



**Examiner Applications Due: February 15, 2019**

## Examiner Overview

**WHO ARE EXAMINERS?** The Board of Examiners is comprised of volunteers from all sectors and levels of organizations. These individuals have backgrounds in business and industry, health care and education, trade and professional associations, universities, government agencies, and not-for-profit-organizations. Some Examiners are self-employed or retired.

**EXAMINER APPLICATION**—Individuals who are interested in serving on the Board of Examiners are required to apply/reapply each year. Applicants **MUST** read all of the provided Examiner Information Document, acknowledging the time requirements, expectations, Code of Ethics, and fee information.

**SELECTION FACTORS**—Submitted applications go through a review process by the Award Office staff and Advisory Board. Selection is based upon the candidate's knowledge, experience, skill, sector expertise, etc. Eligibility does not guarantee selection. No prospective candidate shall be denied consideration on the grounds of race, creed, color, national origin, age, gender, or disability.

Examiners are notified of their selection in late February. After completing training, Examiners will be assigned to Teams to complete the Examination Process. Initial selection guarantees acceptance into training; it does not guarantee team placement. Placement on an Examiner team is based on several factors including:

- Your preparation for training
- Your performance in training activities
- Your interpersonal skills and the ability to work effectively as a member of a team
- Sector knowledge—ensuring a balance of sector representation on each team
- Number of award applications received/need for Examiners to support them
- Consideration for the potential Examiner's possible conflicts of interest

## APPLICATION CHECKLIST

### Review the following:

- Examiner Overview
- Time Commitments
- Cycle Calendar
- Code of Ethics

### Complete and Submit:

- Examiner Application
- New Examiner Payment (if applicable)

**Submit electronically (preferred), or save file adding your last name and email to:**  
[christi.johnson@midwestexcellence.org](mailto:christi.johnson@midwestexcellence.org)

## EXPECTATIONS

Examiners evaluate, write an analysis of, and score written applications from the Award Programs administered by the Midwest Excellence Institute. Examiners are trained on Baldrige Criteria and the application evaluation process. This evaluation is first completed independently, and then with a team of other Examiners who have evaluated the same application to complete the process. When Examiners accept their selection, they are required and agree to:

- **Work independently as well as on a team**
- **Adhere to due dates and assignment instructions**
- **Adhere to all confidentiality and ethics policies**
- **Attend & participate in all required training** (listed on the Cycle Calendar: mix of in-person/virtual. Some dates TBD as team schedules allow)
- **Participate in Team calls/email communications**
- **Attend/Participate in a Site Visit, if selected** (Dates TBD as teams assigned)

## BENEFITS

Serving as an Examiner is a volunteer position and requires a significant amount of time, effort, and dedication. However, it is a very rewarding experience providing our Volunteers with:

- **Personal growth and professional development**
- **Opportunity to learn first-hand innovative approaches utilized by leading organizations**
- **Extensive insight into the Baldrige Framework**
- **Networking with other quality-minded peers**
- **Development of assessment and analytic skills**

# Estimated Examiner Time Commitment

<b>April</b>	<input type="checkbox"/> <b>Pre-Work</b> ( <i>all Examiners complete independently</i> ) – 20-40 hours
<b>May</b>	<input type="checkbox"/> <b>Advanced Examiner Training</b> —8 hours + travel; Columbia, MO ( <i>by invitation only; for experienced Examiners</i> ) <input type="checkbox"/> <b>2-Day Examiner Training</b> ( <i>required for ALL Examiners</i> )— 16 hours + travel; Columbia, MO <input type="checkbox"/> <b>Scorebook Navigator Training/Instruction Videos</b> ( <i>own time</i> )— 1-2 hours
<b>May - July</b>	<input type="checkbox"/> <b>Independent Review</b> ( <i>all Examiners complete independently</i> )— 40-110 hours ( <i>dependent upon level of experience/complexity of assigned application</i> )
<b>July</b>	<input type="checkbox"/> <b>Consensus Training</b> —1 hour; Webinar <input type="checkbox"/> <b>Consensus Preparation</b> ( <i>Examiners complete independently</i> )—10-20 hours
<b>July - August</b>	<input type="checkbox"/> <b>Consensus Meeting</b> ( <i>conference call; date mutually chosen by team</i> )— 6-10 hours <input type="checkbox"/> <b>Consensus Revisions</b> ( <i>Examiners complete independently, based on team’s chosen schedule</i> )—4-6 hours <input type="checkbox"/> <b>Site Visit Training</b> ( <i>all Examiners assigned to a Site Visit must attend</i> )—4-6 hours + travel; Columbia, MO
<b>August - September</b>	<input type="checkbox"/> <b>Site Visit Preparation</b> ( <i>Examiners complete independently</i> )—10-20 hours <input type="checkbox"/> <b>Site Visit</b> ( <i>Examiners stay in a hotel with the team for 6 full days, Sunday – Friday</i> )—50-60 hours
<i>*all figures approximate</i>	

## Date/Time Commitment Details

**Required Trainings** – Examiners must attend all required trainings, as indicated on the Cycle Calendar, to be eligible for team selection. At this time, only the dates indicated on the calendar will be offered.

**Consensus Meeting** – A one day meeting (via conference call) with all team members to discuss and agree on findings of your application review. There will be time to gather and prepare your information for this meeting (see calendar dates), and the one day meeting date will be chosen by the team. These meetings can last 6-9 hours, so please plan accordingly.

**Site Visit** – An MQA-KQA Tier 3 Award Level Site Visit is a 5 or 6 day on-site event (excluding travel) where you and your team will visit the applicant’s location. MQA-KQA Tier 2 Award Level Site Visits are 3.5 days. Your team will stay in a hotel and work together to verify and clarify your findings from the Consensus Meeting. You must stay on location at the applicant’s organization and/or the hotel during the Site Visit week. When choosing your availability for Site Visit week, please select all available weeks if your schedule permits, as this allows us the most flexibility when making team assignments.

Assignments marked “**Examiners complete independently**” will be completed within the date window marked on the Cycle Calendar.

Any due date/virtual training/meeting marked as “**TBD by team**” will be determined mutually by the team and held during the date window shown on the Cycle Calendar.

For any questions on Cycle Calendar or Time Commitments, please contact the Award Office.

# Cycle Calendar

<b>2019 Examiner/Judge/Overseer Cycle Calendar</b>		
<b>Event</b>	<b>Date</b>	<b>Location / Notes</b>
Examiner Applications Due	February 15	Submitted to MQA/KQA Office
Examiner Board Notification of Appointment	February 21	Email notification
New Examiner Orientation Training	March 28	Columbia, MO
Examiner training pre-work assignment distributed	April 1 (No fooling! ☺)	Independent completion of case study pre-work
2-Day Examiner Training ( <b>ALL</b> Examiners, Judges, and Overseers <b>MUST</b> attend one session)	May 8-9 <i>or</i> May 15-16	Columbia, MO
Award Applications Assigned to Examiners	May 20-21-22	
Examiners Independent Review of Award Application	May 20—July 8	Independent completion of assigned application scorebook
Consensus Training	July 10	Webinar
Consensus Preparation	July 11—July 21	(exact prep. window determined by teams depending on group selection of Consensus meeting date)
Consensus Meeting (1 day team meeting) and Consensus Report Editing	July 22-August 9	1 day – conference call— TBD by team
Consensus Draft Report Due to Award Office	10 days after team's Consensus meeting	Submitted to MQA/KQA Office
Site Visit Training	August 20	Columbia, MO MUST attend if on a Site Visit Team
Team Site Visit Preparation	August 21—September 7	
Site Visit Weeks	SV#1: Sept. 8-13 SV #2: Sept. 15-20	Locations TBD (dependent upon application locations)
Judges Review – Recipient Recommendations	October 16	Columbia, MO
MQA/KQA Recipient Selection Meeting	October 17	Columbia, MO
MQA-KQA Awards Banquet	November 14	Columbia, MO

# Code of Ethics

The Award Program is administered under a strict Code of Ethics, which ensures no applicant names are released unless they receive the award. In addition, any commentary and scoring information developed during the review are kept strictly confidential. Such information is available only to those individuals directly involved in the examination and only on those applications to which they are assigned.

All participants in the Award Process are expected to adhere to the highest level of ethical performance, including not engaging in sexual, ethnic, racial, age or other discrimination against other members of the Board, applicants, or in interactions with other individuals or organizations on behalf of the Midwest Excellence Institute.

All appointed Examiners will be required to sign a code of conduct agreement during training. All breaches of ethics shall be immediately reported to the Award Office: 573-817-8310.

## RULES OF CONDUCT

The following Rules of Conduct are established to maintain the confidentiality of all Award application information, including the identity of applicants, and to preserve fairness in the examination process. The rules pertain to all persons involved in the process.

1. All information about the applicant and business gained through the evaluation process shall be treated as confidential. The following precautions shall be taken:
  - Applicant information shall not be discussed with anyone, including other Examiners, with the exception of designated team members, and Award office representatives. This applies to the written application as well as to any information obtained during a site visit.
  - Names of applicants shall not be disclosed during or after the application review process.
  - Applications, scorebooks, and worksheets will exist on an electronic basis – Any copies of these, as well as all other Examiner notes and related material, must be destroyed (shredded, incinerated; erased from computers, flash drives, etc.).
2. Each Examiner is responsible for personally and independently scoring their assigned application.
3. Prior to Site Visit Review, no Examiner shall communicate with the applicant organization, or in any manner seek additional information, documentation, or clarification. This includes Internet searches. If questions arise, contact the Award Office.
4. Examiners shall not at any time independently give feedback to applicants regarding scoring or overall performance.
5. Examiners advising or participating with an organization in the preparation of an Award application shall not reveal or discuss that participation with other Examiners during the training or evaluation process.

## CODE OF ETHICAL CONDUCT

In promoting high standards of public service and ethical conduct, Board of Examiner Members:

- Shall conduct themselves professionally, with truth, accuracy, fairness, and responsibility to the public.
- Shall not represent conflicting or competing interests, nor place themselves in such a position where the Examiner's interest may be, or appear to be in conflict, with the purposes and administration of the Award.

- Shall safeguard the confidences of all parties involved in the judging or examination of present or former applicants, including such information disclosed in the context of communications relating to an anticipated professional relationship with potential applicants.
- Shall not serve any private or special interest in fulfillment of the duties of a Judge or Examiner, therefore excluding, by definition, the examination of any organization or subunit of an organization of which he/she is employed or of which a consulting arrangement is in effect or anticipated.
- Shall not serve as an Examiner of a primary competitor, customer, or supplier of any company, division, or business unit, of which he/she is an employee, holds significant shares of stock or is involved in, or anticipates, a consulting arrangement.
- Shall not intentionally communicate false or misleading information, which may compromise the integrity of the Award process decisions, therein
- Acknowledge the use of trademarks owned by the Midwest Excellence Institute, including the MQA/KQA logo etc.
- Shall never approach an organization they have evaluated for their personal gain, including the establishment of an employment or consulting relationship; and if approached by an organization they have evaluated, shall not accept employment from an organization for a period of three years after the evaluation.
- Upon completion of the Examiner Training, Examiners may use the following designation: Examiner, Missouri Quality Award (MQA), or Kansas Quality Award (KQA) along with the year(s) served. However, they shall not use the logos in any advertising or promotion, nor shall business cards include the Examiner designation or logo.
- Shall encourage and maintain a professional working environment that promotes respect of the Award applicants, their employees, and all members of the Examiner Team, during the consensus and site visit processes.
- Shall respect the climate, culture, and values of the organization being evaluated, when participating in a site visit.
- Furthermore, it is pledged that as a member in good standing of the Board of Examiners, each member shall strive to enhance and advance the Award/Tiered Program as it serves to stimulate companies and organizations to improve quality and productivity through performance.