

Examiner Program Information | 2018

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Visit <http://ilpex.org/develop/examiner-information/> for the 2018 Examiner Application

Serving as a member of the ILPEX Board of Examiners provides unparalleled professional development supported by training in the Baldrige Excellence Framework™, our nation's standard of excellence. Examiners gain leadership skills and business acumen, while helping drive enterprise excellence in Illinois. Service as an examiner offers access to an extensive network of quality professionals, as well benchmarking and growth opportunities, and exposure to best practices across a wide range of industries.

The Board of Examiners is made up of leading quality, business, healthcare, manufacturing, and education experts from across Illinois. It includes individuals selected from industry, professional and trade organizations, government agencies, other non-profit groups, and the ranks of the retired.

All examiners must take part in a comprehensive 3-day training course covering the ILPEX Awards for Excellence examination process and the Baldrige Excellence Framework™, which includes the Criteria for Performance Excellence, the Baldrige core values, and the scoring system. Preparation of case study pre-work is required before attending the training session. Those selected to be examiners must have time available to complete pre-work, attend the training course, conduct reviews and site visits, and complete final feedback reports for the applicants. In addition, new examiners must attend a 2-day orientation to become familiar with examiner expectations and to begin the training pre-work.

Selection of Examiners

Every year, applications are solicited from individuals to serve as examiners. Examiners who served on the board in previous years are required to reapply if they wish to serve again in 2018.

Efforts are made to ensure broad representation and to minimize disproportionate involvement from one industry, sector, or single organization. Coverage and balance of all sectors are important considerations in selection because award applicants come from many types of organizations across the region.

Appointments

Examiners are appointed by the ILPEX Recognition Program to serve for one recognition cycle (April 2018 to December 2018). Appointments are subject to the Conditions of Involvement and the Code of Ethical Standards.

Notification Process

The examiner application deadline is April 6, 2018. Notification will be sent to all Examiner candidates, indicating their selection status. Selected examiners will be notified of their confirmed training dates.

Examiner Training

All Examiners: Attend a 3-day training; two sessions will be hosted in Downers Grove and Peoria. On the application document, applicants must indicate their preference from the sessions offered.

New Examiners: In addition to the 3-day training, all first-year examiners must attend the mandatory 2-day New Examiner Orientation.

Second-Year Examiners: Though not required, the New Examiner Orientation is recommended for second-year examiners. There is no additional fee to attend this 2-day training for second-year examiners.

Examiner Qualifications

Applications for the Board of Examiners as well as assignment to examiner teams are evaluated on the basis of:

- › *Breadth of experience* – refers to the extent an examiner has in-depth experience in several industrial or service sectors, health care or educational settings, or government entities.
- › *Diversity of experience* – refers to having in-depth experience in multiple sectors, such as manufacturing, service, health care, education, or government. Given the conflict of interest restrictions in assigning examiners to evaluate applicants, the award program seeks candidates with broad experience.
- › *Knowledge of business, industry specialization, or quality practices* – refers to knowledge or skill in an area of high need for the program, such as experience in small business operations, senior management, statistical methods, health care, government, or financial results. Expertise may be demonstrated through relevant job experience, papers or articles written, research conducted, and degrees or certificates earned.
- › *Examiner and team skills* – refers to the interpersonal skills to serve as a good team member and the team-based skills that have proven to be useful as an examiner. These skills include leadership ability, analytical ability (particularly as it applies to

evaluating an organization), communication skills (both oral and written), collaboration, time-management skills, and the commitment to meet deadlines.

- › *Demonstrated performance during Examiner Training* – refers to the applicant’s successful completion of Examiner Training. Factors include completion of training assignments, leadership and/or active participation in group exercises, ability to work with others, attitude, and skills improvement during the training course.

Duties of Examiners

Examiners review, comment upon, and score written applications and prepare Feedback Reports for applicants. The role of an examiner includes mandatory participation in consensus meetings and site visits. Board members contribute significantly to the ILPEX Recognition Program process by serving as representatives for the program.

Number of Examiners for 2018

The number of Examiners required for the annual ILPEX Awards cycle is dependent on several factors, the primary factor being the number of applying organizations. In general, all examiners whose applications are accepted and who successfully complete Examiner Training will receive a team assignment.

Terms and Conditions of Appointment

1. Completion of Application

Examiner applications must be received in the ILPEX office no later than Friday, April 6, 2018. Application submission instructions are available on the ILPEX Recognition Program website (<https://ilpex.org/examiner-information>)

Each Examiner application must include a Verification of Management Support document.

Examiner applicants will be informed of their status in the program by April 16, 2018. After submitting an application, if a candidate finds that s/he would be unable to accept an appointment if offered, s/he should immediately notify the ILPEX Recognition Program office at info@ilpex.org.

2. Code of Ethical Standards

Board members are expected to carry out their duties and responsibilities in the award program in accordance with the Board of Examiners Code of Ethical Standards.

3. Disclosure of Conflict of Interest

Those selected to serve on the Board of Examiners must provide information regarding conflicts of interest. Potential conflicts of interest includes, but is not limited to employers, significant ownership, financial interests, client relationships, and affiliations

that may present or seem to present a conflict of interest to the examiner's ability to impartially fulfill his/her ILPEX duties. Such information will be kept confidential.

4. *Term of Appointment*

The term of appointment to the Board is one Award cycle. This period extends from completion of the Examiner Training Course through the Award ceremony.

5. *Training Sessions*

Participation by Board members in Examiner Training courses is critical to the success of the program because these courses include a detailed review of the Baldrige Performance Excellence Framework, the evaluation process, the scoring system, consensus development, site visit requirements, and the Code of Ethical Standards.

Training Expectations

- › All new/first-year Examiners must complete an 2-day Framework training class
- › All Examiners, both new and returning, must attend one of the 3-day preparation classes. Individuals who cannot attend one of the scheduled sessions may not serve as examiners.
- › Individuals invited to serve as a Senior Examiner will attend a 1-day training to outline their additional responsibilities.
- › Examiners may be required to complete a 20- to 40-hour case study evaluation prior to attending the class.

No special classes can be provided for those who cannot attend one of the scheduled classes.

6. *Time Commitment*

Applicants for the Board of Examiners should give careful consideration to the time commitment required to meet the award review schedule. An average of 225 hours is required from April to November 2018.

The actual commitment will depend on the number and levels of applications reviewed. Although the program seeks to accommodate varying schedules, service on the Board of Examiners is a one-year commitment. Examiners must be able to participate in the program's critical review periods detailed in the award program calendar.

Because Interest in Excellence applications are accepted throughout the year, examiners may be asked to serve on a team any time throughout the year.

Review of written award applications may be conducted at the examiner's work location or home. Business is also conducted via email, mail, and telephone.

Event/Stage	2018 Dates	ESTIMATED TIME* FOR BOARD OF EXAMINER ROLES				
		New/First Year Examiner	Examiner	Backup Senior Examiner	Lead Senior Examiner	Judge
Senior Examiner Training	April 16			8*	8*	8*
New Examiner Training	April 19 - 20	16-20*				
Examiner Training Case Study Prep** Class	One of the following: May 21 – 23 –or– May 30, 31 & June 1	40 40*	40 40*	20 24*	20 24*	20 24*
Stage 1 – Individual Application Review	June 15 – July 13	50+	40-50	30-40	25-40	8-12
Stage 2 – Consolidation	July 13 – August 3	20	20	20	20	
Stage 3 – Consensus	August 3 - 17	10*	10*	10-15*	20*	4-8*
Stage 4 – Feedback Preparation	August 17 – August 24			8	16	8
Initial Judges Meeting	August 24					20***
Site Visit Preparation	August 24 – August 31	8	8	8	16	
Site Visits	September 9 – September 28	40+*	40+*	50-60*	60*	4-8*
Feedback preparation for Judge's meeting	September 28 – October 12			8-16	8-16	8-16
Final Judges Meeting	October 12				8-10	20***
2018 ILPEX Awards for Excellence Ceremony	December 2018	3-6	3-6	3-6	3-6	3-6
Total Hours (estimation of hours)		190-245+	215-225+	215-235+	250-265+	150-200+

* Time estimates do not include travel.

** The Examiner Training class pre-work is less rigorous for Examiners with 2+ years of experience.

*** Includes preparation and Judge's meeting time.

7. Travel

Examiners pay for their own travel – transportation and overnight accommodations – for Examiner training sessions. Examiners must pay their own travel costs to their team consensus meeting.

Travel costs to the site visit (if applicable) may be reimbursed by the ILPEX Recognition Program by submitting an expense report to the ILPEX Recognition Program office upon completion of the applicant site visit.

8. Adherence to Award Process

Examiners are expected to meet all requirements associated with a fair and competent evaluation, including use of the award Criteria and scoring system, adherence to the evaluation process, fulfillment of site visit requirements, and avoidance of conflicts of

interest. Thorough documentation and written communication are essential parts of the overall review process.

9. *Assignment of Examiners*

The award program seeks to provide the fairest, most competent evaluation of each application. Accordingly, examiners are assigned to applications on the basis of their knowledge and experience, consistent with the requirements to avoid conflicts of interest, to apportion the application load equitably, and to adhere to agreed-upon schedules.

10. *Examiner Training Fees*

Registration fees are assessed to offset the cost of training facilitators and materials.

	Fee	Included Training
First year examiner	\$975.00	New Examiner Training (2 days) Examiner Training (3 days)
Second year examiner	\$500.00	Examiner Training (3 days) <i>Optional: New Examiner Training (2 days)</i>
Third year examiner	\$250.00	Examiner Training (3 days) Senior Examiner Training (1 day) <i>Only required if participation is requested by ILPEX</i>
Four+ year examiner	\$0.00	Examiner Training (3 days) Senior Examiner Training (1 day) <i>Only required if participation is requested by ILPEX</i>
Examiner training only – no application review	\$1500.00	New Examiner Training (2 days) Examiner Training (3 days)

Examiner registration fees cover the cost of materials and training site expenses.

Payment of training fees is due prior to the 3-day training session.

Submit payment by check: IMEC, attn. ILPEX Recognition Program

1501 W. Bradley Ave, Peoria, IL 61625

Invoice: Email info@ilpex.org to request an invoice.

Examiners are expected to fulfill their commitment to the ILPEX Recognition Program. If an examiner withdraws from the examiner program, a fee of \$600.00 will be charged to new and returning examiners who do not finish the 2018 Award Cycle. An invoice will be sent directly to your manager.

Rules of Conduct

The following Rules of Conduct are established to maintain the confidentiality of ILPEX Award Program application information, including the identity of applicants. In addition, these rules preserve fairness in the examination process. The rules pertain to the entire Board of Examiners, including judges and team leaders.

Code of Ethical Standards – Declaration of Four Principles

Members of the ILPEX Recognition Program Board of Examiners pledge to uphold their professional principles in the fulfillment of their responsibilities.

In promoting high standards of public service and ethical conduct, examiners:

Principle 1: Protect the Integrity of the Award Process

Examiners will make sound decisions related to conflicting or competing interests, as well as do their part to ensure that all applicants are evaluated consistently.

Principle 2: Exhibit Professional Conduct at All Times

Examiners will conduct themselves professionally, guided by truth, accuracy, fairness, respect, and responsibility in all their interactions.

Principle 3: Protect the Promise of Confidentiality

Examiners will safeguard the confidences of all parties involved in the judging or examination of present or former applicants so that the integrity of the ILPEX Award or award process is not compromised.

Principle 4: Protect the Program's Intellectual Property

Examiners will make sound decisions related to the use of ILPEX Program materials, logos, and information contained within the program's website.

Furthermore, examiners enhance and advance the ILPEX Recognition Program as it serves to stimulate Illinois organizations to improve quality, productivity, and overall performance. All board members pledge to abide by this Code of Ethical Conduct.

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Direct questions to:

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<http://ilpex.org/>

February 22	Conference on Enterprise Excellence – Oak Brook 2017 ILPEX Awards Ceremony & Recognition Dinner – Oak Brook
March 23	Deadline: Intent to Apply Package due to the ILPEX Recognition Program office
April 6	Deadline: Examiner Applications due to the ILPEX Recognition Program office
April 16	Senior Examiner Training Downers Grove, IL (<i>Hosted by Advocate Good Samaritan Hospital</i>)
April 19 – 20	New Examiner Training Oak Brook, IL (<i>Hosted by Elkay Manufacturing</i>)
May 21 – 22 – 23	ILPEX Examiner Training Downers Grove, IL (<i>Hosted by Advocate Good Samaritan Hospital</i>)
May 30 – 31 & June 1	ILPEX Examiner Training Peoria, IL (<i>Hosted by IMEC</i>)
June 8	Deadline: Award Applications due to the ILPEX Recognition Program office
June 15	Examiner Teams created
June 15	Applications distributed to Examiners
June 15 – July 13	Individual Application Review period
July 13 – August 3	Application Review Consolidation before Consensus
August 3 – 17	Consensus review period
August 17 – August 24	Consensus Feedback Preparation period
August 24	Judge's Meeting: Conference Call
August 24 – September 9	Site visit preparation period
September 9 – September 28	Individual site visits
September 28 – October 12	Feedback preparation for Judge's meeting
October 12	Judge's Meeting: Award determination and process improvement Downers Grove, IL (<i>Hosted by Advocate Good Samaritan Hospital</i>)
October 19	Final feedback reports due to the ILPEX Recognition Program office
November 2	Announcement of 2018 ILPEX Award Recipients
November 9	Feedback Reports distributed to 2017 Recipients
December 2018	Conference on Enterprise Excellence – Location TBD 2018 ILPEX Awards Ceremony & Recognition Dinner – Location TBD