

Organization Name

Kentucky Center for Performance Excellence Site Visit Tentative Agenda

Date:

Time: 10:00 a.m. to approximately 3:00 p.m.

Location:

Purpose: Conduct KYCPE Interest Level Education and Evaluation Site Visit.

Agenda:	10:00 am	Introductions
	10:15 am	Overview of KYCPE Award Process
		Discussion, Education and evaluation with respect to:
	11:00 am	Leadership
	11:30 am	Strategy
	12:00 pm	Customers
	12:30 pm	Lunch
	1:00 pm	Measurement, Analysis and Knowledge Management
	1:30 pm	Workforce
	2:00 pm	Operations
	2:30 pm	Results
	3:00 pm	Final Questions
		Wrap-up and Next Steps

Questions Representative of KYCPE site visit discussion:

- Describe the involvement of your leaders in promoting customer focus and performance excellence in your organization
- How does your organization contribute to the community as a corporate citizen?
- Describe the strategic planning process and how plans are translated into performance objectives?
- How are customer complaints received and resolved?
- How do you evaluate your information management?
- How do employee education, training and development support your business objectives?
- What is the method used to design new services?