

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 15, 2020	Individuals invited to serve on the 2020 Board of Examiners will be notified via email. Deadline for accepting appointment to the BOE is January 20, 2020
New Examiner Orientation	February 13, 2020 Madison, WI	New Examiners serving in 2020 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 20 and 21, 2020	All Examiners attend both days. Individuals receiving training through NIST or another Baldrige-based program based on the 2019-20 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. If not done earlier, the Team Leader makes Category Leader assignments. Teams prepared for virtual site visits. Challenger and Fast Forward Applications: Teams are formed as intents are submitted. There is no scoring, and recognition levels are preassigned.
Preparation for Virtual Site Visits Virtual Site Visits held via teleconference	March - April	To prepare for virtual site visit interviews, team members read each other's independent reviews, and identify findings and supporting evidence about vital few strengths and opportunities for improvement. Team members create interview questions, and conduct virtual interviews with the applicant via teleconference. Teams may choose to meet in person to plan and prepare for the virtual site visits.
Examiner team Consensus Event	Completed by April 30, 2020	A Pre-consensus call to discuss process is held the week before the consensus meeting. Items for consensus meeting agenda are submitted within 48 hours. The Examiner team meets to come to confirm consensus on the applicant's strengths and opportunities for improvement. The team will score the application scorebook. 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. The consensus meeting is planned and led by the Team Leader and normally lasts 1 day with some telephone or electronic follow up.

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Site visits	May 4 through May 15, 2020	Site visits serve to clarify and verify the information received in the application and help the organization and examiner team gain deeper understanding. Additional Examiners may be added to teams conducting site visits. Site visit expenses are reimbursed by the applicant organization.
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/November	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 2020 applicants are confirmed in November.
Feedback reports to applicants	June 1, 2020	Feedback reports will be postmarked by June 1, 2020. Recognition levels will not be confirmed until judges meeting is held.
Post-feedback report meeting options	June 2020	We encourage applicant organizations to engage with their team leader for post-feedback debriefing and action planning session.
Recognition Levels Announced	November/December 2020	We recognize and celebrate Wisconsin Forward award applicants at a ceremony held in Madison or at their site 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.**