



Chapter Partner Agreement Task Force

Wednesday, October 27, 2010
APICS Headquarters
Chicago, IL

MINUTES

Attending:

Tony Zampello, Task Force Chair
Wayne Collins
Buck Crouch
John Drzik
Thomas Geraghty
Ron Gilmour
Lyle Henning
Rick Leach
Jim Timmons

Karl Klaesius

Absent:

Dave Lehman
Elizabeth Hahn

Staff:

Abe Eshkenazi
Pamm Schroeder
Dean Martinez
Henri Wingfield

Call to Order

The meeting was called to order at 1:05 pm (central) by chair, Tony Zampello.

Conference Recap

Town Hall

The Town Hall took place on Tuesday, October 19 at the APICS International Conference. A number of questions were asked about the channel partner agreements: "Why are we doing it?" "Why now?" "What does it mean to the chapters?"

Abe also noted that the same questions were asked at the tri-district meeting (comprising the southeast, heartland, and terra grande districts).

The task force agreed that they should be the ones who clarify the message and communicate it to the chapter leadership.

Comments/Discussions

Tony asked the task force to report on comments they've been hearing either in their own districts or at conference:

Communications:

- Chapters feel that they're not hearing enough. A suggestion was made of a general monthly communication to inform the stakeholders of the status of the project. Tony agreed to create and disseminate that message. He asked that task force members submit questions and comments to help him craft those messages.
- Chapters want access to the minutes rather than just the talking points. The task force felt minutes should not be shared. To date, the minutes are detailed versions of the talking points and do not contain any sensitive information. That may not be the case in the future so the precedent should not be set.

Information/Data Sharing:

- Chapters want to see the results of the survey. Pamm reported that the task force members have received copies of both the raw data and the analysis. The analysis is available to be shared with chapter presidents but the raw data connects specific chapters and presidents to their responses and should not be shared.

TO DO: Pamm will distribute the analysis to all chapter presidents.

Board Update:

Tony reported that the board approved the time extension from January to April to allow for better stakeholder feedback collection. However, the board will expect to see an outline of the agreements (a list of sections that are required) for the January board meeting.

Elevator Pitch

Tony asked each task force member to comment on the points to be covered in the “elevator pitch” for the agreements. The following is a consolidated list of those points:

- Brand protection
- Brand recognition
- Clear definition for chapters for how they relate to corporate and to each other
- Consistency of education
- Clarity of legal status
- Clear mutual expectations
- Conflict resolution
- Access to services that are currently unavailable because there is no formal legal relationship
- Flexibility in metrics. Small chapters are being measured the same as the large chapters.

TO DO

- **Tony and Pamm will use these points as well as those discussed previously to draft the ‘pitch’**
- **Abe will poll the association community to find out how related organizations and others handle this.**

Follow up from October 6 meeting

Pamm reminded the task force members that they should be reviewing the CMS and CBAR guidelines on the community of practice and noting metrics that should be part of the new agreements and those that should not (or should be revised prior to being incorporated into the document)/

Next Call and Adjournment

The next call is scheduled for November 10 at 1:00 pm (central). The connection information is the same for all meetings and the link may be shared with stakeholders who request it.

The call was adjourned at 1:58 pm (central)