

Event/Action	Date	Description
Examiner Applications Due	December 15, 2019	Applications are available at www.wisquality.org or by emailing examiners@wisquality.org
Acceptance Notifications	On or before January 20, 2019	Individuals invited to serve on the 2019 Board of Examiners will be notified via letter. Deadline for accepting appointment to the BOE is January 30, 2019
New Examiner Orientation	February 13, 2019 Madison, WI	New Examiners serving in 2019 are required to attend one session of new Examiner Orientation. Examiners are introduced to the Baldrige Criteria for Performance Excellence and how the Criteria and WFA review processes contribute to the development of management systems.
Examiner Team Training	February 21 and 22, 2019	All Examiners attend both days. Individuals receiving training through NIST or another Baldrige-based program based on the 2017-18 Excellence Framework may be excused from training. Depending on the number and type of applicants, teams may meet to begin evaluation of the applicant. A Team Leader and a Judge are designated for each team. The Team Leader sets future meeting dates, as well as due dates for key milestones and deliverables.
Examiner independent evaluation	February - March	50 page Narratives: The application packages are read and analyzed independently by each member of the Examiner team. Each Examiner records draft observations and scores for all process and results Criteria Items based on the information provided in the application package. If not done earlier, the Team Leader makes Category Leader assignments, A web-based application, Scorebook Navigator, is used to collect and share examiner deliverables. Challenger and Fast Forward Applications: Teams are formed as intents are submitted. There is no scoring, and recognition levels are preassigned. Examiners will learn more about evaluating short form applications during training.
Examiner comment development and team review	Completed by March 30 or as designated by team (approximately 5 weekends)	Category Leaders choose key factors, write comments and score each Item they are assigned (usually from 3 to 6 Items) based on independent review observations from the entire team. Over the course of two weeks, team members read each other's comments and provide feedback, including alternative ideas about vital few strengths and opportunities for improvement, editing suggestions, and suggestions for better alignment between comments and scores. Category Leaders then refine their comments and/or scoring based on team members' suggestions and repost for successive reviews by team members. Ideally, all but the most exceptional differences of opinion between team members are resolved during this cycle.

Event/Action	Date	Description
Examiner team consensus event	Completed by April 13, 2019	<p>A Pre-consensus call, to discuss process and identify options, is held the week before the consensus meeting. Items for consensus meeting agenda are submitted within 48 hours.</p> <p>The Examiner team meets to come to confirm consensus on the applicant's strengths, opportunities for improvement, and scores; to discuss any exceptional outstanding issues remaining from the comment development and team review process; to write key themes for the applicant; and to make a recommendation on whether the applicant should receive a site visit. The resulting post-consensus scorebook provides a basis either for the final feedback report or, in some cases, for site visit issues to be addressed during the applicant's site visit.</p> <p>The consensus meeting is planned and led by the Team Leader and normally lasts 1 day with some telephone or electronic follow up.</p>
Site visits	April 21 through May 4, 2019	Site visits occur under one of three circumstances: 1) consensus team scores at the Mastery level or better, 2) at the applicant's request for recent repeat applicants previously recognized at the Mastery level, or 3) discretionary situations, determined by Wisconsin Forward Award, to more accurately determine recognition level. The site visit serves to clarify and verify the information received in the application. Additional Examiners may be added to teams conducting site visits. Site visit expenses are reimbursed.
Feedback reports drafted	Within one week of the consensus event or the last day of site visit.	The Examiner team drafts a feedback report based upon the agreed-upon findings from the consensus review and, if applicable, the site visit. The Team Leader works together with the team's Judge to ensure that the team's report provides appropriate feedback to the organization that address its current level of achievement and the opportunities for improvement that address the gaps to the next level of achievement.
Panel of Judges convenes	Late May and Late October	The Panel of Judges, consisting of Judges assigned to all Examiner teams, meets to calibrate scores, comments, and feedback in May and in October. Recognition levels for all 2019 applicants are confirmed in November
Feedback reports to applicants	June 1, 2019	Feedback reports will be postmarked by June 1, 2019. Recognition levels will not be confirmed until judges meeting in October
Post-feedback report meeting options	June 2019	We encourage applicant organizations to contact us for a post-feedback debriefing and action planning session. Team Leader(s) are expected to attend the debriefing meeting via pre-arranged conference call.
Recognition Levels Announced	November/December 2019	Our annual awards gala honoring all 2019 applicants is held in in late November or early December.

****Key deliverable dates are subject to change to meet the needs of the Examiner team and the applicant organizations.**