

# Sample Site Visit Correspondence (letter or email)

## Level 1

September 27, 2011

Ms. Jane Doe, President  
ABC Company  
111 Main Street  
Nashville, TN 37201

Dear Ms. Doe:

Thank you for the opportunity to visit the ABC Company. Our team of examiners from the Tennessee Center for Performance Excellence (TNCPE) looks forward to visiting with you and learning more about your organization. In addition to myself, members of the team are:

Sue Smith  
Robert Farm  
Jane Watson

As we discussed recently, our site visit will take place on Thursday, October 7, 2011, beginning at 1:00 p.m. The visit will last approximately four hours.

The purpose of the site visit is to learn more about your organization. During the visit, we will discuss the basic *Criteria for Performance Excellence* category level requirements and gather information to help us make a baseline assessment of your current practices. After the site visit, we will formalize our observations and recommendations and submit our findings to the TNCPE office. Our recommendations will be reviewed and a feedback report will be sent to you. The report will indicate the actions, processes or systems improvement that the team believes would most benefit your organization.

For your convenience I have enclosed a proposed agenda and list of questions that are representative of what we will discuss during our visit. Our conversation will be geared toward the information you have provided in your Organizational Profile and how that relates to the seven categories within the performance excellence Criteria.

If you have any questions or concerns, please feel free to contact me at (615) 555-5555.

Sincerely,

James Kennedy  
Tennessee Center for Performance Excellence

Enclosures

cc: Ms. Sue Smith, TNCPE Examiner  
Mr. Robert Farmer, TNCPE Examiner  
Ms. Jane Watson, TNCPE Examiner  
Ms. Katie Rawls, President, TNCPE