

HIRC Engagement Process for Suppliers v1.0



[Watch 6 min video](#)

	Action	Detail	Notes
Determine whether your company wishes to adopt the HIRC resiliency scorecard			
1	Intro to resiliency scorecard	<p>What:</p> <p>The resiliency scorecard standard provides a framework for providers to assess the resiliency of their suppliers</p> <p>Purpose is to promote and enhance partnership & resiliency in trading relationships.</p>	<p>Goal:</p> <p>Promote more resilient healthcare supply chains by elevating resiliency in sourcing discussions. Simplify discussions across your trade relationships through standard terminology and measures. Increase customer understanding and confidence of resiliency strategies.</p>
2	Review resiliency scorecard	<p>The resiliency scorecard is a consistent and lightweight approach for suppliers to demonstrate their commitment to resiliency.</p> <p>If you are willing to use the scorecard with one or more strategic relationships, then you qualify for status “engaged”.</p> <p>Participant status is posted at hircstrong.com/engage</p>	<p>Benefits:</p> <ul style="list-style-type: none"> ● Simplify and standardize resiliency measures ● Foster partnership, transparency, and communication ● Promote collaborative resiliency strategies ● Enable differentiation and selection of resiliency
3	Section A Supply Chain Mapping	<p>Goal is to increase geographic transparency for critical products and services; activate proactive monitors; and promote collaborative response to events.</p> <p>Additional details in the mapping and monitoring standard.</p> <p>To achieve maximum points, suppliers need to provide</p>	<p>Benefits:</p> <ul style="list-style-type: none"> ● Gain recognition for your commitment to transparency ● Adopt a balanced approach to scope of information shared ● Focus on critical products and services ● Increase proactive communication ● Promote collaborative

HIRC Engagement Process for Suppliers v1.0

	Action	Detail	Notes
		<p>multi-tier information to one or more customers for critical products and services.</p> <p>Sharing is preferred via SRS or Peer Supply -- both at no cost to the supplier. Each is secure and puts the supplier in control.</p> <p>Customer recognizes supplier transparency via scorecard.</p>	<p>response</p> <ul style="list-style-type: none"> Stay in control of your information Simplify transparency via a standard model
4	Section B Event Communication	<p>Goal is to promote candid, timely and actionable sharing of event information between trading partners in order to maximize collaboration, reduce impact, and accelerate recovery.</p> <p>Customer recognizes supplier event communication effectiveness via scorecard.</p>	<p>Benefits:</p> <ul style="list-style-type: none"> Gain recognition for your commitment to candor Streamline one-to-many communication Increase efficiency of initial event response Reduce customer anxiety through clear and actionable communication Reduce event impact and improve recovery
5	Section C BCM Assessment	<p>What:</p> <p>The Business Continuity Maturity (BCM) standard provides a formal approach to evaluating whether a supplier has policies and programs in place to help prepare, prevent, and recover from supply disruptions.</p> <p>The self-assessment is derived from ISO 22301. Completion is simple and at no cost.</p> <p>For convenience, suppliers may complete via our affiliated technology for secure storage and easy customer sharing.</p>	<p>Benefits:</p> <ul style="list-style-type: none"> Simplify and standardize your approach to sharing BCM information Demonstrate your investment in preparedness Can be executed in under 1 hour, at no cost Designed to strengthen partnership and resiliency


HIRC Engagement Process for Suppliers v1.0

	Action	Detail	Notes
6	Review BCM Assessment	<p>The BCM assessment is a simple and standard approach to evaluate preparedness.</p> <p>If you are willing to take the assessment and share with one or more strategic relationships, then you qualify for status “engaged”.</p> <p>Participant status is posted at hircstrong.com/engage</p>	
7	Take BCM Assessment	<p>The BCM assessment is available to suppliers at no cost via a secure portal.</p> <p>SRS, the third-party provider, puts suppliers fully in control of your data.</p> <p>You can take the assessment and choose to share with no customers, some customers, or all customers. You can change your mind and have your data purged at any time.</p>	<p>Yes, it’s really this easy.</p> <p>Yes, it’s really this flexible.</p>
8	Section D KPI	<p>To achieve maximum points, suppliers need to demonstrate high service levels, periodic reporting, limited backorders and/or recalls, and proactivity in mitigating supply disruptions.</p>	<p>The KPI section is relatively status quo in terms of conventional metrics.</p> <p>Resiliency includes both past performance (KPI) and future preparedness (BCM). The scorecard includes both.</p>
9	Section E Live Communication	<p>A primary objective of the resiliency scorecard is to increase resiliency through preparedness and partnership. Partnership grows through transparency and trust. Trust is built through candor and communication. The live dialogue section fosters this virtuous cycle.</p>	<p>Summary:</p> <ul style="list-style-type: none"> ● Prepare a presentation telling your resiliency story. ● Tailor the presentation based upon the products of most interest to your customer. ● Increase customer

HIRC Engagement Process for Suppliers v1.0

	Action	Detail	Notes
		<p>Please take this opportunity to tell your resiliency story.</p> <p>To achieve maximum points, suppliers need to provide an overview of the resiliency program, provide a clear understanding of preparedness and response strategies, and provide specificity in the discussion relative to products of interest.</p> <p>In addition, suppliers need to demonstrate active collaboration on resiliency initiatives, follow through on resiliency growth plans, and where applicable, show membership in a resiliency industry group.</p>	<p>understanding of your resiliency competencies</p> <ul style="list-style-type: none"> Align on strategies to address any opportunities to improve overall preparedness and performance
Determine whether your company wishes to adopt the HIRC BCM assessment standard			
10		<p>As noted above, the BCM comprises 20% of the resiliency scorecard.</p> <p>It is recommended that you consider participating in the BCM assessment to take advantage of the intended benefits.</p>	<p>You are in full control of when and how you share. You can take the assessment and privately view your results before deciding whether to share or purge the results.</p> <p>If you follow the HIRC standard, you will benefit from a balanced approach that is being normalized across industry.</p>
Determine whether your company wishes to adopt the HIRC Mapping & Monitoring standard			
11		<p>As noted above, Mapping & Monitoring comprises 20% of the resiliency scorecard.</p> <p>Event Communication typically goes hand-in-hand with Mapping & Monitoring, thus</p>	<p>You are in full control of how you scope the information to share, and both when and how you share it.</p> <p>If you follow the HIRC standard, you will benefit from a balanced</p>

HIRC Engagement Process for Suppliers v1.0

Action	Detail	Notes
	<p>bringing the total to 40% of the resiliency scorecard.</p> <p>It is recommended that you consider participating in Mapping & Monitoring and Event Communication to take advantage of the intended benefits.</p>	<p>approach that is being normalized across industry.</p>
<p>Determine whether your company wishes to achieved Engaged status</p>		
12	<p>A listing of supplier response to the HIRC standards is maintained at hircstrong.com/engage</p> <p>Engaged means you choose to adopt within the next 6 months</p> <p>Supportive means you choose to adopt within the next 6-12 months.</p>	<p>Please note the provider engagement status posted to the same site.</p> <p>Your customers are strongly in favor of the HIRC standards and desire your adoption as well.</p>
<p>Determine whether your company wishes to qualify for the HIRC Transparency Badge</p>		
13	<p>You can earn a digital badge titled “HIRC Transparency Partner”. This award recognizes suppliers who choose Engaged status and follow through by sharing the relevant information with all HIRC providers using the “share with HIRC providers” option in the secure platform.</p> <p>Suppliers will receive a digital token of the badge to display at their pleasure to tout their commitment to transparency.</p>	

HIRC Engagement Process for Suppliers v1.0



Recap

Goals of supplier engagement include:

- Increase industry adoption of HIRC standards to increase transparency and resiliency
- Supplier engagement is posted at hircstrong.com/engage
- Promote partnership, communication, and transparency in strategic relationships

Goals of resiliency scorecard include:

- Promote more resilient medical supply chains by elevating resiliency in sourcing discussions. Simplify discussions through standard terminology and measures. Increase mutual understanding of risk, mitigation, and growth strategies.
- Support providers in making sourcing decisions and managing key relationships.

Contact

partners@hircstrong.com

215-OUR-HIRC