

**TNI Policy Committee
Meeting Summary
July 22, 2010**

1. Attendance

The meeting was called to order by the Chair at 1pm EST. The following members were in attendance: Susan, John, Silky, Jerry and Alfredo. Ilona Taunton also joined the meeting. The meeting ended at 2:30pm. Action items are included in Attachment A and Backburner/Reminder items are included in Attachment B.

2. Agenda for DC

The Policy Committee Meeting will be Monday afternoon from 1:30 – 5pm. The primary topics will be the SOP on Guidance and the Complaint Resolution SOP. Lynn will also discuss the TNI Quality Management Plan. The committee will also look at any pending SOPs.

3. SOP on Guidance

There has been some confusion regarding guidance documents. Some groups think they are not allowed, but they can be used.

Alfredo updated the SOP based on the last meeting comments. He looked at the steps were the policy committee is involved in the process and added information on approval by TNI.

Review Document:

The current format should be ignored. This will be looked at when the SOP is complete.

Section 8.2.8:

Minimum, moderate and maximum review. John asked if there is a need for all three levels. Jerry suggested a minimal or comprehensive review might work better.

Not everything needs a comprehensive review.

The template (Appendix A) still needs to be created.

Section 9:

The Policy Committee determines what level of conformance review is needed. This step helps the Policy Committee determine how much time will need to be invested in the review. A definition for conformance review needs to be added.

There will also be a technical review to make sure the information is technically correct. It is performed by the originator and other individuals the originator determines would be appropriate.

Section 10:

There is a review by the originator then it goes to the Policy Committee for a conformance review.

An example where a DRAFT version has been helpful is the TNI Standard Training presentation. Alfredo asked if this training is an interpretation – the group agreed that it communicates what is in the standard but does not offer controversial interpretations.

Appendix A:

Technical Review portion needs some work. It needs to be made clear that the Policy committee would like to know who will perform the review and why.

A form needs to be prepared from the list of needed items included in this DRAFT Appendix A.

General:

Overall, the procedure requires more review steps. Alfredo is concerned it has the potential to be a road block. The process needs to stay simple. This SOP is standardizing the process and helps control some of the ad hoc documents that have floated around before.

If it becomes too burdensome, it can be updated. It is intended to work for both the people who want more structure and those that are concerned about too much structure.

Alfredo will make updates based on today's call and distribute these to the group before the next meeting (August 3, 2010).

4. NEFAP SOPs

There are not enough members present on the call to vote. The NEFAP SOP (10-105) will be voted on by e-mail. Alfredo will send this out to the committee by next Monday. After approval, all five of the NEFAP SOPs will need to be forwarded to the TNI Board for approval.

5. Complaint Resolution Policy – Policy 105

Alfredo wants the TNI Board to review and approve this policy.

Excel Spreadsheet (Summary of goals for the policy) – Item 3:

This states that anyone from the public with a material interest can file a complaint. This language does not need to be specifically added to the policy – what is there is fine.

Jerry said 95% of the complaints are trivial items – invoice did not come, they are listed incorrectly on the website, etc ... Maybe these should be considered a customer service inquiry. Maybe a complaint needs a different button to click on.

II – Principles – Item 3: Needs to be broken into more sentences.

Add the term complainant to the Policy.

Maybe there are 3 levels of complaints – customer service inquiries, general complaints and complaints that may be appropriate for review by a TNI Ethics and Compliance Officer. This policy is addressing the general complaints.

One question that was raised is whether you have a staff person be the first level of review for complaints to direct the complaints to where they are needed – Policy Committee works with the general complaints. Ilona has recently started working with the customer service inquiries.

The complaint process needs to be looked at as an opportunity for improvement.

Ask the committee to endorse 10-105.

Change guidance sop
New draft for policy on complaints.

There are a few new SOPs for consideration.

Attachment A

Action Items – TNI Policy Committee

	Action Item	Who	Expected Completion	Comments/ Completion
1	Send NEFAP SOP 10-105 out for committee vote.	Alfredo	7/26/10	
2	Update Guidance SOP based on meeting discussion.	Alfredo	8/2/10	
3	Update Complaint Policy based on meeting discussion.	Alfredo	8/2/10	
4	Forward approved NEFAP SOPs to the TNI Board for voting.	Alfredo	TBD	

Attachment B

Backburner / Reminders – TNI Policy Committee

	Item	Meeting Reference	Comments