&T, Cisco, Alcatel-Lucent, BigBand, Telmar, Adtran, and Juniper, to assist in the creation of the report. Furthermore, QuEST Forum also utilized the expertise of the University of Texas at Dallas to support the team with cutting edge techniques and tools.

Since the amount of TL 9000 data is vast, covering 47 TL 9000 measurements, 126 product categories, and 869 registrations, this study focuses on a single TL 9000 measurement, On-Time Delivery, across a sample of representative product categories over a two-year period, 2007-2008.

On-Time Delivery measures the timeliness of the delivery of products and services to customers. This measurement is used to evaluate organizations on their on-time delivery performance as they strive to meet expectations on orders of any kind from the customer. However, it is not the intent of this measurement to assess an organization's ability to meet its commitments for the release of new designs.

Over the two year study period, key findings of the On-Time Delivery Measurement study include:

- There was overall improvement in the industry average for on-time delivery with an absolute increase from 75% to 81%.
- The overall Worst-In-Class industry statistic improved with its median trend rising from 22% to 42% and its average trend improving from 30% to 54%.

- The Best-In-Class performance statistic was very strong and stable with a narrow overall range of 12% between 88% to 100%.

A major premise behind QuEST Forum’s inception was that as organizations used TL 9000 data to drive improvement, the net effect over time would be an overall improvement in the quality of the telecom industry. While there are many factors that could be responsible for any shift in measurements, it is apparent that the founding intent of QuEST Forum and intent of QuEST Forum and TL 9000 to improve telecom quality is being realized.

To download the On-Time Delivery Measurement Study in its entirety, [click here](#). To request a hard copy of the study, please contact QuEST Forum at [information@questforum.org](mailto:information@questforum.org).

### Save the Dates: 2010 Meetings and Event Calendar

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
2 - 3 November	APAC Best Practices Conference	China
9 - 11 November	Work Group Meetings	Dallas, Texas, USA

### How do we make the TL 9000 Key Performance Indicators appeal to a wider audience?

Specifically how do we satisfy the needs of key stakeholders such as, Business leaders, Project Managers and Operations Managers in the value chain of Service Providers and Suppliers? This is a question that an IGQ sub team is currently trying to answer.

Three main processes are identified: A: Initial delivery (orders), B: Complex projects Delivery and C: Continuous delivery of a service to Customers. ITIL service management has been adopted by hundreds of organisations worldwide.

The team presented some initial findings during the 2009 EMEA Best Practice conference in Paris and received a very positive response. Work is now underway to take the ideas to the next stage.

Initially there were 10 recommendations identified. These have now been prioritized and the top 4 are being worked on. This includes the creation of detailed documentation to be submitted for inclusion in a future KPI handbook release. The 4 priority areas are:

#	Recommendation	What is It	Rational for Recommendation
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1	Add KPI for Restoration time	"incident" restore time KPI per ITIL language	Adds clarification through use of a distinct KPI Makes TL more interesting to ITIL users
2	Add KPI Call Ratio to reflect End Customer Complaints	KPI on the number of customer complaints received for a given service	Important and missing End Customer measure  Benchmark for Service Provider - Supplier relations  Helps make TL meaningful to business leaders  Provides opportunity for Service Providers and Suppliers to collaborate on common goal
3	Add KPI to reflect delivery performance of complex projects	On time delivery of complex projects  Milestones  Customer acceptance	Makes TL meaningful for Project Managers  Important and missing dimension to complex project delivery process
4	Adopt ITIL language	Use specific definition for "incident", "problem", "Restore" and "Resolve" per ITIL standard	Eliminate confusion caused by different interpretation of the words  Make TL more interesting to ITIL users

A draft document has been developed for each recommendation and is being reviewed by the team for additional inputs. Key to this review is the guidance being given by an IGQ subject matter expert assigned to each recommendation. A two day face-to-face workshop will take place in Antwerp Belgium during the first week in November and during this time the documents with the detailed recommendations will be finalized.

### **Call for Nominees: 2010 Work Group and Regional Elections**

QuEST Forum will be holding the 2010 Work Group and Regional Leadership elections in November. We are now accepting nominations for the position of Chair and Vice Chair for each of the following Work Groups and Regions:

- [Global Work Group](#)
- [Integrated Global Quality \(IGQ\) Requirements & Measurements Work Group](#)
- [Oversight Work Group](#)
- [Telecommunications Business Excellence \(TBE\) Work Group](#)
- [Americas Region](#)
- [EMEA Region](#)

Working with the COO, each of these groups has a specific responsibilities to achieve the QuEST Forum's strategic directives by carrying out the strategies defined in the current QuEST Forum Strategic Direction. [Click here](#) to download the responsibilities of the Work Group/Regional Chairs and Vice Chairs.

The deadline for submitting nominations is Friday, 6 November 2009 and the following information should be included when submitting nominations. Please note Nominees should be a member of the Work Group or Region for which they are being nominated.

1. Work Group or Region (Global, IGQ, Oversight, TBE, Americas, or EMEA)
2. Position (Chair and Vice Chair)
3. Nominee Name and Title
4. Company Name
5. Nominee's Contact Information (Mailing Address, Phone, Email Address)
6. 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](mailto:kstafford@questforum.org). Kelly will confirm receipt of the nomination.

To view a spreadsheet of the nominations received for the 2010 Work Group and Regional, please follow the instructions below. The spreadsheet will be updated as nominations are received throughout the nomination submission period.

1. Log-in to the Members Only area of the QuEST Form website.
2. Click on "Member's Area" in the left-hand menu.
3. Click on the "Files/Documents" link located approximately in the center of the page.
4. A new window titled "File Store" will open up.
5. In the "File Store" window, click on the folder titled "2010 Work Group and Regional Elections".
6. Download the file titled "Nominees for 2010 Work Group and Regional Elections"

If you have any questions regarding these leadership roles or the process outlined above, please contact Kelly Stafford at +1 972-423-0139 or via email at [kstafford@questforum.org](mailto:kstafford@questforum.org).

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## 2010 Strategic Planning Initiatives

Based on the feedback received from the Member Value Survey and the Environmental Scan, the Executive Board recommended that current projects #3 - Membership and TL 9000 Registration, #5 - PDRs, and #6 - Network Reliability continue in 2010 and that two new projects be initiated: Executive Board Projects #8, and #9. Executive Board project #1 – Operational Efficiencies will move to a standing committee. The two new projects are:

Executive Board Project #8 – Collaboration Technology and Processes will be led by Carlos Solari, Alcatel-Lucent and Ron Ostrowski, Cisco and will focus on enhancing collaboration and communication through technology adoption and improved processes. The project's goals include:

- Deliver equivalent experience and capability for local and remote event participants.
- Improve two way communications and energize Forum messaging.
- Increase regional and local engagement and participation.
- Enable collaboration/communication aspects of all Executive Board Projects and Forum activities.

Executive Board Project #9 – Future Mode of Operation (FMO) will be led by Tim Harden, AT&T and supported by Carlos Solari, Alcatel-Lucent, Ken Koffman, BigBand Networks, Steve Dickens, BT, Everett McNair, Draka Communications – Americas, Trevor Putrah, KGP, and Tanya Penny, Verizon. The purpose of this project is to close gaps that may exist in TL to achieve Future Mode of Operation. The project will coordinate with the other Executive Board Projects on:

- Global integration within QuEST Forum Regional groups,

- Greater virtualization,
  - The need for and development of new TL measurements and requirements,
  - Network operational needs due to new technologies,
  - Potential new members to insure world class input regarding new technologies,
  - Emergence of Service Providers as system integrators and potential gaps and
  - Partnerships with other standards bodies.
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## **TL 9000 Requirements Handbook Release 5.0**

The TL 9000 Quality Management System Requirements Handbook Release 5.0 becomes effective 15 November 2009. To buy Handbooks, hard copies or site licenses, go to [http://tl9000.org/handbooks/buy\\_handbooks.html](http://tl9000.org/handbooks/buy_handbooks.html)

To access the Delta training course go to <http://tl9000.org/training/elearning.html>. The Delta training is mandatory for any registrar auditor prior to conducting an official audit to the Release 5.0 Requirements Handbook.

Release 5.0 of the TL 9000 Requirements Handbook includes clarifications, additional adders 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.

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## **Overview of APAC Best Practices Conference**

The APAC Best Practices Conference was held in Shanghai, China at the Renaissance Pudong Hotel 20 – 22 October. The conference was opened with a VIP address by Mr. Sheng Fei, Director General CNCA. Mr. Sheng spoke on the importance of gaining government agency acceptance of TL 9000 and pointing out the benefits of TL 9000 Certification. He was followed by a Keynote address by Mr. Yang Zhong Tao, Senior Manager China Telecom Shanghai, highlighting the theme of the conference which was Doing Business in North America using TL 9000. The Executive addresses that followed throughout the first day also addressed this topic. There was a global menu of speakers including Tim Harden, AT&T, Ms Grace Lao, HKQAA, Mr. He Shiyu, ZTE, Delores Johnson-Cooper, Verizon, and Ken Koffman, BigBand Networks. In addition, Don Pickens, COO QuEST Forum gave an update on the QuEST Forum activities and key initiatives.

The second day began with a Keynote address by Mr. Davis Yang, Vice President, Huawei and Don Pickens, COO, QuEST Forum. Mr. Yang spoke on thinking global and acting local and Don spoke on network reliability benchmarking. He was followed by executive presentations by Kevin Calhoun, Corning Cable Systems, SM Bala, Wipro, Satyendra Kumar, Infosys, Ron Ostrowski, Cisco, and Carlos Solari, Alcatel-Lucent. The afternoon session finished with addresses by Ashok Dandekar, Fujitsu and Jack Pompeo, Huawei technology. Don Pickens recognized forty Asian based companies for obtaining their first TL 9000 recognition and those in attendance received their TL 9000 pyramid.

The final day of the conference was a workshop presented by Ken Koffman on understanding and using the Performance Data reports.

Simultaneous translations in Chinese and English occurred throughout the conference. This ensured that the presentations flowed smoothly and that the attendees were able to gain a good understanding of the material presented.

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## Americas Best Practices Conference Survey Results

Overall, the Americas Best Practices Conference was rated very highly. The attendees rated networking as the primary benefit of attending the conference. Their comments did reflect a desire for more varied content from presentations. The scores for Overall Satisfaction, Likelihood to Recommend, and Intention to Attend Future Events as well as Ease of Registration and Meeting Location Convenience scores improved from the 2008 Americas Best Practices Conference

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## November Work Group Meetings

The Leadership Council will meet 9 November and the Work Groups will meet 10 – 12 November in Scottsdale, Arizona, USA.

[Register Today](#)

Please note that there is no registration fee for this event.

[Make Hotel Reservations](#)

Scottsdale Cottonwoods Resort  
6160 North Scottsdale Road  
Scottsdale, Arizona, 85253, USA

Who should attend the November Leadership Council and Work Group Meetings?

- The Leadership Council should plan to attend.
- Any one already involved in a Work Group, and those interested in joining a Work Group, are strongly encouraged to attend the on-site, face-to-face meetings.

[View information on the QuEST Forum Work Groups.](#)

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## Individual TL 9000 Certification

The program to recognize individuals' knowledge and use of TL 9000 is now fully implemented. Certification is open to all qualified individuals involved with TL 9000 registrations, auditing, training, or consulting. To review the requirements, click on the Individual Certification link under the TL 9000 Registration tab on the TL 9000 web site. Please note that since the Requirements R5.0 Delta Training course is now available, it becomes a pre-requisite for individual Certification. Please let your co-workers know about this program to recognize individual TL 9000 knowledge and use.

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## Validation Audit Project

The review comments received on the Validation Audit project are being discussed and resolved by the Oversight

Work Group per the regular Handbook review comment process. This is being done via teleconferences this month. Once all comments have been resolved, the Project will be presented to the OSWG for approval to send out for QuEST Forum vote. This is scheduled to occur during the November OSWG meeting. There will be a teleconference bridge and web meeting set up for this meeting. If approved, a QuEST Forum level vote will be conducted concerning approval to conduct the Validation Audit Project.

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### **DSR Advisories**

As noted in Information Alert 09-001C, the new TL 9000 data submission checking software has been turned on for all product categories. Please review the Alert at <http://www.tl9000.org/alerts/alerts.html> for the full details.

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### **TL 9000 Sanctioned Training**

All TL 9000 Sanctioned Training Courses, both on-line and instructor led have been updated to reflect the R5 Requirements Handbook. The available courses may be viewed at <http://tl9000.org/training/courses.html>

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### **R5 Requirements Handbook Translations**

The Korean version of the R5 Requirements Handbook is now available for purchase through the Korean Accreditation Board. To order on-line, please visit the following link.

[http://www.kab.or.kr/customer/SaleBook\\_List.asp](http://www.kab.or.kr/customer/SaleBook_List.asp)

The R5 Requirements Delta training is also available in Korean and is available through the QuEST Forum e-learning web site at <http://tl9000.org/training/elearning.html>

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### **Board Project Updates**

#### **Project #1 – Operational Efficiencies**

Executive Board Project #1 is focused on facilitating the implementation of the QuEST Forum Initiatives and the operational areas as recommended by the Asaba Group to continuously improve operational efficiencies. This is the second year of this initiative and the team has been active during 2009. The information gathered from the Environmental Scan survey was processed and a recommendation was made to the Executive Board to move this project from an Executive Board project to a standing committee. This recommendation was accepted by the Executive Board and will be implemented in 2010. This team will continue to identify and implement recommendations on improving QuEST Forum operational efficiencies including making sure clear accountability and responsibilities are identified.

The committee will also work with the Work Groups, Regions, and Executive Board projects to set up the objectives for

the 2010 Balanced Scorecard.

Project #1 Lead:

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

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

QuEST Forum membership currently stands at 151. September was a very good month with 8 new members added. These companies joined as a result of recruiting efforts related to the Americas Best Practices Conference and the small-company discount promotion. We are now 5 members away from the 2009 green goal.

Efforts will continue to be focused on retaining at-risk-members so that we maintain progress in reaching the 2009 goal and do not offset new members with lost members. We anticipate losing 3-4 more members this year, so we need to bring in at least 9 additional members to ensure that we reach the 2009 goal. The team will ensure follow-up with prospective member leads from the Americas Best Practices Conference C-Level meeting. One such lead, BroadSoft, has already joined as a member.

The team continues to work with Board member companies to gain their direct support in identifying and recruiting top candidates. The team is seeking support from all board members.

The team is also discussing ways to more clearly identify the potential markets for QuEST Forum membership. Ideas include aligning with defined segments of the communications market, e.g. ILEC, wireless, ISP, etc. and participation in trade associations and related events, such as trade shows.

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

Tanya Penny, Verizon, [tanya.penny@verizon.com](mailto:tanya.penny@verizon.com)

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

### **Member Participation**

We have updated our current results relative to the initial goals subsequent to EMEA and Americas Best Practices Conferences. We are meeting the overall green goal and very close to the overall blue goal for total combined regions. Americas and APAC are currently exactly on the blue goal, while EMEA is close to goal but slightly off.

I expect that all will be at blue goal level by the end of the year and we have a good chance of far exceeding in APAC after the BPC is complete. Another important factor is that many of the added participants were targeted specifically as companies that have been QuEST members less than 3 years – a group that is likely to be more vulnerable to leaving than long standing members that have never participated.

Most of the successes for the accomplishments are due to the great work and engagement of the hubs and their enthusiasm in taking ownership of the process. Another key factor has been the prompt and thorough support for the data collection by QuEST staff, especially Kelly Stafford.

	All	Americas	APAC	EMEA
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# participating	105 - <b>114</b>	76 - <b>84</b>	15 - <b>18</b>	14 - <b>12</b>
# NOT participating	56	26	20	10
# of companies	161 - <b>163*</b>	102 - <b>106**</b>	35 - <b>35</b>	24 - <b>22***</b>
% NOT participating	35%	25%	57%	42%
Green Goal	<b>50</b>	<b>23</b>	<b>18</b>	<b>9</b>
Blue Goal	<b>48</b>	<b>22</b>	<b>17</b>	<b>9</b>
<b>3Q09 Actual NOT Participating</b>	<b>49</b>	<b>22</b>	<b>17</b>	<b>10</b>
<b>3Q09 % NOT Participating</b>	<b>30%</b>	<b>21%</b>	<b>49%</b>	<b>55%</b>

\*Actual total companies is 171 – 8 companies removed from calculation because they are new companies with little opportunity to participate yet.

\*\* Actual Americas total companies is 112 – 6 companies removed from calculation because they are new companies with little opportunity to participate yet.

\*\*\* Actual EMEA total companies is 24 – 2 companies removed from calculation because they are new companies with little opportunity to participate yet.

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

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

Last month we highlighted the improvement in the QuEST Forum Member Value Survey scores in the area of Performance Data Reports (the %satisfied/very satisfied rose from 49% to 60%), and also plans to publish an article showing how TL 9000 is impacting communications quality using the on-time delivery measurement as an example. Since then, the Americas Best Practices Conference gave the PDR Evaluation sub-team an opportunity to continue its mission through a workshop on "How to Use PDRs," and presentations on progress to both the Executive Board and the Integrated Global Quality Requirements & Measurements Work Group (IGQ WG).

The Executive Board had its strategic planning meeting, and it was decided that Executive Board Project #5 (Performance Data Reports) should continue based on the impact it has had on member satisfaction and the opportunities for improvement that lie ahead. Feedback from the IGQ sub-team highlighted the need for providing better guidance and controls to ensure organizations select the most appropriate product category for their certifications. This aspect is important when using PDR industry statistics to compare performance to competitors and help set meaningful targets. Members mentioned examples where it was not clear why a certain organization was in a particular product category. Fortunately, the PDR evaluation sub-team had this problem on their radar screens for 4Q09. An outline for a white paper providing more guidance on selecting a product category has recently been developed. Based on the discussion at the IGQ meeting, a member also volunteered to be the lead author for the document and has met with PDR sub-team leadership to review the outline in detail. The plan is to have this document completed by the end of the quarter.

The PDR sub-team will also begin planning its program for 2010. Again, the IGQ WG members and PDR workshop attendees provided some further ideas on how PDRs could be improved. These will be reviewed in the coming weeks.

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).

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: No additional service providers have joined the study this month.

The SME calls now have been re-scheduled to occur every Thursday at 8 AM Central until the end of 2009 to better accommodate the global participants.

The SMEs met during a face-to-face workshop on August 27 and 28 in Dallas. The end result of this workshop was agreement on three measurements: Mean Time to Restore (MTTR), Defects per Million (DPM) and Global Service Impact (GSI) all which are based on the current Product Categories Table.

Following the workshop, a data collection spreadsheet for the MTTR measurement has been developed. During the month of September, the SMEs will work towards data collection and submission.

The SMEs will also meet face-to-face in a mini-workshop on the evening of September 23 following the Americas Best Practices Conference in Orlando, FL. The SMEs' agenda includes finalizing the DPM and GSI measurements in preparation for data collection.

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. This year as part of this initiative, QuEST Forum has planned and accomplished Executive Delegation visits to EMEA and APAC. The purpose of these two visits was 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 held in Shanghai was supported by the Greater China hub. While the attendance was not as good as hoped it did raise awareness of opportunities within China and this group will be working to strengthen the participation and influence of the Greater China hub. 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.

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

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)

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

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### **New Members**

QuEST Forum is pleased to welcome the new members that were added in October: **BroadSoft, Inc.**, Americas Region Supplier.

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### **New TL 9000 Registrations**

Congratulations to the newest TL 9000 registrants: **Vetco Sales, GTL Limited, Tai Lai Hua Electronics, Kwang Jin Precision Co., Ltd., Hiscon Inc., RnBsoftware Co.,Ltd., Digitron Co.,Ltd, and EVB Technology (HK) Ltd.**

Congratulations to the organizations that have added new locations: **Alcatel-Lucent, UK, Italy, Netherlands and Alcatel-Lucent, France, USA.**

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### **QuEST Forum's Kevin Calhoun**

[Kevin Calhoun](#) joined Corning in 1992 as a process engineer and subsequently held several positions of increasing responsibility in Corning Cable Systems Division. Since May 2008 he has held the position of Executive Director, Global Quality & Environmental Management for Corning Cable Systems. In addition to his board position with QuEST Forum, Kevin is a member of the MAPI (Manufactures Alliance/Productivity Institute) Council on Quality and is active in ASQ (American Society for Quality) and Six Sigma Forum. He graduated from North Carolina State University in 1990 with a degree in Mechanical Engineering and has attended Executive Programs at the University of Chicago, Graduate School of Business. He is a Six Sigma Black Belt and Certified Quality Engineer and Auditor.

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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.

Please note that due to the Thanksgiving holiday, the next newsletter will be published mid-December and will cover QuEST Forum news from both November and December.

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