

# TQM

## Total Quality Management – ISO and More

### An Excerpt

#### **Ascom (Switzerland) Ltd., Mobile Test Solutions – The Business Unit**

In the quest of excellence Mobile Test Solutions (MTS) focus is on helping users improve the efficiency of their market services, resulting in measurable benefits such as increased operational productivity and profitability.

MTS is a leading supplier of mobile network test system used for Benchmarking and optimization. On a global scale, MTS enables operators to guarantee network performance quality and to differentiate through superior quality. We are a 'best in class' company with excellent long-term customer relationships and a team of qualified and highly motivate employees and business partners.

#### Strategy

- To achieve full customer satisfaction through close interpersonal business relationships and unparalleled user support.
- To build and maintain strategic partnerships with selected key customers in order to ensure continued enhancement of product usability and performance features
- International growth of QVoice and ROMA test systems
- Provide long-term international benchmarking service business; and to monitor market trend of outsourcing to independents quality measurement tasks.
- Focused market approach

First to market with proven technology leadership.

#### **Quality Management**

The MTS Quality Management System conforms to ISO 9001:2000 and has been in operation since 1988. It covers all organizational functions and business processes of Ascom Mobile Test Solutions, Switzerland including the national country offices.

**Quality Managements:** entails pre-sales, development, delivery, installation, training support, and after-sales services. Quality Management is an integral part of the division's activities. In a continuous process, MTS strives to improve in each of the following areas:

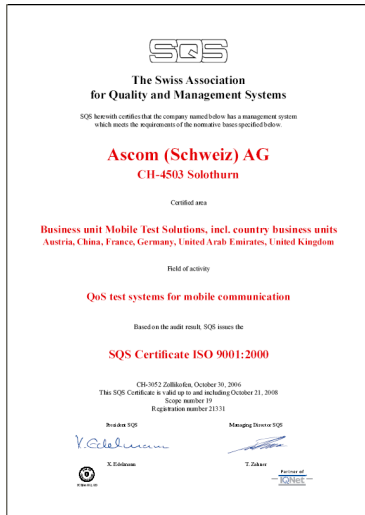
- The quality of our products and services
- The quality of our business processes
- The quality of our partnerships
- The quality of our goals
- The quality of our corporate culture

**Customer Advantage:** The significant benefits to a customer arriving from an ISO 9001 certified supplier are as follows.

- ISO 9001 is an internationally acknowledged standard for building and maintain a quality system
- There are agreed process to avoid errors
- Quality is not achieved by coincidence
- Solutions correspond to specific customer requirements

**Validity:** The Swiss Association for Quality and Management Systems (SQS) has successfully audited and certified our Quality Management System in 1992, 1995, 1998, 2000, 2001, 2002 and October 2005. The certificate is valid up to and including 21. October 2008.

**Recognised for Excellence:** The European Foundation for Quality Management (EFQM) Institute's coveted "Recognised for Excellence in Europe" title was awarded to Ascom Mobile Test Solutions in 2005. Winners are exceptional organisations that have demonstrated sustainable excellence in all aspects of the EFQM Excellence Model, including Engineering Innovation, Leadership and Constancy of Purpose as well as Customer Focus. Only a few companies in Switzerland and only less than 100 companies in the whole of Europe hold this ambitious level.



**SQS Certificate**



**IQNet Certificate**



**EFQM Certificate**

## Commitment from the top and the whole QVoice Team

We at Mobile Test Solutions are proud of our many years of being a fully certified ISO conforming manufacturer. AT MTS, Quality Management is a daily active system: our tool to manage, develop, improve and adopt, rapidly, efficiently, to changes in the market and to customer requirements – all in accordance to the principles of Total Quality. It is our pledge to our customers and the mobile telecoms industry to continuously maintain and improve the Quality Standard of our Products and Support Services.

Our goal is to be a Best-in-Class company on a global scale for the focused reason that company resources will be effectively utilized for the benefit of our customers.

The goals of Carrier Products are to have

- Happy Customers
- Motivate Employees
- Powerful processes

## The QVoice Team

For more details about Ascom Mobile Test Solutions' Total Quality System please ask your QVoice representative office for the 9-page TQM Short Description document (60 BS 237793-SDQM 2.6)