



**QuEST Forum Newsletter  
September 2009**

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**Call for Nominees: 2010 Executive Board Election**

QuEST Forum is soliciting candidates from all regions to be potential members of the QuEST Forum Executive Board for 2010. There are **12** open seats on the Board to be filled, including the Vice Chair to be filled by a Service Provider. Nominees for the Board should be officers or senior members of a full member organization with a significant industry presence.

The open Executive Board positions and terms are as follows:

**Service Providers**

- **Three (3) Open Service Provider Director Seats** – TWO Year Terms ending 31 December 2011
- **Three (3) Open Service Provider Director Seats** – ONE Year Term ending 31 December 2010
- **One (1) Open SMALL COMPANY Service Provider Director Seat** – TWO Year Term ending 31 December 2011 [Click here](#) to download the definition of a small company.

**Suppliers**

- **Three (3) Open Supplier Director Seats** – TWO Year Terms ending 31 December 2011
- **One (1) Open SMALL COMPANY Supplier Director Seat** – TWO Year Term ending 31 December 2011 [Click here](#) to download the definition of a small company.

**Nominations for the 2010 Executive Board are due Friday, 16 October 2009** and should be submitted by the organization's QuEST Forum Primary Voter to Kelly Stafford at [kstafford@questforum.org](mailto:kstafford@questforum.org). Kelly will confirm receipt of nomination with sender.

The Nomination Submission Packet details all of the information that should be included in the nomination and may be downloaded by [clicking here](#).

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### **2009 APAC Best Practices Conference**

Register now for the 2009 APAC Best Practices Conference. The conference will be held 20 – 22 October 2009 in Shanghai, China. Presentations will focus on “Doing Business in North America – Using TL 9000”.

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

Conference participants within China can register through HKQAA and receive a Chinese Government invoice/receipt. Please email Gary Miao at [gary.miao@hkqaa.org](mailto:gary.miao@hkqaa.org) for more information.

[Reserve a Hotel Room](#)

Do not forget that travel to China requires a Visa. Please make sure that there is adequate time to process the Visa. For those attending only the conference and related activities a tourist visa is recommended as the most appropriate. There are specialty companies that can expedite Visas and if you are unsure how to obtain your visit these companies can help.

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### **EMEA Face-to-Face Meeting, Antwerp, Belgium**

The QuEST Forum [EMEA Region](#) is holding a face-to-face meeting in Antwerp Belgium 2-4 November 2009 at the Alcatel-Lucent premises in Antwerp. [Click here](#) for more information. Registration will open 1 October 2009. Please note that there is no registration fee for this event.

#### Objectives of the Meeting

- Hold a face-to-face meeting of the Work Group ‘KPI enhancements - Reaching a Wider Audience
- Welcome and update new, prospective and established members on current and future QuEST Forum activities.
- Conduct EMEA leadership meeting.

#### Who Should Attend

- New members who want to meet established members and the EMEA leadership team
- Prospective members who want to find out about TL 9000 and QuEST Forum
- Established members who want to be updated on TL 9000 Requirements Version 5.0 and current Work Group activities.
- People and organizations who are interested in contributing to the KPI enhancement initiative

## Travel and Accommodation Details

- The meeting has been arranged with due regard for the current business environment and is aimed at minimizing the cost. Please click [here](#) for more information.

The meeting agenda and further details will be available soon. For additional information or questions please contact Michaela Feiertag, Alcatel-Lucent, email: [mfeiertag@alcatel-lucent.com](mailto:mfeiertag@alcatel-lucent.com).

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## November Leadership Council and Work Group Meetings, Scottsdale, Arizona, USA

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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## 2009 Americas Best Practices Conference

On the opening day of the Conference, the keynote addresses, Keith Connolly – AT&T and Tanya Penny – Verizon, focused on the importance of using TL 9000 throughout the supply chain and the noted improvements achieved by partnering with suppliers to track the TL 9000 measurements. Both emphasized their firm stance on requiring TL 9000 and the savings and improvements that have been accomplished through these programs. The second day's keynote, Harald Stubert – Ericsson, covered the topic Enabling a Sustainable Global Environment.

There were also workshops on New Member Orientation, PDR Data Usage, and Jump Start. The first day panel discussions were very informative and featured teams from TIA and Tellabs. Another panel focused on Network Test Automation Solutions. The second day afternoon panel was comprised of a team that has been involved with a collaborative effort focused on

Continuous Improvement & Business Excellence. The final panel of the conference focused on transforming the TL 9000 Customer-Supplier Partnerships into Business Results.

The Networking event included a dinner at the Americas Pavilion in Disney's EPCOT followed by a very impressive fireworks display. At the Networking event, awards recognized those that had achieved their first TL 9000 registration.

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### **Requiring TL 9000 in Procurement Contracts**

TL 9000 has been widely accepted and implemented throughout the telecommunications industry. Many service providers and suppliers require their suppliers to be TL certified and incorporate this requirement into purchase agreements and contracts with their respective suppliers. QuEST Forum strongly encourages companies to implement similar language into their contracts.

QuEST Forum has been asked numerous times to provide guidance in the development of this type of purchase agreement language. In the August newsletter, QuEST Forum published two major service providers' procurement language provided to their suppliers to be used as a guideline for other companies' in their respective purchase contracts. In this article, QuEST Forum is providing a major suppliers' contract language used in their contracts. QuEST Forum plans to share other companies' contract language for both service providers and suppliers in future newsletters. In addition, QuEST Forum will also make this information available on both our QuEST Forum and TL9000 websites. If you want to ensure greater quality throughout your supply chain, QuEST Forum encourages you to review the samples and implement similar language in your companies' purchasing agreements.

[Supplier Contract Language Sample](#)

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### **2010 Work Group and Regional Elections**

The call for nominees for the 2010 Work Group and Regional Elections will open 16 October. Start thinking about how you can use your talents and expertise to serve QuEST Forum. For information on the [Work Groups](#) and [Regions](#) visit the [QuEST Forum website](#).

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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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### **TL 9000 Users Survey**

The first quarterly survey has been conducted and the results are being compiled. Thanks to everyone that took the time to provide feedback on TL 9000. Another 25% of the TL 9000 users will be sent invitations to take the survey in November. The preliminary results show overall satisfaction with TL 9000 Certification; however there were many comments noting that TL 9000 Certification should be a bigger factor in purchasing decisions. Details on the most difficult to implement requirements and measurements will be given to the IGQ Work Group for consideration.

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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 period for the Validation Audit Project documentation closed on August 11th. The 31 comments received 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. If approved, a QuEST Forum level vote will be conducted concerning approval to conduct the Validation Audit Project. A status report was presented at the September face to face meeting.

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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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## **Use of ISO 9001:2008 with TL 9000 R4.0**

To remove the potential conflict with the ISO/IAF guidelines for the implementation of ISO 9001:2008, organizations and their registrars may use the new ISO wording in conjunction with a TL 9000 R4.0 audit. The details are in Alert 09-005A. You may view the Alert at <http://www.tl9000.org/alerts/alerts.html>.

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## **Executive 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 recommendations for improving operational efficiencies. This is the second year of this initiative and the team has been active during 2009. The results submitted from the Environmental Scan survey suggested that the EB #1 team should be continued but moved from an Executive Board Project strategic project to a standing committee. 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 review of the balance scorecard is complete, and it is being put into production with an only one area that still needs to be reporting (Regions). This is being addressed and being worked on by Global.

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 stands, as of 31 August, at 143, which is equal to year-end 2008. Four additional companies have verbally committed or have memberships in process and two others have expressed strong interest. Once these companies join, only seven additional new members will be needed to reach the Executive Board #3 2009 green goal of 156 total members. The recruiting activities surrounding the Americas Best Practices Conference are anticipated to be very productive and will help in achieving the goal.

Additionally, thirty invitees have confirmed that they will attend the C-Level dinner in Orlando September 19th. This is a great response at 68 percent of the 44 total invitees. Plans are underway to ensure appropriate hosting, mentoring support and follow up will be provided for the guest executives both during and after the event.

Project #3 Executive Board Leads:

Trevor Putrah, KGP Telecommunications, [taputrah@kgptel.com](mailto:taputrah@kgptel.com)

Dave Stahl, Tellabs, [david.stahl@tellabs.com](mailto:david.stahl@tellabs.com)

JoAnn Brumit, KARLEE, [jabrumit@karlee.com](mailto:jabrumit@karlee.com)

Tim Harden, AT&T, [th8261@att.com](mailto:th8261@att.com)  
Ed Rohlfs, ADTRAN, [ed.rohlfs@adtran.com](mailto:ed.rohlfs@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**

The status has remained the same from last month as we continue to encourage participation in the America's through promotion of the Best Practices conference.

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

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

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

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

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

The 2009 QuEST Forum Member Survey Results are in! The percentage of respondents that are very satisfied relative to overall PDR satisfaction jumped from 49% last year to 60% this year. In addition, the survey continues to show PDRs as the highest impact area on overall member satisfaction. While the PDR team is very inspired by these results, we will continue with our many work programs to move the needle even further. It is great to know that the team's work program is having a direct impact on QuEST Forum membership value. To this end, a few items to mention include progress on "Advisor" software deployment and "Industry Reports."

As mentioned last month, the PDR evaluation subteam was going to investigate the expansion of "Advisor" Software implementation to enhance the checking of TL 9000 measurements data before it is submitted to the QuEST Forum. Recall that this was started first with the edge router product category and then was expanded to include an additional 10 "representative" categories. The team reviewed advisories triggered from these trials and determined it was a "go" for full deployment.

See the following alert for more details, and note that it will be effective as of September 19th.  
[http://tl9000.org/tl\\_resources/alerts/09-001C\\_English.pdf](http://tl9000.org/tl_resources/alerts/09-001C_English.pdf)

Also, as a follow-up to last month's article, the team continued its work on generating the first QuEST Forum "industry report" to assess telecom improvement trends. A "technical" draft has been developed and it has been successfully synthesized for QuEST Forum to publish as an article. It has been sent for publishing to be part of the APAC conference package. In addition, the QuEST Forum has begun establishing a further marketing plan for the article. Early feedback from Executive Board members on the value of the article has been very positive.

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. Recently a call with the Indian hub (Kumar Satyendra) discussed strategic appointments to the QuEST Forum Board from India and the best strategy to move the Indian Hub forward. These talks were very fruitful.

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.

The Americas region had excellent participation at the Best Practices Conference in Orlando, FL. The help from Executive Board Project Team #3 in setting up the C-level meeting helped make the event a huge success. There were many potential new members present and they will be followed up with for membership and encouraged to be participants in QuEST Forum activities and workgroups. John Russell and his team should be commended for their tireless efforts and a wonderful Best Practices Conference in Orlando.

Project #7 Executive Board Lead:

Kevin Calhoun, Corning Cable Systems, [kevin.calhoun@corning.com](mailto:kevin.calhoun@corning.com)

Supported by:

Shunichi Fujii, Fujitsu, [fujii.shunichi@jp.fujitsu.com](mailto:fujii.shunichi@jp.fujitsu.com)

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## New Members

QuEST Forum is pleased to welcome the new members that were added in September: **Austin Tele-Services Partners, LP**, Americas Region Supplier, **General Cable**, Americas Region Supplier, **General Dynamics**, Americas Region Supplier, **LogistiCorp**, Americas Region Supplier, **Research In Motion**, Americas Region Supplier and **Triage Partners, LLC**, Americas Region Supplier.

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## TL 9000 Registrations

Congratulations to the newest TL 9000 registrants: **Broadsoft, Inc.**, **Chongqing Unication Electronic Technology**, **Flextronic Technologies India**, **I-ON Communications**, **Rio Telecom Solutions**, **Shields Environmental**, **Telmar Technology India**, and **US Telecom Supply**.

Congratulations to the organizations that have added new locations: **Alcatel-Lucent Optics Division** and **Alcatel-Lucent W-CDMA**.

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## QuEST Forum's Fraser Pajak

As VP of National Service Infrastructure Support, [Fraser](#) directs a team of approximately 1100 of the most highly skilled technical people in Canada. Fraser's team manage all of the Voice, Data, Transport, Internet, Wireless and TV core networks as well as Internet Data Centers nationally for TELUS.

Fraser has 30 years of experience in the Telecommunication industry. During this time Fraser has held roles with increasing responsibility in all aspects of Telecommunications. Fraser was heavily involved in the build and management of the Internet backbone and managed data services in BC across one of the first ATM networks in the world. Fraser was also part of the team that converted the voice networks in BC from Analog to Digital. Fraser has a proven track record of leading high performance teams across a wide range of technically advanced environments.

Fraser has several management and technical academic accreditations including Cisco certification. Fraser has been involved in all aspects of design, implementation and management of large complex voice data and Internet networks. Fraser also has experience in development, writing and delivery of educational materials for several technologies.

Fraser has a very successful track record in leading large teams, in technically advanced environments. Fraser led the Technology and Operations team through one of the largest

national network transitions in Canadian history, on to the TELUS Next Generation Network. This program was delivered ahead of schedule with no significant customer impacts. Fraser's team is heavily involved with the launch of TELUS TV service and virtually every other network based service TELUS offers. Fraser is also responsible for the management of our core Wireless networks at TELUS. Fraser is currently the Chair of the Quest Forum which administers the quality standards of the telecommunication industry called TL 9000.

Fraser is recently married and has two grown children, his eldest is an elevator technician and his youngest attends medical school in Toronto. In his leisure time Fraser enjoys flying his plane, snowboarding, water skiing and spending time at his cabin on the lake with his wife Maggie.

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### **Suggestions or Comments on the QuEST Forum Newsletter?**

Please email [information@questforum.org](mailto:information@questforum.org). We look forward to hearing from you.

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