***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).

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| --- | --- | --- |
| **Type of Call** | **Date** | **Time** |
| 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 |

**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). | TL/KT writer | 10 minutes |  |
| Items 1.1, 1.2, 7.4 | Examiner #4 | 60 minutes |  |
| Process check – team is using 6-step process for item discussions; all perspectives heard and considered | Process Facilitator | 5 minutes |  |
| *Break* | *All* | 5 minutes |  |
| Items 3.1, 3.2 | Examiner #3 | 40 minutes |  |
| Item 7.2 | Examiner #2 | 20 minutes |  |
| Items 6.1, 6.2, 7.1 | Examiner #6 | 60 minutes |  |
| Recap Scores. | Scorekeeper | 5 minutes |  |
| Next Steps (update worksheets, next call) | TL | 5 minutes |  |

**Day 2: 4 hours**

|  |  |  |  |
| --- | --- | --- | --- |
| 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 | Examiner # 8 | 40 minutes |  |
| Items 5.1, 5.2, 7.3 | Examiner # 7 | 60 minutes |  |
| *Break* | *All* | 5 minutes |  |
| Items 2.1, 2.2, 7.5 | Examiner #5 | 60 minutes |  |
| Confirm scores. | Scorekeeper | 5 minutes |  |
| Finalize key factors. | Key Factors Lead | 5 minutes |  |
| Finalize key themes. | TL/KT writer | 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 |  |

**Other Assignments**

Please review the roles for consensus sent to you in a previous email.

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 and posted it in the team files section of BOSS.

The item lead

* presents a brief summary of the Criteria questions
* presents key factors relevant to the item
* presents strengths and opportunities for improvement (OFIs), noting agreement and differences, including “outliers”
* proposes a scoring range 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 – posts discussion notes in team files in BOSS

After examiner #4’s items are completed and after our first process check, examiner #3 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 3rd call** MO/DAY/TIME**.**

MO/DAY/TIME Based on consensus call discussions, item leads complete 4th drafts and mark

items 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 final CR Scorebook as “Final” in BOSS, then informs the Award Process Helpline that the CR Scorebook is final.

8/22/19 If the team is not going on a site visit, team members provide feedback to each other by completing Peer Evaluation Forms. These art part of the Consensus Review Toolkit at <https://www.nist.gov/baldrige/examiners/consensus-review> .

**Reminders**

If you have any questions concerning the process or the Criteria, please feel free to contact me at email or phone at xxx-xxx-xxxx, or contact the Award Process Helpline. The hours of the helpline 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 helpline contact information below.

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

Award Process Helpline Email: [examdepo@nist.gov](mailto:examdepo@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.