

Level 1

Sample Site Visit Schedule

Time	Topic	Discussion Leader
8:00 – 8:30	Introductions TNCPE and site visit overview Applicant business overview	Examiner 1
8:30 – 9:00	Category 1 – Leadership	Examiner 1
9:00 – 9:30	Category 2 – Strategic Planning	Examiner 2
9:30 – 10:00	Category 3 – Customer Focus	Examiner 2
10:00 – 10:15	Break	
10:15 – 10:45	Category 4 – Measurement, Analysis, and Knowledge Management	Examiner 1
10:45 – 11:15	Category 5 – Workforce Focus	Examiner 2
11:15 – 11:45	Category 6 – Operations Focus	Examiner 1
11:45 – Noon	Wrap-up	Examiner 1

Lunch

Level 2

Sample Site Visit Schedule

Time	Topic	Examiners	Miscellaneous Assignment
8:00 – 8:45	Introductions TNCPE and site visit overview Applicant business overview	Examiner 1 Examiner 2 Examiner 3	
8:45 – 9:45	Category 1 – Leadership	Examiner 1 Examiner 2 Examiner 3	
9:45 – 10:00	Break and Examiner Caucus		
10:00 – 11:00	Category 2 – Strategic Planning	Examiner 2 Examiner 3	Examiner 1
11:00 – Noon	Category 3 – Customer Focus	Examiner 3 Examiner 1	Examiner 2
Noon – 12:45	Lunch and Examiner Caucus		
12:45 – 1:45	Category 4 – Measurement, Analysis, and Knowledge Management	Examiner 3 Examiner 2	Examiner 1
1:45 – 2:45	Category 5 – Workforce Focus	Examiner 2 Examiner 1	Examiner 3
2:45 – 3:00	Break and Examiner Caucus		
3:00 – 4:00	Category 6 – Operations Focus	Examiner 1 Examiner 3	Examiner 2
4:00 – 4:45			Examiner 1 Examiner 2 Examiner 3
4:45 – 5:00	Wrap-up	Examiner 1 Examiner 2 Examiner 3	

1. Session leader listed first
2. Category 7 items will be addressed with appropriate process categories.
3. Miscellaneous assignments include:
 - a. Follow-up discussions from previous meetings;
 - b. Attend team meetings and other meetings;
 - c. Informal interviews with employees
 - d. Review documents, charts, and data

Level 3 Sample Site Visit Schedule

Time	Subject	Examiners	Special Assignment
Day 1			
8:00 – 9:00 AM	Introductions Applicant Presentation	All	
9:00 AM - Noon	Category 1	Examiner 1 (L) All	
Noon – 1:00 PM	Lunch Examiner Caucus	All	
1:00 – 3:00 PM	Tour	All	
3:00 – 5:00 PM	Category 2	Examiner 2 (L) Examiner 3	Examiner 1
	Category 4	Examiner 4 (L) Examiner 5	
Day 2			
8:00 – 9:00 AM	Category 2	Examiner 2 (L) Examiner 3	Examiner 1
	Category 4	Examiner 4 (L) Examiner 5	
9:00 - Noon	Category 3	Examiner 3 (L) Examiner 4	Examiner 5
	Category 5	Examiner 2 (L) Examiner 1	
Noon – 1:00 PM	Lunch Examiner Caucus	All	
1:00 – 4:00 PM	Category 6	Examiner 5 (L) Examiner 4	Examiner 2 Examiner 1 Examiner 3
4:00 – 4:45 PM			All
4:45 – 5:00 PM	Wrap-up	All	

Notes:

1. Breaks and examiner caucuses will be scheduled mid-morning and mid-afternoon at convenient times as needed.
2. Category 7 items will be addressed with appropriate process categories.
3. Special assignments include: (a) Follow-up discussions from previous meetings; (b) Attend team meetings and other meetings; (c) Informal interviews with employees; and (d) Review documents, charts, and data.
4. (L) = Session leader

Level 4
Sample Site Visit Schedule

Time	Topic	Examiners		Topic	Examiners		Topic	Examiners		Miscellaneous Assignments
Day 1										
8:30 – 9:30 a.m.	Introductions & opening remarks	All								
9:30 a.m. – noon	Category 1	All								
Noon – 1:00 p.m.	Lunch and examiner caucus									
1:00 – 5:00 p.m.	Category 3	Examiner 3 Examiner 6		Category 5	Examiner 5 Examiner 1		Visit Operation A	Examiner 4 Examiner 2		Examiner 7
7:00 p.m.	Team meeting	Examiner 7								
Day 2										
8:00 a.m. - noon	Category 6	Examiner 6 Examiner 4		Category 2	Examiner 2 Examiner 5		Visit Operation B	Examiner 3 Examiner 1		Examiner 7
Noon – 1:00 p.m.	Lunch and examiner caucus									
1:00 – 5:00 p.m.	Category 4	Examiner 4 Examiner 2		Visit Operation C	Examiner 7 Examiner 5		Visit Operation D	Examiner 6 Examiner 3		Examiner 1
Day 3										
8:00 – 10:00 a.m.	Category 1	Examiner 1 Examiner 7		Category 3	Examiner 3 Examiner 6					Examiner 4 Examiner 2 Examiner 5
10:00 a.m. – noon	Category 4	Examiner 4 Examiner 2		Category 5	Examiner 5 Examiner 1		Visit Operation E	Examiner 3 Examiner 7		Examiner 6
Noon – 1:00 p.m.	Lunch and examiner caucus									
1:00 – 3:00 p.m.	Category 6	Examiner 6 Examiner 4		Category 2	Examiner 2 Examiner 5		Visit Operation E	Examiner 3 Examiner 7		Examiner 1
3:00 – 4:45 p.m.										All
4:45 – 5:00 p.m.	Closing meeting	All								

Short breaks will be scheduled as appropriate

Miscellaneous assignments will include: reviewing documents, attending meetings, talking with employees, follow-up meetings, etc.