

**Public Review Consideration GSMP MO Franchise Feedback**

**Effective: 30-Aug-2007**

**Purpose:**

During the pilot phase of the MO Franchise, the Global Office GSMP and participating MO staff identified and reported on improvements to the MO Franchise, and Phase 2 of the MO Franchise Project was launched. Under this phase, a more detailed model has been developed for limited and future production. The first priority of this team is to make the MO Franchise process as robust and effective as possible.

The purpose of this PCN is to communicate the new voting and validation model under Phase 2 of the MO Franchise.

**Rationale:**

*Improved Requirements Gathering and Validation*

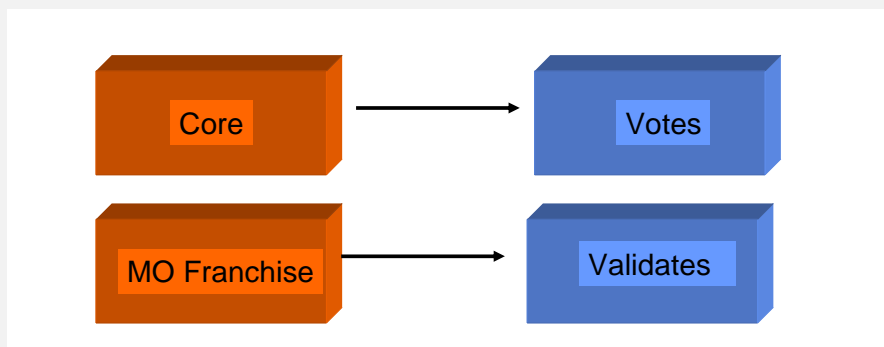
The Franchise model is a survey and feedback process intended to enhance the efficiency and global relevance of GSMP developments. It takes into account the cultural and geographic divergences of the local MOs by allowing them to directly administer the GSMP Global Agenda to their community. The Franchise feedback is intended to answers the following key questions:

- Are the core developed requirements complete?
- Is the standard an effective global solution – valid, correct and complete?
  - A good solution will be technically sound and address a business need
- Will the global community migrate to the new standard?
- If yes, then when will the standard be implemented?

**Process:**

*The Voting and Validation Model*

The Voting of Core GSMP Members and Validation (or Feedback) from the Franchise users are intentionally different because they are intended for different purposes. The Core GSMP officially votes and formally approves the standard (votes are monitored, recorded and Board ratified). The purpose of the MO Franchise process is to aid the Core GSMP in standards development, not to replace it. Through the MO Franchise model, members who were not able to contribute to the voting process (because of company size, language, time zone and geographic reasons) are now able to take part in the standards creation process. This is the main goal of Franchises.



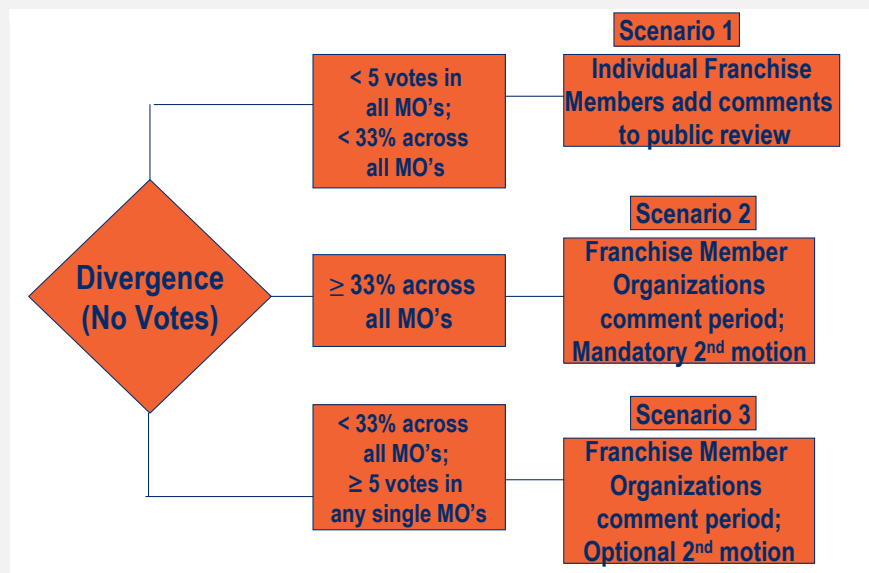
Core members participate in a highly regulated environment under a premise of “one company one vote”. Membership rules apply along with qualifications. Voting members must be registered. Franchise members do not vote in this controlled environment. Further, Core members devote much more time and input to the development of the standard. Therefore, the core member vote cannot be overruled, even when there is a difference of opinion between the Core and MO Franchise members. Core members are not under obligation to the Franchise. If they have a reason not to consider the feedback given by the MO Franchise, they are within their rights as voting members of the GSMP

## The 30 Day Public Review

In consideration of concerns raised regarding a need to improve the balance of speed against quality, the Process Group approved a 30 day Public Review for the GSMP with exceptions. Since the GSMP MO Franchise has been created to reduce the barriers of time, geography and language, the 30 day Public Review Process will allow improved access by the MO Franchise Liaisons and members. MOs which need to provide translation of the documents especially need this longer period. The public review extension was presented and approved by the Process Group on 06-Aug-2007.

## How the Core GSMP Groups will consider Franchise feedback:

With the elongation of public review, it is foreseen that more feedback will be coming into the core from the Franchise users. The following model describes how the Core will consider feedback that diverges from its position (described as a “NO” vote).



The following scenarios of Core Vote versus Franchise Feedback are foreseen:

### Scenario 1: “Individual” Divergence

- In this scenario there are only a small number of trading partners disagreeing with the Core
- Remedy:
  - Franchise Users may put their comments into the public review

## Scenario 2: “Global” Divergence

- In this scenario there is broad or uniform disagreement with the core across the local communities. This is defined as: over 33% of aggregate of Franchise members say no
- Remedy:
  - A dialogue session with the BRG or work group will be scheduled in which the MO representatives communicate the rationale of their local community for “non-agreement” of the core activity.
  - A second eballot or motion is required
  - **Note:** the final result of the core vote is the conclusive action and cannot be overridden by the Franchise

## Scenario 3: “Local or Regional” Divergence

- In this scenario there is local disagreement w the core. This is defined as: less than 33% of the Franchise Members respond “No” in their survey feedback, but out of the total membership disagreeing with the core, more than 33% of the members are within one or more MO communities.
- Remedy:
  - a session between the MO Franchise and the Business Requirements Group or Work Group is held where the MO liaison explains the local position to the core group
  - No additional eballot or motion is required in this scenario, although one may be held optionally
  - Note: As in scenario 1, the final result of the core vote is the conclusive action and cannot be overridden by the Franchise

In each of the following scenarios, the distinction of the voting versus validation function of Core and MO Franchise is preserved.