



Raising Standards. Bridging Technologies. Building Value.

Network and Service Reliability Benchmarking Study

QuEST Forum is sponsoring an ongoing benchmarking study on Network and Service Reliability.

This study is a practical approach to share, compare, correct, and transform internal functions and processes of the participating organizations. The program provides an open, trusted, and committed environment to help participants meet and exceed industry performance standards through a collaborative process.

QuEST Forum offers this benchmarking study through the Benchmarking Subteam within the Integrated Global Quality (IGQ) Work Group.



How the Benchmarking Study Works

Service Providers routinely monitor, collect, and analyze metrics associated with their own internal operations, processes, and all work activities. However these metrics are generally defined for management decision support and often exist only as high-level key performance indicators. While all global Service Providers utilize various metrics to monitor performance and improve network reliability, there was no commonly accepted operational metrics that enabled them to compare their operational performance against their peers.

To meet the need for a standardized set of metrics that could track continual improvements in service and benchmark the results, QuEST Forum created the Network and Service Reliability Benchmarking Study. The study is arranged so companies that are participating, work together as a team to develop, define, and use a set of common operational Service Provider metrics that will measure quality and services as managed by Network Operations Centers (NOCs) and Network Reliability Centers (NRCs).

Historically, information on how a Service Provider's network performance compares to its peers has been costly to obtain and becomes dated quickly. However, QuEST Forum's study eliminates the need for expensive consultants and is not a "snap shot in time", but rather an ongoing look at network reliability performance with monthly tracking.



The Value of Benchmarking

- Evaluates performance measures and goal-setting as it relates to key stakeholders such as customers, partners, investors, regulators, government, and others.
- Helps identify and facilitate sharing of key performance factors for peer organizations in a fast-moving highly-competitive environment.
- Enhances networking opportunities, features best practices approach to improvement, and opens avenues for continued improvement.
- Facilitates collaboration on development and pilot trials for potential new and evolving industry performance measures.



Service Providers' need for a standardized set of operations metrics to insure continual improvements in service and cost reductions as well as a desire to know how effective the results are in comparison with peers has been the catalyst for QuEST Forum's Networking and Service Reliability Benchmarking Study. Determining the best-in-class metrics for comparison purposes and engaging key Service Providers to participate in this study, provides a great opportunity to raise the service levels of end users worldwide. Participation also improves processes which will lead to cost reductions.



Measuring the Quality of Experience

In today's competitive communications environment there is continuing emphasis on delivering exceptional service while keeping costs down. Communications Service Providers worldwide are challenged to deliver innovative, high quality services during a time of rapidly changing requirements and continuing cost pressures. To satisfy increasingly sophisticated customers and their requirements, Service Providers are going to great lengths to create new services, reduce lead times, improve network availability, and enhance quality of service including reducing network outages.



As Service Providers continue to create and implement innovative and creative customer solutions, there is a serious need to understand the business performance of these services and to understand whether the products and services are competitive relative to their peers. This need to know how we are doing generates questions such as:

- What is best-in-class performance?
- How is best-in-class performance measured?
- How is my company performing relative to best-in-class?

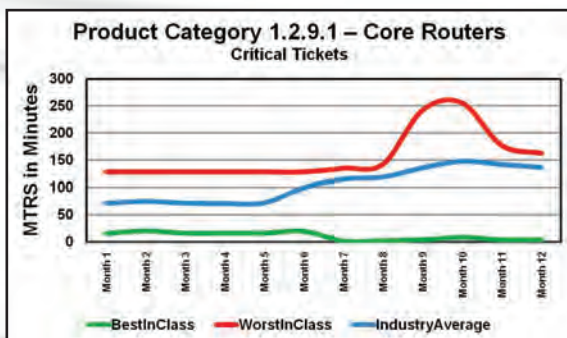
Answers to these and other questions can be determined through a collaborative process known as benchmarking.

What are the Results?

Service Providers around the world are active in this study and inputting their data anonymously into the TL 9000 RMS (Registration Management System) to produce Performance Data Reports (PDRs).

The team of participating organizations also has a roadmap of additional relevant metrics that they are defining and implementing with the ultimate goal of correlating the results to end-user satisfaction.

As a result, for the first time, participating Service Providers have available to them information on best-in-class, worst-in-class, and industry average for performance and their respective company position. These measurements are not currently included in the TL Measurements handbook.



2009/2010 Participating Companies

AT&T

BT (British Telecom)

Cox Communications

China Tel – Shanghai

Huawei

Orange/FT

Qwest Communications

TeleCommunications Serv

TELUS Communications

Verizon

Wind (Italy)

QuEST Forum is actively seeking additional Service Providers across the world to participate in this study. Membership in QuEST Forum is not required. For additional information, please contact QuEST Forum at +1 972.423.7360 or information@questforum.org.

About QuEST Forum

QuEST Forum is a unique collaboration of service providers and suppliers dedicated to communications supply chain quality and performance.

We unify the global communications community through the implementation of TL 9000, a telecom-specific quality standard, collaboration in our work groups and regional hubs, emphasis on learning and sharing industry best practices, and the creation and delivery of reports and benchmarks.

For more information on QuEST Forum visit us at www.questforum.org or contact us at information@questforum.org.



QuEST Forum
101 E. Park Blvd., Ste 220 Plano, TX 75074 USA
+1 972.423.7360

www.questforum.org

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