



WALKER
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To whom it may concern,

Walker & Associates is a firm that has always had a strong commitment to quality. We know that without providing top quality product and services we would not maintain the reputation needed to survive and thrive in the highly competitive telecommunications industry.

To that end, we determined that the TL 9000 Quality Management System would provide Walker with added process strength and the unique set of measurements with which to actually gauge our progress.

We knew that implementing the standard by ourselves would be difficult even though we had many processes and procedures already in place. The difficult part was assessing those processes against the standard, improving them, and adding others to meet the requirements. We also needed experts who knew how we could best use the QuEST Forum required measurements internally to provide value to the management team.

To guide us we chose BIZPHYX, a certified woman owned enterprise with the experience and professionalism to get the job done. The support and guidance given to us by the BIZPHYX staff as we implemented TL 9000 was invaluable. Through each step of our implementation BIZPHYX professionals interpreted the requirements as they related to our business. BIZPHYX consultants had the TL 9000 and telecommunications industry experience to identify how to tailor our business practices to meet the requirements.

The guidance in understanding that BIZPHYX provided on how to best use the TL 9000 measurements will be useful to us as we build stronger partnerships with our customers, suppliers and employees. Implementing TL 9000 in ten months could not have been possible without the project management of BIZPHYX.

Sincerely,

Hal Sveum
Vice President, Operations / General Manager
Walker & Associates, Inc.