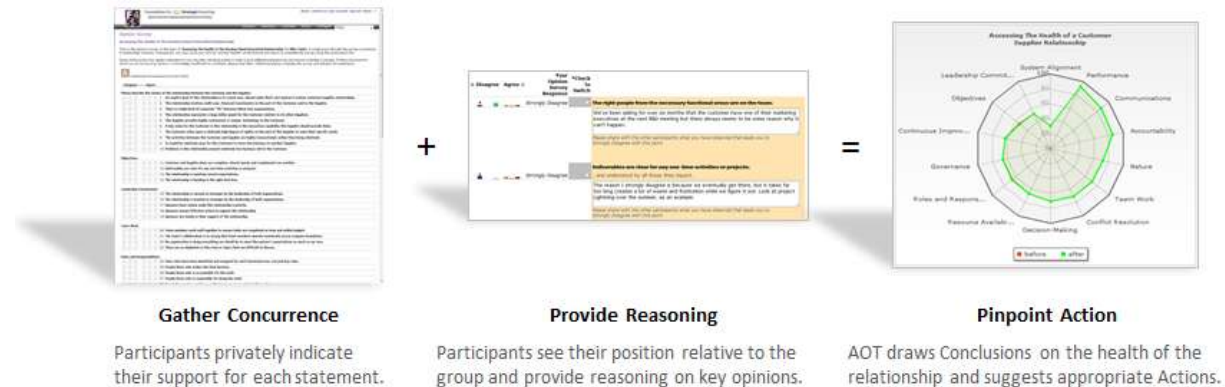


F4SS Partner Alignment and Collaboration Tool (PACT) Frequently Asked Questions

The PACT Tool provides a quick three-step process for evaluating the health of a customer/supplier relationship and pinpointing where action is required.



Question	Answer
Who uses PACT? Just the Customer or the Supplier?	PACT can be used by just one organization to produce an action plan based on their internal perspective of the relationship, but it is designed to be used by both organizations at the same time as a collaborative relationship management tool.
Does just one person at the Customer and the Supplier use PACT?	No. PACT is designed to leverage the insights and opinions of all relationship stakeholders.
How many people can be involved in the relationship assessment?	Up to 100 automatically, which can be increased (at no cost) by contacting support@schellingpoint.com
Are participants involved in each of the three steps?	No. It is expected that each participant's views and engagement in the relationship is relevant and therefore they will participate in the two 15-minute online activities. They each receive a set of private, personalized alignment analytics, with the relationship leaders receiving the third step of the PACT workbook to select the necessary actions.
What does the PACT workbook contain?	SchellingPoint's Observation Engine™ makes observations of the participant's likemindedness across all aspects of the relationship, draws and reports conclusions at a headline down to a specific theme level, and suggests action in a red/yellow/green priority format.
Are people's inputs private?	Absolutely. At no time throughout PACT is anything attributed back to an individual. This is one reason PACT was designed as a virtual conversation – to overcome the 'difficult to discuss', sacred cows, elephants-in-the-room that can occur in customer/supplier relationships.
How do I introduce PACT to a partner?	Please contact info@schellingpoint.com and we will provide the PACT Overview in PowerPoint Show format. If you desire, we can arrange a 30 to 60 minute web conference to explain and demonstrate PACT.
Where do I identify the partner organization and all participants?	Once you have purchased the PACT Tool at F4SS.org you will receive a confirmation email.
How much time does PACT take me as the leader?	Approximately one hour to review the launch checklist. Another hour to deliver your invite (we supply a template), and get us the participant names.