

# **TSC Bylaws**

TSC Member Bylaws 01/15/2010  
Technical Services Consortium

## **Definitions of Members/Associates**

Section 1. Accredited.

Accredited members are company owners or owner-appointed directors which have been officially recognized and endorsed by the Technical Services Consortium.

Section 2. Active.

Active members are organizations which have applied for membership and which are developing their programs for accreditation.

Section 3. Associate.

Associates are those which have an interest in establishing membership or collaborating in TSC related programs, but do not meet the criteria for active membership.

## **Article I. Members of the Board of Directors**

Members of the Board of Directors represent owners or owner-nominated representatives.

## **Article II. Application for Membership**

Section 1. Accredited.

A written request for an initial accreditation review or a review for continued accreditation serves as an application for accredited member status.

Section 2. Active.

Active membership may be requested in writing. The request can be submitted either by the organization's owner, or an appropriate company official with acknowledgement from the owner, demonstrating support for the proposed active membership.

Section 3. Associate.

Associate titles and program proposals may be requested in writing. The request can be submitted either by the organization's owner, or an appropriate company official with acknowledgement from the owner, demonstrating interest in establishing a collaborative effort with the TSC.

Section 4. Action.

The acceptance of all memberships is officially determined upon a majority vote of the accredited and active members of the Board of Directors.

Section 5. Inactive.

A member may be placed on inactive status by a two-thirds vote of the Board of Directors for non-participation, lack of continued interest or communication, or failure to maintain Consortium standards.

Section 6. Withdrawal.

Requests for withdrawal of membership or of accreditation will be made in writing to the Board of Directors and may be submitted at any time.

## **Article III. Accreditation**

### Section 1. Purpose.

Accreditation standards outlined in Section 2 of this article are standards which are intended to maintain and improve the quality of Consortium member programs. The standards are not intended to dictate business or administrative specifics for each member but are intended to provide a framework within which each member company may be evaluated.

### Section 2. Standards.

#### A. Member Administration.

Each member company shall have two advisory representatives to support the Technical Services Consortium through constructive participation and observance of procedure and strategy. The strength or weakness of a particular member in meeting TSC client requirements will result in *a program* for timely and efficient resolution at the site where work will be performed.

#### B. Program Design.

Each program will provide opportunities for participants to apply the training to their work environment situations. The core curriculum shall incorporate the following competencies:

##### 1. Personal and Organizational Integrity

Increasing awareness, building skills and modeling behaviors related to identifying potential ethical problems and conflicts of interest; appropriate workplace behavior; and legal and policy compliance.

##### 2. Managing Work

Meeting organizational goals through effective planning, prioritizing, organizing and aligning human, financial, material and information resources. Empowering others by delegating clear job expectations; providing meaningful feedback and coaching; creating a motivational environment and measuring performance. Monitoring workloads and documenting performance. Identifying and dealing effectively with performance problems in a timely manner.

##### 3. Leading People

Inspiring others to positive action through a clear vision; promotes a diverse workforce. Encouraging and facilitating cooperation, pride, trust and group identity; fostering commitment and team spirit. Articulating a vision, ideas and facts in a clear and organized way; effectively managing the human factor.

##### 4. Developing Self

Demonstrating commitment to continuous learning, self-awareness and individual performance planning through feedback, study and analysis.

##### 5. Systemic Integration

Approaching planning, decision-making and implementation from an enterprise perspective; understanding internal and external relationships that impact the Consortium.

##### 6. Customer Service Focus

Delivering superior services to the internal and external TSC client; including customer/client identification, expectations, needs and developing and implementing models, processes and procedures that produce positive character and conditions; demonstrating Consortium and individual dedication to quality service.

##### 7. Change Management & Leadership

Acting as a change agent; instigating and supporting necessary change within the organization by implementing strategies to help others adapt to changes in the business environment; emphasizing and fostering creativity and innovation; being proactive.

#### 8. Evaluation of Participants.

The program must provide significant evaluation of all competencies described. Evaluation may be by verbal or written assessment, and must measure program effectiveness.

### **Article IV. Program Review Procedures**

#### B. Program Development.

Technical Services Consortium member organizations are located around the globe. A member organization may need timely and specific development in a technology or with a process, to meet customer requirements where the customer needs those skills to be geographically. Immediately TSC interim action is taken to promptly meet customer needs. Simultaneously programs are structured to completely develop the TSC member organization where the service is needed.

Each program is developed in the following manner.

1. The TSC board constructs a documented explanatory synopsis of the program, including client requirements that deem the program vital.
2. The TSC board determines the responsibilities for administration of the program, funding data, and related biographical trainer data, and so forth.
3. The TSC acquires copies of organizational materials such as policies on confidentiality, inspections, job-related project(s), suggested additions, and certification requirements.
4. The TSC constructs a program release schedule (*example*: rough draft, evaluation and finished program design expected dates).
5. Program materials which include anticipated section titles, summary of key points, learning objectives, and training and assessment completion schedules are reviewed for completion.
6. The TSC makes an official statement of any perceived strengths and weaknesses of the program and any planned enhancement and corrective actions. As deemed appropriate, this statement and plan is submitted to the affected client to ensure cohesiveness in achievement.

#### C. Review Actions.

The Board of Directors will review the program materials and within five business days following receipt of all program materials, Discuss initial plans and proposals with the active member, agreeing on and documenting final plans for training and related activities.

#### Section 3. Member Review.

The Board of Directors may initiate a developmental review of an active member if it appears there has been insufficient progress by a member to implement its Program. The Chair will appoint a review committee of at least two representatives of accredited members and will receive its findings and recommendations as a follow-up is scheduled by the Board of Directors.

If this review is not completed because of a failure on the part of the member being reviewed to provide sufficient information for review, the membership status of the member will be assessed in accordance with Article 1, Section 2 of

the Bylaws.

#### Section 4. Special Evaluation.

A special evaluation *for cause* may be conducted at any time at the request of a majority of voting members of the Board of Directors. The Chair will appoint a special review committee consisting of not less than two representatives or accredited members which will submit a report of findings and recommendations as a follow-up is scheduled by the Board of Directors.

#### **Article V. Amendments and Exceptions**

These Bylaws may be amended by a majority of the voting members of the Board of Directors. Proposed amendments to the Bylaws must be distributed to members of the Board of Directors at least fourteen days before such amendments are to be considered. Voting on such amendments may be done at any meeting of the Board of Directors, by telephone, or by mail/e-mail and must be documented. Exceptions to these Bylaws may be approved by a majority vote of the voting members of the Board of Directors at any meeting of the Board of Directors, by telephone, or by mail/e-mail, and must be documented.

*Initial Bylaws 1/18/2010, documented by Laurie Sivik, Streamline Technical Services – TSC partner/member*