

Sample Site Visit Correspondence (letter or email)

Level 2, 3, or 4

September 22, 2011

Mr. Joe Johnson
Vice President, Performance Excellence
ABC Company
Nashville, TN 37201

Dear Mr. Johnson:

The team of examiners from the Tennessee Center for Performance Excellence (TNCPE) looks forward to visiting the ABC Company's facilities and learning more about your organization. As we discussed, the site visit will take place on Tuesday, Wednesday and Thursday, Oct. 11, 12 and 13, 2011. The team will arrive at 8:30 each morning.

In addition to me, team members assigned to your application are: Sue Smith, Robert Farm, Grace Jenkins and Alan Barnegat.

The purpose of the site visit is to give your organization a chance to tell your story in more detail. We understand that it may be difficult to fully describe your performance management program within the page limits of the TNCPE application. The site visit will give us an opportunity to clearly understand your challenges, environment, methods and processes and ensure that your organization receives a fair assessment and useful feedback.

Attached is a proposed agenda for our (one, two, or three) –day assessment. This schedule can be altered within these days to help accommodate your staff. In order to help you prepare for our visit, a list of site visit issues is also attached. As the site visit progresses, additional questions may be asked.

We would like to meet with your senior executives and their direct reports, as well as other associates. Please assure your staff that this is not an "audit." Our purpose is to help you improve your products and services, your internal processes and your organization's capabilities by identifying strengths and opportunities based on the examination criteria.

The TNCPE Team will not be in a position to provide direct feedback and results during the site visit. You will receive a formal feedback report prior to the TNCPE awards banquet, which will take place February 22, 2012.

According to the TNCPE Code of Conduct, examiners must maintain confidentiality of all applicant information. Each examiner has signed a statement regarding conflict of interest and non-disclosure.

We understand you have a business to run and we do not want to negatively impact your operations. Please schedule interview sessions with appropriate individuals and/or teams that will not compromise their time. We can meet with associates in a conference room or in their work areas. Interview sessions are usually scheduled 30 minutes apart and last 15 to 20 minutes.

We look forward to meeting you and the other ABC Company associates. In the meantime, if you have any questions or concerns, please feel free to contact me at (615) 555-5555.

Sincerely,

Butch Jones
TNCPE Team Leader

Cc: Sue Smith
Robert Farm
Grace Jenkins
Alan Reese
Katie Rawls, President, TNCPE