

Level 1 Sample Site Visit Schedule

Time	Topic	Discussion Leader
8:00 – 8:30	Introductions TNCPE and site visit overview Applicant business overview	Examiner 1
8:30 – 9:00	Category 1 – Leadership	Examiner 1
9:00 – 9:30	Category 2 – Strategic Planning	Examiner 2
9:30 – 10:00	Category 3 – Customer Focus	Examiner 2
10:00 – 10:15	Break	
10:15 – 10:45	Category 4 – Measurement, Analysis, and Knowledge Management	Examiner 1
10:45 – 11:15	Category 5 – Workforce Focus	Examiner 2
11:15 – 11:45	Category 6 – Process Management	Examiner 1
11:45 – Noon	Wrap-up	Examiner 1

Lunch

Level 2 Sample Site Visit Schedule

Time	Topic	Examiners	Miscellaneous Assignment
8:00 – 8:45	Introductions TNCPE and site visit overview Applicant business overview	Examiner 1 Examiner 2 Examiner 3	
8:45 – 9:45	Category 1 – Leadership	Examiner 1 Examiner 2 Examiner 3	
9:45 – 10:00	Break and Examiner Caucus		
10:00 – 11:00	Category 2 – Strategic Planning	Examiner 2 Examiner 3	Examiner 1
11:00 – Noon	Category 3 – Customer Focus	Examiner 3 Examiner 1	Examiner 2
Noon – 12:45	Lunch and Examiner Caucus		
12:45 – 1:45	Category 4 – Measurement, Analysis, and Knowledge Management	Examiner 3 Examiner 2	Examiner 1
1:45 – 2:45	Category 5 – Workforce Focus	Examiner 2 Examiner 1	Examiner 3
2:45 – 3:00	Break and Examiner Caucus		
3:00 – 4:00	Category 6 – Process Management	Examiner 1 Examiner 3	Examiner 2
4:00 – 4:45			Examiner 1 Examiner 2 Examiner 3
4:45 – 5:00	Wrap-up	Examiner 1 Examiner 2 Examiner 3	

1. Session leader listed first
2. Category 7 Items will be addressed with the appropriate Process categories.
3. Miscellaneous assignments include: (a) Follow-up discussions from previous meetings; (b) Attend team meetings and other meetings; (c) Informal interviews with employees; and (d) Review documents, charts, and data

Level 3 Sample Site Visit Schedule

Time	Subject	Examiners	Special Assignment
Day 1			
8:00 – 9:00 AM	Introductions OSI Presentation	All	
9:00 AM - Noon	Category 1	Examiner 1 (L) All	
Noon – 1:00 PM	Lunch Examiner Caucus	All	
1:00 – 3:00 PM	Tour	All	
3:00 – 5:00 PM	Category 2	Examiner 2 (L) Examiner 3	Examiner 1
	Category 4	Examiner 4 (L) Examiner 5	
Day 2			
8:00 – 9:00 AM	Category 2	Examiner 2 (L) Examiner 3	Examiner 1
	Category 4	Examiner 4 (L) Examiner 5	
9:00 - Noon	Category 3	Examiner 3 (L) Examiner 4	Examiner 5
	Category 5	Examiner 2 (L) Examiner 1	
Noon – 1:00 PM	Lunch Examiner Caucus	All	
1:00 – 4:00 PM	Category 6	Examiner 5 (L) Examiner 4	Examiner 2 Examiner 1 Examiner 3
4:00 – 4:45 PM			All
4:45 – 5:00 PM	Wrap-up	All	

Notes:

1. Breaks and Examiner caucuses will be scheduled mid-morning and mid afternoon at convenient times as needed.
2. Category 7 Items will be addressed with the appropriate Process categories.
3. Special assignments include: (a) Follow-up discussions from previous meetings; (b) Attend team meetings and other meetings; (c) Informal interviews with employees; and (d) Review documents, charts, and data.
4. (L) – Session leader

**Level 4
Sample Site Visit Schedule**

Time	Topic	Examiners	Topic	Examiners	Topic	Examiners	Miscellaneous Assignments
Day 1							
8:30 – 9:30 AM	Introductions & Opening Remarks	All					
9:30 AM - Noon	Category 1	All					
Noon – 1:00 PM	Lunch and Examiner Caucus						
1:00 – 5:00 PM	Category 3	Examiner 3 Examiner 6	Category 5	Examiner 5 Examiner 1	Visit Operation A	Examiner 4 Examiner 2	Examiner 7
7:00 PM	Team Meeting	Examiner 7					
Day 2							
8:00 AM - Noon	Category 6	Examiner 6 Examiner 4	Category 2	Examiner 2 Examiner 5	Visit Operation B	Examiner 3 Examiner 1	Examiner 7
Noon – 1:00 PM	Lunch and Examiner Caucus						
1:00 – 5:00 PM	Category 4	Examiner 4 Examiner 2	Visit Operation C	Examiner 7 Examiner 5	Visit Operation D	Examiner 6 Examiner 3	Examiner 1
Day 3							
8:00 – 10:00 AM	Category 1	Examiner 1 Examiner 7	Category 3	Examiner 3 Examiner 6			Examiner 4 Examiner 2 Examiner 5
10:00 AM – Noon	Category 4	Examiner 4 Examiner 2	Category 5	Examiner 5 Examiner 1	Visit Operation E	Examiner 3 Examiner 7	Examiner 6
Noon – 1:00 PM	Lunch and Examiner Caucus						
1:00 – 3:00 PM	Category 6	Examiner 6 Examiner 4	Category 2	Examiner 2 Examiner 5	Visit Operation E	Examiner 3 Examiner 7	Examiner 1
3:00 – 4:45 PM							All
4:45 – 5:00 PM	Closing Meeting	All					

Short breaks will be scheduled as appropriate

Miscellaneous assignments will include: reviewing documents, attending meetings, talking with employees, follow-up meetings, etc.