

Moments of Truth

All Aboard!

Onboarding third party partners



Instructions for Manager

- Take 10-15 minutes out of your regular monthly team meeting to discuss integrity
- Use this short slide deck to guide your discussion
- Start by listening to the scenario recording embedded in Slide 3
- Advance to slide 4. Use the questions provided as prompts for discussion with your employees
- Advance to slide 5. Listen to the audio recording of a business leader and our legal counsel.
- Complete these Moments of Truth discussions monthly.
- If you have an idea for a Moment of Truth or have other questions, contact Sandra Nichols.

The Scene



Click speaker to listen to the scenario

Let's talk about this moment of truth

OWN

- What's the problem?
- Why is it important to learn more about potential business partners before signing them on?
- Who owns our reputation?

ACT

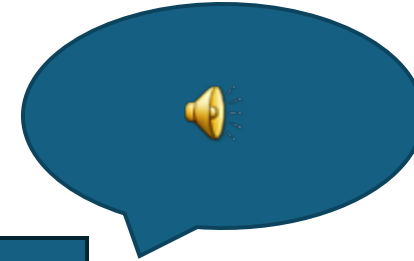
- How have you onboarded third party partners in the past?
- What, if any, problems have you experienced with third parties?
- How do you know whether you can trust potential partners?
- How do you know they are credit worthy? ... provide the same high quality? Will represent you well with the customer?

WIN

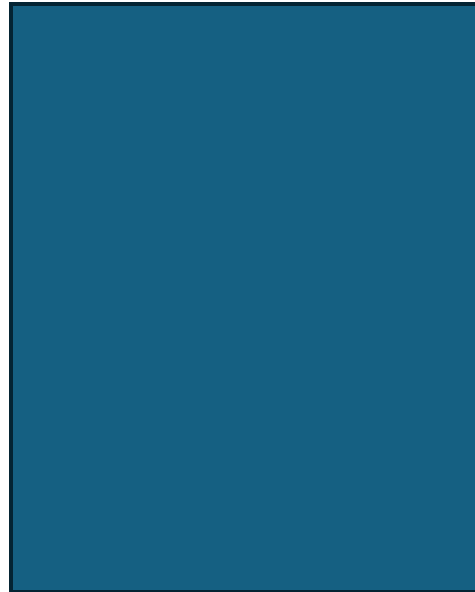
Let's think about this from our customer's perspective.

- Why would they care about how we onboard third party partners?
- What assumptions do our customers make about our third party partners?
- What is our responsibility to our customers for ensuring we do our due diligence?

Here are legal and business best practices to consider



Click speaker to listen to the scenario



Vice President
Sales, Systems NA



Director
Corporate Compliance



Thank you