

## PARTNER MATRIX - COMPLIANCE

PARTNER NAME:		
COUNTRY:		
DATE REVIEWED:	Possible Points	Points Earned
<b>COMPLIANCE SCORE</b>	<b>0-4</b>	<b>0-4</b>
<b>A Container Ordering</b>		
A.1 Partner completes the Wheelchair Order form correctly (and on time)	4	
<b>B Shipping/ Logistics</b>		
B.1 Partner manages/handles documentation process effectively	4	
B.2 Partner can clear customs for the container	4	
<b>C Training</b>		
C.1 Training planning: Partner has identified key people for training & level of training need	4	
C.2 Partner has participated in an approved training	4	
C.3 Partner provides training to their entire network	4	
<b>D Pre-Distribution</b>		
D.1 Partner has a program and communication plan	4	
D.2 Partner distribution network <u>uses</u> a FWM approved application	4	
<b>E Distribution</b>		
E.1 Partner evaluates potential wheelchair users correctly for medical, financial, and functional appropriateness with an approved application/ evaluation	4	
E.2 Partner <u>correctly prescribes</u> wheelchairs to wheelchair users	4	
E.3 Partner assembles wheelchairs correctly	4	
E.4 Partner adjusts the wheelchairs for each wheelchair user	4	
E.5 Partner provides user training to the wheelchair user	4	
E.6 Partner reviews and gives the user manual to the wheelchair user	4	
E.7 Partner shares the Message in a culturally appropriate way*	4	
<b>F Reporting/Post-Distribution</b>		
F.1 Partner completes the report after all wheelchairs have been distributed	4	
F.2 Partner provides high quality reports	4	
F.3 Partner provides high quality photos	4	
F.4 Partner provides high quality stories	4	
F.5 Partner keeps a digital database for wheelchairs	4	
<b>G Overall</b>		
G.1 Partner has a maintenance process that is being implemented	4	
G.2 Partner meets FWM Standards	4	
G.3 Communication with FWM is on-going and feedback is provided	4	

<b>Total Compliance Points</b>	<b>92</b>	<b>0</b>	<b>0%</b>
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<b>Action Plan: How to improve your compliance score</b>
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**PARTNER COMPLIANCE MATRIX RATIONALE**

PARTNER NAME:							
COUNTRY:							
DATE REVIEWED:							
COMPLIANCE SCORE		0	1	2	3	4	
<b>A</b>	<b>A</b>	<b>Container Ordering</b>					
1	A.1	Partner completes the Wheelchair Order form correctly (and on time)	Partner does not fill out the order form correctly.	Partner fills out the order form correctly 1-20% of the time.	Partner fills out the order form correctly 21-50% of the time.	Partner fills out the order form correctly 51-79% of the time	Partner fills out the order form correctly 80-100% of the time.
<b>B</b>	<b>B</b>	<b>Shipping/ Logistics</b>					
1	B.1	Partner manages/handles documentation process effectively	Partner is consistently uncertain about shipping documentation requirements and is consistently unresponsive to FWM freight forwarder.	Partner is consistently uncertain about shipping documentation requirements, but consistently responsive to FWM freight forwarder.	Partner is somewhat knowledgeable about shipping documentation requirements. (they may or may not be responsive to FWM freight forwarder on a regular basis)	Partner is consistently knowledgeable about shipping documentation requirements, but consistently unresponsive to FWM freight forwarder.	Partner is consistently knowledgeable about shipping documentation requirements and is consistently responsive to FWM freight forwarder.
2	B.2	Partner can clear customs for the container	Partner has <u>never</u> easily cleared customs.	Partner easily clears customs only <u>some</u> of the time.	Partner easily clears customs <u>half</u> the time	Partner easily clears custom <u>most</u> of the time.	Partner easily clears customs <u>every</u> time.
<b>C</b>	<b>C</b>	<b>Training</b>					
1	C.1	Training planning: Partner has identified key people for training & level of training need	Partner has not identified the key people nor determined their level of training needed.	Partner has identified the key people requiring training, but not their level of involvement.	Partner has identified the key people requiring training and their level of involvement. They do not have a plan in place to train.	Partner has identified the key people requiring training and their level of involvement. They are working on a plan.	Partner has identified the key people requiring training and their level of involvement. They do have a training plan in place.
2	C.2	Partner has participated in an approved training	Partner has not received any training other than receiving materials or having conversations.	Partner has informal knowledge through videos or interactive activities.	Partner has taken some formal training (approved) OR a FWM remote training.	Partner has participated in full formal training (approved), but it has been over 3 years.	Partner has participated in an approved and updated full training (or equivalent).
3	C.3	Partner provides training to their entire network	Partner does not have a training plan and no staff have been trained.	Partner has an approved plan and they have implemented it for 1-20% of their network.	Partner has an approved plan and they have implemented it for 21-50% of their network.	Partner has an approved plan and they have implemented it with up to 51-79% of their network.	Partner has an approved plan and 80-100% of their network has been trained.
<b>D</b>	<b>D</b>	<b>Pre-Distribution</b>					
1	D.1	Partner has a program and communication plan.	Partner does not have a program plan.	Partner has a program plan that is being implemented, but it is not FWM-approved.	Partner is working with FWM on a program plan.	Partner has an FWM-approved program plan, but they have not implemented it.	Partner has an FWM-approved program plan that they are currently implementing.
2	D.2	Partner distribution network <u>uses</u> a FWM approved application	Out of at least 20, 0% of the partner network is using an approved application.	Out of a sample of at least 20, 1-20% of the partner network is using an approved application.	Out of a sample of at least 20, 21-50% of the partner network is using an approved application.	Out of a sample of at least 20, 51-79% of the partner network is using an approved application.	Out of a sample of at least 20, 80-100% of the partner network is using an approved application.
<b>E</b>	<b>E</b>	<b>Distribution</b>					
1	E.1	Partner evaluates potential wheelchair users correctly for medical, financial, and functional appropriateness with an approved application/ evaluation	Out of a sample of at least 20, 0% of potential wheelchair users were evaluated with an approved application/ evaluation.	Out of a sample of at least 20, 1-20% of potential wheelchair users were evaluated using an approved application/ evaluation.	Out of a sample of at least 20, 21-50% of potential wheelchair users were evaluated using an approved application/ evaluation.	Out of a sample of at least 20, 51-79% of potential wheelchair users were evaluated using an approved application/ evaluation.	Out of a sample of at least 20, 80-100% of potential wheelchair users were evaluated using an approved application/ evaluation.
2	E.2	Partner <u>correctly prescribes</u> wheelchairs to wheelchair users	Out of a sample of at least 20, 0% of wheelchair users were prescribed the correct wheelchair and/or service.	Out of a sample of at least 20, 1-20% of wheelchair users were prescribed the correct wheelchair and/or service.	Out of a sample of at least 20, 21-50% of wheelchair users were prescribed the correct wheelchair and/or service.	Out of a sample of at least 20, 51-79% of wheelchair users were prescribed the correct wheelchair or service.	Out of a sample of at least 20, 80-100% of wheelchair users were prescribed the correct wheelchair and/or service.
3	E.3	Partner assembles wheelchairs correctly	Out of a sample of at least 20, 0% of the wheelchairs were correctly assembled, but partner is willing to make changes.	Out of a sample of at least 20, 1-20% of the wheelchairs were correctly assembled.	Out of a sample of at least 20, 21-50% of the wheelchairs were correctly assembled.	Out of a sample of at least 20, 51-79% of the wheelchairs were correctly assembled.	Out of a sample of at least 20, 80-100% of the wheelchairs were correctly assembled.
4	E.4	Partner adjusts the wheelchairs for each wheelchair user	Out of a sample of at least 20, 0% of the wheelchairs were adjusted to the individual wheelchair user correctly.	Out of a sample of at least 20, 1-20% of the wheelchairs were adjusted to the individual wheelchair user correctly.	Out of a sample of at least 20, 21-50% of the of the wheelchairs were adjusted to the individual wheelchair user correctly.	Out of a sample of at least 20, 51-79% of the wheelchairs were adjusted to the individual wheelchair user correctly.	Out of a sample of at least 20, 80-100% of the wheelchairs were adjusted to the individual wheelchair user correctly.
5	E.5	Partner provides user training to the wheelchair user	Out of a sample of at least 20, 0% of the people were provided user training, but the partner is willing to learn and try in the near future	Out of a sample of at least 20, 1-20% of the people were provided user training.	Out of a sample of at least 20, 21-50% of the people were provided user training.	Out of a sample of at least 20, 51-79% of the people were provided user training.	Out of a sample of at least 20, 80-100% of the people were provided user training.
6	E.6	Partner reviews and gives the user manual to the wheelchair user	Out of a sample of at least 20, 0% of wheelchair users went home with the user manual AND had the user manual reviewed.	Out of a sample of at least 20, 1-20% of wheelchair users went home with the user manual AND had the user manual reviewed.	Out of a sample of at least 20, 21-50% of wheelchair users went home with the user manual AND had the user manual reviewed.	Out of a sample of at least 20, 51-79% of wheelchair users went home with the user manual AND had the user manual reviewed.	Out of a sample of at least 20, 80-100% of wheelchair users went home with the user manual AND had the user manual reviewed.
7	E.7	Partner shares the Message in a culturally appropriate way*	Out of a sample of at least 20, 0% of the partner network shared the message or have a plan to share the message.	Out of a sample of at least 20, 1-20% of the partner network shared the message or have a plan to share the message.	Out of a sample of at least 20, 21-50% of the partner network shared the message or have a plan to share the message.	Out of a sample of at least 20, 51-79% of the partner network shared the message or have a plan to share the message.	Out of a sample of at least 20, 80-100% of the partner network shared the message or have a plan to share the message.
<b>F</b>	<b>F</b>	<b>Reporting/Post-Distribution</b>					
1	F.1	Partner completes the report after all wheelchairs have been distributed	The partner's reports are always late.	The partner's reports are consistently late.	The partner's reports often late.	The partner's reports are mostly on time.	The partner's reports are always on time.

2	F.2	Partner provides high quality reports	Reports are consistently low quality. (answers are consistently skipped and/or not answered completely)	Reports are consistently low quality. (some answers are skipped and/or not answered completely)	Reports are high quality only some of the time.	Reports are consistently high quality. (no answers are skipped)	Reports are consistently high quality. (no answers are skipped, and open-ended answers are filled out thoughtfully)
3	F.3	Partner provides high quality photos	The photos provided do not meet the standards for resolution, frame, fit, or assembly.	The photos provided meet 1/4 of the photo standards (resolution, frame, fit, assembly).	The photos provided meet 2/4 of the photo standards (resolution, frame, fit, assembly).	The photos provided meet 3/4 of the photo standards (resolution, frame, fit, assembly).	The photos provided meet 4/4 of the photo standards (resolution, frame, fit, assembly).
4	F.4	Partner provides high quality stories	Stories consistently fall short of requirements.	Stories meet the requirements only some of the time.	Stories meet the requirements most of the time.	Stories consistently meet requirements.	Stories consistently meet and go above requirements with details and story-telling.
5	F.5	Partner keeps a digital database for wheelchairs	The partner does not have a database.	The partner has a paper database and does not keep all the standard information required for reports.	The partner has an electronic database, but does not have all the necessary information required for reports.	The partner has a paper database only, but has all the standard information required for reports.	The partner has an electronic database and has all necessary information
6	G	<b>Overall</b>					
7	G.1	Partner has a maintenance process that is being implemented	Partner does not have a maintenance process being implemented.	Partner has a maintenance process that is implemented throughout some of the network.	Partner has a maintenance process that has been implemented throughout about half of the network.	Partner has a maintenance process that is implemented throughout most of the network.	Partner has a maintenance process that is implemented throughout all of the network.
8	G.2	Partner meets FWM Standards	Meets 1-2 of the standards	Meets 3-4 of the standards	Meets 5 of the standards	Meets 6 of the standards	Meets all 7 standards
	G.3	Communication with FWM is on-going and feedback is provided	Partner communicates rarely, and no feedback is given.	Partner communicates somewhat regularly, and no feedback is given.	Partner communicates regularly, and no feedback is given.	Partner communicates regularly, and provides feedback some of the time.	Partner communicates regularly, and provides feedback about the different aspects of the program on an ongoing basis.