

EXAMINER GUIDELINES AND APPLICATION



THE PATH TO PERFORMANCE EXCELLENCE

P.O. Box 609
Keyport, WA 98345
800-517-8264 or 360-697-2444

Board of Examiners Information Packet

General Information

The Washington State Quality Award (WSQA) Board of Examiners is comprised of representatives from various sectors and various experiential backgrounds. It is the combining of experiences that creates a robust and insightful examination team. Please visit the Web site at www.wsqa.net for the most recent Examiner calendar.

Address and Information Requests

Washington State Quality Award Program
P.O. Box 609
Keyport, WA 98345
wsqa@wsqa.net
Telephone: (800) 517-8264 or (360) 697-2444
Fax: (360) 394-2445

Examiner Application Process

Each year, some Examiners will rotate off the Board of Examiners to provide opportunities for others. Past applicants who were not selected are therefore encouraged to apply again. Some highly qualified applicants may not be selected due to the necessity of balancing the Board of Examiners with members from different sectors.

Notification Process

Applicants are encouraged to submit applications early to allow extra time for the training and case study preparation. Applicants will be informed of their status within 3 weeks of submission.

Composition of WSQA Award Process

The WSQA Award process is composed of three member groups with the duties shown below.

Examiners

Members are selected from the Examiner applicants' group. Examiners review applications, develop comments, score written applications, and prepare feedback reports to applicant organizations. Examiners also participate in consensus evaluations and site visits. Examiner Certification levels are described below.

Panel of Examination and Process Development (aka Mentors)

Members are appointed by the Washington State Quality Award by nomination from the Panel of Judges and approval from the WSQA Board of Directors. Mentors are responsible for the following areas:

- **Training** – Determine best practices for mentoring, assisting and reviewing the examination team's work. Develop training for the PEPD to ensure that all panel members are consistent in their approach with teams.
- **Procedures** – Review existing Award process procedures, improve and modify the process as needed.
- **Governance Policies** – Develop guiding policies and procedures for the PEPD. This includes panel responsibilities, nominations, elections, etc.

Judges

Judges are appointed by the Washington State Quality Award by nomination from the Panel of Judges and approval from the WSQA Board of Directors. Judges are primarily responsible for reviewing applications, examiner scorebooks, and then making site visits and award recognition level decisions.

Selection Process

The Washington State Quality Award seeks to constitute a board of experts capable of evaluating organizations eligible for the Washington State Quality Award and willing to serve as representatives of the program. Sector coverage and balance are important selection considerations. Sectors include For-Profit, Healthcare, Public, Not-for-Profit, and Education. Board members are selected on the basis of their personal qualifications and are not considered representatives of their employers or any other organization.

Eligibility

No applicant will be denied consideration or appointment as an Examiner on the grounds of race, creed, color, national origin, age, sex, disability, or ability to pay for training.

Examiner Qualifications

Applications for the Board of Examiners are evaluated on the basis of the following:

- Breadth and Depth of Experience
- Specialized Expertise
- Examiner Skills, Knowledge, and Abilities

Selection Authority

Examiners are appointed by the Washington State Quality Award based on the above criteria. Senior Examiners are selected from the group of appointed Examiners based on recommendations of their peers, Mentors, Panel of Judges, training facilitators, and WSQA.

Terms and Conditions of Appointment

Duties of Examiners

Examiners review, write an analysis of, and score written applications and prepare final scorebooks that are the foundation for written feedback reports to applicants. They also participate in a Consensus Review process and may participate in a site visit. In addition to their application review responsibilities, Board members contribute significantly to the Washington State Quality Award program through outreach and educational activities by serving as representatives for the program.

Computer Access

Examiners must have access to a computer with high-speed internet connection to complete their review. Internet browser must be Internet explorer version 6 or newer (available as a free download as a component of Windows). Mac computer users please contact us for compatibility determination.

Completion of Application

New applicants for the Board of Examiners must submit a complete New Examiner Application packet postmarked by the due date indicated on the Web site at www.wsqa.net. Returning WSQA or NMBQA (National) Examiners who have been active within the past 3 years may submit a Returning Examiner Abbreviated application postmarked by the specified due date. The complete application and the abbreviated application are included within this document. Applicants are encouraged to submit applications early to allow extra time for the training and case study preparation. Applicants will be informed of their status within 3 weeks of submission.

Code of Ethical Standards

Examiners are expected to carry out their duties and responsibilities according to the Code of Ethical Standards. (See Ethical Standards Policy.)

Disclosure of Conflict of Interest

Those selected to serve on the Board must provide information regarding conflicts of interest. Disclosure includes, but is not limited to, employers, financial interests, and client relationships. Such information will be used only for purposes of Board assignments and otherwise will be kept confidential

Term of Appointment

The term for members of the Board of Examiners is from the time of training through completion of the assigned application review.

Time Commitment

Examiner applicants should give careful consideration to the time commitment required to meet the Award review schedule. Applicants must be able to complete training and assigned pre-training case study. Although the process can accommodate varying schedules, Examiners must be flexible enough to commit sufficient time during the critical review period. The specific timeline for this cycle can be viewed on the Web site. (Review Figure A for the typical time commitment required of an Examiner.)

Preparation Courses

Participation by Board members in preparation courses is critical to the success of the Program because these courses include a detailed review of the Criteria for Performance Excellence evaluation process, scoring system, consensus development, site visit requirements, and Code of Ethical Standards. Examiners select the desired certification path. Examiners must then attend the required training for the selected review path. ***Selected Examiners who cannot attend the required training and do not complete the required pre-work for the training will not serve as Examiners.*** Senior Examiners must attend an additional day of training.

Adherence to Award Process

Examination Board members are expected to meet all requirements associated with a fair and competent evaluation. This includes using the Criteria for Performance Excellence and scoring system, adhering to the evaluation processes, site visit requirements, and avoiding conflicts of interest. Thorough documentation and written communication are essential parts of the overall review process.

Compensation and Reimbursement

The Washington State Quality Award is a not-for-profit program staffed with volunteers. No member of the Board of Examiners receives any compensation. Examiners are reimbursed for travel and expenses related to the ***site visit*** only.

Fees and Scholarships

New Examiners are asked to pay a fee (as stated in the application) to help cover a portion of the cost of training. Returning Examiners are asked to pay a reduced fee (as stated in the application). If needed, scholarships are available upon request. No Examiner will be turned away due to an inability to pay. In the event that an Examiner is not able to fulfill their examination review responsibilities through Stage Two of a minimum of a (Lite) Assessment Application review, they will be responsible for the full value of the Examiner training received. Training value can be determined by visiting the WSQA Web site and viewing the registration fees for the open enrollment workshops.

Examiner Progression and Certification

Members of the Board of Examiners are eligible to progress through the following Examiner Certification Levels. Examiner Certification Levels are valid for 2 years from the time of issuance. Certificates are mailed to Examiners within 3 weeks of their completing the requirements for the chosen certification and completion of the Examiner Survey at the conclusion of the process. Examiner names and certification levels are posted on the WSQA Web site.

Level 1: Lite Examiner Certification

Successfully completed required Examiner training and prework. Completed Stage One* and Stage Two* of an (Lite) Assessment Application review, contributed as assigned for the creation of the Final Scorebook and provided input for process improvement.

Level 2: Full Examiner Certification

Successfully completed required Examiner training and prework. Completed Stage One* and Stage Two* of a Full Examination Application review, contributed as assigned for the creation of the Final Scorebook and provided input for process improvement. Complete stage three* for applicants moving to this stage.

Level 4: Senior Lead Examiner Certification

Successfully completed required Examiner and Senior Examiner training and prework. Completed Stage One*, Stage Two* and Stage Three* of a Full Examination Application review, performed duties of Lead Examiner**, Scorebook Editor, or Backup Lead (as requested), contributed as assigned for the creation of the Final Scorebook and provided input for process improvement.

Members of the Panel of Examination and Process Development (aka Mentors) and Judges Panel

Based on availability and need, Senior Lead Examiners may request consideration to become members of the Panel of Examination and Process Development or Judges Panel– one of the highest Examination Certification Level in the state.

Members of the Panel of Judges

Based on availability and need, Senior Lead Examiners may request consideration to become members of the Panel of Judges – one of the highest Examination Certification Level in the state.

* Stage One is the individual review, Stage Two includes the preparation for consensus and the consensus meeting in which all Examiner input is joined to form a scorebook, Stage 3 is the Site Visit where a team of Examiners visits the applicant's site to verify and clarify items identified during the consensus meeting

** Scorebook Editor is responsible for proofreading of final scorebook. Back up Team Lead is responsible to support the Lead Examiner in organization, work assignments, and time management of team. Lead Examiner is responsible to assign and coordinate the effort of the examination team.

Typical Time Commitment of Examiners For Washington State Quality Award Figure A

(Lite) Assessment Examiner- Level 1 Entry Examiner Certification

1. Prepare and submit application to become Examiner..... 1-2 hours
2. Attend Introduction to Performance Excellence or Executive Overview4-8 hours
3. Review online materials in preparation for completion of training prework..... 2 hours
4. Complete Prework Study prior to (Lite) Assessment Examiner training session..... 10-20 hours
5. Attend (Lite) Assessment Examiner training session 12 hours
6. Complete Stage 1 - Individual Review of assigned (Lite) Assessment Application6-15 hours
7. Complete Stage 2 - Consensus Review of assigned (Lite) Assessment Application.....6-10 hours
(Includes prework and consensus meeting)
8. Compilation of Feedback Report.....2-3 hours
9. Provide input for process improvement.....1 hour

Total (Lite) Assessment Examiner Time Commitment 44 - 73 hours

Full Examination Examiner- Level 2 Examiner and Level 4 Senior Lead Examiner Certification

1. Prepare and submit application to become Examiner..... 1-2 hours
2. Attend Introduction to Performance Excellence or Executive Overview4-8 hours
3. Review online materials in preparation for completion of training prework..... 2 hours
4. Complete Prework Study prior to (Lite) Assessment Examiner training session..... 10-20 hours
5. Attend (Lite) Assessment Examiner training session 12 hours
6. Attend Full Examination Examiner training session 12 hours
7. If selected as a Senior Examiner, attend Senior Examiner training session 8 hours
8. Complete Stage 1 - Individual Review.....20-40 hours
9. Complete Stage 2 - Consensus Review 16-28 hours
10. If selected as Team Leader or Feedback Report Writer5-10 hours
(Miscellaneous planning, writing, and follow-up work)
11. Complete Stage 3 - Site Visit Review48-56 hours*
12. Attend Award ceremony 2 hours
13. Provide feedback for improvement 2 hours

Total Full Examination Examiner Time Commitment 129 - 202 hours

Senior Examiners and Feedback Writers volunteer for additional responsibilities and time.
Conditional on applicant being awarded a site visit.*

Washington State Quality Award

Ethical Standards Policy

Highest Standards

Washington State Quality Award (WSQA) exists to motivate, educate, and congratulate Washington's organizations and businesses for their achievements in performance excellence. Our success and sustainability as an organization is directly related to how we conduct our business and our individual actions each day. It should be understood by all that are governed under this policy that unethical behavior which brings adverse scrutiny or embarrassment to this organization cannot be tolerated and will be addressed in a fair, corrective, and decisive manner. Holding our organization, and those with whom we associate and partner, to the highest standards of ethics and integrity demonstrates to Washington businesses and organizations that we are worthy advocates of performance excellence.

This policy is to guide the conduct of all individuals acting in any capacity for and on behalf of WSQA. The policy serves to inform applicants, employees, consultants, volunteers, other partners, and the general public that all actions and decisions associated with administering the Washington Quality Award will meet the test of integrity and ethical behavior. These standards serve to assure applicants and the public, that the Award process is conducted in a fair and unbiased manner, without conflict of interest or desire for personal gain on the part of any person serving in an administrative, judging, or examining capacity for the awards.

Violations of this policy will result in administrative action, up to and including the removal from any position and/or association with WSQA and forfeiture of all fees and rights relating to WSQA.

Declaration of Principles

These standards shall govern all individuals acting in any capacity for, and on behalf of, WSQA, and each individual:

1. Shall conduct themselves professionally, with truth, accuracy, fairness, respect, and responsibility to the public and in a manner that does not negatively impact or damage the perception or reputation of WSQA.
2. Shall not represent conflicting or competing interests, nor place them in such a position where their interests may be in conflict, or in perceived conflict, with the purposes and administration of the Washington Quality Award by WSQA.

Principle Two Clarification

- a. Conflicting interest will be considered present when a Judge, Mentor, Examiner, or any member of his/her immediate family holds a direct interest in an organization, which has applied for the Award, or of an organization, which has an organizational unit that has applied. Direct interest is defined as employment (including any consulting arrangement which may be in effect), direct ownership of stock or bonds, or partner interest in the organization. This does not require Examiners, Mentors, or Judges to attempt to ascertain whether there may be hidden indirect holdings through third party mutual funds or in trusts over which the staff member, Examiner, Mentor, or Judge has no control.
 - b. Judges, Mentors, Examiners, staff, and board members will refrain from participating in the evaluation, scoring, or selection of an applicant organization when a direct financial or personal relationship exists outside of that organization with an officer, senior manager, administrator, or director of the organization. If, for instance, an Examiner, Mentor, Judge, or board member is engaged in a business venture, partnership, or other business relationship with an officer, director, senior administrator, or policy-level manager of an Award applicant, they should not participate in evaluation of that organization's WSQA application.
 - c. Judges, Mentors, Examiners, staff, and board members will refrain from participating in the evaluation or judging of a primary competitor of any organization, division, or business unit of which he/she is employed or with which a consulting arrangement is in effect.
3. Shall not direct the processes, efforts, and actions of the administration by WSQA of the Washington Quality Award to serve their own interests. Inclusive in this principle, is the stipulation that no members of the WSQA staff, Board of Directors, Board of Examiners, Contractors of WSQA, Panel of Examination and Process Development, or Panel of Judges:
 - i. Shall accept retainers, commissions, or valuable consideration from past or present Award applicants or interested parties in exchange for offering confidential information or disclosures which may in any way influence the Award's integrity or process, either currently or in the future.
 - ii. Shall promote services or products unrelated to WSQA while in a capacity of representing WSQA.

- iii. Shall use for personal gain the property of WSQA including all database information of Members, Examiners, Mentors, Judges, Board of Directors, applicants, participants in conferences and other parties interested in the services of WSQA.
4. Shall not intentionally communicate any information that may compromise the integrity or confidentiality of the Award process or its outcome.
 5. Shall safeguard the confidences of all parties involved in the judging or examination processes of present or former applicants.

Principle Five Clarification

- a. No member of the WSQA staff, WSQA contractors, Board of Directors, Board of Examiners, Mentors, or Panel of Judges will release or disclose to any third party the name(s) of any firms applying for the awards. Some companies may authorize such release; that release may be done by the staff of WSQA. No member of the Award process will release or use the name(s) of applicants except as permitted by the applicants.
 - b. No Examiner, Mentor, or Judge will at any time disclose to any person not directly involved as a member of the examination team evaluating a specific applicant any information concerning the scoring or judging process of a specific applicant organization, either current or past. The only exceptions will be the Mentors, Panel of Judges, and the Board Members for evaluating the scoring process and ethical considerations.
 - c. No person who has served as an Examiner, Mentor, or Judge of a specific applicant organization may use their knowledge of that organization through the Award process to solicit that organization or a competitor organization for employment or contracts for a period of three calendar years following the Award cycle in which he/she served.
 - d. No person involved in the Award process will, as part of their professional credentials, indicate that they have served as an Examiner, Mentor, or Judge for a specific applicant for the Award. The fact that they have served as a “member of the staff, or as a Mentor, or as a Judge, or an Examiner” for the Washington Quality Awards may be used as long as specific applicants are not mentioned.
6. Shall act as ambassadors for WSQA and the Washington State Quality Award.

Principle Six Clarification

- a. Participants shall not intentionally communicate false, misleading, or damaging information that may compromise the integrity of the Washington Quality Award or WSQA.
- b. Shall encourage submission of Examiner applications and recognition/Award applications.
- c. Shall resolve conflicts regarding the Washington Quality Award, WSQA, or any person acting on behalf of or for WSQA.
- d. Shall promote in all activities, an atmosphere focused on overall performance improvement rather than on winning an award.
- e. Shall not sell or promote services or products outside of WSQA while in a capacity of representing WSQA.

Implementation of Ethical Standards Policy

Furthermore, it is pledged that each individual, acting in any capacity for and on behalf of WSQA, shall endeavor to aid the professional development and advancement of the Washington State Quality Award to stimulate Washington organizations to improve their quality, productivity, and organizational results through the use of Baldrige quality principles.

I, _____ (please print name), hereby pledge to uphold the principles of ethical behavior as set forth in this Ethical Standards Policy.

Signature

Date

Washington State Quality Award
Disclosure of Conflict of Interest
Truth and Accuracy of Examiner Application
Commitment of Review
Agreement to abide by Ethical Standards Policy

Members of the Washington State Quality Award Board of Examiners shall voluntarily disclose to the Administrators of the Award the identity of employers and clients (past, present, or potential) whose interest might be favorably or unfavorably affected by the actions they will undertake while acting as a member of the Board of Examiners. This includes disclosure of companies in which members of the Board of Examiners have financial holdings and affiliations that may have the reality or appearance of conflicting or competing interests, as defined in the Ethical Standards Policy detailed in the Board of Examiners Information Packet.

Any material misrepresentation in this application or incomplete disclosure will result in disqualification from participation in the Washington State Quality Award Board of Examiners. *Examiner Applicants are required to indicate acceptance of these requirements by signing below.*

I certify and attest to the truth and accuracy of the information contained in my Board of Examiner Application, whether it is a New Examiner or Return Examiner application.

I also agree that by participating in the Examiner training I am agreeing to fulfill the Examiner application review duties through Stage Two (consensus) review within one (1) year of completion of training. Refer to Figure A, Typical Time Commitment of Examiners for Washington State Quality Award, for time commitment estimates through stage 2. I understand and agree to the condition that if I receive part or all of the examiner training and do not fulfill my commitment as required by WSQA through Stage 2, consensus review, within one (1) year of completion of examiner training, I will pay the full value of the training received. Training is valued according to our current open enrollment workshop rates available at www.wsqa.net.

I also agree to abide by the Ethical Standards Policy, including providing a complete disclosure statement.

Signature of Applicant: _____

Date: ____/____/____

Board of Examiner Application for New Examiners

Remember that members of the Board of Examiners must submit this application packet or the abbreviated form if applicable to be considered for participation.

Complete all sections of this application. Make sure to sign the Ethical Standards Policy and the Disclosure of Conflict of Interest. If the application is submitted via e-mail, signatures will be required at Examiner training. If additional space is needed to provide the requested information, one supplemental page may be submitted.

Submit the completed application postmarked by the due date specified on the Web site.

Washington State Quality Award
P.O. Box 609
Keyport, WA 98345
E-mail to wsqa@wsqa.net

Examiner applicants will be notified of their status within 3 weeks of submittal. Please include an electronic version of the brief biography

Personal Information

Title: Mr. Ms. Mrs. Dr.

Last Name: _____ First: _____ M.I.: _____

Date of Birth: ____/____/____

Place of Birth: _____

Citizenship: _____

Permanent Resident Visa: Yes No

*Preferred Mailing Address: Work Home

Home Address:

Street: _____

City, State, ZIP: _____

Employment:

Employer: _____

Street: _____

City, State, ZIP: _____

*Preferred Phone: Work Home

Work Phone: (____) ____ - ____

Home Phone: (____) ____ - ____

Work Fax: (____) ____ - ____ Home Fax: (____) ____ - ____

Primary E-Mail Address: _____ Secondary E-Mail Address: _____

Travel Expense Reimbursement* Required: Yes No
(Site Visit Expenses only. Honoraria will **not** be paid due to budget limitations.)

Can you pay \$350 towards Examiner training? Yes No
(No Examiner will be turned away due to inability to pay.)

Do you want to apply for membership and receive \$35 off this registration and all workshops and conferences?
 Yes (\$95) No

Total Payment: _____

Credit Card Information:

Visa Master Card American Express

Account Number: _____ Expiration Date: _____

Name on Card: _____

Electronic Funds Transfer: For electronic payment (EFT), please use WSQA vendor ID number:
SWV0018495-00

Invoice Information:

Invoice Name: _____

E mail: _____

Invoice Address: _____

Invoice Phone Number: _____

Purchase Order Number (optional): _____

Please note all payments must contain attendees name and "Examiner Training" to ensure correct posting.

Cancellation Policy: All cancellations must be received 1 week prior to the event to receive refund.

***Examiners who receive training and do not fulfill their commitment as required by WSQA through Stage Two, consensus review will be invoiced the full value of the training they received. Training is valued according to our current open enrollment workshop rates available at www.wsqa.net.**

How did you hear about the WSQA Board of Examiners?

- WSQA publication / presentation
- Other association (name of association) _____
- Word of mouth (please specify contact) _____
- Previous WSQA Examiner (please specify) _____
- Other (please specify) _____

Were you a member of the WSQA, National or another state's Board of Examiners in a previous year? Yes
Year(s) _____ Award Organization _____ No

Examiner Commitment

Which level of Examiner Certification do you wish to obtain?

- Level 1: Entry Level Examiner
- Level 2: Examiner
- Level 3: Senior Examiner.

Please also identify the following roles you would be interested in performing:

- Feedback Writer (proofreading of final report and transporting into final scorebook format)
- Back-up Team Lead (support lead in organization, work assignments, and time management of team)
- Level 4: Senior Lead Examiner (only available to return Examiners)

Site Visit Availability for Examiner Certification Levels 2, 3, or 4 (visit the Web site to view calendar dates

www.wsqa.net/Extimetable):

- Available first week of Site Visit
- Available second week of Site Visit
- Available either the first or second week of Site Visit

Introduction to Performance Excellence or Executive Overview Workshop Date (visit our Web site at www.wsqa.net/workshops to select the desired workshop date that you would like to attend): _____

Lite (Assessment) Examiner Training Date (visit the Web site at www.wsqa.net/Extimetable and select the desired (Lite) Assessment Examiner Training Date and location from those listed on the Examiner Calendar): _____

Full Examination Training Date (visit the Web site at www.wsqa.net/Extimetable and select the desired All Examiner Training Date and location from those listed on the Examiner Calendar): _____

For Consensus and/or Site Visit purposes, please rate your **strength of experience and knowledge** from 1-6, with 1 being the strongest level and 6 being the weakest level.

- ___ Leadership (Mission, vision, values deployment, governance, leadership review)
- ___ Strategic Planning (Involvement in the organizational strategic planning, action planning, deployment, obtaining feedback and input process)
- ___ Customer Focus (Listening and learning from Customers, segmenting and tracking customer needs and competitive or comparative information)
- ___ Measurement, Analysis and Knowledge Management
- ___ Human Resources (Workforce Engagement and Systems)
- ___ Process Management (Work systems design and improvement)

Please rate your level of interest and desire to lead one of the following Categories from 1-6, with 1 being the highest level of interest and 6 being the lowest level.

- ___ Leadership (Mission, vision, values deployment, governance, leadership review)
- ___ Strategic Planning (Involvement in the organizational strategic planning, action planning, deployment, obtaining feedback and input process)
- ___ Customer Focus (Listening and learning from Customers, segmenting and tracking customer needs and competitive or comparative information)
- ___ Measurement, Analysis and Knowledge Management
- ___ Human Resources (Workforce Engagement and Systems)
- ___ Process Management (Work systems design and improvement)

Experience

Please provide the requested work experience information for your two most recent professional jobs.

Work Experience - Position #1

Employer: _____
Employment Dates From: _____ To: _____
Job Title: _____ Number on Your Staff: _____
Organizational Unit: _____
Supervisor's Name: _____ Number of Employees in Unit: _____
Supervisor's Title: _____
Type of Products or Services: _____
Parent Company (if employer is owned by a larger company): _____

Job Duties (include types of products/services):

Related Experience Associated with Duties: _____
Areas of Expertise (technical, professional): _____

Work Experience - Position #2

Employer: _____
Employment Dates From: _____ To: _____
Job Title: _____ Number on Your Staff: _____
Organizational Unit: _____
Supervisor's Name: _____ Number of Employees in Unit: _____
Supervisor's Title: _____
Type of Products or Services: _____
Parent Company (if employer is owned by a larger company): _____

Job Duties (include types of products/services):

Related Experience Associated with Duties: _____
Areas of Expertise (technical, professional): _____

Indicate with a check mark if you have experience in any of the following sectors.

Type of Organization	Small Organization (≤200 employees)	Large Organization (>200 employees)
For-Profit Organization	<input type="checkbox"/>	<input type="checkbox"/>
Public Organization	<input type="checkbox"/>	<input type="checkbox"/>
Educational Institution	<input type="checkbox"/>	<input type="checkbox"/>
Not-for-Profit Organization	<input type="checkbox"/>	<input type="checkbox"/>
Healthcare Organization	<input type="checkbox"/>	<input type="checkbox"/>

Education and Training Background*

Indicate the name and location of educational and training institution(s), course major, degree(s) received, and relevance to quality systems knowledge where applicable.

*Four year degree or equivalent experience accepted.

Please include a brief (1 paragraph) biography in electronic form (e-mail or CD) with your application. This bio will be shared with your team members. Bios typically include a brief summary of your educational and work history, with areas of significant accomplishments and sector expertise.

Abbreviated Board of Examiner Application For Returning Examiners

Only those who have been members of the Board of Examiners within the last 3 years (for any state or national Baldrige based program) may use this abbreviated application. It is intended to update the information provided by the Examiners on their previous application. All Board of Examiner candidates are required to apply each year.

Complete all sections of the application. Incomplete applications will be returned. If additional space is needed to provide the requested information, **one** supplemental page may be submitted. **Additional supplemental pages submitted with the application will be returned.**

Please contact the WSQA program office or our Web site at www.wsqa.net for the template version of the application that can be completed using Word and e-mailed to the office.

Your application must be postmarked no later than the 2nd week of August. Applicants will be notified within 3 weeks of receipt of their application as to their status.

Send your completed application to:

Washington State Quality Award
P.O. Box 609
Keyport, WA 98345

Prior to the start of training, returning examiners will be asked to contribute \$100 to help defer the costs of training. Grants are available. No Examiner will be turned away due to an inability to pay.

Please type the application. Please complete all information in this section, *even if you are a return Examiner.*

Personal Information

Title: Mr. Ms. Mrs. Dr.

Last Name: _____ First: _____ M.I.: _____

Date of Birth: ____/____/____

Place of Birth: _____

Citizenship: _____

Permanent Resident Visa: Yes No

*Preferred Mailing Address: Work Home

Home Address:

Street: _____

City, State, ZIP: _____

Employment:

Employer: _____

Street: _____

City, State, ZIP: _____

*Preferred Phone: Work Home

Work Phone: () -

Home Phone: () -

Work Fax: () - Home Fax: () -

Primary E-Mail Address: Secondary E-Mail Address:

Travel Expense Reimbursement* Required: Yes No
(Site Visit Expenses only. Honoraria will **not** be paid due to budget limitations.)

Can you pay \$175 towards Examiner training? Yes No
(No Examiner will be turned away due to inability to pay.)

Do you want to apply for membership and receive \$35 off this registration and all workshops and conferences?
 Yes (\$95) No

Total Payment: _____

Credit Card Information:

Visa Master Card American Express

Account Number: _____ Expiration Date: _____

Name on Card: _____

Electronic Funds Transfer: For electronic payment (EFT), please use WSQA vendor ID number:
SWV0018495-00

Invoice Information:

Invoice Name: _____

E mail: _____

Invoice Address: _____

Invoice Phone Number. _____

Purchase Order Number (optional): _____

Please note all payments must contain attendees name and "Examiner Training" to ensure correct posting.

Cancellation Policy: All cancellations must be received 1 week prior to the event to receive refund.

Experience — 1

Please indicate your prior Examiner experience

Program Name and year(s) served:

WSQA Year(s) _____
 BNQA (National) Year(s) _____
 Other, please specify _____ Year(s) _____

Which level of Examiner Certification do you currently have or meet?

Level 1 Level 2 Level 3 Level 4

Experience — 2

Please provide the information requested for professional positions held since completing your previous Examiner application. If your job is the same as listed on your previous application, so note below. If you have held more than one position, use a supplemental sheet.

Employer: _____

Employment Dates From: _____ To: _____

Job Title: _____ Number on Your Staff: _____

Organizational Unit: _____

Supervisor's Name: _____ Number of Employees in Unit: _____

Supervisor's Title: _____

Type of Products or Services: _____

Parent Company (if employer is owned by a larger company): _____

Experience — 3

Rank Order (1-4, 1=best) your ability to evaluate application in the Award Categories.

Public
 For-Profit
 Not-for-Profit
 Education
 Healthcare

Please update or note any changes in the last year relating to Education, Publications/Major Reports/Major Speeches Relevant to Performance Excellence, Noteworthy Achievements and Recognitions, and Professional Affiliations.

Examiner Commitment

Which level of Examiner Certification do you wish to obtain?

- Level 1: Entry Level Examiner
- Level 2: Examiner
- Level 3: Senior Examiner.

Please also identify the following roles you would be interested in performing:

- Feedback Writer (proofreading of final report and transporting into final scorebook format)
- Back-up Team Lead (support lead in organization, work assignments, and time management of team)
- Level 4: Senior Lead Examiner (only available to return Examiners)

Site Visit Availability for Examiner Certification Levels 2, 3, or 4 (visit the Web site to view calendar dates www.wsqa.net/Extimetable):

- Available first week of Site Visit
- Available second week of Site Visit
- Available either the first or second week of Site Visit

Full Examiner Training Date (visit the Web site at www.wsqa.net/Extimetable and select the desired All Examiner Training Date and location from those listed on the Examiner Calendar): _____

Return Examiner ¾ Refresher training date (visit the Web site at www.wsqa.net/Extimetable and select the desired Return Examiner Training Date and location from those listed on the Examiner Calendar): _____

Senior Examiner Training Date (visit the Web site at www.wsqa.net/Extimetable and select the desired Senior Examiner Training Date and location from those listed on the Examiner Calendar): _____

For Consensus and/or Site Visit purposes, please rate your **strength of experience and knowledge** from 1-6, with 1 being the highest level and 6 being the weakest level.

- ___ Leadership (Mission, vision, values deployment, governance, leadership review)
- ___ Strategic Planning (Involvement in the organizational strategic planning, action planning, deployment, obtaining feedback, and input process)
- ___ Customer Focus (Listening and learning from Customers, segmenting and tracking customer needs, and competitive or comparative information)
- ___ Measurement, Analysis and Knowledge Management
- ___ Human Resources (Workforce engagement and systems)
- ___ Process Management (Work Systems design and improvement)

Please rate your level of interest and desire to lead one of the following Categories from 1-6, with 1 being the highest level of interest and 6 being the lowest level.

- ___ Leadership (Mission, vision, values deployment, governance, leadership review)
- ___ Strategic Planning (Involvement in the organizational strategic planning, action planning, deployment, obtaining feedback and input process)
- ___ Customer Focus (Listening and learning from Customers, segmenting and tracking customer needs and competitive or comparative information)
- ___ Measurement, Analysis and Knowledge Management
- ___ Human Resources (Workforce Engagement and Systems)
- ___ Process Management (Work systems design and improvement)

Self-Rankings

Indicate your level of ability to assess the 7 Categories of the Baldrige Award.

Criteria	No	Very Little Experience			Proficient			Leading
	Experience						Expert	
1. Leadership	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
2. Strategic Planning	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
3. Customer & Market Focus	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
4. Information & Knowledge Management	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
5. Workforce Focus	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
6. Process Management	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
7. Organization Results	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Please include a brief (1 paragraph) biography in electronic form (e-mail or CD) with your application. This bio will be shared with your team members. Bios typically include a brief summary of your educational and work history, with areas of significant accomplishments and sector expertise.
