

# Sample Site Visit Questions

## Level 1

### Category-specific Questions

#### Leadership

- What are your organization's mission, vision, and values? How are these communicated throughout the organization?
- 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.

#### Strategy

- What is your role in strategic planning?
- How is your strategic plan linked to specific action plans?
- How do you decide which processes to do within your organization and which ones will use external resources?

#### Customers

- What is your role in meeting 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 your organization and the quality of your products?

#### 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 do you assess your organization's performance?
- How do you make relevant data accessible to your workforce, customers, suppliers, partners, etc.?
- In the event of an emergency, what happens to all of your data?

## **Workforce**

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

## **Operations**

- How do you develop your key processes to ensure value to your customers?
- How do you evaluate and improve processes?
- How do you monitor and control the costs of your processes?

## **Results**

- How do you gauge product quality, value and timeliness of delivery relative to your peers and competitors? Is performance improving or declining over time – and how do you know?
- How does your customer satisfaction and dissatisfaction compare to that of your peers and competitors? How do you know?
- 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.).