

March 11, 2010

NTSG Testimonial

NTSG, Inc. has always taken great pride in providing our clients with high quality services. It is through our commitment to providing high quality services that we built our reputation. Although we were aware of the growing importance of being certified to TL 9000 quality standards, the associated costs made it seem like an impossible task. We then started to miss out on opportunities to even bid on projects as our clients were starting to require their vendors to be certified.

I had the good fortune of meeting Sue Clancy of BIZPHYX at a national WBENC event and learned of a very unique partnership she had with AT&T. AT&T's Supplier Diversity Team had recognized the need to enable its M/W/DVBE suppliers to meet the quality certification requirements of many AT&T contracts. Sue explained that AT&T and BIZPHYX had teamed together to educate the executives of diverse suppliers on the benefits of certifying to TL 9000 quality standards and to provide a cost effective certification solution.

BIZPHYX offered NTSG a comprehensive portfolio of quality management solutions that would help us to effectively implement quality best practices and achieve TL 9000 certification. I selected a BIZPHYX solution that met our needs and officially launched NTSG's TL 9000 certification initiative.

BIZPHYX guided us through the process of developing a certification project plan and educating NTSG on the quality standards. We established and clearly communicated our Quality Policy to our employees, clients and suppliers. As we learned more about the standards, BIZPHYX helped us to implement important changes in our day-to-day processes to comply with the best practices defined by the standards.

The step-by-step transformation built an important NTSG Quality Management System that has proven to be more beneficial than I ever thought. Now, we not only "think" we provide high quality services, we are able to measure and benchmark our performance and "know" that we are providing high quality services. Having definitive data describing our performance enables NTSG to make more timely and effective decisions which ultimately reduces our costs and improves our performance.

The return on the NTSG investment in its TL 9000 initiative is huge. We now have the capability to bid on opportunities reserved for certified suppliers. We are operating more effectively and efficiently. Our employees feel more empowered to identify improvement opportunities and make important changes to better meet customer requirements. Our customers see our dedication and commitment to quality and are assured that we are focused on helping them succeed.

If I had it to do all over again, would I? Absolutely! The concepts we learned and the tools we implemented are fundamental to a successful business. . In today's challenging economic times, the businesses that focus on insuring they deliver high quality products and services will be differentiated from the others.

I am grateful to AT&T and BIZPHYX for taking the initiative to drive the development of this program.

Thank you,
Nancy L. Elberty
NTSG, Inc.
President/CEO

