

Sample Site Visit Questions

Level 1

Category Specific Questions

Leadership

- What is your organization's mission, vision, and values?
- What is your role in recognizing high performing employees?
- Describe how your organization is governed in terms of accountability, finances and ethics.
- Describe how your organization contributes to the community as a corporate citizen.

Strategic Planning

- What is your role in strategic planning?
- How are your strategic plans linked to specific action plans?

Customer Focus

- What is your role in exceeding customer expectations?
- How do your customers communicate with you?
- How do you ensure a consistently positive experience for your customers?
- How do you acquire new customers?
- How do you make sure you are listening to your customers to gauge their level of satisfaction with the your organization and the quality of your products and support services?

Measurement, Analysis and Knowledge Management

- How does your organization select and use data and information?
- How do you collect and use comparative/competitive information?
- How are your organization's capabilities assessed?
- How do you make relevant data accessible for your workforce, customers, suppliers, partners, etc.?
- What happens to all of your data in the event of an emergency?

Workforce Focus

- How are employees rewarded for high performance?
- How do you gauge employee satisfaction?
- Describe how employee education, training and development support your business objectives.
- How do you keep track of your workforce capacity and capability?
- How do you go about recruiting and hiring new staff?
- How is safety ensured at your workplace?

Operations Focus

- How do you develop your processes to ensure value to your customer?
- How do you decide which processes to do within your organization and which ones will use external resources?
- How do you evaluate and improve processes?
- How do you monitor and control the costs of your processes?

Results

- Describe levels and trends regarding your product quality, value and delivery relative to your peers and competitors.
- Describe customer satisfaction and dissatisfaction relative to your peers and competitors.
- Describe the satisfaction, engagement and development of your staff relative to your peers and competitors (i.e. length of employment, turnover, education levels, education and training, etc.).