***2nd Planning Call Communication***

**Send your team the following message with the agenda for the 2nd planning call**

**several days before the call.**

To: Consensus Review Team Members—Applicant XXX

From: (*Team leader name*)

Welcome to the Consensus Review (CR) portion of the evaluation process! Having spoken with all of you during our 1st planning call, I am confident that the Baldrige Program has assembled a team with great experience and beneficial diversity. I look forward to working with you further and know that, together, we will produce an excellent scorebook for our applicant and the judges. I am excited about the learning that can happen through the consensus process for all of us!

**Consensus Review Team Calls**: To reconfirm the schedule we agreed on during our initial planning call back in June, please note the following call schedule:

|  |  |  |
| --- | --- | --- |
| **Type of Call** | **Date** | **Time** |
| 2nd Planning Call | Day of Week, Month Day | Start time – End time ET |
| 3rd Planning Call | Day of Week, Month Day | Start time – End time ET |
| Consensus Call – 1  Consensus Call – 2  Consensus Call – 3 (if needed) | Day of Week, Month Day  Day of Week, Month Day  Day of Week, Month Day | Start time – End time ET  Start time – End time ET  Start time – End time ET |

**Item and Other Assignments**

|  |  |
| --- | --- |
| Roles | |
| Team Leader | Key responsibilities of the team leader are to develop the timeline for the IR/CR process, schedule the team calls, develop the agendas for the calls, coach new and returning examiners, and resolve conflicts or issues in order to help the team meet its goals. |
| Item Lead | The role of the item lead is to synthesize the inputs from the independent reviews of team members to develop draft comments and scoring for one or more items. After receiving several rounds of feedback from team members and incorporating their inputs, the item lead presents the item during the consensus calls and makes agreed-upon changes to the comments and/or score. |
| Item Backup | The item backup will review the initial draft of an item and, using the Item Backup Comment and Scoring Checklist and the Comment Guidelines, will check for Criteria language, meaningful and actionable feedback, accurate information, evaluation factors, and a lack of prescriptive language. The item backup will also check that the scoring reflects the content and balance of the comments. |
| Process Checker(s) | The primary role of the process checker is to serve as an additional backup for each item, reviewing the drafts of each item to ensure that the Comment Guidelines are being followed and that the scoring reflects the comments. The process checker will also use the Item Backup Comment and Scoring Checklist and the Comment Guidelines as a guide. During the consensus calls, the process checker will ensure that the team discussions of each item follow the process outlined in the 2014 Step-by-Step Instructions for CR (i.e., Criteria, key factors, strengths/OFIs, proposed scoring range, scoring rationale and best fit, and score). This may also be a developmental role for New Seniors to prepare to them serve as Team Leaders the following year. |
| Criteria Cop | The primary role of the criteria cop is to ensure that the consensus call discussions and comments are limited to what is specified in the Criteria. |
| Scorekeeper | The scorekeeper will maintain a separate Score Summary Worksheet in MS-Excel during the consensus calls to record the agreed-upon score for each item as well as the scoring bands for the process and results items. The scores on the BOSS CR Worksheets will be reconciled with the scores on this worksheet. At the conclusion of the consensus calls, the scorekeeper will upload the Score Summary Worksheet to the team files in BOSS. |
| Timekeeper | The timekeeper will help the team leader keep the planning calls and consensus calls on schedule. |
| Phantom Scorebook | Represents the work of an Independent Review scorebook whose author is not part of the consensus process, if that occurs. All scorebooks are considered to have value to the consensus process. |
| Comment Accuracy Checker | If assigned for either Process or Results, this examiner will pay additional attention to the accuracy of figure references, acronyms, and names of applicant processes found in the comments throughout the scorebook. |

Thank you for providing your biographical information and item preferences. I have tried to balance your preferences, experience, and industry knowledge with team needs. Here are the assignments for CR:

**NOTE TO TEAM LEADER: Below are examples of various ways to assign team members. Feel free to make assignments as appropriate for your team. Please take this note out before you send out this Correspondence to your team.**

**Example of a Nine-Member Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Examiner** | **Category/Item Lead** | **Backup** | **Other** |
| Team Leader (TL) #1 |  | Backup for all Items | Key Factors Worksheet and coaching |
| Internal Coach or Process Checker #2  Senior/Alumni |  | 7.1, backup for all other Items | Key Themes Worksheet and coaching |
| Examiner #3  (Process Checker)  Senior/Alumni | Items 1.1, 1.2, 7.4 | Items 2.1, 2.2 | Scorebook editor |
| Examiner #4 | Items 3.1, 3.2, 7.2 | Items 5.1 5.2, 7.3 | Results Comment Accuracy Checker |
| Examiner #5  (New Examiner) | Items 2.1, 2.2 | Items 1.1, 1.2, 7.4 | Timekeeper |
| Examiner #6 | Items 6.1, 6.2 | Items 4.1, 4.2, 7.5, | Criteria cop |
| Examiner #7 | Items 5.1, 5.2, 7.3 | Items 3.1, 3.2, 7.2 | Scorekeeper |
| Examiner #8  (New Examiner) | Items 4.1, 4.2, 7.5 | Items 6.1\*, 6.2\* | Phantom Scorebook |
| Examiner # 9 | Item 7.1 | Items 6.1\*, 6.2 \* | Process Comment Accuracy Checker |

\**Note: two item backups for this item*

**Example of a Ten-Member Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Examiner** | **Category/Item Lead** | **Backup** | **Other** |
| Team Leader (TL) #1 |  | Backup for all Items | Key Factors Worksheet and coaching |
| Process Checker #2  Alumni/Senior |  | Backup for all Items | Key Themes Worksheet and coaching |
| Process Checker Examiner #3  Alumni | Items 1.1, 1.2, 7.4 | Items 2.1\*, 2.2\*, 7.5 | Scorebook editor |
| Examiner #4 | Items 3.1, 3.2, 7.2 | Items 5.1, 5.2, 7.3 | Criteria cop |
| Examiner #5  (New Examiner) | Items 2.1, 2.2 | Items 1.1, 1.2, 7.4 | Timekeeper |
| Examiner #6 | Items 6.1, 6.2 | Items 4.1, 4.2 | Criteria cop |
| Examiner #7 | Items 5.1, 5.2, 7.3 | Items 3.1, 3.2, 7.2 | Scorekeeper |
| Examiner #8  (New Examiner) | Items 4.1, 4.2 | Items 6.1\*, 6.2\* 7.1 | Phantom Scorebook |
| Examiner # 9 | Item 7.1 | Items 6.1\*, 6.2 \* | Process Comment Accuracy Checker |
| Examiner #10 | Item 7.5 | Items 2.1\*, 2.2 \* | Results Comment Accuracy Checker |

*\*Note: two item backups for some of these items*

**Example of a Eleven-Member Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Examiner** | **Category/Item Lead** | **Backup** | **Other** |
| Team Leader (TL) #1 |  | Backup for all Items | Key Factors Worksheet and coaching |
| Process Checker #2  Alumni/Senior |  | Backup for all Items | Key Themes Worksheet (a & b) and coaching |
| Process Checker #3  Alumni/Senior |  | Items 2.1\*, 2.2\*, 7.5 | Coaching all New/2nd year Examiners  Key Themes Worksheet (c & d) |
| Examiner #4  (Returning Examiner) | Items 3.1, 3.2, 7.2 | Items 5.1, 5.2, 7.3 | Criteria cop  Scorebook Editor |
| Examiner #5  (New/Returning Examiner) | Items 2.1, 2.2 | Items 1.1, 1.2, 7.4 | Timekeeper  Phantom Scorebook |
| Examiner #6  (New Examiner) | Items 6.1, 6.2 | Items 4.1, 4.2 | Criteria cop  Phantom Scorebook |
| Examiner #7  (Returning Examiner) | Items 5.1, 5.2, 7.3 | Items 3.1, 3.2, 7.2 | Scorekeeper  Phantom Scorebook |
| Examiner #8  (Returning Examiner) | Items 4.1, 4.2 | Items 6.1\*, 6.2\* 7.1 | Check all process comments for accuracy |
| Examiner # 9  Returning Examiner) | Item 7.1 | Items 6.1\*, 6.2 \* |  |
| Examiner #10  Returning Examiner) | Item 7.5 | Items 2.1\*, 2.2 \* |  |
| Examiner #11  Returning Examiner) | Items 1.1, 1.2, 7.4 | Check all results comments for accuracy |  |

*\*Note: two item backups for some of these items*

**Example of a Twelve-Member Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Examiner** | **Category/Item Lead** | **Backup** | **Other** |
| Team Leader (TL) #1 |  | Backup for all Items | Key Factors Worksheet and coaching team |
| Internal Coach or Process Checker #2  Senior/Alumni |  | Backup for all Items | Key Themes Worksheet (a & b) and coaching new Examiners |
| Process Checker #3 |  | Item 7.1 | Key Themes Worksheet (c & d)  Scorebook editor |
| Process Checker #4 | Items 1.1, 1.2 |  | Coaching 2nd year examiners |
| Examiner #5  (New Examiner) | Items 2.1, 2.2 | Items 1.1, 1.2 | Timekeeper |
| Examiner #6 | Items 6.1, 6.2 | Items 4.1, 4.2 | Criteria cop |
| Examiner #7  (New Examiner) | Items 5.1, 5.2 | Items 3.1, 3.2 | Check all process comments for accuracy |
| Examiner #8 | Items 4.1, 4.2 | Items 6.1, 6.2 | Phantom Scorebook |
| Examiner #9 | Item 7.1 | Items 7.4, 7.5 | Check all results comments for accuracy |
| Examiner #10 | Items 7.2, 7.3 | Items 5.1, 5.2 | Scorekeeper |
| Examiner #11 | Items 3.1, 3.2 | Items 7.2, 7.3 | Phantom Scorebook |
| Examiner #12 | Item 7.4, 7.5 | Items 2.1, 2.2 |  |

**Example of a Thirteen-Member Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Examiner** | **Category/Item Lead** | **Backup** | **Other** |
| Team Leader (TL) #1 |  | Backup for all Items | Key Factors Worksheet and coaching team |
| Internal Coach or Process Checker #2  Senior/Alumni |  | Backup for all Items | Key Themes Worksheet |
| Process Checker #3 |  | Backup for all Items | Scorebook editor |
| Process Checker #4 |  | Backup for all Items | Coaching new and 2nd year examiners |
| Examiner #5  (New Examiner) | Items 2.1, 2.2 | Items 1.1, 1.2 | Timekeeper |
| Examiner #6  (New Examiner) | Items 6.1, 6.2 | Items 4.1, 4.2 | Criteria cop |
| Examiner #7  (New Examiner) | Items 5.1, 5.2 | Items 3.1, 3.2 | Check all process comments for accuracy |
| Examiner #8 | Items 4.1, 4.2 | Items 6.1, 6.2 | Phantom Scorebook |
| Examiner #9 | Item 7.1 | Items 7.4, 7.5 | Check all results comments for accuracy |
| Examiner #10 | Items 7.2, 7.3 | Items 5.1, 5.2 | Scorekeeper |
| Examiner #11 | Items 3.1, 3.2 | Items 7.2, 7.3 | Phantom Scorebook |
| Examiner #12 | Items 7.4, 7.5 | Items 2.1, 2.2 |  |
| Examiner #13 | Items 1.1, 1.2 | Item 7.1 |  |

**Call-In Time**

Please call in five minutes early in order to avoid a delay in getting connected. When team members are delayed in joining the calls, adjustments must be made in the schedule that could create difficulties for the team. Your promptness will be appreciated by all.

**2nd-Planning-Call Agenda**

The proposed agenda for our 2nd planning call is provided below. During the call, we will get to know each other better, and we will clarify our work process through consensus. In preparation for that call, I will complete a consolidated draft Key Factors Worksheet in BOSS by the agreed-upon deadline of xx/xx xx:xx a.m./p.m., ET. Please review this work before our call, as we will come to consensus on the key factors. Another item on our agenda is to review and update our contact information. Also, please refer to the **Examiner Consensus Review Process Chart and the 2014 Step-by-Step Instructions for Consensus Review** to prepare for the development of the draft CR Worksheets for Review 1 (R-1) through Review 3 (R-3) virtual feedback. All of these tools may be found in the Consensus Review Toolkit on the Examiner Resource Center on the Baldrige Web site, <http://www.nist.gov/baldrige/examiners/resource_center/>. Click on the “Consensus Review” link and download the **process chart** and the **CR** **step-by-step instructions** document. The **Item Backup Comment and Scoring Checklist** is another tool to assist you with the process. If you are new to the consensus process, please review the e-learning module, *The Power of Consensus,* prior to our call. This module provides a comprehensive overview of the CR process. It is located on the Examiner Resource Center under Examiner Development on the “On the Board” Web page. Finally, have your business and personal calendars handy during the call. We will revisit the timeline to make any needed adjustments.

The agenda for our call follows:

* Team introductions
* Reconnect procedures
* Ground rules—review proposed rules and suggest additions or modifications
* Review of item assignments and other roles for team members
* Discussion and review of the Consensus Review process
* Review BOSS procedures, including team virtual consensus phases (R-1, R-2, and R-3)
* Review of timeline from now until the submission of the CR Scorebook (have your calendars handy)
* Review and update of team mailing and e-mail addresses, and phone numbers, with reminder about confidentiality requirements
* Discussion to reach consensus on draft Key Factors Worksheet

**Proposed Ground Rules for the Consensus Review Evaluation**

Here are some proposed ground rules. We will discuss these before the consensus calls, and we can modify them as we see fit.

**General Ground Rules (discuss during all planning calls)**

* Use BOSS, secure fax, flash drive, or telephone for any and all information transfer regarding the applicant.
* Close or use a screen saver to hide BOSS before leaving your desk.
* Use e-mail only for logistics, process information, and general communication.
* Use e-mail to alert the whole team when work is complete in BOSS*.*
* Be on time for all calls. Call in early to be sure you are connected at the start of the call.
* Identify yourself when speaking. For example, “This is Bill, I suggest. . . .”
* Each team member is responsible for the success of the team.
* Respect all agreed-upon timelines and deadlines. If an examiner does not tell the TL in advance that he/she may miss a deadline and/or habitually misses deadlines, the TL, in cooperation with the Baldrige Program, has the option to remove the examiner from the team or, if the team’s applicant goes to site, not include the examiner on the site visit team.
* Do not destroy files until ASQ instructs you to.
* Return the application to ASQ when instructed to do so.
* *Have**fun!*
* Any others to add?

**Consensus Review Ground Rules (discuss during the 2nd planning call)**

* Draft feedback-ready comments that follow the Comment Guidelines based on the team’s understanding of the maturity of the applicant’s processes and results. By synthesizing all team members’ comments into feedback-ready comments that meet the guidelines, you will reduce work later in the process.
* No one “owns” any item. We are trying to get the best collective thinking.
* Work is completed on time. We honor requests from our team members. We ask for help as needed to meet obligations.
* During the consensus calls and in our roles as item leads and item backups, we listen to other points of view, particularly those that are different, in addition to expressing our own. We can and should offer different perspectives, but we are striving for consensus. Consensus means we have heard, have been heard, and thus can and will support the team’s outcomes.
* Because the consensus call covers all comments and scores, it is critical that each team member reviews everyone else’s work thoroughly before the consensus call. Lack of feedback during these calls will be considered agreement.
* If team members need clarity about the content of an IR scorebook or feedback received through BOSS during CR, they may contact other examiners by phone (i.e., if an item lead is not sure he or she understands part of the IR scorebook of another examiner, the Baldrige staff recommend that the item lead contact the other examiner to clarify the issue).
* We will not proceed with the consensus call if any team member is missing at any time within the call.
* If applicable, we will commit ourselves to utilizing the IR Scorebooks of examiners who are not participating in the CR process (phantom scorebooks).
* Any others to add?

**High-Level Review of Preparation for Consensus Call**

Please refer to the CR process chart and the Step-by-Step Instructions for Consensus to prepare all draft CR Worksheets for R-1, R-2, and R-3. These instructions may be found on the Baldrige Web site at <http://www.nist.gov/baldrige/examiners/resource_center/>. We will discuss these in depth during the 2nd planning call. We will also use the Item Backup Comment and Scoring Checklist to assist us in the process.

On CR Worksheets, we will use the key factors from the team’s consolidated Key Factors Worksheet that we will discuss and agree to during our 2nd planning call. So please include the relevant key factors (or piece of a key factor) from the team’s Key Factors Worksheet in your assigned CR Worksheets.

While you will each have lead and backup responsibilities for several items before the 3rd planning call, you will also be responsible to provide feedback on all other CR Worksheets before the consensus call.

**We will discuss the information below during our 3rd planning call**. **I’ve included this information so that you can get a sense of the importance of our work for the next several weeks.**

After the 3rd planning call, you will review and provide feedback on the draft Key Themes Worksheet prior to the consensus call. The draft Key Themes Worksheet will be crafted & open for feedback in BOSS after all CR Worksheets have been open for the team’s R-2 feedback.

In preparation for the consensus calls, you will prepare a script for the items that you lead. You will also review all other CR Worksheets and prepare notes on comments and scores for each item before the consensus calls. The template and a sample of a script are located in the Consensus Review Toolkit in the Examiner Resource Center (<http://www.nist.gov/baldrige/examiners/resource_center/>).

**Consensus Calls**

The purpose of the calls is to reach consensus among all team members on all parts of the Consensus Scorebook. We will discuss every comment and score in the scorebook.

The amount of discussion required for each item will depend on the **level and nature** of the similarities and differences in team members’ work. For each item, the item lead will lead the discussion, and the item backup will take notes on the discussion.

Discussion of each item will follow this format:

The item lead

* provides a brief summary of the Criteria requirements
* presents key factors relevant to the item
* reviews strengths and opportunities for improvement (OFIs), noting agreement and differences, including “outliers”
* proposes a scoring range based on the consensus comments while indicating applicable scoring guidelines, then proposes a score in 5% increments

The team in round-robin fashion

* discusses all strengths and OFIs and resolves differences in team members’ evaluations of the applicant
* discusses the scoring range
* discusses the score

The item lead

* checks for consensus on comments, the scoring range, and the score

The item backup

* summarizes and records the discussion

**Proposed Timeline for Consensus Review APPLICANT-0XX**

Below is our CR timeline. It is very important that you have your business and personal calendars on hand so that we can revisit these dates and times during the 2nd planning call.

MO/DAY/TIME TL ensures that draft consolidated Key Factors Worksheet is available in BOSS for team’s review prior to the 2nd planning cal.

MO/DAY/TIME **Team holds 2nd planning call**

MO/DAY/TIME Item leads complete the initial CR Worksheets and then open feedback pane in BOSS for item backups’ Review 1 (R-1)

MO/DAY/TIME Item backups provide feedback to item leads in BOSS

MO/DAY/TIME TL sends 3rd Planning Call Agenda to team

MO/DAY/TIME Based on the item backups’ feedback, item leads revise CR Worksheets and then open feedback pane in BOSS for the team’s Review 2 (R-2)

MO/DAY/TIME **Team holds 3rd planning call.**

MO/DAY/TIME Examiner **X** prepares initial Key Themes Worksheet for team’s feedback

MO/DAY/TIME All team members finish review and provide feedback on all CR Worksheets and KTs.

MO/DAY/TIME Item leads incorporate feedback and open items for Review 3 (R-3). Tech Editor reviews R-3.

MO/DAY/TIME Team members prepare feedback on comments, scores, or other issues that they would like to discuss during the consensus call(s). Communicate issues, concerns to TL in BOSS Team Files.

MO/DAY/TIME Item leads prepare to discuss their assigned items by reviewing feedback and preparing scripts

MO/DAY/TIME TL sends Consensus Call Agenda to team

MO/DAY/TIME **Team holds 1st consensus call**

MO/DAY/TIME **Team holds 2nd consensus call**. **If needed,** MO/DAY/TIME **3rd consensus call.**

MO/DAY/TIME Based on consensus call discussions, item leads revise CR Worksheets and mark as “complete” in BOSS.

MO/DAY/TIME TL and/or scorebook editor review (R-4), edit, and finalize all components of the CR Scorebook.

MO/DAY TL marks the CR Scorebook “final” in BOSS.TL informs the Award Process Hotline that the CR Scorebook is final.

From: 8/28/14 If team is not going on-site, team members provide feedback to each other by completing Peer Evaluation Forms and sending them to each other. These forms may be found in the Consensus Review Toolkit on the Examiner Resource Center at <http://www.nist.gov/baldrige/examiners/resource_center/>.

**Reminders**

The Award Process Hotlinewill continue to serve as a resource for the team during the CR process. If you have any questions concerning the process or the Criteria, please feel free to contact me by e-mail or phone at xxx-xxx-xxxx, or contact the hotline. The hours of the hotline are 9 a.m. to 5 p.m., ET, Monday through Friday; 11 a.m. to 1 p.m., ET, Saturday; and 4 p.m. to 6 p.m., ET, Sunday. Please note the Award Process Hotline contact information below.

Award Process Hotline Telephone: (877) 237-9064, Option 3

Award Process Hotline E-mail: [bossmail@nist.gov](mailto:bossmail@nist.gov)

Again, please do not hesitate to call me in my office or at home. If I am traveling, I check my voice mail several times a day, so I should be able to respond quickly to you. I am looking forward to working with each of you.