

Standard Operating Practices - TSC

TSC Member SOP 01/19/2010

Technical Services Consortium

In the interest of furthering global opportunities and understanding, as well as benefitting from the open exchange of ideas, the TSC partners named in the correlated TECHNICAL SERVICES CONSORTIUM PARTNERSHIP AGREEMENT for services provided, agree to establish the Technical Services Consortium (TSC). The specific terms governing this participation are as follows:

The Consortium Board of Directors is responsible for:

- Oversight of TSC activities and its proper and efficient operation
- Policy decisions concerning the program
- Approval of all TSC-related partner and staff activities
- Determining the location and support services used on behalf of TSC

A representative to the Board may also be appointed by individual TSC partners with the approval of other partners. This individual will serve as a non-voting ex-officio member.

Each member will:

- Conduct all TSC business with the operating principles of honesty, discretion, integrity, and respect, without exception. Treat all partner and client information and documentation as proprietary and confidential
- Work to promote the program on their respective facility grounds, taking on a worldwide leadership character that promotes the TSC and partners/programs
- Endeavor to contribute regularly and engage customers in TSC program(s) and recognize with rights, all programs offered by TSC member organizations
- Respond in a timely manner to requests regarding TSC, including but not limited to advertising and marketing, business development activities, member or personnel requests and issues, problem actions and resolutions, and associated costs
- Identify core competency training resources within their member organizations. Exchange technologies and proprietary information as needed, supporting and developing each other's capabilities, not only as needed to meet client requirements, but also as deemed beneficial to the health of TSC initiatives and partners
- Assign staff for management of TSC specific tasks as needed. Contribute to best practice identification, helping to standardize processes, tools and information among all TSC member organizations for the benefit of our clients

Initial SOP 1/19/2010, documented by Laurie Sivik, Streamline Technical Services – TSC partner/member