# Introduction and 1st Planning Call Communication

**As soon as you receive your confirmation**

**email from ASQ,**

**send the following email with the**

**call agenda to your team.**

To: Team Members

From: (*Team leader name*)

Subject: Baldrige Evaluation

Welcome to Team **Insert Applicant Number**!My name is **[insert your name]**. I have been assigned as your team leader (TL) for the Virtual Evaluation (VE) phase. By now, you should have downloaded your evaluation materials, including the application, and instructions to begin your Independent Analysis (IA) located in the Team Files section in Bridge. Please immediately check for any conflicts of interest with the applicant using the **Conflict of Interest Determination Worksheet. If you have any concerns about potential conflicts, please contact the Baldrige office ASAP via the Award Process Helpline (email provided below).** To stay on schedule, please begin yourIndependent Analysis as soon as possible.

Your assignment to this applicant was based on a number of factors, including your availability to complete the VE phase. This availability includes your commitment to participate in our 1st planning call. I am proposing that we conduct our1st planning call on **(insert date and time ET)**. The 1st planning call is critical as we will finalize our VE timeline. **For our 1st planning call, please have your business and personal calendars updated and available for your reference**. Also, please download the following documents from the Examiner Resource Center Reference Shelf at <https://www.nist.gov/baldrige/examiners/reference-shelf>:

* **2022 Award Process Wave Calendar (team leader indicate wave 1 or 2)**

Additionally, please fill out the **2022 Examiner** **Biography Form (bio form),** available on the Examiner Resource Center under the Virtual Evaluation webpage, by **xx/xx** and post it to the Team Files area in Bridge. I will use the information on these forms to plan our team’s Item Consolidation (IC) assignments.

Please review the **Team Roster** posted in Team Files in Bridge to make sure your information is correct. We will update our contact information on this call as well.

**Call-In Time**

The call-in number and passcode for our team’s conference call line can be found in Team Files in Bridge. I have found it is a good idea to join calls 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, so your promptness will be appreciated by all.

**Award Process Helpline**

The Baldrige Award Process Helplinewill serve as a key resource for the team during the award process. If you have any questions concerning the process or the Criteria, please feel free to contact me by email or call me at xxx-xxx-xxxx. You may contact the helpline with questions related to Bridge. The hours of the helpline 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 Helpline contact information below.

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

**1st Planning-Call Agenda**

* Roll call
* Welcome and team introductions
* Reconnection instructions
* Agenda review
* Review of the Award Process Helpline support
* Verification of team contact information
* Review of ground rules for the process (see list below)
* Bio form: TL will use these to determine item lead and backup assignments during the Item Consolidation step.
* Discuss the Business Model Call that I and [BUTL] will be having with the applicant and NIST monitor to better understand our applicant’s strategic situation and business model, so as you read the applicant’s Organizational Profile and Eligibility forms, if you are not clear on something and want us to ask the applicant, please send to me no later than\_\_\_\_\_.
* Review of the IA Worksheets and the Step-by-Step instructions
* Review Timeline and adjust if needed (see proposed timeline below)
* Any questions?

**Proposed Ground Rules for the Virtual Evaluation**

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

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

* Use Bridge or telephone for any and all information transfer regarding the applicant.
* Use email only for logistics, process information, and general communication.
* Use email to alert the team when work is complete in Bridge*.* Alert the team leader during IA, and alert the whole team during IC.
* 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 Sue, 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.
* *Have**fun!*
* Any others to add?

**Independent Analysis Ground Rules (discuss during the 1st planning call)**

* No applicant-specific team discussion is allowed between the 1st and 2nd planning calls, unless you have a process or Criteria question. If you have a process or Criteria question, contact the TL.
* The TL will provide feedback on team members’ work for the early assigned items in order to ensure that all meet the requirements of the evaluation process.
* Perform a thorough analysis of key processes. In other words, ask yourself, “If I were to receive this evidence from a team member, would I understand how mature the applicant’s processes are, and would it help me write a finding?”
* Meet our date of completing your IA scorebook (see timeline).
* **All members of the team must remain on the team through Virtual Evaluation to be considered a member of the 2022 Board of Examiners.**
* Any others to add?

**Proposed Timeline for Virtual Evaluation APPLICANT-0XX**

Below is a draft of this team’s proposed Virtual Evaluation timeline. This is the starting point for our discussion for next week’s planning call. It is very important that you have your business and personal calendars on hand so we can agree to the timeline dates.

MM/DD/TIME **Team holds 1st planning call**

MM/DD/TIME Team Leader (TL) receives all team members’ completed bio forms

MM/DD/TIME Each team member completes a Key Factors Worksheet and at least one draft **item # Independent Analysis (**IA) Worksheet for TL feedback. Team members each continue with their independent analysis.

MM/DD/TIME TL provides feedback on draft of item **#** via phone or posted in Bridge Team Files

MM/DD/TIME TL emails 2nd planning call correspondence one week before the call

MM/DD/TIME Team members each complete IA Scorebooks in Bridge and mark as “**complete**”

MM/DD/TIME TL ensures that draft consolidated Key Factors Worksheet is available in Bridge for team’s review prior to the 2nd planning call.

MM/DD/TIME **Team holds 2nd planning call**

MM/DD/TIME Item leads complete the initial Item Consolidation (IC) Worksheets and then open feedback pane in Bridge for Review 1 (R-1)

MM/DD/TIME TL sends 3rd Planning Call Agenda to team one week before call

MM/DD/TIME Team members provide R-1 feedback to item leads in Bridge and item leads begin their 2nd drafts of IC Worksheets based on the feedback

MM/DD/TIME Item leads complete 2nd drafts and open feedback pane in Bridge for the team’s Review 2 (R-2)

MM/DD/TIME All team members complete R-2 and provide feedback

MM/DD/TIME **Team holds 3rd planning call.**

MM/DD/TIME Item Leads incorporate R-2 feedback

MM/DD/TIME All team members finish review and provide feedback on all IC Worksheets.

MM/DD/TIME 4th planning call (R-3)

MM/DD/TIME Finalize applicant interview worksheets

MM/DD/TIME Applicant Interviews for Categories X, X, X and X

MM/DD/TIME Begin drafting VE Item Worksheets (IW)

MM/DD/TIME Examiner **X** completes initial Key Themes Worksheet for team’s feedback

MM/DD/TIME Complete IW drafts and open for R-1

MM/DD/TIME All team members review and provide feedback on IW and Key Themes; R-1 closes

MM/DD/TIME Item Leads begin incorporating feedback

MM/DD/TIME Item Leads complete R-1 revisions

MM/DD/TIME TL sends Consensus Call Agenda to team

MM/DD/TIME Team holds **Consensus Call (R-2)**

MM/DD/TIME Finalize VE Item Worksheets and open for R-3

MM/DD/TIME Incorporate feedback and mark items complete

MM/DD/TIME TL and/or scorebook editor review (R-4), edit, and finalize all components of VE Scorebook. TL marks the VE Scorebook “final” in Bridge.TL informs the Award Process Helpline that the VE Scorebook is final.

From: 10/1/22 Team members provide feedback to each other

by completing Peer Evaluation Forms and sending them to each other. These forms may be found at [https://www.nist.gov/baldrige/examiners/consensus- review](https://www.nist.gov/baldrige/examiners/consensus-%20%20%20review).

Please do not hesitate to call me (see contact info below). If I am traveling, I check my voicemail several times a day, so I should be able to respond quickly to you. I am looking forward to working and talking with each of you.

Cell: xxx-xxx-xxxx

Work: xxx-xxx-xxxx