



July 14, 2008

TL 9000 Testimonial from Canoga Perkins Corporation

Dear Bob:

It gives me great pleasure to share with you and other interested parties, the impact that TL9000 disciplines have had on Canoga Perkins Corporation.

Canoga Perkins Corporation <http://www.canoga.com/> was in the middle of a drastic systems and organization upgrade when the requirement to be certified as a TL9000 company became necessary at the request of Verizon, one of our major customers and a major Quest Forum sponsor.

Typical of a small but fast growing company, Canoga Perkins had a hodge podge of home grown procedures and methods which were woefully inadequate for keeping track of what was going on and for measuring our performance.

The process of implementing TL9000 got everyone at every level involved in creating new, efficient systems. There was a perceptible and measurable difference in our performance before we were actually ready for the big day of the official audit.

Two years later Canoga Perkins is drastically changed as a result of our new methodologies and TL9000 has played a star role in providing us with the means to monitor and create new methodologies and keep them working.

Presently we are in the process of installing a new ERP system, a huge task. TL9000 laid the basis for this exercise. We are seeing to it that the TL9000 methodologies we have created are faithfully synchronized with our entire ERP and management systems flows.

During the latter part of 2008 Canoga Perkins will embark on vastly simplifying its TL9000 methodologies by translating them into graphical flow charts, which incidentally, have been developed for our new ERP system. This approach will ensure that all ERP procedures are synchronized with those found in the TL9000 procedures manuals. "A picture is worth a thousand words!"

Canoga Perkins is an avid believer in metrics and the TL9000 system gives us the tools to measure the appropriate performance metrics which go hand in hand with our lean manufacturing system. We subject ourselves to two official audits a year and we have also retained an expert consultant to pre-audit us prior to every TL audit in order to stay on top of our requirements and in compliance.

There is such a vast difference between ISO 9000 and TL 9000 that it is unrealistic to compare the two. We would encourage all telecommunications companies to adopt TL9000 as soon as they can. It is highly effective and it really does control quality.

Tim Champion

President and CEO
Canoga Perkins Corp.
Chatsworth CA