ABOUT TELMAR INDIA

Telmar Network Technology, a 48-year-old company with divisional headquarters in Plano, Texas., is a global leader in Telecom Life Cycle Management Services, delivering Telecom Network Maintenance solutions (Repair, Spare Parts Management, Technical Support), Extended Life solutions and Asset Management solutions to the world's leading OEMs and Service Operators. Telmar is a wholly owned subsidiary of Jabil Circuit, Inc., a St. Petersburg, Florida-headquartered company and the world's third largest global electronics products solutions company.

Telmar Network technology, India offers a unique business model – high-quality, low-cost, localized solutions – to service one of the largest markets in the world. The India location has perfected this business model of high-quality, low-cost repair and spare part management services. In the short span of just four years, Telmar India has grown its business and today provides services to 23 leading OEMs, Service Operators and System Integrators in India, and their global customers in other parts of the world.

- Telmar India has built a network-wide, multi-vendor repair portfolio of approximately 40 telecom technologies from many OEMs and provides nationwide spare part management services. Backed by extensive in-house R&D capabilities, Telmar India has developed extensive repair proficiencies. Telmar India's repair portfolio includes Switching, Routing, Wireline Access, Wireless Access (GSM, CDMA, WiMAX, and WiFi), Transmission, Data, Enterprise and Customer Premises Equipment/Devices for products from 40+ OEMs.

- Telmar India is India's first TL 9000 certified independent repair company and consistently delivers global Best-in-Class performance on four key parameters (service quality, on-time service, number of problem reports, problem fix response).

- Telmar India delivers assured order of magnitude reduction in total cost of ownership to its customers in a very price competitive Indian market.

Steve Pickett, Telmar President and CEO, says "Telmar India has been one of the major success stories associated with the building of our global footprint. Our customer's positive experiences in India underscore the value that comes from our ongoing commitment to TL 9000 and The QuEST Forum. This commitment strengthens our core value proposition of delivering high quality and very competitive lifecycle management services".

VALUE STATEMENT ON QUALITY FOR THE COMPANY

Telmar India repairs one of the widest portfolios of telecom equipment in the Industry (40 telecom technologies) – from mundane desk phones to the most critical network element Signal Transfer Point (32 layer boards with seven 9 reliability requirement) – and anything in between. In addition to its diverse portfolio, Telmar India operates in one of the most price competitive countries in the world.

Sanjay Vidyarthi, Managing Director – India says "At Telmar India, Quality forms the core of our differentiating value proposition that allows us to deliver the lowest Total Cost of Ownership to our customers in India at global

Best-in-Class quality. We are redefining the services business paradigm in India and TL 9000 has played a central role in delivering our core value proposition".

- Delivering consistent and measurable quality across the diverse portfolio and programs by embedding quality delivery as a second nature across all levels/spectrum of employees by building a Perpetual Quality Mindset for sustained quality deliverables.

- Building sustained cost leadership is directly impacted by the ability to build sustained quality delivery across all levels/spectrum of employees.

- Delivering highest customer satisfaction on TAT (On time service delivery), SQ (service quality, in-warranty defect returns), NPR (number of problem reports) and FRT (fix responsiveness, problem fix response time)".

WHAT WAS THE NEED FOR TL 9000?

The ability to deliver consistent best-in-class quality that enables cost leadership was the key driver for Telmar, India in obtaining TL 9000 certification. .

Subhendu Chakrabarty, Head Quality says: "Among all the available quality standards, TL 9000 is the only standard that enforces monthly measurements of various quality parameters (Service Quality/In-warranty defect returns, On-time Service, Problem Reports, Fix Response, etc.) that are reported to global central repository and subsequently audited by independent auditors, and also allows for monthly benchmarking of company's quality performance with the global industry as well as best-in-class company across the globe".

Mandated by its parent, Telmar Network Technology, Inc. to be a TL 9000 certified facility from the start of its operation in India, Telmar India chose to go for Independent site certification instead of umbrella parent certification. Independent site certification allows Telmar India to independently report and monitor its India site quality performance against global benchmarks enabling it to build a global best-in-class operation in India.

Telmar India was also contractually committed to its second customer in India to have TL 9000 certification within six months from the start of repair operation.

As a new operation that did not have a track record in India, TL 9000 certification at the start of Telmar India's operation became an absolute necessity and a boon to building a differentiating high quality operation in India

IMPLEMENTATION CHALLENGES

The main challenge with TL 9000 certification was understanding the requirements of TL documentation and processes. Therefore, the focus was on self educating the team on TL 9000 standards, developing processes and documentation specific to the India operation.

The other key challenge for Telmar India was the spectrum of its manpower that needed to be educated on TL 9000 quality requirements and processes. Telmar India employs Industry's widest spectrum of manpower from

high school pass outs to Post Grad engineers with 20+ years' experience – providing repair and refurbishment services for mundane desk phone to 32 layer boards being utilized in Seven 9 reliability products.

Telmar India implemented organization-wide continual training of TL 9000 Quality Management System and Processes with enforcement through surprise audits to build a Perpetual Quality Mindset across all levels of the organization. Driven by a quality-conscious leadership, all team members developed a commitment to consistently meet the process requirements and exceed the quality objectives.

Telmar India achieved its TL 9000 certification in six months from start of its operations. Since its certification, Telmar India has delivered global best-in-class performance.

TANGIBLE BENEFITS ACROSS DEPARTMENTS ACCRUED FROM TL 9000

- For a total delivered repair volume for the year 2011, Telmar's quality measurements were global Best-in-Class in major categories:

Service Quality (In-warranty defect returns)	0.04%
Number of Problem Reports	0.03%
On Time Service Delivery	99.95%
Problem Fix Response Time	100%

- Quality has played a critical role in delivering lowest cost of ownership to our customers:

  o   Industry leading Lowest in-warranty defect returns

  o   Industry leading Lowest number of problem reports

  o   Industry leading On Time Service Delivery meeting the Turnaround Times (TAT)

- Consistently highest rating on Quality of services in Customer Satisfaction Survey

  o   Consistently highest rating on Turnaround Time/TAT

  o   Consistently highest rating on repair Service Quality and Number of Problem Reports

  o   Consistently highest rating on Fix Responsiveness

FUTURE CHALLENGES AND NEXT STEP

The challenge for Telmar India is to maintain its cost and quality leadership in the industry. Telmar will continue to leverage TL 9000's "defined and measurable" framework for instilling "Perpetual Quality Mindset" not just for certification maintenance but for operational excellence across the organization.   as well as continually utilizing Quality as significant contributor in driving the total cost of ownership down.