

Appendix C

ISO 9000 Certification

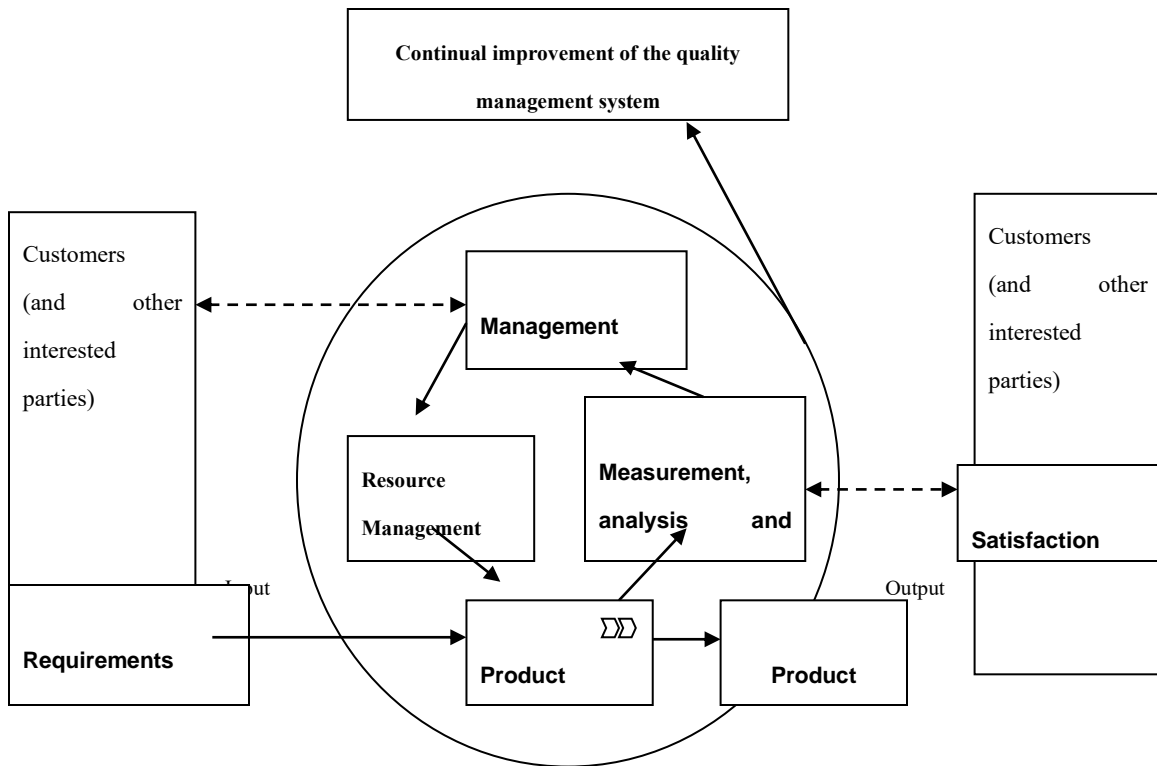
As noted in the WQAP, Verizon's wholesale centers operate under a comprehensive quality process; a process that meets ISO 9000 certification standards. The metrics team received ISO 9000 certification in December of 2006.

A. What is ISO

- ◆ ISO is the International Organization for Standardization.
- ◆ It is located in Switzerland and was established in 1947 to develop common international standards in many areas.
- ◆ Its members come from over 120 national standards bodies.
- ◆ The term *ISO 9000* refers to a set of quality management standards.
- ◆ As discussed below these standards are currently referred to as the "ISO 9001 2000 Standards".
- ◆ ISO's purpose is to facilitate trade by providing a single set of standards that people everywhere would recognize and respect.
- ◆ The ISO 9001 2000 Standards apply to all kinds of organizations in all kinds of areas (manufacturing, processing, servicing).

- ◆ ISO uses a process approach to quality management.
- ◆ According to this approach, a quality management system can be thought of as a single large process that uses many inputs to generate many outputs.
- ◆ This large process is, in turn, made up of many smaller processes. Each of these processes uses inputs from other processes to generate outputs which, in turn, are used by still other processes.

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The ISO Quality Program:

- Ensures uniformity of process
 - ◆ Documentation
 - ◆ Training
 - ◆ Continuous surveillance
- Promotes organizational agility, and
- Demands organizational efficiency through continuous improvement.

In addition, ISO certification is:

- Independent
- Extremely credible, and
- Universally recognized.

B. The Key Steps for ISO Certification.

The key steps for ISP Certification are:

- Establishment of an Executive Review Team

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- Identification and designation of a Management Representative
 - Development of a Project Plan (which is maintained and updated)
 - ◆ Team Identification/Clarification
 - Training
 - Selection of Registrar (Budget and Timeline Estimate)
 - Performance of a Gap Analysis: Purpose, Documentation, Quality Documents, Plan, Quality Policy, Audits
 - Pre-Certification and Documentation review with Registrar
 - Internal Audits, and
 - Certification Audit with Registrar.
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- ◆ Senior Management support is crucial to the success of any ISO certification.
 - ◆ The Executive Management Review Team assigns a Management Representative as a communications interface with the Executive Team and all employees throughout the organization.
 - ◆ This representative partners with other support team organizations to ensure the maintenance of the Quality System. The Management Representative:
 - ◆ Uses the project plan to allow the team to focus on all critical areas
 - ◆ Outlines all steps in the process, including the objectives for the defined processes, documentation for the defined processes, and the roles or responsibilities of process owners.
 - ◆ Identifies critical dates and milestones.
 - ◆ Key Teams are identified and team roles are clarified.
 - ◆ ISO Certification audits are performed by an external 3rd party (referred to as a “Registrar”).
 - ◆ These “Registrars” are accredited by the Registrar Accreditation Board (RAB). There are several Verizon approved Registrars.

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C. The ISO 9001 2000 Standards

Recently, ISO developed new (or revised?) ISO standards that are known as the ISO 9001 2000 standards. These standards are based on eight quality management principles, and where the standards applied to Verizon's Partner Solutions Service Delivery operations. ISO selected these principles because they can be used to improve organizational performance and achieve success.

These principles permeate the new standard and by design are built into a quality management system certified by the ISO 9001 2000 standards.

ISO 9001 2000 Quality Management Principles		
1		Organizations rely on customers. Therefore: <ul style="list-style-type: none">• Organizations must understand customer needs.• Organizations must meet customer requirements.• Organizations must exceed customer expectations.
2		Organizations rely on leaders. Therefore: Leaders must establish a unity of purpose and set the direction the organization should take. <ul style="list-style-type: none">• Leaders must create an environment that encourages people to achieve the organization's objectives.
3		Organizations rely on people. Therefore: <ul style="list-style-type: none">• Organizations must encourage the involvement of people at all levels.• Organizations must help people to develop and use their abilities.
4		Organizations are more efficient and effective when they use a process approach. Therefore: <ul style="list-style-type: none">• Organizations must use a process approach to manage activities and related resources.
5		Organizations are more efficient and effective when they use a systems approach. Therefore: <ul style="list-style-type: none">• Organizations must identify interrelated processes and treat them as a system.• Organizations must use a systems approach to manage their interrelated processes.

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6		<p>Organizations are more efficient and effective when they continually try to improve. Therefore:</p> <ul style="list-style-type: none">• Organizations must make a permanent commitment to continually improve their overall performance.
7		<p>Organizations perform better when their decisions are based on facts. Therefore:</p> <ul style="list-style-type: none">• Organizations must base decisions on the analysis of factual information and data.
8		<p>Organizations depend on their suppliers to help them create value. Therefore:</p> <ul style="list-style-type: none">• Organizations must maintain a mutually beneficial relationship with their suppliers.

- ◆ In order to understand ISO 9001:2000 more fully, there should be recognition of the fact that ISO uses a process approach to quality management. While the process approach is not new, the increased emphasis that ISO places on a process approach is new. It is now central to the way ISO approaches quality management systems.
- ◆ According to this approach, a quality management system can be thought of as a single large process that uses many inputs to generate many outputs. This large process is, in turn, made up of many smaller processes. Each of these processes uses inputs from other processes to generate outputs which, in turn, are used by still other processes.

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D. Verizon's Approach to ISO 9001:2000 Certification

Verizon's approach to developing and implementing its quality management system consisted of several steps, including the following:

	Determining the needs and expectations of customers and other interested parties
	Establishing the quality policy and quality objectives of the organization
	Determining the processes and responsibilities necessary to attain the quality objectives
	Determining and providing the resources necessary to attain the quality objectives
	Establishing methods to measure the effectiveness and efficiency of each process
	Applying these measures to determine the effectiveness and efficiency of each process
	Determining means of preventing nonconformities and eliminating their causes
	Establishing and applying a process for continual improvement of the quality management system

The aim of Verizon's approach was to create confidence in the capability of its processes and the quality of its products. This approach provides a basis for continual and continuous improvement, which can lead to increased satisfaction of customers and other interested parties and to the success of the organization.

Verizon has implemented the processes and procedures described above, and its wholesale centers operate under a comprehensive quality process. ISO Registrars audited these processes and procedures, and Verizon has received ISO certification for its wholesale operations. The metrics team received ISO 9001: 2000 Certification in December of 2006. A copy of the certification is attached on the following pages.

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Affiliate with the N.V. KEMA in the Netherlands

ADDENDUM

To Certificate: 110339.00 (ISO 9001:2000 Standard) As of November 3, 2000
 Revision Date: February 3, 2007
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The Quality System of:

Verizon Partner Solutions - Service Delivery

SITE	ADDRESS	CITY	STATE
NATIONAL MARKETING CENTER			
NMC-NORTH			
National Marketing Center (NMC)	185 Franklin Street, Fl. 11	Boston	MA
National Marketing Center (NMC)	185 Franklin Street, Fl. 6	Boston	MA
NMC-SOUTH	140 West Street	New York	NY
National Marketing Center (NMC)	505 Independence Parkway	Chesapeake	VA
NMC-WEST			
National Marketing Center (NMC)	7400 Mineral Drive	Coeur d'Alene	ID
REGIONAL COORDINATION CENTERS			
PROVISIONING-NORTH/WEST			
Regional CLEC Coordination Center (RCCC)	185 Franklin Street Flr 3	Boston	MA
Regional CLEC Coordination Center (RCCC)	8613 East Firestone Blvd	Downey	CA
PROVISIONING-SOUTH			
Regional Resale Service Center (RRSC)	15000 Midlantic Dr.	Mount Laurel	NJ
Regional Resale Service Center (RRSC)	99 Shawan Road	Hunt Valley	MD
MAINTENANCE-REGIONAL			
Regional CLEC Maintenance Center (RCMC)	8751 Park Central Drive	Richmond	VA
Regional CLEC Maintenance Center (RCMC)	3622 North Garland Ave.	Garland	TX
Regional CLEC Maintenance Center (RCMC)	Hillside Rd and HWY 18	East Brunswick	NJ
METRICS-REGIONAL			
Metrics - Production	375 Pearl Street	New York	NY
Metrics - Staff	500 Summit Lake Drive	Valhalla	NY

H. Pierre Sallé
 President
 KEMA-Registered Quality

The method of operation for quality certification is defined in the KEMA General Terms And Conditions For Quality And Environmental Management Systems Certifications. Integral publication of this certificate is allowed.

KEMA-Registered Quality, Inc.
 4377 County Line Road
 Chalfont, PA 18914
 Ph: (215)997-4519
 Fax: (215)997-3809
cert no. 073004

Accredited By:
 ANAB
 The Dutch Council for
 Accreditation (RvA)



Affiliate with the N.V. KEMA in the Netherlands

CERTIFICATE

Certificate Number: 110339.00
 Including 1 page addendum

The Quality System of:

Verizon Partner Solutions - Service Delivery
375 Pearl Street
New York, NY 10038
United States

Including its implementation, meets the requirements of the standard:

ISO 9001:2000

Scope:

The Verizon Partner Solutions - Service Delivery team provides ordering, provisioning, maintenance and metrics reporting/planning of telecommunication services between Verizon and the Competitive Local Exchange Carriers and other wholesale customers.

This Certificate is valid until: November 3, 2009
 This Certificate is valid as of: February 3, 2007
 Certified for the first time: November 3, 2000

H. Pierre Sallé
 President
 KEMA-Registered Quality

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