

GAP Program Excellence Managers

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1. PEMs must be current HBA members, and approved/trained by the HBA.
 2. Assignments: all attempts will be made to make equitable PEM assignments, based also on the number of programs each PEM would like to be assigned at any given time.
 3. All PEMs must be trained by HBA Ambassador Program leaders.
 4. **Check-ins:** PEMs are required to check in with program executive committees and HBA Advisors separately at regularly scheduled intervals (set by HBA Ambassador Program leadership) and proactively address challenges.
 5. **Termination:** failure to execute check-ins, resolve, escalate challenges or feedback from the company in a timely fashion, may result in re-training or removal from assignment.
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