

Sample Site Visit Agenda

Level 1

ABC Company Tennessee Center for Performance Excellence Site Visit Tentative Agenda

Date: October 8, 2011

Time: 1:00 p.m. to approximately 5:00 p.m.

Location: ABC Company
111 Main Street
Nashville, TN 37201

Purpose: Conduct TNCPE Level 1 site visit.

Agenda: Introductions

- Overview of the TNCPE Award process
- Overview: Performance Excellence System, purpose, goals, core values
- Overview of the *Criteria for Performance Excellence*
- Discussion, education and evaluation with respect to:
 - Leadership
 - Strategic Planning
 - Customer Focus
 - Measurement, Analysis and Knowledge Management
 - Workforce Focus
 - Operations Focus
 - Results
- Final questions
- Wrap-up and explanation of the next steps

Questions representative of TNCPE site visit discussion:

- How do your leaders communicate with the workforce? How do they promote a focus on the customer?
- How does your organization support the community?
- Describe your strategic planning process. How do you translate your plans into actions?
- How do you build relationships with your customers?
- How do you manage information and knowledge?
- How do you engage your employees and meet their needs?
- How do you develop and design new services?
- What measures do you use to track organizational performance?