

What does it mean to be an Internal Coach/Examiner?

What does an Internal Coach/Examiner do?

Why do organizations of all types support the training?

What are the terms, conditions, and timelines?

What does an Internal Coach/Examiner do? Why do organizations of all types support the training?

If you are an IC/E, you'll

- attend a training course—designed to improve your brand and help your organization—focused on the World Class Baldrige Framework and the Baldrige 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 a representative for the QTF/PR/MO/KS program
- receive a recognition honoring efforts in support of the QTF/PR/MO/KS Program

What are the terms, conditions, and timelines?

Term of Appointment

IC/Es are appointed for approximately one year, beginning at the conclusion of your IC/E Training in Jun-Dec timeframe.

Timeline and Time Commitment

Serving on the Board of Examiners requires IC/E Training annually (changes constantly based upon most recent research). Completion of an Independent Review and a Consensus Review at a minimum with

some Examiners working on an Award Level application, typically about 100-150 hours between August through January (based upon the organization, the level of application, and the timing of submission).

Additionally, around 10% of our IC/Es complete a site visit, a commitment of up to an additional 150 hours during November/December. With Covid-19, we are exclusively online with a Virtual Site Visit. After Covid-19, we anticipate including a six or 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 IC/Es to be available for site visit work. Most of our IC/Es say that the site visit is the most rewarding part of an IC/E'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 may need to travel only for training and site visits (after Covid-19).

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

Level	Time Commitment
Engagement	40 hours (no site visit; two months duration)
Commitment	55 hours (no site visit; two months duration)
Progress	90 hours (without a site visit) and 140 hours (with a site visit request; three months duration)
Award	250 hours (August through January)

Code of Ethical Conduct

As a QTF Baldrige IC/E, 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 IC/E, 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 IC/E. 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 Engagement, Commitment and Progress and the Baldrige Framework for Award Level applications. Scoring will be accomplished at Engagement Level upwards in our process. IC/Es 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 IC/Es 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 physical site visits. Costs for all training are minimized to assist organizations and individuals.