



## Chapter Partner Agreement Task Force

Friday, March 4, 2011  
APICS Headquarters  
Chicago, IL

### **MINUTES**

#### Attending:

Tony Zampello, Chair  
John Drzik  
Lyle Henning  
Tom Geraghty  
Jim Timmons  
Dave Lehman  
Buck Crouch  
Wayne Collins  
Rick Leach

#### Staff:

Abe Eshkenazi  
Pamm Schroeder  
Henri Wingfield

#### Absent:

Ron Gilmour  
Erica Dickson

### **Call to Order**

The meeting was called to order by chair, Tony Zampello, at 10:02 am.

### **Task Force Charter**

Tony reviewed the original charter of the task force (attached to these minutes as Attachment 1)

It was noted that the task force members have received a great deal of feedback on the standard language. After some discussion, Pamm was asked to compile all of the input received into a single document. This input will be reviewed along with the new verbiage that will be drafted at the face-to-face meeting of the task force in Chicago on March 19, 2011.

The group agreed that this would fill the need to review the input while also allowing the process to continue to move forward.

## **Discussion of Sections to be Added to the Standard Language Draft (continued from previous meeting)**

The discussion of language to be added continued with extended discussion of the expectations of APICS:

- Provide materials for education, training, certification, administration
- Marketing/Brand management
- Act as 'Membership Central'
- Repository of best practices (collected from all partners)
- Lifecycle management for products
- Evaluate chapter performance and satisfaction of members with chapter services
- Provide access to support services (legal, etc.)
- Back office support (web site development/maintenance, technology, finance, data management, member recognition)
- Establish and maintain territories
- Act as arbitrator in disputes between channel partners
- Maintain listservs
- Volunteer leadership development programs
- Support District structure
- Financial Incentives (discounted rates on materials, member rebate)

The next topic addressed by the task force was Responsibilities/Governance:

### **APICS and Channel Partner**

- Issue Annual Reports
- Provide officer listings
- Forecast of goals and performance toward them each year
- Agreement regarding services to be provided by APICS and Channel Partner
- Statistical reporting
- Bylaws
- Strategic plan (multi-year)
- Annual survey
- Corporate responsible for resources (human, financial, technical) allocated to assist channel partners
- Corporate support for struggling chapters
- Membership/Leadership training (succession planning)
- Annual meeting of all channel partners (APICS to support - VLW)
- Marketing (APICS = Global; Channel Partners = Local)

### **Items for Follow Up Prior to the Meeting on March 19, 2011**

- Pamm was asked to compile the master list of comments and questions that pertains to the standard language draft. She will post it to the Task Force community of practice and the public CoP as well. Pamm was also asked to forward the compilation to the task force members along with instructions for accessing the communities.
- Prior to the meeting on March 19<sup>th</sup>, each task force member should reach out to every chapter in their district to create a list of expectations. To help with

this effort, a copy of the survey developed by Dave Lehman is attached as Attachment 2.

- For Rights and Authorities, go back to Standard Language Draft and identify gaps. This will become part of the agenda for the face-to-face meeting. Also on the face-to-face, may want to address the question of 'what happens to chapters that don't sign.'

### **Next Steps**

The next meeting will be the face to face meeting on March 19 in Chicago. The goal of that meeting is to complete the first draft of the agreement.

After the draft is completed, the next step is to address all feedback received pertaining to the language of the agreement. The goal is to craft a document that is equitable to both parties.

### **Adjournment**

The call was adjourned at 11:30 pm (Central)

# ATTACHMENT 1



## 2010 CHARTER

**Committee/Project/Taskforce:** Channel Partner Agreements Taskforce

**Sponsor(s):** APICS Board Chair

**Scope:**

The Channel Partner Agreements Taskforce has responsibility for assisting the APICS Board in developing agreements for channel partners.

**Objectives and Outcomes:**

- Develop and present draft agreements for Board approval.

**Terms:**

Members and the Chair serve until the assigned task is accomplished.

**Composition:**

The members will include one chapter leader from each district and 2 or 3 Board members, and shall be appointed by the chair of the taskforce in consultation with the chair of the Board.

**Confidentiality:**

Taskforce meetings are open to members and others who are not members of the taskforce.

**Team Members:**

- **Chair:** Tony Zampello – Board
- **Staff Liaisons:** Pamm Schroeder  
Abe Eshkenazi
- Ron Gilmour – Canada
- John Drzik – Great Lakes
- Lyle Henning – Heartland
- Thomas Geraghty – Mid Atlantic
- Jim Timmons – Northeast
- Elizabeth Hahn – PacWest
  - Replaced by Erica Dickson
- Dave Lehman – Southeast
- Buck Crouch – Southwest
- Wayne Collins – Terra Grande
- Rick Leach – Board

**Timeline or Due Dates:**

# ATTACHMENT 2

## SED CPATF Feedback

### 1. CPATF Overview

As described in the APICS Channel Partner Agreement Task Force Background and Process history document shared with you, the CPATF and in particular Dave Lehman as the Southeast District representative on this project, wants your input to the process.

This survey is structured to give you the freedom to provide the opportunity to list any and all input on the Channel Partner Agreement process. The only stipulation is that you must identify yourself with name, email address, chapter, and chapter position. This information will only be used to verify the input is from current SE District staff and chapter officers and to allow communications to clarify any points. Only summarized points will be shared with the task force members.

If you have any questions or concerns you can contact me by email at [dave@thedcl.com](mailto:dave@thedcl.com) or by phone at 336.602.0136.

Thank you in advance for your input and assistance, Dave Lehman

\* 1. Please enter your full name:

\* 2. Please enter your email address:

\* 3. Please select your home chapter:

SE District Chapters

Chapter Name

If you chose Other chapter Not Listed please enter Chapter name below.

\* 4. What is your chapter office title?

Chapter Positions

Chapter Position

Other position not listed above

\* 5. Is your chapter incorporated?

\* 6. What is the range of your fiscal year?

- July 1 to June 30
- January 1 to December 31
- Other fiscal year pattern

## SED CPATF Feedback

\* 7. Is your chapter participating in the APICS CMS/C-Bar program?

If not participating, why not?

\* 8. Please list the benefits your chapter receives by partnering with APICS.

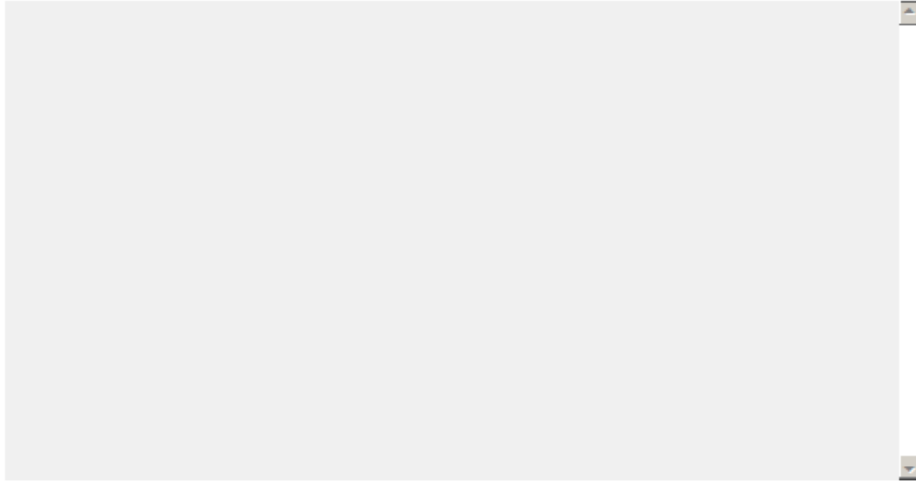
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

\* 9. What services support that you do not currently receive from APICS do you feel would benefit your chapter? If you cannot think of any enter "None" in the first comment box.

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

## SED CPATF Feedback

10. Please provide any additional comments that you would like for the benefit of this process.

A large, empty, light gray rectangular area intended for providing additional comments. It has a thin black border and small square handles in the top-right and bottom-right corners, suggesting it is a scrollable or resizable text area.