



2008 10th Anniversary

Annual Meeting

SETTING STANDARDS
GETTING RESULTS
TRANSFORMING BUSINESS

*Sustaining and Managing Growth in
Emerging Telecom Markets*

*Omni Los Angeles Hotel at California Plaza
251 South Olive Street
Los Angeles, California 90012 USA*

February 5 – Pre-conference Workshops:
Track 1: Jump Starting into TL9000
Track 2: What, Where, How & Why
February 6 – Annual Meeting
February 7-8 – Workgroup Meetings

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Executive Board Dinner
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Pre-Conference Workshops

Track 1: Jump Starting into TL 9000

Moderator: Sue Clancy, BIZPHYX

2:00-3:30 p.m.	Jump Start: Preparing for Your Organizations TL 9000 Journey Jump Starting a TL 9000 Initiative: Tools, Tips and What it Takes to be Successful. Looking to Jump Start your TL 9000 program? Gotten started, but need a boost. We can help! Includes presentations from experts who offer practical guidance on how to implement TL 9000.
3:30-3:45 p.m.	Break
3:45-5:00 p.m.	Testimonials, Tips & Tools, Basic registration, measurement repository and web operations systems
5:00-5:15 p.m.	Question & Answer Session

Track 2: What, Where, How & Why

Moderator: Tom Yohe, Telmar Network Technology

2:00-3:00 p.m.	Performance Data Report aka the "PDR". What is it? & What do you use it for? <i>Presenters: Tom Yohe, Telmar Network Technology and Ken Koffman, BigBand Networks</i> What are the MRS calculations? What do you do to be able to calculate measures like Monthly Average, Industry Average, Best In Class, and Worst in Class values? What do you do with the numbers?
3:00-4:00 p.m.	QuEST Forum Website – Where is it? <i>Presenter: Richard Morrow, University of Texas at Dallas</i> Where in the World Wide Web are we? Join us for an overall QuEST Forum tour including the TL 9000 site.
4:00-4:15 p.m.	Break
4:15-5:15 p.m.	Using the Standard Outage Template System (SOTS) <i>Presenter: Belle Kipping, Cisco</i> Discuss the use of the newly revised R4.0 template for reporting outages by service providers to their suppliers and by suppliers to analyze and produce their processed outage measurement data.

10th Anniversary Annual Meeting

Agenda for Wednesday, February 6, 2008
Conference attire is business dress

7:00 – 5:00	Registration	
7:15 – 8:00	Continental Breakfast	
8:00 – 8:10	Welcome	Mr. Vincent Arrigali, 2008 QuEST Forum Project Director and Manager Quality Systems, Cisco Systems, Inc. Mr. Ron Ostrowski, 2008 QuEST Forum Chair and Exec, Strategic Operations US Service Provider, Cisco Systems, Inc.
8:10 – 8:55	Keynote Address	Mr. Angel Mendez, Senior Vice President, Manufacturing, Cisco Systems, Inc.
8:55 – 9:30	Executive Presentation	Mr. Scott Mair, Vice President, U-Verse Operations, AT&T
9:30– 10:00	Break – Please visit our exhibitor booths	
10:00 – 10:35	Executive Presentation	Mr. Robert McIntyre, Chief Technology Officer, Scientific Atlanta
10:35 – 11:10	Executive Presentation	Mr. Brian Whitton, Executive Director, Verizon Technology Organization
11:10 – 11:45	State of QuEST Forum	Ms. Maureen Merkle, 2007 QuEST Forum Chair and President Procurement, AT&T Services, Inc. Mr. Don Pickens, Chief Operating Officer, QuEST Forum
11:45 – 12:30	Guest Speaker	Schuyler Moore, Stroock & Stroock & Lavin, Los Angeles
12:30 – 1:30	Lunch	
1:30 – 2:05	Executive Presentation	Mr. Zhang Wei Hua, Chairman and General Manager Shanghai Telecom
2:05 – 2:40	Executive Presentation	Dr. Li Yingtao, President of Central Research and Development, Huawei Technologies
2:40 – 3:20	TL 9000 Recognition	Mr. Brendan Pelan, QuEST Forum North American Hub Chair & Senior Quality Leader, Verizon Communications
3:20 – 3:50	Break – Please visit our exhibitor booths	
3:50 – 4:20	Using TL 9000 for Effective Supply Chain Management	Mr. John Brots, Executive Vice President of Global Ops - Tellabs
4:20 – 5:30	Executive Panel – Looking Back, Looking Ahead TL 9000 and QuEST Forum – A Historic and Global Perspective	Introduction by Mr. Steve Welch Mr. Richard Woodruff, EMEA Telecom Executive Mr. Shunichi Fujii, General Manager, Global Quality, Fujitsu Mr. Edward Fan, Chief Quality Officer, ZTE Mr. Satyendra Kumar, Senior Vice President and Group Head, Quality Systems of Infosys Technologies, Inc. Moderator: Mr. Steve Welch
5:30	Adjourn	Mr. Vincent Arrigali, 2008 QuEST Forum Project Director and Manager Quality Systems, Cisco Systems, Inc.
5:35	<i>Photo Opportunity for Executive Board members, newly recognized TL 9000 registered companies and registrars immediately following conference. Please meet at centre stage.</i>	

Special Invitation:

Join QuEST Forum for a spectacular evening of networking at the Dorothy Chandler Pavilion! Our social event will be held from 7:00 p.m. to 10:00 p.m. Wednesday evening. Registration is required. The cost is \$50 per attendee.

Workgroup Meetings

Thursday, February 7, 2008

8:00 a.m. – 5:00 p.m.

Oversight

GlobalComm

TBE

Friday, February 8, 2008

8:00 a.m. – 5:00 p.m.

IGQ