


# Communications Standard | Project Charter

HIRC Board of Directors	
Sponsor(s)	TBD
Informed	HIRC Officers
Contributors	HIRC Members
Driver	HIRC Strong and NotiSphere
Due date	Q4 2023
Status	PLANNING

## Executive Summary

Collaborate with NotiSphere on supply disruption communications standard. As a part of HIRC, NotiSphere will facilitate the HIRC workshops and collaboration sessions to achieve publication of industry standards for the communications related to supply disruption events.

 Problem	 Solution
Current event communications do not always contain adequate information to be actionable for providers, resulting in frequent one-off requests for information and/or confusion in the market.	Develop industry communication standard about what, when, who and how communications should occur.
Current communications are not consistent across the industry making it difficult to programmatically address challenges.	Create aligned expectation between suppliers and providers.
Availability of information across the industry is fragmented and inconsistently available.	Define appropriate channels for communication of information.

 HIRC will seek the following member commitments:	
Provider	Supplier
<ol style="list-style-type: none"> <li>I will participate in the development of industry communications standard</li> <li>I will adopt the communications standard into current sourcing, procurement, and quality processes</li> <li>I will respond timely to required actions</li> </ol>	<ol style="list-style-type: none"> <li>I will participate in the development of industry communications standard</li> <li>I will use the communications standard when informing customers of a supply disruption</li> </ol>

## Scope

To create and publish communications standard to guide industry stakeholders when communicating information about a supply disruption event. Disruption events include but are not limited to shortages, backorders, product withdrawals/substitutions and recalls.

## Key Objectives

- To publish **communications standard** to guide content of supplier and provider communications during a supply disruption event.
- To provide clarity to industry regarding **essential communication needs** (supplier and provider) to effectively manage supply disruption events.
- To define and develop effective **interaction guidelines**, including roles and responsibilities for all industry stakeholders.
- To establish expectations for the timing and use of various **channels of communication** to ensure quality and timeliness of information.

## Timeline

June	July	Q3 '23	Q4 '23	Q1 '24
Internal Kickoff	Participant recruitment	Develop standard	Publish standard	Measure adoption

## Deliverables

Pre-Launch (HIRC/NotiSphere)	Pre-Launch (NotiSphere/Members)	Post-Launch (HIRC/NotiSphere)
Project Charter Member informational resources HIRC portal content Workshop design	Types of disruption events included For each disruption type standard will include: WHAT   Definition of type of information required WHEN   Timing and cadence of communication WHO   Involvement of customers and internal stakeholders HOW   Communication channels for information	Publish Standard Market Standard Measure Adoption