

**I have been asked many times what is an Examiner, what do they do, why do they do it (volunteer to help other organizations; and help their own organization), what do I get out of it? I hope to address those questions and more with this information sheet.**

## **Information Sheet: What does it mean to become an Examiner, what are the duties, conditions and timelines?**

**What does it mean to be a QTF Examiner?** If you are appointed to an Examiner, you'll

- attend a training course—designed to improve your brand and help your organization—focused on the Baldrige Framework and the Baldrige award process
- observe the Terms and Conditions of Appointment, including the Code of Ethical Conduct
- independently review an application of an organization that is trying to implement a systematic way to improve daily
- as part of a team of experts, participate in a consensus review of the applicant organization via teleconference and an online scorebook
- prepare the final scorebook as a foundation for the feedback report sent to the applicant to aid in their journey toward continuous improvement
- perhaps help conduct an in-depth, on-site review of an applicant organization
- act as an ambassador for the Quality Texas Foundation and the national Baldrige Program
- receive a recognition honoring efforts in support of the Baldrige Program

## **What are the terms, conditions, and timelines?**

### **Term of Appointment**

Examiners are appointed for approximately one year, beginning at the conclusion of your Examiner Training in Jul-Aug-Sep timeframe.

## Timeline and Time Commitment

Serving on the Board of Examiners requires training for and completion of an Independent Review and a Consensus Review of an award application, typically about 100 hours between September through March.

Additionally, 10% of our examiners complete a site visit, a commitment of up to an additional 150 hours during November through early January, including a seven-day trip to an award applicant's work site and completing a team report for the applicant.

While participating in a site visit is a large time commitment, we strongly encourage our examiners to be available for site visit work. Most of our examiners say that the site visit is the most rewarding part of an examiner's work.

- You must be able to accommodate the schedule set by your evaluation team during all phases of the evaluation process—even if your own professional work requires temporary or extended travel or residence outside the United States.
- You'll be able to complete portions of the work at your workplace or home via overnight mail, telephone, secure fax, and secure Web. You'll need to travel only for training and site visits.

QTF has a number of applicant submission dates as shown below. (See [www.quality-texas.org/applicant-submission-dates/](http://www.quality-texas.org/applicant-submission-dates/) for levels and dates.

<b>Level</b>	<b>Time Commitment</b>
<b>Progress</b>	<b>10 hours (no site visit; one month duration)</b>
<b>Engagement</b>	<b>40 hours (no site visit; two months duration)</b>
<b>Commitment</b>	<b>55 hours (no site visit; two months duration)</b>
<b>Progress</b>	<b>90 hours (without a site visit) and 140 hours (with a site visit request; three months duration)</b>
<b>Award</b>	<b>250 hours (October through March; includes 7-day on site visit)</b>

### **Code of Ethical Conduct**

As a QTF Baldrige examiner, you'll be expected to observe the QTF Code of Conduct. A provision in this code states that you will safeguard the confidentiality of all award applications, including the identity of applicants.

### **Disclosure of Conflicts of Interest**

If you are selected as an examiner, we'll ask you to provide information that allows us to determine conflicts of interest with applicants. You'll be asked to disclose the identity of employers, competitors, key customers, key suppliers, and clients—past, present, or potential—whose interest might be favorably or unfavorably affected by your actions as a QTF Examiner.

We'll use this information only to assign you to applications, and we'll keep the information confidential.

### **Adherence to Award Application Review Processes**

You'll be expected to meet all the requirements associated with reviewing an organization's award application fairly and competently. For example, you'll need to use the QTF framework for Beginner, Engagement, Commitment and Progress and the Baldrige Framework for Award Level applications. Scoring will be accomplished at Commitment Level upwards in our process. Examiners are required to adhere to review processes, meet site visit requirements if you participate, and avoid conflicts of interest. Thorough documentation and written communication are essential.

### **Assignment of Board of Examiner Members**

We assign examiners to award applications with the goal of ensuring the fairest, most competent evaluation possible. You'll be assigned to an application based on your knowledge and experience and on the need to avoid conflicts of interest.

### **Expenses Covered**

The QTF Program covers all travel-related costs for site visits. Costs for all training are minimized to assist organizations and individuals.