

BIC PHYSICAL SUPPLY CHAIN

TECHNICAL IMPLEMENTATION CLINIC

TERMS OF REFERENCE

APRIL 2019

BIC Technical Implementation Clinic (TIC)

Introduction

The BIC Technical Implementation Clinic (TIC) provides an important support role in the book supply chain. The focus is on the book trade (general and academic etc. but not libraries) and on the electronic messaging used to enable an improved supply chain for printed books (not digital products / eBooks). From time to time almost all supply chain participants encounter problems or issues which are best solved by consultation with expert colleagues including some of their suppliers. The main focus of the clinic is on EDI (Electronic Data Interchange) which involves the exchange of business messages (such as purchase orders or invoices) between supply chain organisations. An expert panel made up of BIC Members with considerable experience of these issues, provides a permanent core membership for the clinic and then in addition, any BIC Member can dial in via conference call facilities to ask a question or discuss an issue.

The Clinic reports into the BIC Physical Supply Chain Committee and the core Panel of Experts is made up of BIC Members who are deemed by the Committee to be experts in the area under consideration. Non-BIC Members may be invited to the Clinic by a BIC Member as a one-off (taster / guest), or as a guest speaker / expert, after prior agreement with the Chair and BIC's Executive Director. The Clinic is open to all BIC member organisations who may wish to:

- Highlight a particular technical issue to BIC and/or
- Participate in the Clinic from time to time on a "drop in" basis, or
- Participate on a regular basis a more regular basis.

BIC members do not have to be signed up to the Panel of Experts in order to attend the Clinic.

The Clinic is chaired by a BIC Consultant. The core membership of the Clinic panel is made up of volunteer experts from organisations in BIC membership. These can be invited by the BIC Physical Supply Chain Committee or BIC management or they can volunteer by applying to the committee giving details of their experience in the relevant areas.

Scope of Work

The core business of the Clinic is to maintain as fit for purpose, the Tradacoms and EDIFACT guidelines and codelists which set out how EDI works in the book industry. This covers orders and invoices as well as returns messages within IRI (The Industry Returns Initiative). The Clinic also has involvement with BIC Realtime APIs as these are adopted in the industry, the Clinic is a repository for requests for changes to these new standards. The Clinic also has an interest in metadata as used in order acknowledgements.

Skillset

Much of the Clinic's business is technical in that members are discussing detailed issues such as (as an example) how to implement mixed rate VAT in EDI invoices. This requires a combination of industry and technical knowledge, an understanding of a bookseller's or distributor's processes and a knowledge of EDI standards, guidelines code lists etc.

Remit and responsibilities of the BIC Technical Clinic:**Remit/Purpose**

- To research, address and find a solution to any issue brought to it by BIC members or BIC committees including the Physical Supply Chain Committee.
- To provide clinic minutes to the BIC Physical Supply Chain Committee after each meeting and to obtain Committee approval in advance for any significant work such as major updates of the EDI guidelines.
- Where appropriate, to comprehensively test and pilot any solutions, obtaining widespread agreement across the industry before publishing advisories or changes to the guidelines.

Administrative

- Shortly after each clinic, BIC circulates action points, decisions and meeting notes to all members who attended the meeting and to the Chair and Executive Director.
- More complete minutes or points requiring more detail may be circulated later.
- Once agreed by the Chair and the Executive Director, the meeting notes etc. are circulated to a large number of BIC members who have registered to receive this information.
- To provide a regular monthly status update to the Executive Director & BIC Physical Supply Chain Committee Chair (phone call will suffice)

BIC Technical Implementation Clinic Panel of Experts:**Practical**

- To attend and contribute to every clinic meeting – where 3 consecutive meetings are missed the Chair may consider it appropriate and necessary for someone else to attend, either from the same organisation or from another organisation
- Should a member leave their own organisation, the Clinic will seek to arrange a replacement from that same organisation or from another organisation.
- To commit to sitting on the Clinic Expert Panel for the term agreed – usually one year minimum.
- Action, to schedule, any tasks assigned by the Chair
- Alert the Chair asap if required actions are going to be delayed
- To report the Clinic's discussions and findings/solutions back to their own organisation and return feedback (within the limits of confidentiality)

General

- Most work undertaken by the Clinic involves attending the meeting and contributing expertise. Occasionally it may be necessary for an expert panel member to investigate how an issue is managed within their own organisation and report back at the next Clinic.
- Support the Chair
- Maintain appropriate confidentiality at all times, especially with regards to minutes and any other documentation
- Agree to all minutes taken at each meeting being made public to BIC members
- Generally, promote the work of BIC and be a BIC Advocate

BIC Technical Clinic Chair:

The Chair is appointed by the BIC Physical Supply Chain Committee and the Panel of Experts.

Chair Responsibilities:**Practical**

- With the help of BIC's Business Manager, to schedule all Clinic meetings
- To Chair and run every Clinic meeting effectively
- To ensure actions are assigned appropriately at each meeting and followed up on
- To ensure minutes are taken and circulated to the BIC Physical Supply Chain Committee in a timely fashion with the assistance of BIC's Business Manager
- To appoint and train a Deputy Chair to cover in times of absence

General

- Be willing & able to devote sufficient time to lead the Clinic so that issues are solved in a timely manner, and guidelines and advisories are maintained
- To alert the Physical Supply Chain Committee Chair and BIC Executive Director if there are any issues with either:
 - work not moving along at the agreed pace
 - lack of attendance, or input from attendees etc.
- To maintain appropriate confidentiality at all times especially with regards minutes and any other documentation
- Generally, promote the work of BIC and be a BIC Advocate
- To ensure any agreed budgets are not exceeded

Frequency of Clinic Meetings

The Clinic meets on a quarterly basis. Meetings are booked well ahead so that all expert panel members can diarise the meetings and commit to attending.

Most BIC TIC meetings take place via conference call, although occasionally some are held face-to-face.