

As you prepare for **Site Visit**, remember these tips:

- **Role of the Examiner:** You are *not* an auditor. You are there to learn more about the organization so you can provide value-added feedback. The Site Visit should be a positive experience for the applicant.
- **Site Visit Issues Worksheets:** Have a SVI worksheet prepared for each issue that you wish to clarify or verify on site. A well-constructed site visit issue is one that is tied to the Criteria, an essential component of the score, cross-cutting, and verifiable. Click on the links below for your reference:

[SVI Worksheet Blank](#) [SVI Worksheet – completed example](#) [SVI Worksheet – annotated](#)

Remember, SVI Worksheets are your communication to the Judges, so it is critical that they be detailed and clear.

- **Drill Down:** If your applicant addresses an SVI by demonstrating an approach, don't stop there. Check to see: *How well is it deployed? Has the approach gone through a cycle of improvement? How is it integrated with other processes of the organization?* **Simply identifying an approach doesn't necessarily turn an OFI into a Strength.** The applicant expects an appropriate balance of strength and OFI comments that will help it move forward in the quest for excellence.
- **Interview in Pairs:** So that you are sure to capture all of the information, one person should take notes while the other asks the questions.
- **Verify and Clarify:** Remember, after site visit the term "it is unclear" should no longer appear in any of your comments. If an issue is still unclear, that means you haven't done your job.
- **Caucus:** While on site, be sure to meet as a team at least once a day to share your findings and make adjustments to your approach.
- **Walk Around:** A good way to check deployment of a process is to walk around and talk to the employees of the organization. Click the following link for some example questions: [Walk Around Questions](#)
- **TNCPE Representative:** If asked on site, feel free to disclose where you work, but refrain from giving your job title or function. What you can say is this: every member of your team has been trained as a TNCPE examiner.
- **TNCPE Employee:** While on site you are first and foremost working for TNCPE. This should take precedence over regular work responsibilities.
- **Team Work:** At the end of each day, meet as a team to discuss findings and revise the next day's schedule.
- **Leave It at the Door:** Make sure you don't go home with any pens, paper, coffee mugs, etc. that could identify your applicant.
- **Wrap-up Meeting:** Upon completion of your site visit, be prepared to spend an additional day together as a team to complete your SVI worksheets, revise your comments, finalize key themes, complete the score summary worksheet, and finalize an award recommendation.