

Rules of Conduct

The following Rules of Conduct are established to maintain the confidentiality of TNCPE Award Program application information, including the identity of applicants. In addition, these rules preserve fairness in the examination process. The rules pertain to the entire Board of Examiners, including judges, team leaders, and alumni examiners.

1. All information about the applicant and the applicant's organization gained through the evaluation process shall be treated as confidential. The following precautions will be taken:
 - Applicant information shall not be discussed with anyone, including other examiners, with the exception of designated team members, judges and TNCPE staff. This includes information from the written application, as well as information obtained during the site visit.
 - Names of applicants shall not be disclosed during or after the application review process.
 - No copies of application material shall be made or retained.
 - No notes pertaining to the application shall be maintained.
 - No applicant information may be adapted and used subsequent to the review process, unless the information is publicly released by the applicant (for example, during the annual Excellence in Tennessee Conference or Best Practices Tour).
2. Each examiner is responsible for personally and independently assessing and scoring all assigned applications.
3. Except during site visit, examiners shall not communicate with applicant organizations or seek additional documentation, information or clarification. This includes Internet searches. If questions arise, contact the TNCPE office.
4. Examiners shall not at any time (during or after the evaluation cycle) independently give feedback to applicants regarding overall performance or scoring.
5. Examiners advising or participating with an organization that is preparing a TNCPE Award application shall not reveal or discuss that participation with other examiners, either during training or throughout the application review.
6. Upon completing the examiner training course, members of the Board of Examiners may use the following designation: Board of Examiners, Tennessee Center for Performance Excellence (TNCPE), and year(s) served. Examiners may *not* use the TNCPE logo in any advertisement or promotion unless sanctioned by TNCPE, nor may business cards include the TNCPE logo.
7. Examiners shall refrain from approaching an organization they have evaluated for their personal gain, including establishing an employment or consulting relationship for a period of two years after the evaluation.
8. If approached by an organization they have evaluated, examiners shall not accept employment from that organization for a period of two years after the evaluation.
9. During the consensus and site visit processes, examiners will encourage and maintain a professional environment that promotes respect for award program applicants, their employees and all members of the examiner team.
10. When participating in a site visit, examiners will respect the climate, culture and values of the organization being evaluated.

Code of Ethical Standards

Declaration of Principles

Members of the Tennessee Center for Performance Excellence Board of Examiners pledge to uphold their professional principles in the fulfillment of their responsibilities.

In promoting high standards of public service and ethical conduct, examiners:

- Shall conduct themselves professionally, with truth, accuracy, fairness, respect and responsibility,
- Shall not represent conflicting or competing interests, nor place themselves in such a position where their interest may be in conflict – or appear to be in conflict – with the purposes and administration of the TNCPE Award Program,
- Shall safeguard the confidences of all parties involved in the judging or examination of present or former applicants,
- Shall protect confidential information and avoid disclosures that may in any way influence the Award's integrity or process, now or in the future,
- Shall not serve any private or special interest in their fulfillment of the duties of a judge or examiner, thereby excluding, by definition, the examination of any organization or subunit of an organization that employs them or has a consulting arrangement in effect or anticipated with them,
- Shall not serve as an examiner of a primary competitor, customer or supplier of any organization (or subunit of an organization) that employs them, or that they have a

financial interest in, anticipate a consulting arrangement with or are otherwise involved,

- Shall not intentionally communicate false or misleading information that may compromise the integrity of the Award process or decisions therein,
- For a period of two years after the evaluation, shall not approach an organization they have evaluated for their personal gain, including the establishment of an employment or consulting relationship,
- If approached by an organization they have evaluated, shall not accept employment from that organization for a period of two years after the evaluation.

Furthermore, it is pledged that as a member in good standing of the Tennessee Center for Performance Excellence Board of Examiners, each examiner shall strive to enhance and advance TNCPE as it serves to stimulate companies and organizations to improve quality, productivity and overall performance.

Disclosure of Conflict of Interest

Those selected to serve on the Board of Examiners must sign and agree to adhere to TNCPE's Conflict of Interest and Non-Disclosure Agreement immediately upon receiving their application assignment(s). Conflict of Interest takes into account employers, significant ownership, client relationships and affiliations that may present or seem to present a conflict of interest to the examiner's ability to impartially fulfill their TNCPE duties. Such information will be kept confidential. A Conflict of Interest/Non-Disclosure Agreement must be completed for each application assigned.