

## Sample Site Visit Correspondence (letter or email) Level 1

August 28, 2018

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 me, members of the team are:

Robert Dodd  
Susan Walker  
Jane Elliott

As we discussed recently, our site visit will take place on Friday, September 14, 2018, 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 requirements of the Baldrige Excellence Framework™ and gather information to help us make a baseline assessment of your current practices. After the site visit, we will document our observations and recommendations and submit our findings to the TNCPE office. Our comments will be reviewed and a feedback report will be sent to you. The report will indicate the actions, processes, and system improvements 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 it relates to the Criteria requirements.

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

Sincerely,

Larry Majors  
Tennessee Center for Performance Excellence

Enclosures

cc: Robert Dodd, TNCPE Examiner  
Susan Walker, TNCPE Examiner  
Jane Elliott, TNCPE Examiner  
Tamera Fields Parsons, President & CEO, TNCPE