***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 – 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**

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| --- | --- | --- | --- |
| 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 #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. | 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.

**NOTE TO TEAM LEADER: Below are the examples of various team sizes. Choose the one that corresponds to your team size. Please take out this note and all the examples that don’t apply to your team before you send out this Correspondence to your team.**

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| **Example of a Seven-Member TeamExaminer** | **Category/Item Lead** | **Backup** | **Other** |
| Team Leader (TL) #1 |  | Items 6.1, 6.2, 7.1 | Key Factors Worksheet and coaching of Returning Examiners |
| Internal Coach or Process Facilitator #2Senior/Alumni | Items 4.1, 4.2 | Backup for all New Examiner Items | Key Themes Worksheet Comment/Scoring AlignmentCoaching all New Examiners  |
| Process Facilitator #3Alumni/Senior | Items 1.1, 1.2, 7.4  | Items 2.1, 2.2, 7.5 | Scorebook EditorProcess/Results Comment Accuracy |
| Examiner #4 | Items 3.1, 3.2, 7.2  | Items 5.1, 5.2, 7.3  | Criteria cop |
| Examiner #5(New/Returning Examiner) | Items 2.1, 2.2, 7.5 | Items 1.1, 1.2, 7.4  | Timekeeper |
| Examiner #6(New Examiner)  | Items 5.1, 5.2, 7.3 | Items 3.1, 3.2, 7.2  | Scorekeeper |
| Examiner #7 | Items 6.1, 6.2, 7.1 | Items 4.1, 4.2  | Phantom Scorebook |

**Example of an 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 team  |
| Internal Coach or Process Facilitator #2Senior/Alumni | Item 7.2 | Backup for all Items | Key Themes WorksheetComment/Scoring Alignment  |
| Process Facilitator #3Senior/Alumni | Items 3.1, 3.2 | Item 2.1, 2.2, 7.5  | Scorebook editorProcess/Results Comment Accuracy and coaching New Examiners |
| Examiner #4 | Items 1.1, 1.2, 7.4 | Items 5.1, 5.2, 7.3 | Criteria cop |
| Examiner #5 | Items 2.1, 2.2, 7.5  | Items 1.1, 1.2, 7.4  | Timekeeper |
| Examiner #6 | Items 6.1, 6.2, 7.1 | Items 4.1, 4.2 | Criteria cop |
| Examiner #7(New Examiner) | 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 |

**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 Facilitator #2Senior/Alumni |  | Backup for all Items  | Key Themes Worksheet and coachingComment/Scoring Alignment |
| Process Facilitator #3Senior/Alumni | Item 7.5 | Backup for all Items | Scorebook editorProcess/Results Comment Accuracy Coaching |
| 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, 7.1 | 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  | Items 6.1, 6.2, 7.1 | Phantom Scorebook |
| Examiner # 9(New Examiner) |  Items 1.1, 1.2, 7.4 | Items 2.1, 2.2 | Phantom Scorebook |

**Example of a Ten-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 Facilitator #2Senior/Alumni |  | Backup for all Items | Key Themes Worksheet Comment/Scoring AlignmentCoaching |
| Process Facilitator #3Senior/Alumni |  | Items 7.2, 7.4, 7.5  | Scorebook editorProcess Comment Accuracy Coaching |
| Examiner #4 | Items 3.1, 3.2  | Items 5.1, 5.2, 7.3  | Criteria cop |
| Examiner #5(New Examiner) | Items 2.1, 2.2 | Items 1.1, 1.2  | Timekeeper |
| Examiner #6 | Items 6.1, 6.2, 7.1 | Items 4.1, 4.2 | Criteria cop |
| Examiner #7 | Items 5.1, 5.2, 7.3 | Items 2.1, 2.2  | Scorekeeper |
| Examiner #8 (New Examiner) | Items 4.1, 4.2  | Items 6.1\*, 6.2\*  | Phantom Scorebook |
| Examiner # 9 | Items 1.1, 1.2, 7.4 | Items 6.1\*, 6.2 \* | Results Comment Accuracy |
| Examiner #10 | Items 7.2, 7.5 | Items 3.1, 3.2, 7.1  |  Criteria cop |

*\*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 and posted it in the team files section of BOSS.

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 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.

8/24/17 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 e-mail 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 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.