***Consensus Call Agenda***

**Several days before the consensus calls, send your team the following message with the agenda for the calls.**

To: Consensus Team Members

From: Team Leader—*Name*

Thanks again for your time and input during our 3rd planning call on xx/xx. I hope you all felt the call was as productive as I did. The time we spent, and the agreements we made, should help the consensus call(s) go smoothly and efficiently. Here is the agenda for the consensus call(s).

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

**Day 1: 3 hours, 45 minutes**

|  |  |  |  |
| --- | --- | --- | --- |
| Agenda  | Lead  | Allotted  | Schedule |
| Introductions, ground rules, reconnection, and break procedures | Team Leader (TL) | 5 minutes | *(start time)* |
| Review agenda and roles. | TL | 5 minutes |  |
| Review draft key factors. | Key Factor Lead | 5 minutes |  |
| Review draft key themes (at very high level). | Key Theme Lead | 10 minutes |  |
| Items 1.1, 1.2, 7.4 | Examiner #3 | 60 minutes |  |
| Process check | Process Checker | 5 minutes |  |
|  *Break*  | *All* | 5 minutes |  |
| Items 3.1, 3.2, 7.2  | Examiner #4 | 60 minutes |  |
| Items 6.1, 6.2  | Examiner #6 | 40 minutes |  |
| Item 7.1 | Examiner #9 | 20 minutes |  |
| Recap Scores.  | Scorekeeper  | 5 minutes |  |
| Next Steps (update worksheets, next call) | TL | 5 minutes |  |

**Day 2: 4 hours**

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| --- | --- | --- | --- |
| Agenda  | Lead  | Allotted time  | Schedule |
| Introduction, recap, site visit availability (if this is final call) | TL | 5 minutes | *(start time)* |
| Items 4.1, 4.2, 7.5 | Examiner # 8 | 60 minutes |  |
| Items 5.1, 5.2, 7.3 | Examiner # 7 | 60 minutes |  |
|  *Break*  | *All* | 5 minutes |  |
| Items 2.1, 2.2 | Examiner #5 | 40 minutes |  |
| Confirm scores. | Scorekeeper  | 5 minutes |  |
| Finalize key factors.  | Key Factors Lead | 5 minutes |  |
| Finalize key themes. | Key Themes Lead | 45 minutes |  |
| Discuss/Confirm Process/Results Scoring Bands. | Scorekeeper | 10 minutes |  |
| Next steps (update/review of changes to worksheets before completing in BOSS, peer feedback, site visit) | TL | 5 minutes |  |

**Item and Other Assignments**

Here again are our roles for the consensus call process.

**Example of a Eight-Member Team**

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

**Example of a Nine-Member Team**

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| --- | --- | --- | --- |
| **Examiner** | **Category/Item Lead** | **Backup** | **Other** |
| Team Leader (TL) #1 |  | Backup for all Items | Key Factors Worksheet and coaching |
| Internal Coach or Process Checker #2Senior/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\* |  |
| Examiner # 9 | Item 7.1 | Items 6.1\*, 6.2 \* | Phantom Scorebook |

 \**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 #2Alumni/Senior |  | Backup for all Items | Key Themes Worksheet and coaching |
| Process Checker Examiner #3Alumni | 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*

Our round-robin process will work as follows. The first item that we will discuss will be X.X. Each item lead has already prepared a script using the following format.

The item lead

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

The team will proceed in providing input in a round-robin fashion, starting with examiner #2, followed by examiner #3, and so forth, until examiner #x has completed his or her input. The round-robin will start with a different team member each time.

Team members

* discuss all strengths and OFIs and resolve differences in their evaluations of the applicant
* agree/disagree with the proposed scoring range and tell why
* agree/disagree with the proposed item score

The item lead

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

The item backup

* summarizes and records the discussion

After examiner #3’s items are completed and after our first process check, examiner #4 will give his/her report-out, following the same procedure but this time starting the round-robin input process with examiner #5, followed by the other examiners.

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

MO/DAY/TIME TL shares the consensus call agenda.

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

MO/DAY/TIME **Team holds 2nd consensus call and possibly 3rdcall** MO/DAY/TIME**.**

MO/DAY/TIME Based on consensus call discussions, item leads revise CR Worksheets. When finished, Item leads make their CR Worksheets “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 final CR Scorebook as “Final” in BOSS, then informs the Award Process Hotline that the CR Scorebook is final.

8/28/14 If the team is not going on a site visit, team members provide feedback to each other by completing Peer Evaluation Forms. These forms may be found in the Consensus Review Toolkit on the Examiner Resource Center on the Baldrige Web site at [http://www.nist.gov/baldrige/examiners/resource\_center](http://www.nist.gov/baldrige/examiners/resource_center/)/.

**Reminders**

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

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

Award Process Hotline E-Mail: 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.