

# Sample Site Visit Questions

## Level 1

### Category Specific Questions

#### **Leadership**

- Describe how senior leaders promote customer focus and performance excellence.
- Describe how you promote customer focus and performance excellence.
- Describe how your organization is governed in terms of accountability, finances and ethics.
- Describe how your organization contributes to the community as a corporate citizen.

#### **Strategic Planning**

- How do you develop strategic plans?
- Once you've developed strategic plans, how do you translate these plans into employees' goals and objectives?

#### **Customer and Market Focus**

- How do you identify your customers and the market you serve? How do you prioritize and market your programs (i.e. outreach and referral)? Explain your partnership relationship with the City Adult Education Program.
- How do you determine current and future customer expectations (i.e. survey data).
- How do you track customer trends?
- How do you balance the needs of the customer against state laws and performance standards?

#### **Measurement, Analysis and Knowledge Management**

- How does your organization select and use data and information?
- How do you collect and use comparative/competitive information?
- How do you evaluate and improve information management?
- How do you synthesize and correlate information from various areas to manage your daily operations?
- How do you ensure the consistency and reliability of the data you use (collection and analysis)?

## **Workforce Focus**

- What are you doing to develop your employees' potential?
- How do you align your employees' goals with business objectives?
- Describe how employee education, training and development support your business objectives.
- How do you identify and recruit volunteers? How do you involve them in the planning process and the delivery of services?

## **Process Management**

- How do you develop products/services?
- How do you ensure efficiency and process management consistency?
- How do you evaluate and improve processes?
- How do you determine supplier capabilities and monitor performance (i.e. teaching/training methods)?

## **Results**

- Describe levels and trends regarding your products/service quality, value and delivery relative to peers (i.e. state comparisons).
- Describe customer satisfaction and dissatisfaction relative to your peers and/or competitors. Indicate trends related to successful program participants.
- Describe the well-being, satisfaction and development of your staff relative to your peers and/competitors (i.e. length of employment, turnover, education levels, education and training, etc.).