



Implementation

DATA SHEET - COMPLIANCE

The objective is to achieve 100% supplier participation with as close to 100% compliance as possible on mandatory certificates. Over 50 major projects have shown us that successful implementations have two common factors:

1. Compliance enforcement
2. Supplier sign up process managed by metaSC



Compliance Enforcement

Organisations that kick off the implementation process, by training staff on the regulatory and corporate requirements of supplier compliance and by enforcing a policy that delists non-compliant suppliers, regularly achieve higher level of participation and higher levels of compliance from their suppliers.

Staff Training

During implementation, one of the first things suppliers will do is phone up and ask your staff about the new process and the metaSC iCiX system.

Whilst the implementation process will be driven by metaSC staff, supplier participation rates are higher when your staff are able to confirm the regulatory and business reasons behind the introduction of metaSC iCiX.

It also serves to remind staff of the risks of employing non-compliant suppliers.

Consequences of non-compliance

By instituting a policy that enforces consequences for non-compliance, e.g. removal from approved supplier listing, placing automatic blocks on orders, suppliers quickly recognise the revenue consequences for non-compliance.

Most suppliers respond positively as they see this as an opportunity to promote their professionalism and diligence to you, their customer. Previously their high level of compliance and diligence was not visible but buried among the paperwork.

Sign up process managed by metaSC

metaSC and iCiX regularly implements solutions for clients, answering questions from suppliers, helping new members set up their sites and load documents onto their metaSC iCiX sites.

As we do this on a daily basis, it makes sense for us to run your implementation programme on your behalf.

During the supplier sign up phase, we take responsibility for contacting all your suppliers to maximise participation and drive as close as possible to 100% of documents loaded.



During the sign up period, metaSC staff will

- i) post out an approved letter from your organisation, informing your suppliers of the regulatory and corporate compliance reporting requirement using the metaSC iCiX industry solution
- ii) follow up by e-mail in the second week
- iii) follow up by phone in the third week
- iv) follow up again by phone in the fourth week

During this time we explain the regulatory and industry reasons behind the reporting requirement and explain the wider industry benefits for your suppliers and, occasionally, help the more technologically challenged suppliers upload their documents.

You also receive weekly progress reports with a wrap up report at the end of the period.

Implementation Plan

The implementation project is split into three phases

1. Preparatory Work
2. Supplier sign up
3. Wrap-up

Phase 1 - Preparatory Work

The preparatory phase generally takes around two weeks and has three major elements:

- Remind staff of supplier compliance policy
- Set up your iCiX site
- Prepare supplier letter

of projects and simply need you to modify it so that it fits your company culture, change the address details and add the appropriate names and signatures on the bottom.

We kick-off the supplier sign up phase by posting this customised version on your behalf to all non-members and by carrying out an introductory session to the metaSC iCiX system, providing your staff with their userIDs and passwords so they can begin to use the system.

Phase 2 - Supplier sign up

The sign up phase takes four weeks

Phase 3 - Wrap up

At the end of the four week sign up phase, we carry out advanced training to show your staff how to customise their lists, set up groups and execute reports. They are then fully up to speed.

We also provide a final report on who has signed up and which suppliers do not wish to participate, there are always a few.

We recommend a final phone call from a senior manager within the corporation. If the supplier is still unwilling to participate, there are a couple of options.

1. Create a Private Site Network where you can still record compliance information, ensuring your reporting metrics are 100%

2. Remove the supplier from your list as it may be too risky to maintain them on your books.

For more information

To find out more about metaSC and iCiX, please visit us

at www.metasc.com

metaSC is an IPcubed initiative

- Increase Profit
- Increase Productivity
- Increase Performance

For further information

Tel +61 403 958 156

E-mail: enquiries@metasc.com

Published by IPcubed Australia, January 2010.

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Tasks	Who	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8		Week 9		
		M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T
Preparatory work																				
Communicate compliance policy to staff																				
Review supplier compliance policy	Client																			
Statement of Management commitment	Client																			
Remind staff of supplier compliance policy	Client																			
Set up iCiX site																				
Collect list of all suppliers	Client																			
Provide list of staff who need access to iCiX	Client																			
Compare list against iCiX member list	iCiX																			
Create Client site on iCiX	iCiX																			
Carry out introductory session with all relevant staff	iCiX																			
Draft supplier letter inviting them to join iCiX																				
Provide standard letter template	iCiX																			
Modify letter	Client																			
Approve letter with signatures	Client																			
Provide soft copy of final letter to iCiX	Client																			
Create letters for all non-members	iCiX																			
Supplier sign up																				
Post out agreed letter to non members	iCiX																			
e-mail existing iCiX members	Client																			
Respond to supplier queries	Client																			
	iCiX																			
e-mail follow up	iCiX																			
1st phone follow up	iCiX																			
2nd phone follow up	iCiX																			
Suppliers sign up	Suppliers																			
Help suppliers set up their sites	iCiX																			
Help suppliers upload documents	iCiX																			
Wrap up																				
Final Review meeting	Client																			
	iCiX																			
Staff training on live system	iCiX																			
Final call to outstanding suppliers	Client																			
Options for suppliers who have not signed up																				
1. Set up Private Site Network	Client																			
2. Drop suppliers	Client																			

One of the keys for a successful implementation with high supplier participation, is to ensure all relevant staff are reminded of the regulatory and corporate requirements for supplier compliance and the risks of employing non-complaint suppliers.

To set up your metaSC iCiX site, we ask for a list of all suppliers and staff who need access to metaSC iCiX. We use this list to find out which suppliers are already members and we create your site, allocating usernames and passwords for all relevant staff.

We also provide a template letter to be sent to your suppliers. We've used this template successfully in a number

of intensive effort by metaSC staff on your behalf. Over this period our staff contacts each of your suppliers to answer any questions they might have, help them set up their sites and occasionally, help them load their documents.

Over the past few years, we have learnt that not all suppliers respond to e-mail and so we also phone suppliers to make sure you get as close to 100% participation as possible.

We are also aware that some micro sized suppliers are not fully confident with PC's and the internet and so we occasionally help them load their documents by faxing them to us.