

Maintenance Mode Process

Purpose The purpose of the procedure is to describe the process for placing alliances into Maintenance Mode. This document is to assist the organization in transitioning all or part of an alliance in maintenance mode. Maintenance mode is when part or all the alliance is fully integrated and stable, ready to be monitored or serviced by specific functional areas. Sr leadership review should occur prior to transition to ensure all deliverables are on track with detailed plans for completion demonstrated. This signed document should be part of the project or contract charter as a deliverable. There should be a unique maintenance mode document for each handoff to the affected functional areas.

Scope This document outlines the steps for placing an Alliance, or part of an Alliance, into Maintenance Mode. This document applies to all Alliances, i.e.; company 123 is the manufacturer or the distributor of Finished Good products.

Affected departments The Alliance Management Group and Supporting Groups that are identified by the process or Alliance that is going into maintenance mode.

Document responsibility The Leadership of Alliance Management is responsible for the interpretation, review and update of this procedure.

Definitions

AM	Alliance Management
Alliance example	Companies who have a business agreement with 123. This agreement may be where 123 furnishes Finished Good products to the partner or Finished Good products is acquired from the partner for 123's distribution.
Maintenance Administration	Activities that Alliance Mgt has the primary responsibility, i.e.; review of forecasts and purchase orders, development plans etc. on track to ensure compliance to the contract, pricing and initial contact for all things related to the alliance.
Maintenance Mode	Alliance contract has completed all integration steps and the relationship is stable. Functional groups have integrated the alliances into their normal business activities.
Maintenance Phase	Alliance is successfully integrated into all systems (approximately 6 months after initial integration – time varies dependent on complexity and Alliance relationship).
Service Level Agreement	An informal, documented agreement between departments about expectations of services provided by one department to the customer department.

Maintenance Mode Process

Maintenance Phase

Maintenance Phase is the next step following the integration of the alliance into Abbott's systems. During this phase Alliance Management (AM) will monitor the different systems to ensure that all processes are working. The complexity of each alliance will be one of the factors that determine how quickly portions of the alliance will transition into maintenance mode. The following is a list of groups that will have the primary responsibilities transferred to them from AM.

- Supplier Quality
- Supply Chain
- Regulatory Affairs
- Product Performance Group
- Quality Assurance
- Customer Service
- Distribution

In the maintenance phase AM will need to capture the specific tasks that AM is managing as it relates to the identified groups listed above.

The example below documents the some of the activities that AM instructs Customer Service to perform.

This transfer of responsibilities may be captured via a service level agreement (SLA).

Customer Service/Distribution

Describe the tasks/obligations required by Customer Service and Distribution to support the alliance.

<u>Customer service is responsible for the following items in Integration Mode:</u>

Inputs purchase order (PO) as directed by Alliance Management.
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Calls for transportation company as directed by Alliance MGT.

Create/update spreadsheet that details total qty shipped (part number, lot number and qty of each lot).

<u>Distribution is responsible for the following items:</u>

Shipping product to Alliance partner on the last day of each month.

Ensuring shipment is packaged appropriately to reduce the risk of damage during transportation.

Ensuring the shipment is sent to the correct address and the correct courier is used.

Maintenance Administration

Maintenance Administration is the activities that will remain the responsibility of AM. In addition to being the primary contact for the alliance partner, AM will review all purchase orders (POs) forecast to ensure correct pricing and compliance to the contract.

Maintenance Mode

Maintenance Mode is the transfer of responsibilities from AM to the different functional groups and has become part of their normal business.

The example below documents the some of the activities that Customer Service is now the owner.

An SLA will be completed between AM and Customer Service. This will document ownership and any metrics to ensure compliance and the escalation process.

An example of a completed SLA with Customer Service is below.

<p>Customer Service/Distribution Describe the tasks/obligations required by Customer Service and Distribution to support the alliance.</p>
<p><u>Customer service is responsible for the following items in Maintenance Mode:</u> Receive purchase orders (PO) and forecast from Alliance partner. Confirm the prices are correct on the PO. Provide POs and forecast to Supply Chain and ask for acceptance or rejection of POs. Communicate acceptance or rejection of purchase orders or forecast to Alliance partner and Alliance MGT. Provide a copy of the approved purchase orders and forecast to finance. Provide updates on delivery status as required. Pass on any item or issue to Business Alliance that comes to their attention that is outside the scope of their functional capabilities.</p>
<p><u>Distribution is responsible for the following items:</u> Shipping product to Alliance partner on the agreed upon date (approx 23rd of each month). Ensuring shipment is packaged appropriately to reduce the risk of damage during transportation. Ensuring the shipment is sent to the correct address and the correct courier is used.</p>

Signed Service Level Agreement (SLA) should be attached when applicable